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 Confnc 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.
**How do I check my voicemails from another phone?**

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.

**IMPORTANT:** First follow instructions given in email “Unified Communications | Deployment Instructions” as subject sent by UC team.

**Voicemail Quick Reference Guide**

For Complete UC User Guides Visit bit.ly/uc-userguides

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**CUIT Service Desk: 212-854-1919**

**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).

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**How do I access my 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.

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**How do I check my 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.

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**How do I change my UC PIN (voicemail password)?**

**NOTE:** “INITIAL PIN” setup done while account setup only. This process is only if you want to “CHANGE” the PIN.

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
8. Press (1) one to save your new PIN.