### ANALOG LINE FEATURE ACCESS CODES:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Access Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL PICK UP</td>
<td>Dial **3</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>&quot;flash&quot; + number</td>
</tr>
<tr>
<td>CONSULTATION</td>
<td>&quot;flash&quot; + number consult</td>
</tr>
<tr>
<td>CONFERENCE</td>
<td>&quot;flash&quot; + number + &quot;flash&quot;</td>
</tr>
<tr>
<td>CALL FORWARD</td>
<td>Dial **1 + number</td>
</tr>
<tr>
<td>CANCEL CALL FORWARD</td>
<td>Dial **2</td>
</tr>
<tr>
<td>REDIAL</td>
<td>Dial * #</td>
</tr>
<tr>
<td>VOICE MAIL</td>
<td>5522 or 7787</td>
</tr>
</tbody>
</table>

### DIALING OUT:
Dial 9 & number or dial 4-digit extension.

### LAST NUMBER REDIAL:
Pick up handset and press *#.

### CALL WAITING:
Press the hook switch if you hear a call waiting tone to put the 1st call on hold and answer the 2nd call. Use “flash” to toggle between calls.

### CALL PICK UP:
Dial **3 to answer a call ringing in your pick up group.

### HOLD:
While on call, press the hook switch or flash.

### HOLD RETRIEVE:
Press hook switch or flash again.

### CALL TRANSFER:
While on a call, press the hook switch or flash.
Dial 4-digit extension & hang up to complete the transfer.

### TRANSFER TO VM:
While on a call, press hook switch or flash, press * and 4-digit mailbox number. Hang up to complete the transfer.

### CONFERENCE:
While on a call, press hook switch or flash.
Dial 4-digit extension or dial 9 and an outside number.
Press the hook switch or flash again to join parties together.

### FORWARD ALL CALLS:
Lift receiver and dial call forward code: **1
Enter the 4-digit extension or 7787 to forward calls to your VM.

### DEACTIVATE CALL FORWARD:
Lift receiver and dial **2.
ACCESS VOICE MAIL: Dial 5522 or 7787. Enter your PIN and #.

AS A NEW USER, your default password is: 1234 #
New users must complete a new user tutorial. Follow prompts to record your name, greeting & change your PIN.

ALTERNATE VOICE MAIL ACCESS: Not at your desk dial 5522 or 7787 and press * (star).
Enter ID (mailbox number) and #.
Enter PIN and #.

From off campus, dial 860-768-5522 or 7787.
When the greeting answers, press *(star)
Enter ID (mailbox number) and #.
Enter PIN and #.

EXPRESS MESSAGING: From your phone, press * and dial an extension/mailbox number. You will hear their mailbox greeting. You may press # to bypass the greeting & leave a message. Hang up to send.

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Cisco Unity Connection Flow Chart

LISTENING TO MESSAGES
During Message:
- Review Message 1
- SAVE 2
- DELETE 3
- Slow Playback 4
- Change Volume 5
- Fast Playback 6
- Rewind 7
- Pause/resume 8
- Fast Forward 9
- Fast Forward to End #
- Save as New ##

After Message:
- Repeat Message 1
- SAVE 2
- DELETE 3
- Reply (record or live reply) 4
- Reply ALL 42
- Forward Message 5
- Mark as New 6
- Skip Back 7
- Message Properties 9
(Date & Time)

USED THESE KEYS ANYTIME
- Help 0
- Cancel/Back up *
- Skip/Move ahead #

MAIN MENU
1. Listen to new messages
3. Listen to saved & deleted messages
2. Send a message
4. Set up options
5. Find a specific message
6. List Meetings
7. External Messages

SENDING A MESSAGE
Record Message & press #.
Enter extension & press #.
- # Send Message
- 1 Mark Urgent
- 2 Return Receipt
- 3 Mark Private
- 4 Set Future Delivery
- 5 Review Message
- 6 Rerecord Message
- 7 Add to Message
- 91 Add Names
- 92 Review Names
- 95 Copy Yourself

SET UP OPTIONS
1. Rerecord
2. Turn on Alternate
(After enabling greeting, press 1 to set an end date or 2 to turn off manually.)
3. Edit other Greetings
4. Hear all Greetings

Message Settings
1. Change Message Notification
3. Change Menu Style
4. Edit Private Lists (1-25)

Preferences
1. Change PIN
2. Change Name
3. Directory Listing

Transfer Settings
1. Standard Transfer Rule
2. Alternate Transfer Rule
3. Closed Transfer Rule
4. Personal Transfer Rules
(Feature only applies to callers who dial extension from auto attendant, not calls on direct lines.)

Alternate Contact Numbers
# Edit Transfer Number
(Feature must be enabled by a system administrator.)