### Unity Connection Voice Mail

**To Call**

<table>
<thead>
<tr>
<th>Voicemail from your desk:</th>
<th>Voicemail from an outside line:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press the Messages button</td>
<td>• Dial (254) 968-1602</td>
</tr>
<tr>
<td>• Enter your PIN + #</td>
<td>• Press *</td>
</tr>
</tbody>
</table>

**Start PIN:** 965274

During Message Review

<table>
<thead>
<tr>
<th>Press 1</th>
<th>To hear new messages</th>
<th>During Message Review</th>
<th>After Message Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restart</td>
<td>Save</td>
<td>Delete</td>
<td>Restart</td>
</tr>
<tr>
<td>Rewind</td>
<td>Pause</td>
<td>F. Fwd.</td>
<td>Rewind</td>
</tr>
<tr>
<td>Cancel</td>
<td>Help</td>
<td>End</td>
<td>Cancel</td>
</tr>
</tbody>
</table>

**Main Menu**

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

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

### Cisco 7945/7965 Quick Reference Card

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.
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
- 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 extension 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

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

**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**
- 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