COLUMBIA UNIVERSITY
Information Technology

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.

UC Key Legend for VVX450 Model Phones

My Columbia Telephone Number: (212) 85☐ - ☐☐☐☐
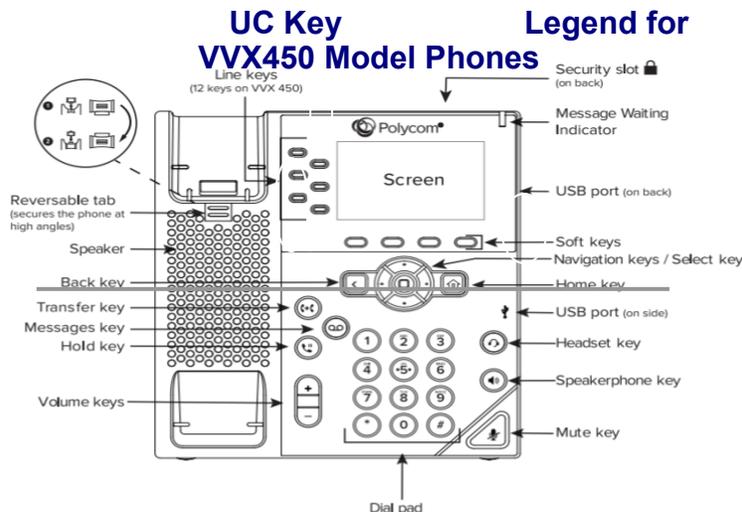
IMPORTANT: First follow instructions given in email "Unified Communications | Deployment Instructions" as subject sent by UC team.

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 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 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.
4. Enter your **PIN** followed by the **hash sign (#)** once prompted.
5. Listen to the prompt for instructions or press **(1)** to immediately listen to your new messages.

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.
5. Enter your **current PIN**, followed by the **hash sign (#)**.
6. 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.