UIW **RINGCENTRAL** TELEPHONE INFORMATION
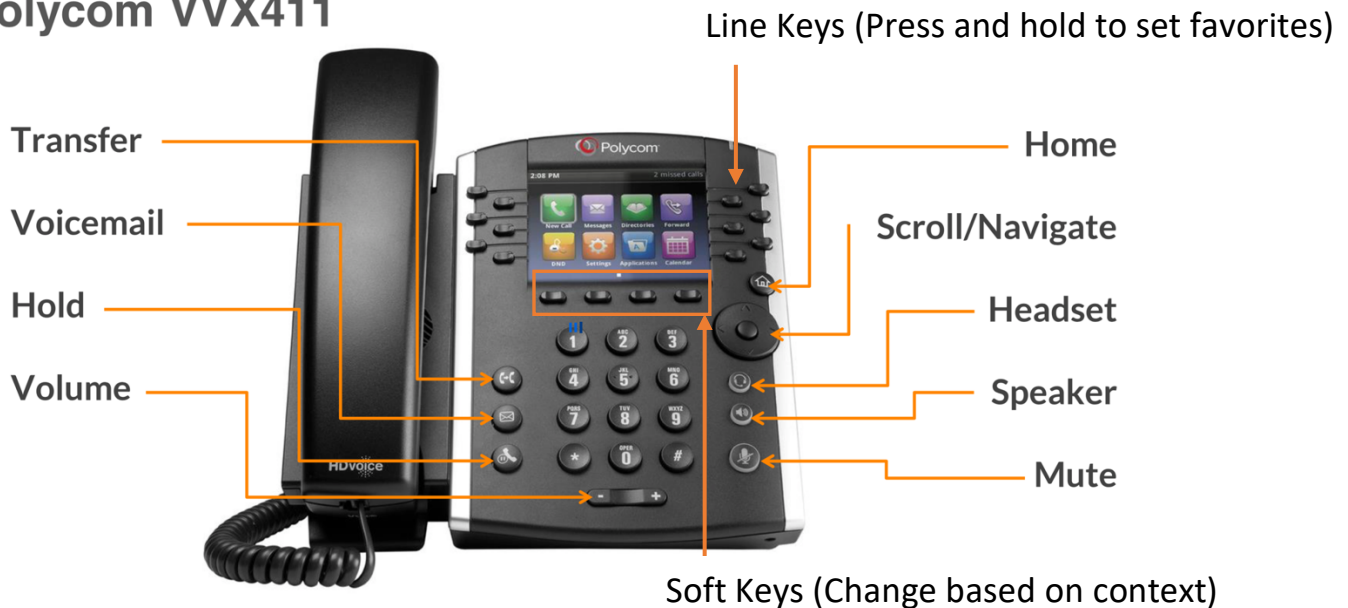
Welcome to the new UIW phone system! RingCentral is replacing the University's old phone handsets and service. Your new phone is fully operational with a temporary number until your current UIW telephone number is transferred to the handset. **You will retain your complete telephone number after migration.** For the schedule and other information visit our website at http://www.uiw.edu/ird/faculty-staff/ringcentral.html

Polycom VVX411

Line Keys (Press and hold to set favorites)

Transfer

Voicemail

Hold

Volume

Home

Scroll/Navigate

Headset

Speaker

Mute

Soft Keys (Change based on context)

VOICEMAIL

- Change your voicemail PIN
    - Click voicemail Icon -> Enter default user PIN 102030 -> Press 2 -> Press 3

- OPTIONAL - Record a custom voicemail greeting
    - Click voicemail icon -> Enter Pin -> Press 2 -> Press 2

- NOTE: Voicemails are also delivered to your email account

DIALING
No need to dial 9 or 1 when calling
No more long distance codes!
UIW numbers only require last 4 digits

FORWARD
Press "Forward" Soft Key
Enter number to forward phone

TRANSFER
While on call:
Press the "Transfer" Soft Key
Dial number and wait for response

CONFERENCE
While on Call:
When in call press "More" Soft Key
Press "Confrnc" Soft Key
Enter second number to call

OPTIONAL: NEXT STEPS
There are many other features of the new RingCentral system! Visit the website (http://www.uiw.edu/ird/faculty-staff/ringcentral.html) for instructions on features such as:
- Smartphone app – answer work calls anywhere
- Softphone client – run your phone from your laptop
- How to send faxes and SMS text from your work number
- Logging into user portal to setup many advanced options