Unified Communications:
Frequently Asked Questions

Q: When callers dial my/our office number, they are hearing the prompts for Cisco voice mail. How do we fix this?
A: Check to make sure that the phone number is not call-forwarded to voice mail. That can place your callers directly into voice mail, and if you haven't set up your voice mail box yet, your callers will hear the Cisco prompts.

Q: How can I set up my voice mail?
A: Press the key that looks like a cassette on your phone. When prompted, enter the PIN given to you by Office of Technology staff, and follow the instructions.

Q: What is voice mail to email?
A: The Unified Communications system has a voicemail-to-email feature. If your voice mail has been configured with this setup, when someone leaves you a voice message you will receive an email in your inbox, but could also be in the label marked "UC" or Spam. Attached to that email will be an MP3 file so that you can listen to your message.

Q: How can I request a longer network cord for my new phone?
A: Contact the Technology Support Center at tsc@ucmo.edu or 660-543-4357 to request a longer cord.

Q: What if my phone still says "Phone is Registering" or "Unprovisioned"?
A: Please unplug the network cable from the back of your telephone, wait a minute, and then plug it back in. It should go through a cycle of re-boots that takes four minutes, then show a phone number in the top left corner of the screen. If you cannot make campus calls on that phone after the reboot, please contact the Technology Support Center at tsc@ucmo.edu or 660-543-4357.

Q: My phone is "not right", e.g. my name is spelled wrong, I don't have the correct lines, etc. What should I do?
A: Contact the Technology Support Center at tsc@ucmo.edu or 660-543-4357 and provide as much detail as you can regarding the problem.

Q: How do I reset my PIN?

A: If you need to have your PIN reset, please contact the Technology Support Center at 660-543-4357.

Q: How do I transfer a call?

A: Press the Transfer key (the one with an arrow pointing to a single person) and dial the number (four digit or off campus) of the intended recipient.

Q: How do I personalize the "desktop" on my phone?

A: You can personalize ringtones, directories and dialing, but you cannot currently add personal photos. It's all completed through the menu you can find by pressing your "settings" button - that's the one that looks like a cog wheel.

Q: I have two lines, how can I set up different ringtones?

A: Ringtones may be personalized for each line on your phone. When you access settings (through the button that looks like a cog wheel), you'll be able to change ringtones for each line individually.

Q: Can I see a list of my missed calls?

A: Yes. On the right side of your screen, you'll see an icon appear with a phone hand-set and an arrow when you have missed calls. Hit the button next to that icon, and you'll see a list of numbers/individuals who tried to call you. You can also clear that list by following the soft button options at the bottom of your screen.

Q: Can I *69 from my phone? I want to call back to the person who just called me.

A: There is a "redial" soft key at the bottom of your screen.

Q: When I'm out of the office, how can I be alerted that someone is trying to call me?

A: Forward your desk phone to the number at which you can be reached.

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