How do I set up and use speed dial numbers on my UNC Charlotte phone?

**PIN Number**

If you’re asked to provide a PIN when entering Cisco’s self serve portal, simply enter a four-digit number of your choosing. You will then be allowed to enter.

**Tell Me**

1. Go to Cisco’s Self Care Portal: [https://atkins-cm.voice.uncc.edu/ucmuser/main#](https://atkins-cm.voice.uncc.edu/ucmuser/main#) (if off-campus, you need to log into the **VPN** to connect to the portal)
   1. Enter your NinerNET credentials
2. Find the block that displays the Cisco 8441 phone. Click the gear icon and choose **Settings**
3. Choose **Speed Dial Numbers > Add New Speed Dial**
4. Complete the requested information in the **Add Speed Dial** pop-up window:

   ```plaintext
   Number/URI: On-campus, enter the last five digits of their phone number (e.g. 7XXXX); Off-campus, enter their full phone number, starting with “9” (e.g. 9XXX-XXX-XXXX)
   Label (Description): The person’s name
   Speed Dial: Use numbers 1-10. The first number should be “1”, the second should be “2”, and so on
   ```
5. Click the **Save** button
6. Repeat as needed
7. To use speed dial:
   1. Click the speed dial number e.g. 1, 2, 3 etc
   2. Click the two dots
   3. Click **Speed Dial**

**Resources**

See the below guides for additional information:

1. Cisco Phone Self Service Portal
2. Quick Start Guide
3. User Guide
4. Tutorial
5. Quick Reference Guide

**Related FAQs**

Page: How do I request a new Cisco office phone?
Page: What phone models are available for office use?
Page: If I answer someone else’s extension, how do I transfer the caller to voicemail?
Page: 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?