LOG IN
Use Extension Mobility to log in to your phone by entering your UserID and PIN.
1) Press the Applications button.
2) Using the Navigation Bar to scroll down, use the button in the centre of the bar to select Extension Mobility.
3) Enter your UserID (Your UCL User Name – ‘UCXXXXX’)
4) Scroll down and enter your PIN (12345)
5) Press the Submit softkey.

Do Not Hit the submit button immediately after entering the userid. Please enter the user id and navigate down (using the Green down Navigate Button) to the PIN then enter PIN and then click submit.

MAKE A CALL
To dial, lift the handset and enter a number. Or:
- a) Press the Line 1 button (your extension).
- b) Press the New Call softkey*.
- c) Press the Speaker button.
- d) Press the Headset button.

External Call: Please prefix *9 followed by 10 digit Number. Example- ‘9020XXXXXX’

TRANSFER
To transfer a call to another extension:
1) Press the Transfer button.
2) Enter the extension number required.
3) Speak privately with the dialed party.
4) Press the Transfer button again to connect the third party.

If there is no reply or the number is busy.
1) Press the Cancel softkey.*
2) Press the Resume softkey* to return to the caller.

CALL HOLD
To place a call on hold:
1) Press the Hold button.
2) Press the Resume softkey* or the flashing green Line button to return to the caller.

TELEPHONE LAYOUT KEY

KEY
1. Handset light Strip
2. Line buttons
3. Phone screen
4. Softkey buttons
5. Navigation and Select button
6. Hold/Resume button
7. Conference button
8. Transfer button
9. Speakerphone button
10. Headset button
11. Mute button
12. Keypad
13. Volume button
14. Contacts button
15. Applications button
16. Messages button
17. Handset

* SOFTKEY BUTTONS are used to select context sensitive functions displayed along the bottom edge of the Phone Screen, They are used to control many of the major features of the phone.

CONFERENCING
To create ad-hoc conference calls on the phone.
The conference is initialized whilst on a call by:
1) Pressing the Conference button.
2) Dial the extension of the 3rd party you would like join the conference.
3) Press the Conference button to introduce the 3rd party into Conference.
4) To bring in additional parties repeat steps 1 – 3.

CALL PICKUP
If your extension is part of a group, a call ‘pick-up’ can be performed by:

When Your Phone displays the incoming call to the Group / Other Person
1. Lift the handset and Press the More softKey* and Press the PickUp softkey*,
2. and Press the Answer softkey* to accept the call.

CALL WAITING
An incoming call can be answered whilst another call is already underway, putting the first call on hold automatically:
1) Call waiting tone or indicator light on the handset rest.
2) Press the Swap softkey*.
3) Press the Answer softkey*.
4) Press Swap then Resume to return to the original call.

CALL HISTORY
To view your Call History.
1) Press the Applications button.
2) Select Call History.
3) Select All Lines or the line that you want to view.
4) To filter the call history, press the Missed softkey*.

To dial, scroll to a call and press the Select button in the Navigation pad, or the Call softkey*.
To view details for a call, highlight the call and press these softkeys*: More > Details.
**DIRECTORIES**

1) Press the **Contacts** button and select a Directory.
2) Enter search criteria and press the **Search** softkey*.
3) Select the listing and press the **Call** softkey*.

**CALL FORWARD**

To forward incoming calls to an alternate extension:

1) Press the **Fwd All** softkey*.
2) Enter the phone number to which calls are to be forwarded. For calls to go directly to Voice Mail, press the **Messages** button.
3) To cancel call forwarding, press the **Fwd Off** softkey*.

**CALL PARK**

Parking a call allows the call to paused (parked) at one phone and retrieved at another. During a call:

1) Press the **Park** softkey*.
2) Note the ‘Park Number’ displayed on the screen, and hang up.
3) To retrieve at any other phone, lift the handset and enter the ‘park number’. You will be reconnected to the call.

*Contacts are currently disabled in UCL***

**VOICE MAIL**

New message indicators:
- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A message waiting icon

To listen to messages, press the **Messages** button and follow the voice prompts. Or, press the **Line** button next to the voicemail icon, followed by the **Messages** button.

**USER WEB PAGES**

You can manage your phone via a web page including the configuration of call forwarding and the programming of speed dials.

To access your personal User Web Page from an internet Browser:
1) Go to [https://10.112.5.10/ccmuser](https://10.112.5.10/ccmuser)
2) Log on using your Ucl login id and Outlook Password

![User Web Page](image)

Use the drop down User Options list to manage your handset features.

**Public Safety and Emergency Calls**

Calls to 999 to reach Public Safety and emergencies including police, fire and ambulance services are always redirected to UCL Main Security (24/7) to enable UCL to respond to the situation quickly with local resources and direct the Public Safety Team to appropriate location/building. Please **dial 999 or 9999** for public safety and emergency related assistance.

**Trouble & Issue - Contact Telecoms**

You can contact us on **is-telecoms@ucl.ac.uk**
Welcome to UCL’s Voicemail Messenger+

Messenger+ is an intelligent messaging solution that works with your telephone system. It enables you to:

- listen to your voicemails;
- delete, save, and copy voicemails;
- listen to details of a voicemail;
- record a personalised voicemail greeting;
- record a temporary voicemail greeting.

Some of the features described in this Getting Started Guide may not be available to you. For more information please contact your System Administrator (telecoms@ucl.ac.uk).

Logging into Messenger+

Before you can access voicemail you must log in.

Just dial 37000 from your desk phone, or press the Voicemail button on your desk phone (if present), or dial 020 7679 7000 from your mobile.

- When you are asked for your user ID enter your five digit extension number followed by the hash key using the buttons on your phone.
- When you are asked for your PIN, enter it using the buttons on your phone.
- Your PIN will initially be set to 0000, the first time you log in you will be required to change it.
- You are then told if you have new messages.

Now you can listen to and manage your voicemails.

To listen to your new messages you can:
Log into the system as described, the first new message will be read to you automatically. Press the voicemail button on your telephone and log in as described.

To listen to your old or saved messages:
Log on as described above, then press 3 for saved messages or 4 for old messages.

To record your own voicemail greeting:

1. Log on as described above, then press 5
2. To record a temporary greeting press 1, or to record a personal greeting 2
3. Begin speaking your greeting when you are prompted to
4. When you have finished recording your greeting press # to stop the recording
5. The greeting you have recorded is played to you. To save the greeting press 4

Tips...

When listening to a voicemail message you can:

- Rewind 10 seconds by pressing 7, you can also press 9 to forward 10 seconds.
- Repeat a message by pressing 2.
- Hear message details by pressing 8.

Changing your Settings at your Computer

Using a web browser go to http://128.40.91.111/user/
Log on using your ID (your desk extension number) and PIN (initially set to 0000).

The first time you log in it is important to check the following details:

- Your messaging settings are correct (click on Settings and in the Messaging menu).