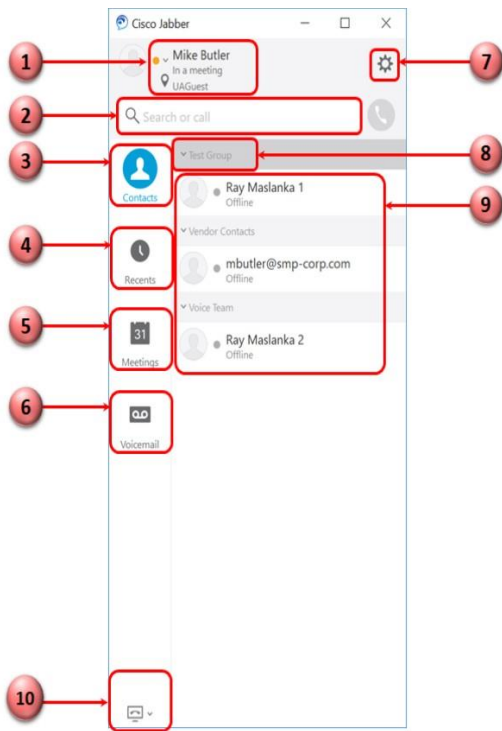


## Cisco Jabber



1. Status/Location message	2. Search or Call Bar
3. Contacts	4. Recent/Missed Calls
5. Meetings	6. Voicemail Messages
7. Settings	8. Custom Contact Groups
9. Contact Lists	10. Phone Control

### Meetings



- The Meetings icon displays your Outlook calendar appointments and allows you to view meeting information within Jabber.

### Phone Control



- Use your computer for calls.
- Use your desk phone for calls.
- Forward your calls.

## Cisco Unified Communications Self Care Portal



Use the Cisco Unified Communications Self Care Portal with your web browser for setting up features and functionality on your phone including:

- Setting up Speed Dials
- Call Forwarding
- Single Number Reach – to receive your University phone calls on your phone device of choice.

- Navigate your web browser to <https://cucm-pub-p101.uc.albany.edu/ucmuser/> while on the University at Albany network or VPN.
- Login with your NetID and Password.

For additional information visit our website at [www.albany.edu/its/svc\\_phone.php](http://www.albany.edu/its/svc_phone.php)

Contact the ITS Service Desk:  
[www.albany.edu/its/help](http://www.albany.edu/its/help)  
(518) 442-3700

# Get Started with the UAlbany Phone System

## Cisco Telephone



## Cisco Jabber



## Cisco Unified Communications Self Care Portal



For additional information:  
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## Cisco 8841 Telephone



### Place a Call


- Dial a number then lift the handset.  
OR
- Lift the handset and dial the number.

- **Dial 8 for an outside line.**
- **For internal calls, dial the 5-digit extension.**
- **No special codes are needed for long distance calls.**


### Redial a Number

- Press the **Redial** softkey button (redials last call placed/received/missed)


### Hold and Resume a Call

- To put a call on hold, press the **Hold** button . The Hold icon displays and the line button pulses green.
- To resume a call from hold, press the **Hold** button or the **Resume** soft key.


### Transfer a Call

- From an active call, press **Transfer** button .
- Enter the transfer recipient's phone number.
- Press Transfer again (before or after the party answers). The transfer completes.

### View Call History


- Press the **Applications** button .
- Press 1 for **Recents**.
- Your phone displays the last 150 missed, placed, and received calls.

## Conference Calls

- From an active call, press the **Conference** button .
- Make a new call.
- Press the **Conference** button again (before or after the party answers). The conference begins and the phone displays "Conference."
- Repeat these steps to add more participants.
- The conference call ends when all participants hang up.

## Voicemail


### Initial Setup

- Press the **Messages** button .
- Enter the default PIN (1+your 5-digit extension) then # key.
- Follow the prompts to record your name, greeting and a new PIN.

### Message Waiting Indicators (MWI)

- Solid red light on your handset.

### Retrieving Your Voice Messages

1. Press the Messages button  and follow the voice prompts.
2. From any phone on campus dial 23305 and follow the voice prompts.

### Voice Message Email Notifications

**Your voice messages will also be delivered to your email with the caller's phone number.**

- Email from UAlbany Phone

  FIRST LAST NAME Message from FIRST LAST NAME (+15184423700)

- Email from Non-UAlbany Phone

 Cisco Unity Connection Messaging System Message from Unknown sender (5555555555)

## Cisco Jabber



Cisco Jabber is a software application that allows you to make a call from your computer or to control your phone from a computer. It integrates with Outlook to reflect calendar information and availability status.

- **Log into Jabber with your NetID and Password.**

### Status Messages

- Your presence will automatically update when you are on a call or have an appointment booked in Outlook.

### Search or Call Bar

- Search for someone in the system by first or last name. The search provides their directory number, email address and allows you to call them by selecting the phone icon.
- Allows you to make a call.

### Recent Calls

- All of your recent incoming, outgoing and missed calls will be displayed.
- A call can be initiated just by double clicking one of the recent call entries.

### Voice Messages

- Voicemail messages can be accessed and heard directly from the Jabber software. Once a message is heard it will remove the red MWI notification light on your phone.