To Place a call outside the agency, Dial 8 then the number, 8-1-xxx-xxx-xxxx for Long Distance and 8-xxx-xxxx for local. You will be asked for you FAC code which will be provided to you prior to the system going live.

**CISCO 7841**

**Buttons**

- Applications
- Contacts
- Messages
- Transfer
- Hold/Resume
- Conference
- Volume
- Speakerphone
- Mute
- Headset
- Select button

**Common Phone Tasks**

<table>
<thead>
<tr>
<th>Task</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call</td>
<td>Go off-hook before or after dialing a number.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial.</td>
</tr>
<tr>
<td>Switch to handset during a call</td>
<td>Pick up the handset.</td>
</tr>
<tr>
<td>Switch to speaker or headset during a call</td>
<td>Press or then hang up the handset.</td>
</tr>
<tr>
<td>Mute and un-mute a call</td>
<td>Press .</td>
</tr>
<tr>
<td>View call history</td>
<td>Press &gt; Call History.</td>
</tr>
<tr>
<td>Hold and resume a call</td>
<td>Press to hold a call and press it again to resume the held call.</td>
</tr>
<tr>
<td>Transfer a call to new number</td>
<td>Press enter the number, then press it again.</td>
</tr>
<tr>
<td>Start a standard conference call</td>
<td>Press dial the participant, then press it again.</td>
</tr>
<tr>
<td>Silence the ring for an incoming call</td>
<td>Press the Volume button down once.</td>
</tr>
</tbody>
</table>
### Cisco Unity Phone Menus and Shortcuts

**To Access Voice Mail Internally:**
- Press the Messages button on your Cisco IP Phone
- Press the * key
- Enter your ID (Your 4 digit assigned voicemail extension).
- The default PIN is 845845

**To Access Voice Mail Externally:**
- Call your main building number.
- Press the * key
- Enter your ID (Your 4 digit assigned voicemail extension).
- Enter your PIN.

#### Accessing Cisco Unity
1. Call Cisco Unity. From your desk phone, **press msg button enter password**
   From another phone within your Organization **press msg button**. From outside your organization, dial your main building number.
2. If you are calling from another phone within your organization or from outside your organization, **press ***, when Cisco Unity answers.
3. If prompted, enter your Cisco Unity ID (your desk phone extension or voice mail ID), and press #.
4. Enter your password, and press #.

#### Main Menu and Shortcuts
**Key Task**
1. Hear new messages
2. Send a message
3. Review old messages
4. Change setup options
5. Change greetings
6. Turn on/off alternate greeting
7. Change message notification
8. Choose full or brief menus
9. Change phone password
10. Change recorded name

**During Message Menu While listening to a message, press:**
**Key(s) Task**
1. Restart message
2. Save
3. Delete
4. Slow playback
5. Change volume*
6. Fast playback
7. Rewind five seconds
8. Pause/Resume
9. Fast-forward five seconds
10. # Fast-forward to end
11. ## Skip message, save as is
*Not available on some systems.

#### Shortcuts for During Message Menu While listening to a message, press:
**Keys Task**
#4 Reply
#42 Reply to all
#5 Forward message
#6 Save as new
#8 Deliver e-mail/fax to fax machine*
#9 Play message properties
77 Rewind ten seconds
99 Fast-forward ten seconds
*Not available on some systems.

#### After Message Menu After listening to a message, press:
**Key(s) Task**
1. Replay message
2. Save
3. Delete
4. Reply
42 Reply to all
44 Call the subscriber*
5. Forward message
6. Save as new
7. Rewind five seconds
8. Deliver e-mail/fax to fax machine*
9. Play message properties
# Save as is
*Not available on some systems.

#### Send Message Menu After addressing and recording, press:
**Key(s) Task**
# Send message
1 Mark urgent
2 Request return receipt
3 Mark private
5 Review recording
6 Rerecord
7 Add to recording
91 Add name
92 Hear all names (and delete names)
* Cancel message

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To access a Dial by voice directory, pick up your handset and dial 7555 and state the name of whom you would like to reach.