

## **Cisco Unified CallManager User Options Guide**

One of the advance features of IP Phone System is allowing user to define and administrate his/her phone data such as Personal Directory, Speed Dials, etc. via a Web browser.

Following procedures show how you can access the Cisco Unified CallManager User Options and change your IP Phone settings via a web interface.

### **1. Access the Cisco Unified CallManager User Options**

The IPT System is installed in a private network and your PC can not access the IPT servers directly. You need to establish a SSL VPN tunnel to the private network in order to gain access to the servers.

### **2. Change the Browser password and Phone PIN**

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

The Phone PIN is used when you try to access the Personal Directory through an IP phone set.

### **3. Create/Edit the Personal Directory**

You may create your own Personal Directory so that you can retrieve any phone number quickly and easily in the IP phone set via the “Personal Directory” service.

### **4. Create/Edit Speed (Abbreviated) Dials Numbers**

Speed (Abbreviated) dial provides a short cut to dial the most frequently numbers by pressing at most 3 keys. You can at most define 99 speed dial numbers in your IP phone.

To place a speed dial call, you can key-in the predefined speed dial number, press the “AbbrDial” soft key and then lift the handset.

### **5. Modify Call Forwarding**

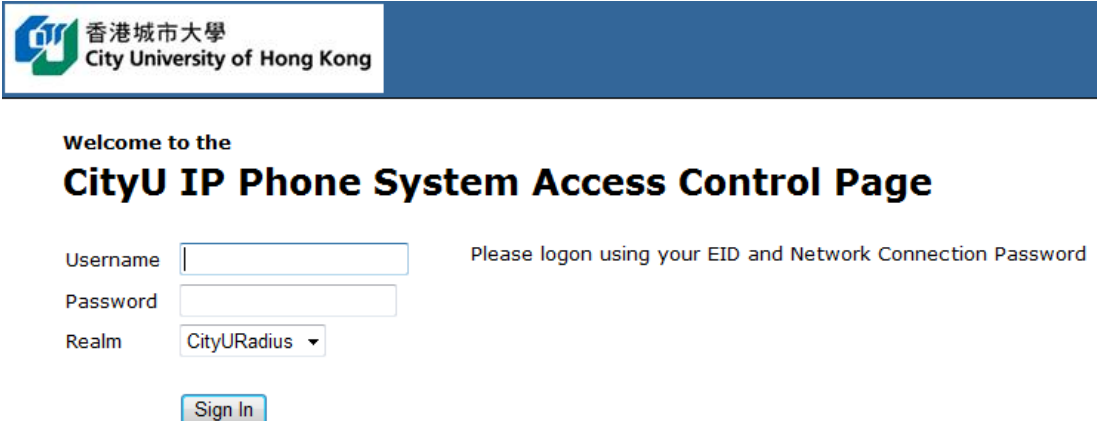
You can modify your line settings such as forwarding internal or external calls to another phone number through a web browser.

## City University VoIP Quick Reference Cisco Unified Communications – Self Care Portal

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### 1. Access the Cisco Unified CallManager User Options

Select the “CityU IP Phone Maintenance - Cisco Unified CM User Options” option in the Workdesk and you will be prompted for your EID and Network Connection Password. Select “CityU Radius” in the Realm field.

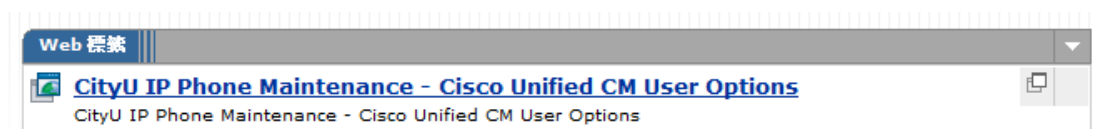


Username  Please logon using your EID and Network Connection Password

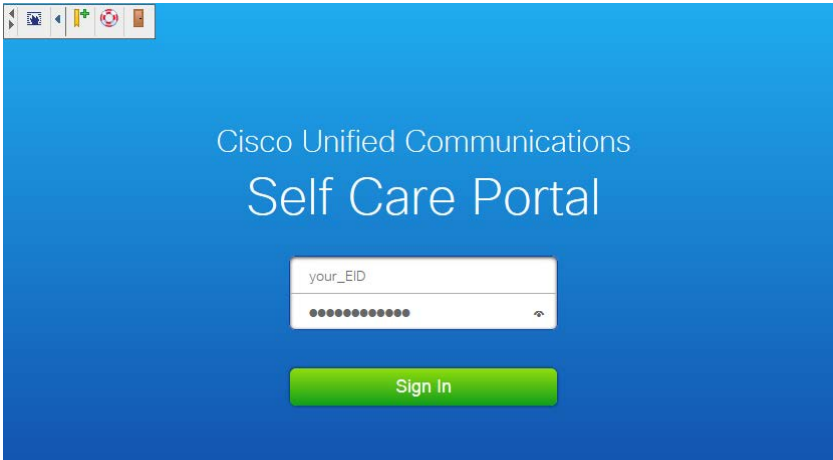
Password

Realm

Upon successfully logon, a SSL VPN tunnel to the IP Phone System is established. You may then choose the “CityU IP Phone Maintenance – Cisco Unified CM User Options” to continue. Additional plugin may be required to load the application. Just follow the on screen instructions and install the plugin.



The logon screen of the CallManager is shown on the screen and you can use your EID and the browser password that we have sent to you by e-mail at the time when the IP phone set was delivered:

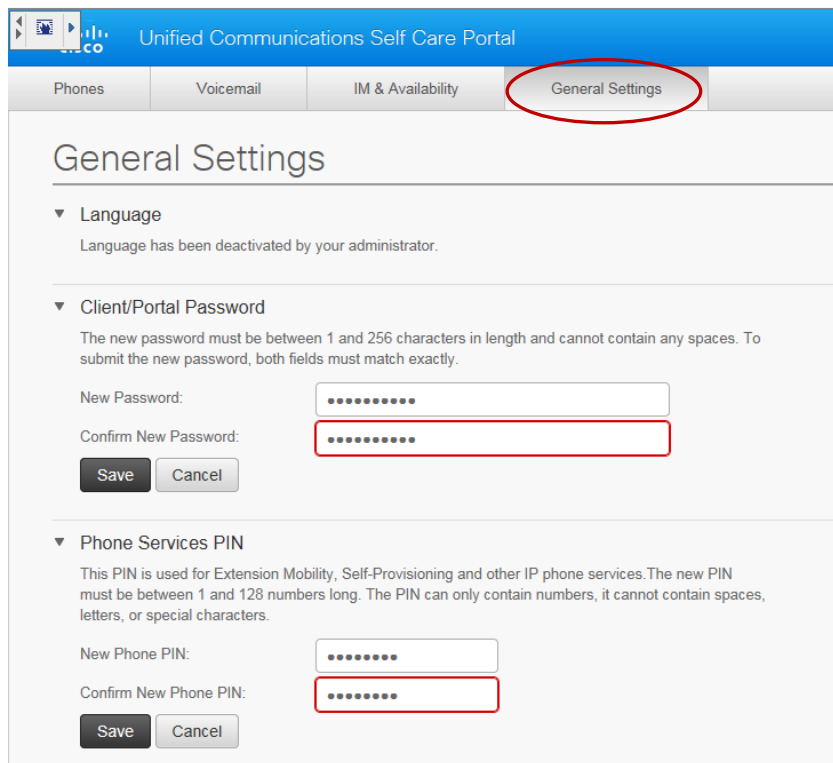


If you have forgotten the password, you may raise a CSC Work Request to reset the password.

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## **2. Change your Portal password and Phone PIN**

Select “General Settings” and then enter your new Portal password/PIN. Please note that the password must contain 5 – 127 characters while the PIN must contain 5 – 20 numeric characters.



The screenshot shows the 'Unified Communications Self Care Portal' interface. The 'General Settings' tab is selected and circled in red. Below the navigation bar, the 'General Settings' section is expanded. It contains three main sections:

- Language:** A dropdown menu with a message: "Language has been deactivated by your administrator."
- Client/Portal Password:** A section with instructions: "The new password must be between 1 and 256 characters in length and cannot contain any spaces. To submit the new password, both fields must match exactly." It includes two input fields for "New Password" and "Confirm New Password", both containing masked characters. Below these fields are "Save" and "Cancel" buttons.
- Phone Services PIN:** A section with instructions: "This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters, or special characters." It includes two input fields for "New Phone PIN" and "Confirm New Phone PIN", both containing masked characters. Below these fields are "Save" and "Cancel" buttons.

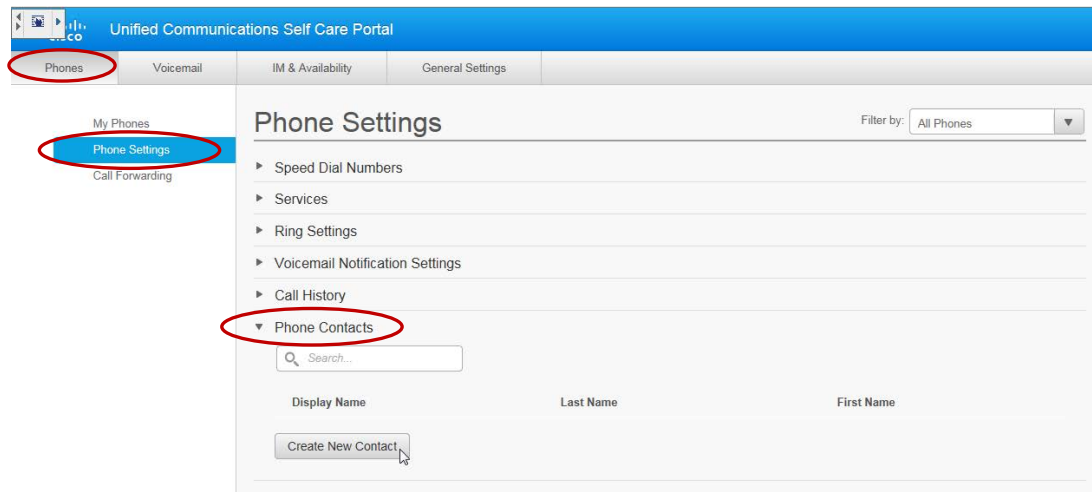
Press the “Save” button to save the new password/PIN.

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### 3. Create/Edit your Personal Directory

Select “Phones”, “Phone Settings” and then expand the “Phone Contacts”:




Press the “Create New Contact” button to add new entry. Fill in the form and then press “Save” to save the entry in your Personal Directory.

The 'Add New Phone Contact' form is displayed. It has two main sections: 'Contact Information' and 'Contact Methods'.  
Under 'Contact Information':  
- Display Name\*: Chan Tai Man  
- First Name: Tai Man  
- Last Name: Chan  
- Email: (empty field)  
Under 'Contact Methods':  
- Work: 87654321  
- Home: (empty field)  
- Mobile: 12345678  
At the bottom, there is a legend for '\* Required', and 'Save' and 'Cancel' buttons.

Press “Create New Contact” button again if you want to add more entries.

### Edit the contents or delete a particular entry

You can edit the contents of a particular entry by clicking on the  icon or click



the  icon to delete the unwanted entry.

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# City University VoIP Quick Reference

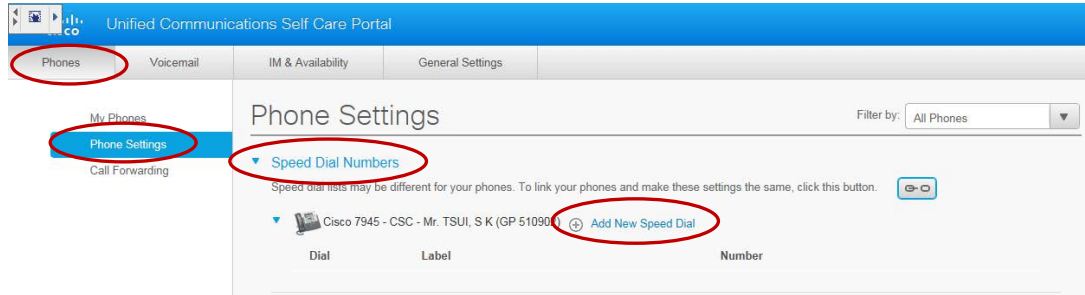
## Cisco Unified Communications – Self Care Portal

▼ Phone Contacts

Display Name	Last Name	First Name	
Chan Tai Man	Chan	Tai Man	 

#### 4. Create/Edit Speed (Abbreviated) Dial Numbers

Select “Phones”, “Phone Settings” and then expand the “Speed Dial Numbers”.



Click on the “Add New Speed Dial” link to add new entry. Fill in the form and then press “OK” button to save the entry.


The 'Add Speed Dial' form contains the following fields:

- Number/URI\*: 7658
- Label (Description)\*: CSC Help Desk
- Speed Dial\*: 1

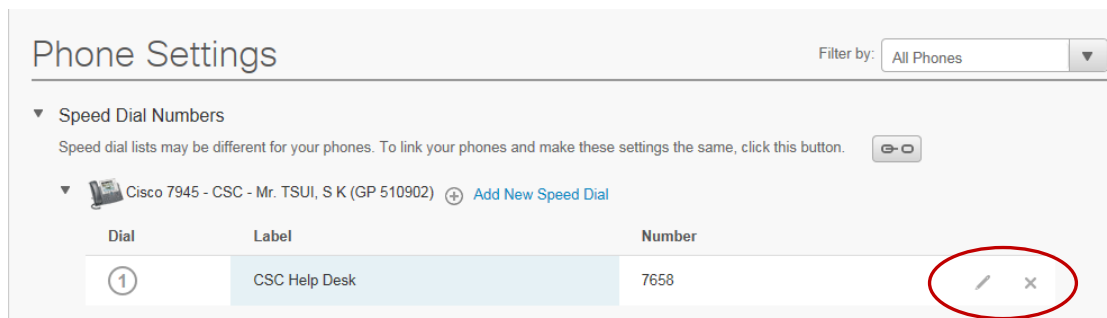
Buttons: Ok, Cancel

Press “Add New” button again if you want to create more entries.

#### Edit Speed Dials entry or delete unwanted entry

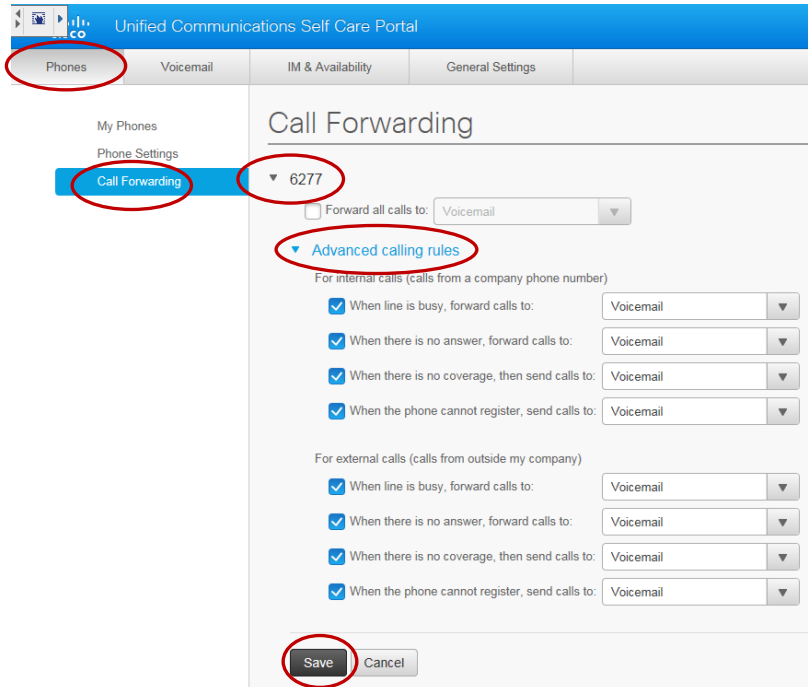
You can edit the contents of a particular entry by clicking on the  icon or click

the  icon to delete the unwanted entry.



## 5. Modify Call Forwarding

Select “Phones”, “Call Forwarding” and then expand the extension you want to modify and expand the “Advanced calling rules” option.



Change the desired options you want and press the “Save” button to save the settings.