


CISCO Instructions for Telephone Features

General Phone Information

Outbound calls:

Campus calls dial the 4-digit extension number
Local Calls 9 + 10-digit number
Long Distance Calls 9 + 1 + Phone number + double beep +
LD Code + #

Directory Assistance:

The directory can be accessed by pressing,  then choosing “corporate directory”. Once in this directory, you can search by using the number pad and typing in the person’s name using T9 text.

Voice Mail:

Checking from your phone:

1. Press 
2. Enter your PIN (aka: password) and press #

Checking from another phone or off campus:

1. Dial the voicemail access number
 - a. On campus: 6995
 - b. Off campus: 281-283-3999 + *
2. Enter the ID (aka: extension) and press #
3. Enter your PIN (aka: password) and press #

From your Email:

1. Open the CISCO email stating you have a voicemail.
2. Click on the attachment and open. Select a play method via (Windows Media Player, Groove music or other media type player.)
3. Play the .WAV file from your PC.
****Note**** Message will play aloud on PC via your speakers on your monitor or external.

Voicemail.uhcl.edu


1. On campus, go to voicemail.uhcl.edu and sign in with the same credentials you use to log into your computer. ****Note**** Voicemails will be permanently deleted 10 days after initial deletion.

Problems or Questions:


Please Contact the Support Center at x2828 or at supportcenter@uhcl.edu

CISCO Phone Features

Adjusting Ring Type and Settings:


1. Press the Settings button: 
2. Use the up and down arrows to scroll through the menu
3. When option desired is displayed, press the center button in the directional pad.
4. Use the up and down arrows to change the selection
5. Use the Exit soft key on the bottom left of the screen to exit each selection and go back.

Adjusting the Ring and Speaker Volume:


During an active call, use the volume + and – buttons to adjust the volume that you hear a caller. 

For the ring volume, use the volume buttons while the phone is not in use.

Putting Calls on Hold:

1. Press Hold 
2. Press Hold again to resume the call


Transferring Calls: Used for transferring a call to another person.

1. From a call that is not on hold, press transfer 
2. Enter the person’s phone number or extension
3. Press transfer again
4. ****Note**** Transfer to voicemail: *x[Ext]

Call Forwarding: Use to forward your calls to a temporary location.

1. Select the line you would like to set up call forwarding on and press Fwd all
2. Dial the number that you want to forward to, or press voicemail.
3. When you return or want to remove call forwarding, press Fwd Off

Conference Calling: Adding another person to a call

1. From an active call, press Conference 
2. Select a held call and press yes
3. From held call press Calls, select the held call, and press yes

Do Not Disturb: New feature

1. Press the soft key indicating “More”
2. Select DND
3. Press DND again to turn Do not Disturb off

Quick Reference Guide

