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

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)
   a. 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:
   a. 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)
   b. Label (Description): The person's name
   c. 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:
   a. Click the speed dial number e.g. 1, 2, 3 etc
   b. Click the two dots
   c. 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

- 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?