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

Contact the ITS Service Desk: 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: www.albany.edu/its/svc_phone.php

ITS Service Desk:
www.albany.edu/its/help
(518) 442-3700
Cisco 8841 Telephone

Place a Call
- Dial a number then lift the handset.
- 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
- Email from Non-UAlbany Phone

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.