



Telecommunications Services New User Guide

Congratulations! Your phone has been configured and you are set up in the UCCS Telecommunications Services VoIP system. This user guide will provide you with some important information for setting up and using your phone. Much of this information is also available at <https://www.uccs.edu/telecomm>. If you need any help whatsoever, please contact Telecommunications Services at (719) 255-3216.

What is my telephone number?


Your Telephone Number: (719) 255-XXXX

Telephone numbers on campus at UCCS follow this pattern: (719) 255-XXXX. The last four digits are your extension. For on campus calls, all you need to dial is the extension you would like to reach.

How do I set up voicemail?

Initial Voicemail PIN: 1234

As a new user, you will need to complete Initial Enrollment when first accessing your voicemail, which includes resetting your voicemail PIN and recording your personal greetings:


1. To begin enrollment, press the messages button () on the left of the phone base near the handset.
 2. You will be prompted to enter your initial PIN (1234).
 3. Upon acceptance of the PIN, the system will guide you in setting up your voicemail box, so please continue to follow the enrollment prompts
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How do I check my voicemail?

Unless you work with HIPAA-protected information, you will likely receive voicemails in your email inbox (Note: changes made to the voicemail notification in your email will affect your voicemail box: emails marked as read will flag the attached voicemail as old in your voicemail box, and deleting email notifications will delete the attached voicemail, as well). However, should you choose to access your voicemails from your on-campus telephone or from an off-campus telephone, you can do so.



Checking your voicemail from your phone


1. Press the messages button () on the left of the phone base near the handset.
2. You will be prompted to enter your PIN.
3. Follow the prompts to check your voicemail messages.

Checking our voicemail from off-campus


1. Dial your phone on-campus telephone number.
2. Once the system connects, press *, followed by your extension (the last four digits of your on-campus telephone number), followed by #.
 - Note: if you pause at all, the system will ask for your ID (your four-digit extension).
3. Enter your PIN, followed by #.
4. Follow the prompts to check your voicemail messages.

How do I place/answer calls?

To Place a call, you may use any of the following options:

- Lift the handset and dial the number
- Press the line button next to your extension, then dial
- Press the Speakerphone button () , then dial
- Press the New Call soft key just below the display, then dial

To answer a call, you may use any of the following options

- Lift the handset to automatically answer the primary line
- Lift the handset and press the button beside the ringing secondary line to answer it
- Press the Speakerphone button () to answer the call

On-campus calls

Internal calls are completed by dialing the extension (the last four digits of the on-campus phone number). For example, the switchboard is (719) 255-8227. To call the switchboard, you only need to dial 8227.

For a list of extension, you can find the online directory at <https://phonedir.uccs.edu>.

Local calls

For calls to local numbers, dial 9+number (9-XXX-XXXX). It is not necessary to dial the 719 area code for local calls.

Long-distance calls

For calls to long-distance numbers, dial 9+1+area code+number (9-1-XXX-XXX-XXXX). Not all phones allow long-distance calling. Permissions are set by your department or manager and can only be changed by them. Your department will be billed for all long-distance charges.



International calls

For calls to international numbers, leave the handset down, then dial 9+011+country code+phone number, then lift the handset. You must dial the entire number before lifting the handset for the call to be completed. International calls are disabled by default. If you need to make an international call, you will need permission from your department or manager, who will need to contact Telecommunications Services to have international calls temporarily enabled. Your department will be charged for all international calls.

dial 9+1+area code+number (9-1-XXX-XXX-XXXX). Not all phones allow long-distance calling. Permissions are set by your department or manager and can only be changed by them.

For more information, please go to <https://www.uccs.edu/telecomm>. If you need any additional help, please contact Telecommunications Services at (719) 255-3216.



Your Phone

- ① Incoming call or voicemail indicator
- ② Camera (Cisco IP Phone 8845, 8865, and 8865NR)
- ③ Feature and session buttons
- ④ Softkeys
- ⑤ Back, Navigation cluster, and Release
- ⑥ Hold, Transfer, and Conference
- ⑦ Headset, Speakerphone, and Mute
- ⑧ Voicemail, Applications, and Directory
- ⑨ Volume

Feature and Session Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial. Use session buttons (right side) to perform tasks such as resuming a held call. If you use a locale that reads right to left, the feature and session button locations are swapped.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Make a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press **Hold**
2. To resume a held call, press **Hold** again.

View Your Recent Calls

1. Press **Applications**
2. Select **Recents**.
3. Select a line to view.


Transfer a Call to Another Person

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

Add Another Person to a Call

1. From a connected call that is not on hold, press **Conference** .
2. Press **Active calls** to select a held call.
3. Press **Conference** again.

Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

Mute Your Audio

1. Press **Mute** .
2. Press **Mute** again to turn mute off.

Stop Your Video

(Cisco IP Phone 8845, 8865, and 8865NR only.)

1. Turn the camera shutter counterclockwise to stop your video.
2. Turn the camera shutter clockwise to start your video.

Listen to Your Voice Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to, or press **Voicemail**.
3. To receive calls again, press **Forward off**.


Adjust the Volume in a Call

Press **Volume**  left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.


Adjust the Ringtone Volume

Press **Volume**  left or right to adjust the ringer volume when the phone is not in use.

Change the Ringtone

1. Press **Applications** .
2. Select **Settings > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

Adjust the Screen Brightness


1. Press **Applications** .
2. Select **Settings > Brightness**.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press **Save**.

Change the Font Size

1. Press **Applications** .
2. Select **Settings > Font Size**.
3. Select a font size.
4. Press **Save**.

Pair a Mobile Device

(Cisco IP Phone 8851, 8861, and 8865 only.)

1. Put your mobile device in discoverable mode.
2. On your IP Phone, press **Applications** .
3. Select **Bluetooth > Add Bluetooth**.
4. Select your mobile device from the available devices list to pair.
5. Verify the passkey on your mobile device and your IP Phone.
6. When you are prompted to save mobile contacts, choose to make your mobile device contacts and call history available on your IP Phone.

User Guide

View the full User Guide at <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>.



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