

Welcome to the Cisco Phone & Voicemail System!

The Cisco phone and voicemail system provides many advanced features to enhance communication. Before you try the new system, please read this page. Many thanks!

New Password and PINs

You will be provided with following password and PINs:

System	Password / PIN	For use in
Cisco Telephone System	Phone PIN (Numeric) UserID: ITSC network account (without @ust.hk)	Access Personal Directory (Personal Address Book) on the Cisco Phone.
	Portal Password (Alphanumeric) User Name: ITSC network account (without @ust.hk)	Access the Phone Settings Web Portal (https://cm.uc.ust.hk/ccmuser) <ul style="list-style-type: none">- Configure Speed Dials- Add Personal Address Book entries- Set Call Forward options- Disable Voicemail- Change Ring Settings- Change the Phone PIN and Portal Password
Cisco Voicemail System (If you have voicemail)	Voicemail PIN (Numeric) Login ID: 4-digit extension number	Access the voicemail system Change the Voicemail PIN (Note: New voicemail is now 5000 or 23585000)

Please do the following before using the new Cisco Phone & Voicemail system:

- 1) Change the Phone PIN and Portal Password
 - a. Login <https://cm.uc.ust.hk/ccmuser>
 - b. Click User Name in the upper right corner.
 - c. Click "Change Phone PIN" to change the Phone PIN
 - d. Click "Change Password" to change the Portal Password
- 2) Change the Voicemail PIN (if you have voicemail)
 - a. Press  or  button on the phone
 - b. Follow the instructions to change the PIN. Please choose a non-trivial number which is at least four digits long.
- 3) Check if there is any unread voicemail on the old Nortel CallPilot system
 - a. Call 8000
 - b. Enter your Extension Number.
 - c. Enter your Nortel CallPilot voicemail password.

For further information, contact x6200 or send email to cchelp@ust.hk