

Cisco Unified Call Manager User Options

Version	1.1
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One of the advance features of our Telephone System is allowing staff to define and administer their own telephone settings such as Personal Address Book, Fast Dials, Speed Dials and call forwarding via a Web browser.

The following procedures show how you can access the Cisco Unified Call Manager User Options and change your telephone settings via a web interface.

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1. Access the Cisco Unified Call Manager User Options

Access to the User Options web page is via the following web link <https://pub1.portsmouthcc.gov.uk/ccmuser> or via the link on Intranet systems page <https://www.portsmouth.gov.uk/intranet/is/systems/systems.aspx>

Initial log in is with your user id and password 12345.



2. Change the browser password

Change the Browser password once you have logged in (We would advise not to change the Phone PIN). Open the **User Options** menu and select **User Settings**.

The Browser password is used whenever you access the Unified Call Manager to change your IP phone settings via a web browser.

3. Device Configuration

From the **User Options** drop down select the **Device** menu option. This will give you options to select which phone you are going to control. Most phone users will have only one option.

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The screenshot shows the 'Device Configuration' page in the Cisco Unified Call Manager User Options interface. At the top, there are navigation tabs: Save, Reset, Apply Config, Line Settings, Speed Dials, Phone Services, and Service URL. The 'Status' section shows 'Status: Ready'. The 'Device' section contains the following information:

- Name: 1929
- Model: Cisco 7962
- Description: PCC7962Template
- User Locale: English(British), United Kingdom

Below the device information are buttons for Save, Reset, Apply Config, Line Settings, Speed Dials, Phone Services, and Service URL. A note at the bottom states: '* - indicates required item.'

From the **Line settings** menu item you can control your Voicemail and call forwarding options.

The screenshot shows the 'Line Settings Configuration' page. The 'Status' section shows 'Status: Ready'. The 'Line Information' section shows 'Line: 1929 - Line 1' and a checked 'Log Missed Calls' option. The 'Incoming Call Forwarding' section has four rows of settings:

- Forward all calls to:
 - Voice Mail
 - This Number
- When the line is busy, forward external calls to:
 - Voice Mail
 - This Number
- When the line is busy, forward internal calls to:
 - Voice Mail
 - This Number
- When there is no answer, forward external calls to:
 - Voice Mail
 - This Number
- When there is no answer, forward internal calls to:
 - Voice Mail
 - This Number

From the **Speed Dials** menu item you can add speed dials and abbreviated dials. Depending on the phone you are using the number of speed dials available will change.

The screenshot shows the 'Speed Dial and Abbreviated Dial Configuration' page. The status shows 'Update successful'. The page contains two tables for configuration:

Speed Dial Settings		
Number	Label	ASCII Label
1	8550	Chris
2	1190	Julie
3	1970	Victory
4		
5		
6		

Abbreviated Dial Settings		
Number	Label	ASCII Label
7	8256	Martine
8	1969	Mary Rose
9		
10		
11		
12		
13		
14		
15		

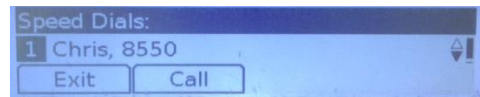
When entering Speed Dials or Abbreviated Dials ensure you enter the telephone number, label (name of person) and then click save.

You can access your speed dials from your desk phone by using the down arrow button.



Your speed dials will then display on the screen.

Subsequent speed dials can be accessed by using the down arrow button.



Speed dials on softphones are displayed on the front screen and can be called by clicking on the button next to the name.



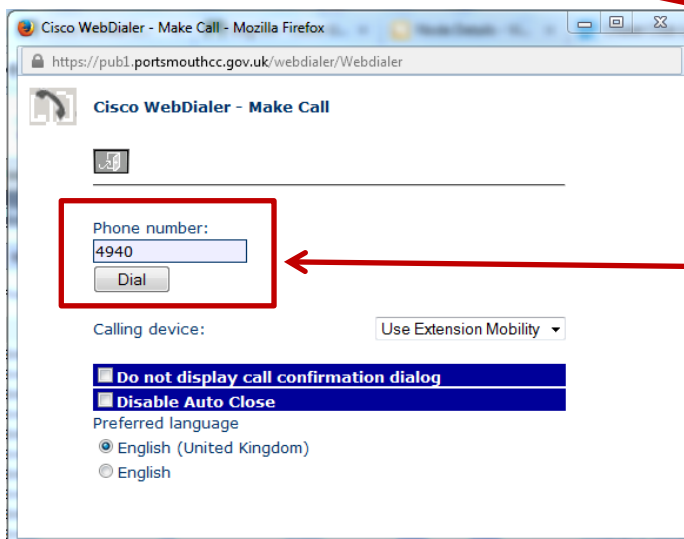
If you are using abbreviated dials you need to press the line number of the Abbreviated dial and on your phone screen one of the soft keys will show **AbbrDial**, press this key to dial.



4. Directory

You can access the corporate directory by clicking the **User Options** drop down and selecting **Directory**. You can search by first name, second name, user id or extension.

Last Name	First Name	User ID	Ext	LDAP Ext	Department	Manager
Smith	Maria	143ttr	4940	4940	Finance	
Smith	Kerry	417563	1254	1254	Finance	
Smith	Kathy	105mxpr	1559	1559	Customer, Community and Democratic Services	
Smith	Lucy	421748	4234	4234	Housing and Property Services	
Smith	Sharon	pc90ss	8547	8547	Adult Social Care	
Smith	Charlotte	ccs030	1024	1024	Customer, Community and Democratic Services	
Smith	Chas	YOT026	7892	7892	Corporate Assets, Business and Standards	
Smith	Nicholas	423525	1995	1995	City Development and Cultural Services	
Smith	Francesca	422959	7846	7846	Transport and Environment	
Smith	Liz	cf265	1391	1391	Children's Social Care and Safeguarding	

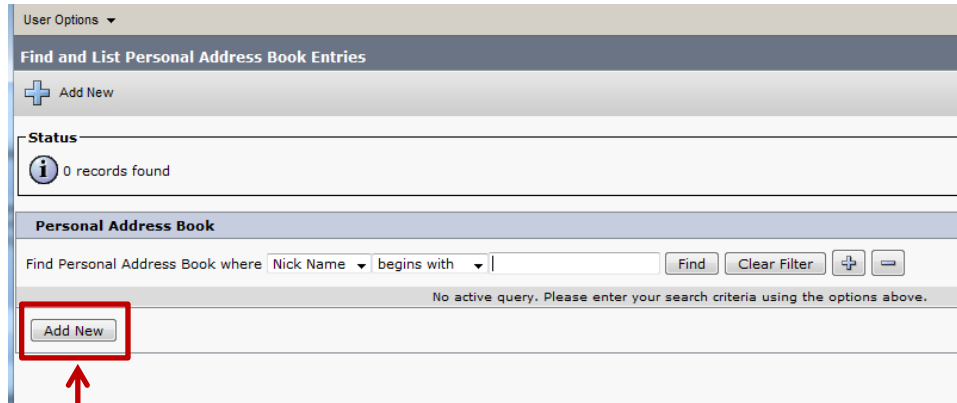


Once you have found the person you are looking for they can be dialled by clicking on the number in the directory.

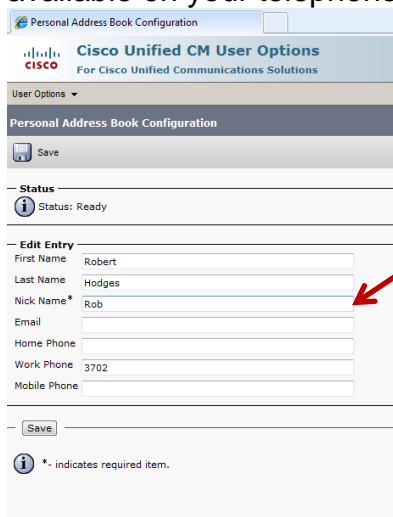
A window like the one shown below will pop up, click on the **Dial** button.

5. Personal Address Book

From the User Options drop down select **Personal Address Book**.



You may create your own Personal Address Book so that you can retrieve any phone number quickly and easily via the “Personal Directory” service which is available on your telephone/softphone.



Complete the required fields, but please note that nickname is a mandatory field.

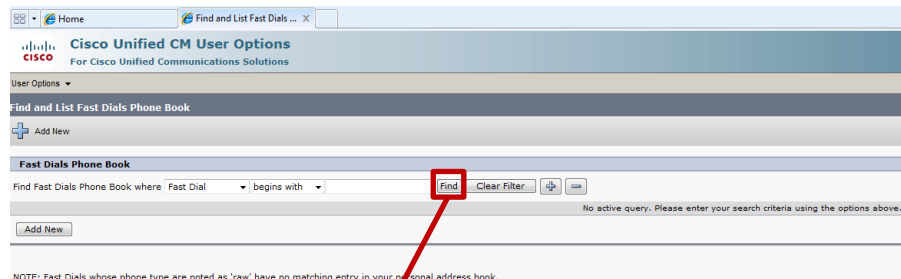
When entering external numbers ensure you enter 9 first to gain access to an outside line.

Click save when you have finished.

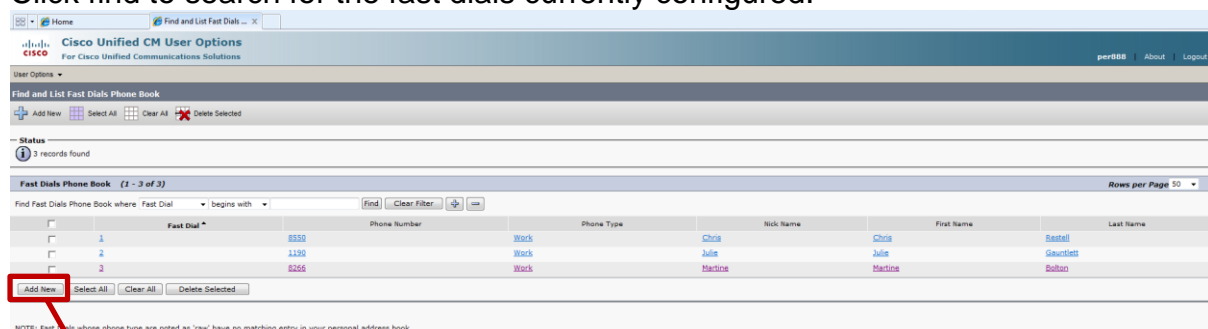
6. Fast Dials

Fast Dial provides a menu to access the most frequently dialled phone numbers. You can at most define 99 fast dial numbers in your personal profile. Fast dials can be accessed via the “Personal Directory” service which is available on your telephone/softphone.

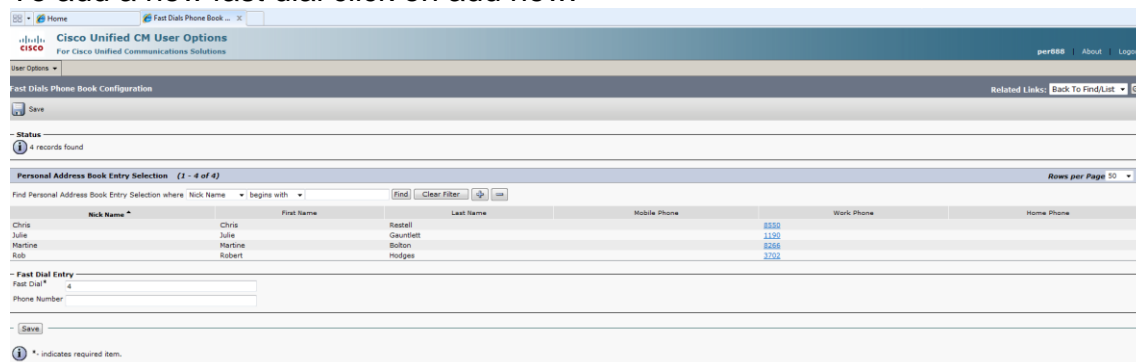
From the User Options drop down select Fast Dials.



Click find to search for the fast dials currently configured.



To add a new fast dial click on add new.



From this point you can select one of your Personal Address Book entries by clicking on the number you want to allocate as a fast dial and then click save.

When you next select fast dials your new entry will be displayed.

When accessing fast dials from your softphone you will need to access your personal directory:

1. Click the directory button
2. Select personal directory by clicking on it or pressing 4
3. Select fast dials by clicking on it or pressing 2

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4. Click on the fast dial or press the corresponding number on your keyboard to call the fast dial number.

7. Mobility Settings (Single number reach)

Single number reach is a feature of the telephone exchange which allows you to associate another number or numbers with your work phone. This can be a mobile / blackberry or even a home phone. These associated numbers can then be setup so that if your work phone is called and you are not at your desk, after a pre-defined period the call will also start ringing on your associated device. If you would like single number reach please contact the IS Service Desk.

The **Mobility Settings** page allows the remote destinations to be managed. From the **User Options** drop down select **Mobility Settings**.

You can find your remote destination(s) by clicking on the **Find** button.

The screenshot shows the 'Find and List Remote Destinations' page. At the top, there are buttons for 'Add New', 'Select All', 'Clear All', and 'Delete Selected'. Below this is a 'Status' section indicating '3 records found'. The main area is titled 'Remote Destination (1 - 3 of 3)'. It features a search bar with 'Name' selected and 'begins with' as the filter. Below the search bar is a table with three entries:

<input type="checkbox"/>	Name ^	Destination Number
<input type="checkbox"/>	1929-RD	9077
<input type="checkbox"/>	Standby-RD	9079
<input type="checkbox"/>	Work Mobile	9079

At the bottom of the table are buttons for 'Add New', 'Select All', 'Clear All', and 'Delete Selected'.

If you then click on the name of your remote destination you can manage the settings of this remote destination.

The screenshot shows the 'Remote Destination Configuration' page. It includes a 'Status' section indicating 'Ready'. The main area is divided into several sections:

- Association Information:** Shows a table with 'Line' and 'Line Association' columns.
- Remote Destination Information:** Includes fields for 'Name', 'Destination Number*', 'Answer Too Soon Timer (ms)*', 'Answer Too Late Timer (ms)*', 'Delay Before Ringing Timer (ms)*', 'Remote Destination Profile*', 'Mobile Phone' (checked), and 'Enable Mobile Connect' (checked).
- When Mobile Connect is Enabled:** Includes a 'Ring Schedule' section with options for 'All the time' or 'As specified below' (with day and time zone selections), and a 'When receiving a call during the above ring schedule' section with options for 'Always ring this destination', 'Ring this destination only if caller is in', and 'Do not ring this destination if caller is in'.

The settings you can change are:

- time before the mobile device starts to ring;
- time before the mobile device stops ringing
- schedule when Mobile Connect is Enabled.