

## **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 (Chrome; Firefox, EDGE on Windows and even with Safari on Apple.).

You may use the “CityU IP Phone Maintenance - Cisco Unified CM User Options” in the Work Desk to change/create/edit the followings:

### **1. Change the Portal Password and Phone PIN**

The Portal 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.

### **2. 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.

### **3. 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.

### **4. Modify Call Forwarding**

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

## City University VoIP Quick Reference

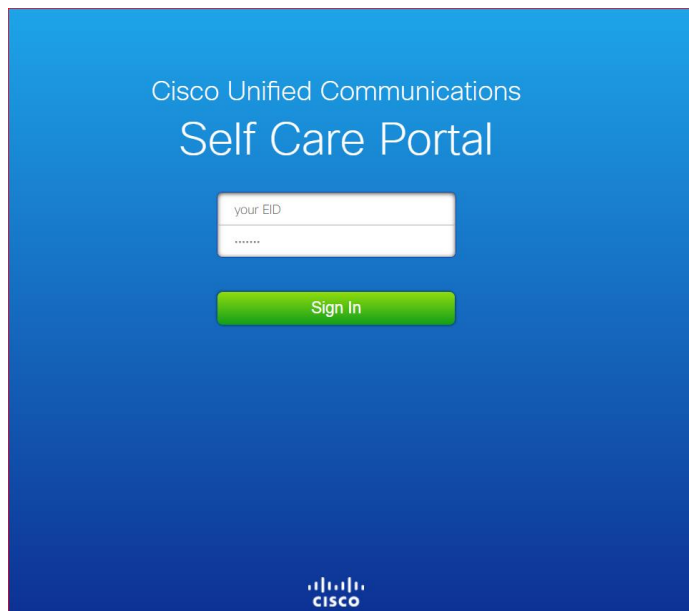
### Cisco Unified Communications – Self Care Portal

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The following procedures show how you can access the Cisco Unified CM User Options to change your IP Phone settings via a web interface.

1. Select the “**CityU IP Phone Maintenance - Cisco Unified CM User Options**” in the WorkDesk (for off-campus access, you may establish the CityU VPN connection first and then visit the link <https://ccmgr04.ipt.cityu.edu.hk/ucmuser>).

The logon screen of the “Cisco Unified Communications Self Care Portal” is shown on the screen. Enter your EID and the portal password to login. The portal password has been sent to you by e-mail when the phone set was delivered. You may raise a CSC Work Request to reset the password if you have forgotten it.



#### 2. Change your Portal Password and Phone PIN

Select “General Settings” and then enter your new Portal Password/PIN.

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### Cisco Unified Communications – Self Care Portal

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Unified Communications Self Care Portal

Phones Voicemail IM & Availability **General Settings**

### General Settings

▼ Language  
Language has been deactivated by your administrator.

▼ Client/Portal Password  
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.

New Password:

Confirm New Password:

Save Cancel

▼ Phone Services PIN  
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.

New Phone PIN:

Confirm New Phone PIN:

Save Cancel

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

### 3. Create/Edit your Personal Directory

#### 3.1 Create Personal Directory

##### 3.1.1 Select “Phones”, “Phone Settings” and then “Phone Contacts”

Unified Communications Self Care Portal

Phones Voicemail IM & Availability General Settings

### Phone Settings

Filter by: All Phones

Speed Dial Numbers

Services

▼ Ring Settings  
Ring Settings has been deactivated by your administrator.

Voicemail Notification Settings

Call History

▼ Phone Contacts

Search

Display Name	Last Name	First Name	
ccstudent	Student	CSC	

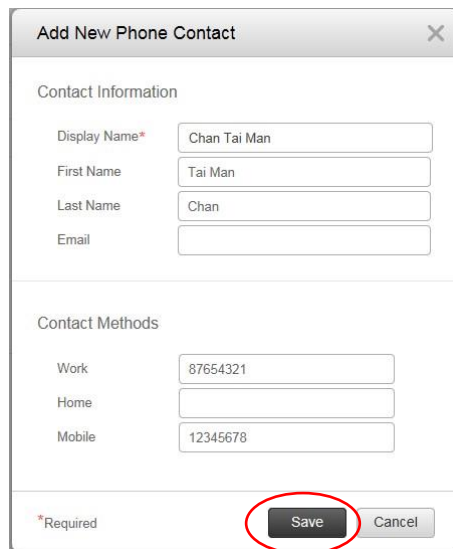
Create New Contact

3.1.2 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.

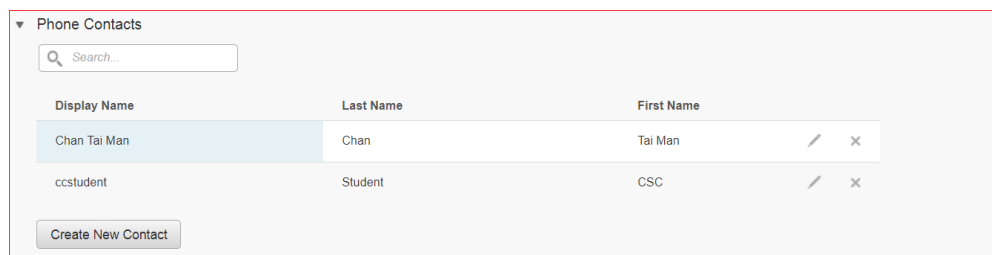
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The 'Add New Phone Contact' dialog box contains two sections: 'Contact Information' and 'Contact Methods'. The 'Contact Information' section has fields for 'Display Name\*' (filled with 'Chan Tai Man'), 'First Name' (filled with 'Tai Man'), 'Last Name' (filled with 'Chan'), and 'Email' (empty). The 'Contact Methods' section has fields for 'Work' (filled with '87654321'), 'Home' (empty), and 'Mobile' (filled with '12345678'). At the bottom, there is a legend for '\*Required', a 'Save' button (circled in red), and a 'Cancel' button.



The 'Phone Contacts' section shows a search bar and a table of contacts. The table has columns for 'Display Name', 'Last Name', and 'First Name'. The first contact is 'Chan Tai Man' with last name 'Chan' and first name 'Tai Man'. The second contact is 'ccstudent' with last name 'Student' and first name 'CSC'. Each row has edit and delete icons. A 'Create New Contact' button is at the bottom.

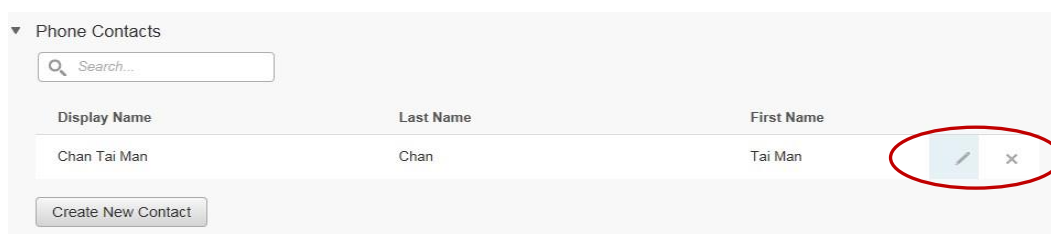
Display Name	Last Name	First Name		
Chan Tai Man	Chan	Tai Man		
ccstudent	Student	CSC		

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

## 3.2 Edit Personal Directory

3.2.1 You can edit the contents of a particular entry by clicking on the

icon or delete any unwanted entry by clicking the



This screenshot is identical to the one above, but the edit and delete icons for the first contact 'Chan Tai Man' are circled in red.

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

### 4.1 Create Speed Dial

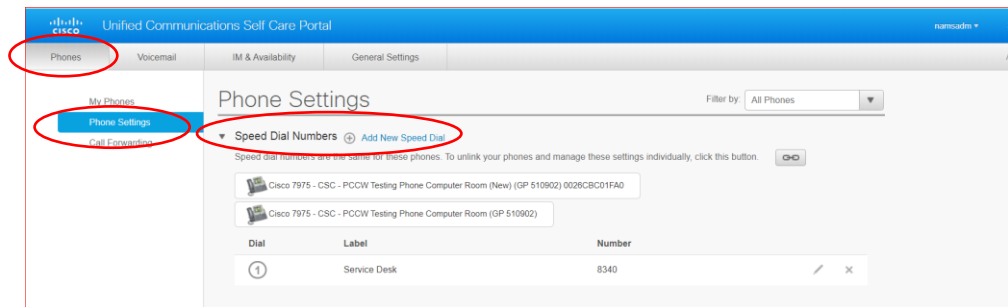
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### Cisco Unified Communications – Self Care Portal

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



- 4.1.2 Click on the “Add New Speed Dial” link to add new entry and fill in the form.



The 'Add Speed Dial' form is shown. It has three input fields: 'Number/URI\*' with the value '8340', 'Label (Description)\*' with the value 'IT Service Desk', and 'Speed Dial\*' with the value '1'. There are 'Save' and 'Cancel' buttons at the bottom right. A note at the bottom left says '\*Required'.

- 4.1.3 Press “Save” button to save the entry.

Dial	Label	Number
1	IT Service Desk	8340

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

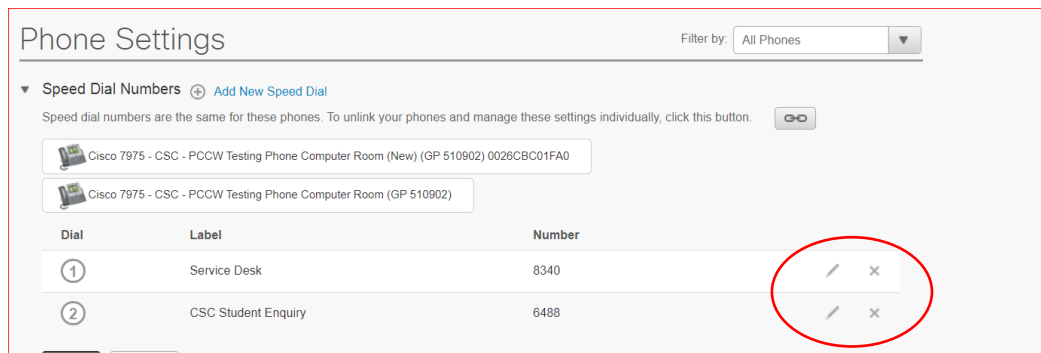
#### 4.2 Edit Speed Dial entry or delete unwanted entry

You can edit the contents of a particular entry by clicking on the  icon or delete an unwanted entry by clicking on the  icon.

## City University VoIP Quick Reference

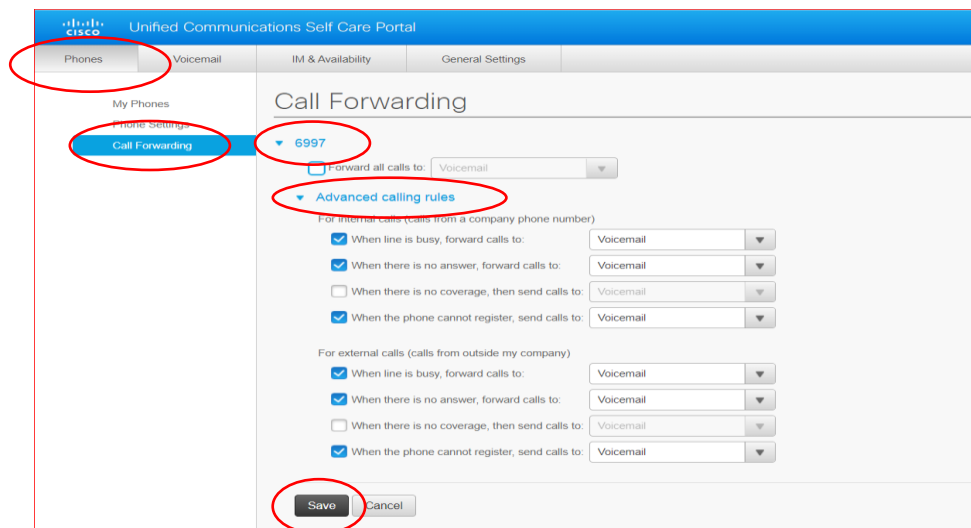
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## 5. Modify Call Forwarding

5.1 Select “Phones”, “Call Forwarding” and then click on the extension you want to modify. Expand the “Advanced calling rules” option, change the desired options you want and then press the “Save” button to save the settings.



5.2 To forward all calls to an external number (e.g. your mobile phone or home), you can check the checkbox of “Forward all calls to:”, select “Add a new number”.

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The screenshot shows the 'Call Forwarding' configuration page for extension 6997. The 'Forward all calls to' dropdown is set to 'Voicemail'. The 'Add a new number' link is highlighted with a red circle. The 'Advanced calling rules' section is expanded, showing various forwarding conditions for internal and external calls.

My Phones  
Phone Settings  
Call Forwarding

### Call Forwarding

6997

☒ Forward all calls to: Voicemail

[Add a new number](#)

**Advanced calling rules**

For internal calls:

- ☒ When line is busy, forward calls to: Voicemail
- ☒ When there is no answer, forward calls to: Voicemail
- ☐ When there is no coverage, then send calls to: Voicemail
- ☒ When the phone cannot register, send calls to: Voicemail

For external calls (calls from outside my company):

- ☒ When line is busy, forward calls to: Voicemail
- ☒ When there is no answer, forward calls to: Voicemail
- ☐ When there is no coverage, then send calls to: Voicemail
- ☒ When the phone cannot register, send calls to: Voicemail

**Save** **Cancel**

Enter "0" + destination number, say "012345678", and then press the "Save" button to save the settings.

The screenshot shows the 'Call Forwarding' configuration page for extension 6997. The 'Forward all calls to' dropdown is now set to '012345678'. The 'Save' button is highlighted with a red circle. The 'Advanced calling rules' section is collapsed.

My Phones  
Phone Settings  
Call Forwarding

### Call Forwarding

6997

☒ Forward all calls to: 012345678

**Advanced calling rules**

**Save** **Cancel**