

# Cisco Phone cheat sheet

## Calls

### Placing calls

Internal: Enter an extension number and pick up the handset. Dial.

Out (local): Dial 8 then the number and pick up the handset.

Out (local): Dial 8 then the number and pick up the handset.

### Answering calls

Press the flashing amber line button.

### Forwarding a call

1. Select a line and press Fwd all.
2. Dial the number that you want to forward to, or press Voicemail.
3. When you return, press Forward off.

### Transferring a call to somebody else

1. From a call that is not on hold, press Transfer.
2. Enter the other person's phone number.
3. Press Transfer again.

### Putting call on hold

1. Press Hold
2. To resume a call from hold, press Hold again.

### Add Another Person to a Call (7811)

1. From an active call, press Conference
2. Press Calls, select a held call, and press Yes.

### Add Another Person to a Call (7821, 7841, 7861)

1. From an active call, press Conference
2. Select a held call and press Yes.

## Accessing voicemail system

1. From your desk phone: Dial 6060 or press the Messages button on your phone.
2. If you are calling from another phone within your organization or from outside the organization, press \* when Cisco Unity Connection answers.
3. If prompted, enter your Connection ID (usually your desk phone extension), and press #.
4. Enter your password, and press # (default password is 0211).

## Main menu

1	Play new messages
2	Send a message
3	Review old messages
4	Change setup options
4 then 1	Change greetings
4 then 1 then 2	Turn on/off alternate greeting
4 then 2 then 1	Change message notification
4 then 2 then 3	Choose full or brief menus
4 then 4	Change transfer settings
5	Find messages
5 then 1	Find messages from a user
5 then 2	Find messages from all outside callers
5 then 3	Find messages from a specific outside callers

## Selecting recipients

In order to select recipients from a list, press:

0	Help
1	Repeat name
7	Previous name
7 then 7	First name in list
9	Next name
9 then 9	Next name in list
#	Select name
*	Exit list

## Entering recipients

To change entry mode, press:

# then #	Switch between addressing a message by name and addressing by extension
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## Send message menu

After addressing and recording, press:

1	Mark urgent
2	Request return receipt
3	Mark private
4	Request future delivery
5	Review recording

6	Rerecord
7	Add to recording
9 then 1	Add a recipient
9 then 2	Play all recipients (and delete recipients)
*	Cancel message
#	Send message

## During message menu

While listening to a message, press:

1	Repeat message
2	Save
3	Delete
6 then 4	Slow playback
6 then 5	Change volume
6 then 6	Fast playback
7	Rewind
8	Pause / Resume
9	Fast-forward

## After message menu

After listening to a message, press:

1	Repeat message
1 then 5	Play message properties
2	Save
3	Delete
4	Reply
4 then 2	Reply to all
4 then 4	Call the sender
5	Forward message
6	Save as new
6 then 8	Send to fax machine for printing
7	Rewind
#	Save as is

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*More information:* [defkey.com/cisco-phone-unity-connection-shortcuts](https://defkey.com/cisco-phone-unity-connection-shortcuts)

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