Unity Connection Voice Mail

To Call

Voicemail from your desk:
- Press the **Messages** button
- Enter your **PIN** + **#**

Starter PIN: 9 6 5 2 7 4

Voicemail from an outside line:
- Dial **(254) 968-1602**
- Press *****
- Enter your **Mailbox ID Number** + **#**
- Enter your **PIN** + **#**

Main Menu

Press 1
To hear new messages

or

Press 3
To hear saved messages

During Message Review

Restart	Save	Delete
1	2	3
Slow	Vol.	Fast
4	5	6
Rewind	Pause	F. Fwd.
7	8	9
Cancel	Help	End
*	0	#

After Message Review

Replay	Save	Delete
1	2	3
Reply	Fwd.	New
4	5	6
Rewind		Prop.
7	8	9
Cancel	Help	New
*	0	#

Press 2
To record, address and send a message to another voice mail user

- Record the message
- Address the message
- Press **#** to send *or* **1** for message options

1 - Message Options
  1 Urgent
  2 Return receipt
  3 Private
  4 Future
  5 Review
  6 Re-record
  7 Add to message
  # Send

Press 4
To change setup options

Press 1 - Greetings:
  Press **1** – Edit the standard greeting
  Press **2** – Turn on/off alternate greeting
  Press **3** – Edit other greetings
  Press **4** – Hear all greetings

Press 2 – Message Settings:
  Press **1** – Change message notification
  Press **3** – Change menu type
  Press **4** – Edit private distribution lists

Press 3 – Personal Settings:
  Press **1** – Change your PIN
  Press **2** – Change your recorded name
  Press **3** – Change your directory listing

Tips:

*****
Cancel,
Back up
or Exit

0 Help

##
Switch
Name &
Number
Entry

MAESTRI Consultants

Cisco 7945/7965 Quick Reference Card

1 **Line** buttons –
Solid green: Active call.
Flashing green: Held call.
Flashing amber: Incoming call.
Solid red: Shared line in use

2 **Foot-stand** button – Collapses the phone base.

3 **Display** button – Toggles the display between sleep and awake modes.

4 **Messages** – Auto-dial access to voice mail.

5 **Directories** – Displays/closes the Directories Menu:
Call logs: Missed, Received and Placed Calls.
Directories: Intercom History, Personal and Corporate Directories.

6 **Help** – Displays/closes the Help system. Pressing the help button followed by a feature button or softkey provides helpful information about that feature.

7 **Settings** – Displays/closes the Settings menu. Use the User Preferences menu to change the phone screen contrast and ring settings.

8 **Services** – Displays/closes the Services menu. Customer customizable.

9 **Volume** – Adjusts the phone's ringer volume on-hook and the handset, speakerphone and headset volumes off-hook.

10 **Speaker** – Activates (solid green) and deactivates the speakerphone.

11 **Mute** – Deactivates (solid red) and reactivates the microphone.

12 **Headset** – Activates (solid green) and deactivates the user-provided headset.

13 **Navigation** – Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, displays calls from your Placed Call s log.

14 **Keypad** – Numeric and alphanumeric character entry.

15 **Softkey** buttons – Engages the associated feature in the display.

16 **Handset** LED – Indicates an incoming call or voice mail message.

17 **Phone screen** – Displays status, feature and call information.

PLACING CALLS

To place a call:
- Lift the handset *or*
  Press a line button *or*
  Press the **SPEAKER** button *or*
  Press the **HEADSET** button *or*
  Press the **New Call** softkey
- Dial the number

To place a second call on the same line:
- Press the **Hold** softkey
- Press the **New Call** softkey
- Dial the number

To call another extension:
- Dial the **4**-digit extension number

To call an outside line:
- Dial **8 + 1 + 10**-digit telephone number

To call Emergency Services:
- Dial **911**

To redial the last number called:
- Press the **Redial** softkey

ANSWERING CALLS

To answer an incoming call:
- Lift the handset *or*
  Press the ringing line button *or*
  Press the **SPEAKER** button *or*
  Press the **HEADSET** button *or*
  Press the **Answer** softkey

To answer a call waiting:
- Press the **Answer** softkey

To answer a call on a shared line appearance:
- Press the ringing line button

ENDING CALLS

To end a call:
- Replace the handset *or*
  Press the **SPEAKER** button *or*
  Press the **HEADSET** button *or*
  Press the **EndCall** softkey

HUNT GROUPS

To log in/out of your hunt group:
- Press the **HLog** softkey

CALL HOLD

To place a call on hold:
- Press the **Hold** softkey

To retrieve a held call:
- Press the **Resume** softkey *or*
  Press the flashing line button

To toggle between held calls on the same line:
- Use the navigation button to highlight the held call to rejoin
- Press the **Resume** softkey

To toggle between held calls on shared line appearances:
- Press the flashing line button

CALL TRANSFER

To transfer a call:
- Press the **Transfer** softkey
- Dial the **4**-digit ext. number *or*
  8 + 1 + telephone number
- *Option: Announce the caller*
- Press the **Transfer** softkey

If no answer or line is busy:
- Press the **EndCall** softkey
- Press the **Resume** softkey

To transfer two callers on the same line to one another:
- While connected to one caller, use the navigator button to highlight the call to transfer to
- Press the **DirTrfr** softkey

To transfer a call to a subscriber's voice mail box:
- Press the **Transfer** softkey
- Dial * + the **4**-digit ext. number
- Press the **Transfer** softkey

CONFERENCE CALLING

To place up to a 8-way conference call:
- While on an active call, press the **Confrn** softkey
- Dial the next participant
- *Option: Announce the conference*
- Press the **Confrn** softkey

To add additional participants:
- Repeat the above steps

To add an incoming caller to an existing call/conference:
- Answer the incoming call
- Use the navigator button to highlight the held call to add to
- Press the **Join** softkey

To view active participants:
- Press the **ConfList** softkey

To remove a conference participant:
- Use the Navigator button to highlight participant to remove
- Press the **Remove** softkey

CALL FORWARD ALL CALLS

To forward all of your incoming calls to another number:
- While on-hook, press the **CFwdALL** softkey
- Dial the **4**-digit ext. number *or*
  8 + 1 + telephone number *or*
  Press the **MESSAGES** button to forward calls to Voice Mail

To deactivate call forwarding:
- Press the **CFwdALL** softkey

CALL DIVERT

To immediately forward a ringing call to voice mail:
- Press the **iDivert** softkey

NOTES

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