


Getting Started with your Cisco VOIP Phone

For help with your new Cisco VOIP phone, please visit wiki.umbc.edu and search for "VOIP Phone".

Setting Up Voicemail

1. Dial x58880 (from on-campus) or 410-455-8880 (from off-campus) to access VOIP Voicemail.
2. You will then need to enter the default pin/passcode. Press # after you enter the pin/passcode. If you were not given your default pin/passcode, please open a support request ticket by emailing ccsupport@umbc.edu.
3. Since this is your first time calling to check voicemail, the system will prompt you to change your passcode, record and set your greetings, and change your name announcement.
4. Once you are finished following the prompts, hang up.

To access the voicemail system again, press the **Messages**  button on your VOIP phone. An old cassette tape icon on your phone and a red light on your handset will appear when you receive a new voicemail message. You will also receive a copy of this message to your email inbox.


Placing a Call

1. To place a call to an internal number, pick up the handset and dial the 4-digit on-campus extension.
2. To place a call to an external number, pick up the handset, dial 9, then 1, and then the number, including the area code.

Transferring a Call

1. From an active call, press **Transfer**.
2. Enter the recipient's on-campus extension or full phone number.
3. Press **Transfer** again either before or after the party answers to complete the transfer.


Adjusting Ringtone Volume

1. When the phone is not in use, press left or right on **Volume**  to adjust the volume.


Adjusting Volume During a Call

1. When on a call, press left or right on **Volume**  to adjust the volume.

Changing your Ring Tone

1. Press **Applications** .
2. Using the center navigation button, select **Settings**.
3. Scroll down to **Ringtone**.
4. Scroll through your ringtone options and press the **Play** soft key to listen to the ringtone.
5. Select the ringtone of your choice and press the **Set** soft key.

Changing your Wallpaper

1. Press **Applications** .
2. Using the center navigation button, select **Settings**.
3. Scroll to **Wallpaper**.
4. Scroll through your wallpaper options and press the **Preview** soft key to look at your background.
5. Select the wallpaper of your choice and press the **Set** soft key.

Viewing Recent Calls

1. You can view Recent Calls by selecting the icon that looks like a clock from your phone's home screen.
2. You can also view Recent Calls by pressing the **New call** soft key from your phone's home screen.

Forwarding Calls to Your Cell Phone

1. Select a line and press **Forward all**.
2. Enter 9 + 1 + the number you want to forward to.
3. The handset will show that calls are being forwarded.
4. Push **Forward off** when you return to enable calls to your handset again.