

Dear colleagues,

We're pleased to begin installing your new VOIP desk phone on **Monday, December 1, 2025**. Please review the information below to help the transition go smoothly.

What to Expect

- The installers will need access to your phone for installation of the new phone, please have the area accessible even if you are not present.
- Your new phone will be installed with a **temporary number** for testing and your use while we transfer your current phone number.
- You will need to **forward your current line to this temporary number** to avoid missed calls. We will provide the steps for this in a handout that will be given to you with your new phone.
- If you do not have an existing number, you will be issued a **new permanent number**.

Available Resources

You will have access to the following RingCentral materials:

- https://home.hamptonu.edu/hunews/wp-content/uploads/sites/121/2025/11/Poly_Edge_E220_Quick_Guide.pdf
- https://home.hamptonu.edu/hunews/wp-content/uploads/sites/121/2025/11/Poly_Edge_E550_Quick_Guide.pdf

When you get your login for RingCentral, then you will have access to RingCentral University: <https://university.ringcentral.com/> for quick, on-demand tutorials

User Training

All users receiving a new phone should attend training on **December 5** at **10:00 AM** or **2:00 PM**.

Please Register here for one session:

- Friday December 5th 10am: [Cox Business - Hampton University User Training 10am \[events.teams.microsoft.com\]](https://teams.microsoft.com/join/12345678901234567890)
- Friday December 5th 2pm: [Cox Business - Hampton University User Training 2pm \[events.teams.microsoft.com\]](https://teams.microsoft.com/join/12345678901234567890)

Only those registered for the event will receive a copy of the recording. Even if you are unable to attend the live session, you will receive the recording by registering.

Getting Started

You can begin using the new phone once installation and initial testing is completed. If you need assistance, contact the CTS Helpdesk at helpdesk@hamptonu.edu.

Division of Information Technology (DoIT)