

Telephone changes as of Oct. 4

UCSF IT will be making changes to telephone services across St. Mary's Hospital, effective Saturday, Oct. 4.

What's changing

- Internal 6-digit dialing will be replaced with new **5-digit internal extensions**. Directory available [on the website](#).
- You will have **new voicemail boxes** and will need to reset your PIN.
- **Voalte users**: Please see [these instructions](#) for making emergency calls.
- 10-digit dialing to/from **analog devices** (patient room phones, physical fax machines, wall and elevator phones) replaced 6-digit dialing, effective Sept. 21.

What's *not* changing

- 10-digit phone numbers will remain the same.
- Continue to use the **2299 extension** for clinical and non-clinical code activations. For all other emergencies, dial 9-911 or 911.
- Physical Cisco desk phones will not be replaced with new devices.
- Voicemail greetings were migrated. If you had a greeting, it was transferred to the UCSF system.
- Voicemail messages left before Oct. 4 will be available until Oct. 31. Retrieve CommonSpirit voicemails by calling 91-480-676-6099.

REMINDER: In case of emergency, dial **911** or **9-911** from any phone.

Find information about all the telephone changes including a directory of phone numbers sfch.ucsfhealth.org/it-resources or scan the code.

