**Why is ITS replacing my phone and will I have to do anything?**

**Tell Me**

1. ITS is replacing your phone because it is old and will soon no longer work.
2. The new phone is comparable to what you currently have, either a 2 line (Cisco model 8841) or a 5 line phone (Cisco model 8851).
3. There is no cost for this replacement.
4. ITS will notify you of the date the phone will be replaced.
5. Notify ITS prior to the replacement if you need a headset with a lifter, contact the IT Service Desk, 704-687-5500
6. You don't need to be there
7. Once you get the new phone:
   1. See this Quick Reference Guide or User Guide for information about the phone features
   2. Reprogram Speed Dial numbers
8. Contact the IT Service Desk if you have any questions or problems, 704-687-5500

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**Related FAQs**

- How do I request a new Cisco office phone?
- What phone models are available for office use?
- If I answer someone else's extension, how do I transfer the caller to voicemail?
- How do I transfer all calls to my UNC Charlotte phone directly to my voicemail?
- How do I transfer all calls to a different extension or phone number from on campus?