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 – ‘UCXXXX’)
4) 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- ‘9020XXXXXXX’

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*.

**Contacts are currently disabled in UCL**

 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.

 Note: If the call is not retrieved within a specified time it will revert to the phone that parked it.

 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/cccuser
2) Log on using your UCL login id and Outlook Password

![User Web Page Screenshot]

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.

Listening to Messages

When somebody leaves you a message, the light on your desk phone lights or the phone will tinkle, and next time you call Messenger+ it will tell you that you have a new message. Note that when you log into Messenger+ you may be required to record a new voicemail greeting before you can listen to your messages.

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.

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).
- To work with your messages, click on Inbox, Saved or Deleted from the Messaging menu on the left-hand side of the page.
- Full online help is available by clicking Help at the top right-hand corner of the screen.

Tips...

When listening to a voicemail message you can:

- Rewind 10 seconds by pressing [7], you can also press [9] to go forward 10 seconds.
- Repeat a message by pressing [2].
- Hear message details by pressing [8].
Voicemail Menu Structure

Key
Press the key for the action you want to take.
For example, press 1 to hear new messages.

1. Hear new messages
2. Hear saved messages
3. Hear old messages
4. Change greeting
5. Temporary greeting
6. Personal greeting
7. Change PIN
8. Previous
9. Repeat
0. Next
4. Delete
5. Save
6. Copy or reply
7. Details
8. Fast Forward
9. Main Menu
0. Return Call
1. Review
2. Re-record
3. Delete
4. Save