Unified Communications (UC) Phone Quick Reference Guide

For complete UC Phone User Guides and Glip information, visit bit.ly/uc-userguides

CUIT Service Desk: 212-854-1919

Working with your new UC Phone

To obtain a dial tone
Pick up the handset or press the speakerphone button 📞 or press the New Call soft key.

To place a call within Columbia University
Obtain a dial tone, then dial the 5-digit extension you wish to reach.

To place a call outside of Columbia University
Obtain a dial tone, then dial 1 + area code + phone number you wish to reach.
Note: you no longer need to dial 93 to make an outbound call.

To answer a call
Pick up the handset or press the speakerphone button 📞

To transfer a call
You can transfer calls in two ways:
1) To inform the 3rd party before connecting:
Press the Transfer soft key, then dial the full number or extension of the third party. When your call is answered, inform them that you are transferring a call, then press the Transfer soft key again to complete the transfer.
2) To transfer directly to the 3rd party's line:
Press and hold the Transfer soft key, then select Blind and dial the full number or extension of the third party. The call will be transferred immediately.

To conference a call
1) During your ongoing call, press the More soft key, then press the Confrnc soft key. Your initial call will be placed on hold and you will hear a dial tone.
2) Dial the extension or phone number of the person you would like to add to the call. When the third person picks up, all callers will be joined on the same call. If there is no answer, press the Cancel soft key to return to your initial call.
Unified Communications (UC) Voicemail Quick Reference Guide

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How do I know if I have a voicemail message?

- The red message-waiting indicator will flash on your desktop phone.
- The display screen has a voicemail icon next to your extension.
- You receive an email with the message attached as a .wav file from RingCentral (if enabled).

How do I access my UC voicemail messages?

Desk phone: Press the home button, select Messages, then select Message Center, and enter your PIN followed by the hash sign (#). Press (1) to immediately listen to your new messages.

RingCentral apps:
- **RC Phone app**: Tap on the Messages tab or envelope icon.
- **RC Glip app**: Tap on the Phone tab or phone icon.
- **RC Chrome extension**: Click on the Messages tab or envelope icon.
- **RC portal website**: Click on the Voicemail icon or the Messages link.

Email: If you have voicemail-to-email enabled, you can receive email notifications and even have the message attached to the email.

How to check voicemails from another phone

You can check your voicemails from any non-RingCentral phone (mobile or landline):
1. Call your full 10-digit Columbia direct number (212-85X-XXXX).
2. Press the star button (*) as soon as you hear the ring.
3. Enter your PIN followed by the hash sign (#) once prompted.
4. Listen to the prompt for instructions or press (1) to immediately listen to your new messages.

How to change your UC PIN (voicemail password)

1. Press the home button.
2. Select Messages, then Message Center.
3. Enter your PIN followed by the hash sign (#).
4. Press (2) for Account Administration.
5. Press (3) to change your PIN.
6. Enter your current PIN, followed by the hash sign (#).
7. Enter your new PIN, followed by the hash sign (#).
   - The new PIN must meet the following criteria:
     • At least 6 numbers
     • Maximum of 10 numbers
     • Numbers only
     • Non-sequential and non-repeating
7. Press (1) one to save your new PIN.