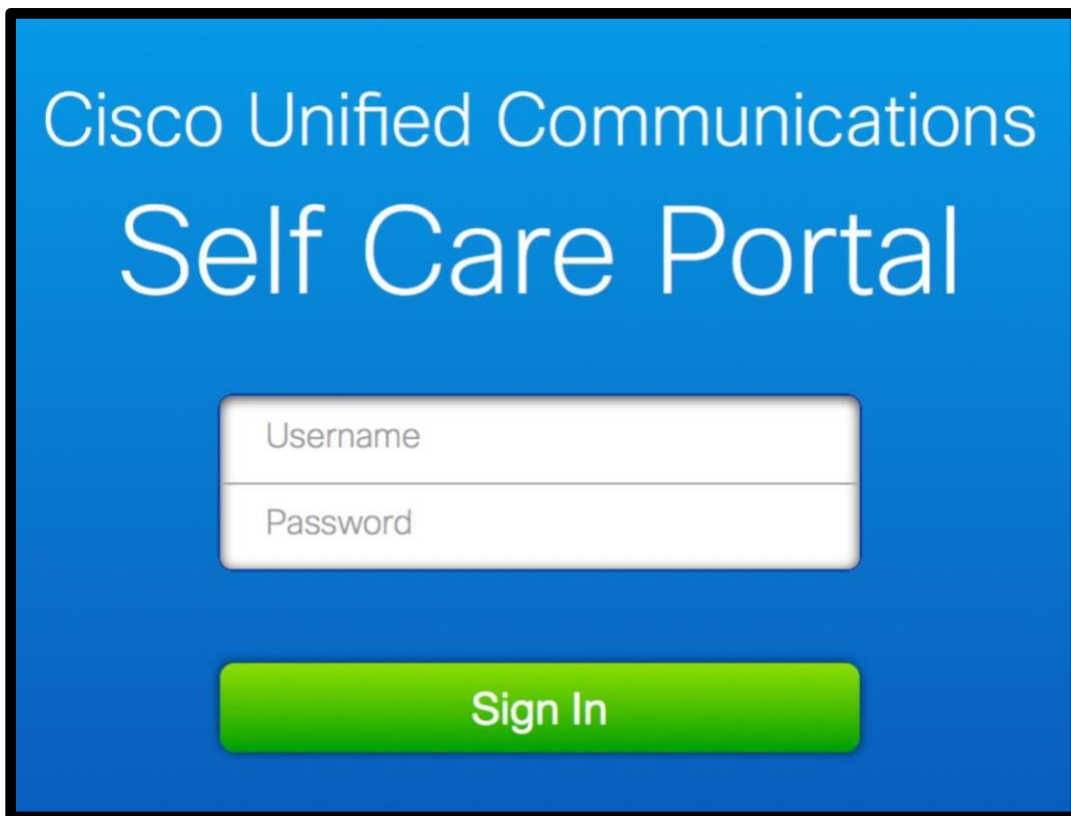


Unified Communications Manager Self-Care Portal Getting Started Guide



Cisco Unified Communications
Self Care Portal

Username

Password

Sign In

The image shows a login interface for the Cisco Unified Communications Self Care Portal. It features a blue background with white text for the title and labels. There are two input fields for 'Username' and 'Password', and a green 'Sign In' button.

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Introduction to the Self Care Portal

This user guide documents all of the configuration settings available in Unified Communications Self-Care Portal. You can access the Self-Care Portal at the following link: [Self Service My Phones Portal Page](https://myphone.voip.purdue.edu/) (https://myphone.voip.purdue.edu/)

The Self Care Portal Interface

Unified Communications Self-Care Portal uses a web-based graphical interface with multiple tabs. Each tab contains a link to different options that the user can configure. The tabs are as follows:

Phones Tab

The settings under this tab allow you to view and configure your phone settings such as speed dial numbers, ring settings, call history, and call forwarding settings.

IM & Availability Tab

The settings under this tab allow you to set up Do Not Disturb on your phone that will mute your ringer.

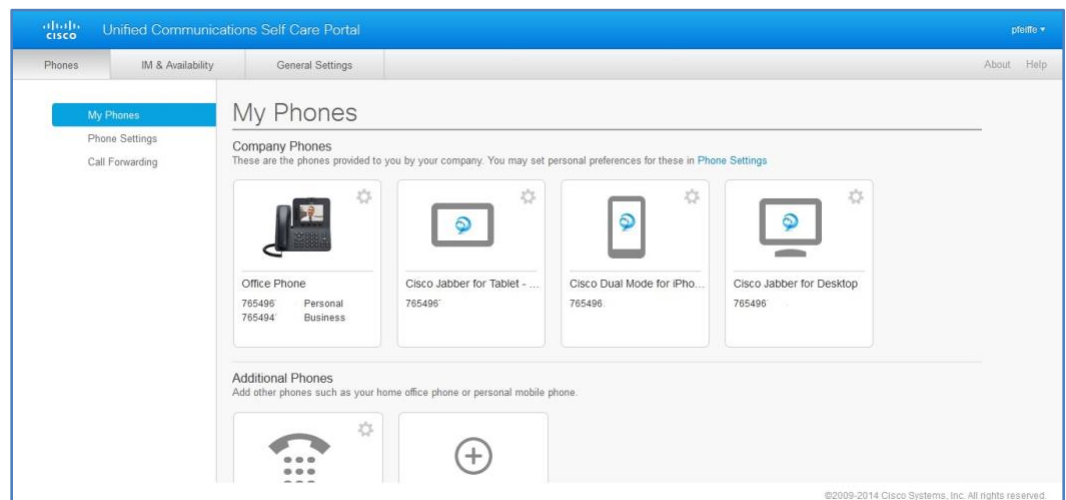
Conferencing Tab

The settings under this tab allow you to set up conferencing options. *To be released to certain users in the future.*

General Settings Tab






The settings under this tab allow you to modify your phone PIN which will let you access the Personal Directory from your phone.

The following graphic displays the main screen.



Common Features and Icons

The Unified Communications Self Care Portal uses the following icons to execute common functions.

Icon	Description
	Add New – Click this icon to add a new item, such as a new phone, new service, or new speed dial number.
	Delete – Click this icon to delete this setting.
	Edit Setting – Click this icon to edit an existing setting.
	Linked – When the Linked icon displays, phone settings for this particular phone setting are linked. If you update one of your phones, the Self Care portal applies the change to all of your linked phones. Click the icon to change the status to unlinked so that you can apply unique settings for each phone.
	Unlinked – When the Unlinked icon displays, each of your phones can have unique settings for this phone setting. Click the icon to change the status to linked so that you phones share the same setup for this phone setting.

Phones Tab

The settings that appear under the Phones tab allow you to view and configure settings for each of your Cisco Unified IP Phones and Jabber devices. The Phones tab is split into three main sections:

My Phones – Under My Phones, you can view a summary of all of your phones and add new phones.

Phone Settings – Under Phone Settings, you can configure phone settings such as speed dial numbers, ring settings, and voicemail notifications.

Call forwarding – Under Call forwarding, you can configure call forwarding options for your phones. If you are away from your office, you can Forward all calls to a new destination or to voicemail

My Phones Window

The My Phones window displays a summarized view of your company phones and any additional phones where you can be reached when you are not at your desk. The My Phones window is split between the following two main headings:

My Phones Section

The My Phones section displays your Purdue phones. In the My Phones window, you can edit phone and line descriptions. The settings that you apply under Phone Settings apply exclusively to Purdue phones.

My Additional Phones

Additional phones are phones that were not provided by Purdue, but which you may want to add to the list of numbers where you can be reached when you are not at your desk, such as your cell phone or home phone. You can enable your additional phones for Single Number Reach accessibility and Mobility softkey access. However, you cannot configure phone settings for additional phones.

Edit Purdue Phone

In the My Phones view you can view and edit line labels and phone descriptions for your phones. To edit phones, perform the following procedure:

1. Click the **Phones** tab.
2. In the left navigation pane, click **My Phones**.
3. Click the phone that you want to edit.
4. Click Edit Phone.
5. Enter the new text for the phone description and phone lines that you want to edit.
6. Click **Save**.

Download Phone Manual


To download the manual for one of your phones, perform the following procedure:

1. Click the **Phones** tab.
2. In the left navigation pane, click **My Phones**.
3. Click on the phone.
4. Click Download Manual.

Set Up an Additional Phone

Unified Communications Self Care Portal allows you to setup additional phones such as a home office phone, or a mobile phone, to the phones that were provided by Purdue. Additional phones provide an additional number where you can be reached if you are not at your desk.

To set up an additional phone, perform the following steps:

1. Click the **Phones** tab.
2. In the left navigation pane, click **My Phones**.
3. Under **My Additional Phones**, click the **Add New**  icon. The **Add a New Phone** window displays.
4. Enter the phone number and a description for your phone. All phone numbers should be entered in the 10 digit format for both local and long distance numbers. Example: 7655551234
5. Optional: If this phone is a mobile phone, check the **Enable Move to Mobile** checkbox. Enabling this setting will allow you to transfer your call from your Cisco Phone to your additional phone (mobile phone).

6. Optional: Check the **Enable Single Number Reach** check box. Enabling this setting will simultaneously ring your additional phone (mobile phone) when your Cisco Phone is called.
7. Check each phone line that you want to ring when your Purdue phone rings.
8. Click **Save**.

Enable Single Number Reach on an Additional Phone

If you set up an additional phone, such as a home office phone, to go along with your Purdue-provisioned phones, you can enable Single Number Reach on your additional phone so that when someone dials your company phone, your additional phone also rings.

To enable Single Number Reach on an additional phone, perform the following steps:

1. Click the **Phones** tab.
2. Click **My Phones**.
3. Click on the additional phone and then click **Edit**.
4. Check the **Enable Single Number Reach** check box.
5. Check each phone line that you want to ring when your company phone rings.
6. Click **Save**.

Set Up Ring Schedule for Single Number Reach

For additional phones with Single Number Reach enabled, a ring schedule allows you to dictate the days and times when the additional phone can be dialed. For example, you can set up a schedule that dictates that only during regular office hours will someone be able to reach you at home by dialing your office number.

To set up a ring schedule, perform the following procedure:

1. Click the **Phones** tab.
2. In the left navigation pane, click **My Phones**.
3. Click the Additional Settings icon for the phone on which you want to add a ring schedule.
4. Click **Edit**.
5. Click **Create** a schedule for this assignment.
6. Complete the fields in the Add a New Schedule window to create a ring schedule.
7. Click **Save**.

Set Additional Phone for Mobility Calls

If you set up one of your additional phones as a mobile phone, you can transfer calls from one of your Purdue phones to the mobile phone by pressing the Mobility softkey on your Purdue phone.

To set up an additional phone as a mobile phone, perform the following steps:

1. Click the **Phones** tab.
2. In the left navigation pane, click **My Phones**.
3. Click on the additional phone then click **Edit**.
4. Check the **Enable Move to Mobile** check box.
5. Click **Save**.

Phone Settings Window

The Phone Settings window allows you to set up phone settings for your Purdue phones.

By default, the phone settings for your various Purdue phones are linked. Under the default setting, each of your phones will have an identical configuration for a particular phone setting. Follow the **Link and Unlink**.

Phone Settings procedure to link or unlink your phones for various phone settings.

Please Note: The options available under Phone Settings apply only to your Purdue phones. You cannot configure phone settings for your additional phones.

Link and Unlink Phone Settings

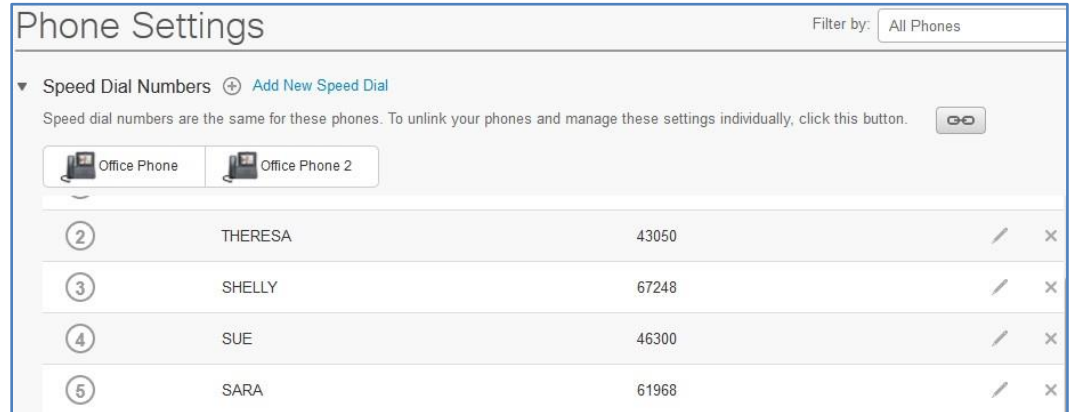
***Only applicable for users with more than one Cisco Phone.**

For phone settings, you can link the settings for your phones. When you link phones on a particular phone setting, Unified Communications Self Care Portal applies your configuration for that phone setting to all of your phones. For example, if you have three phones and you link your speed dial numbers for the three phones, all three phones share the same speed dial configuration. If you update a speed dial number for one of the phones, Unified Communications Self Care Portal automatically applies that speed dial number for the other phones as well. To apply a unique phone setting on a linked phone, unlink the phones.

Unified Communications Self Care links and unlinks each phone setting separately. As a result, you can link settings for one specific phone setting, such as speed dial numbers, while leaving another phone setting, such as voicemail notifications, unlinked. By default, all phone settings are linked.

You can link or unlink settings by clicking the Linked/Unlinked icon. The icon displays the current state of whether your phones are linked or unlinked.

The following graphic displays how a set of phones with unlinked Speed Dial Numbers settings appears in the user interface. In this case, the displayed settings apply to My Jabber only. Since the settings are unique for each phone, the Unlinked icon displays. You can click the icon to apply the same settings for all three phones.



To link or unlink phone settings, do the following:

To link a phone setting, click the **Unlinked** icon and choose which phone you want to use for the base phone. The Self Care Portal updates that phone setting on all phones with the configuration of the base phone.

To unlink a linked phone setting, click the **Linked** icon.

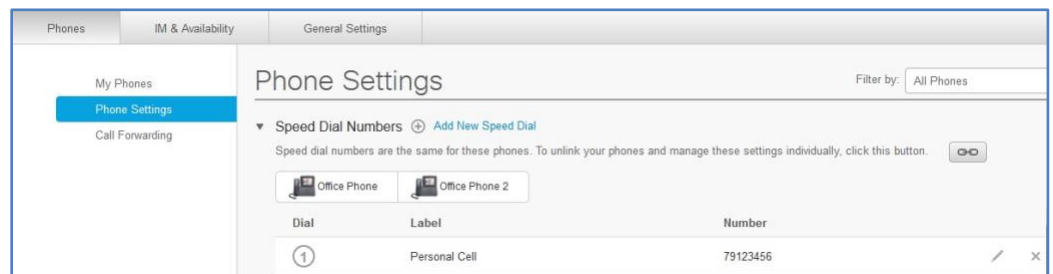
Set Up Speed Dial Numbers

To set up speed dial numbers, perform the following procedure:

1. Click the **Phones** tab.
2. Click Phone Settings.
3. Click Speed Dial Numbers
4. Do the following:

If your phones are linked, click **Add New Speed Dial**.

If your phones are not linked, select the phone for which you want to add the speed dial number, and then click **Add New Speed Dial**.



5. In the **Number** field, enter the contact’s telephone number exactly how you would dial it from your desk phone, including a **7** if it is an external number.

If the number you are dialing requires additional digits to be entered, such as an authorization code for International calls, enter a comma to insert a pause, and then enter the access or authorization code. If you find the access code is being entered too early, you may need to add additional commas. Each comma represents a 2 second delay.

6. In the **Label** text box, enter a description for the speed dial number. Your phone will use the description to display the speed dial number.

7. In the **Speed Dial** text box, assign a speed dial number.

8. Click **Save**.

9. Refer to your specific phone model manual on how to access your speed dial entries.

Ring Settings

You may change the default behavior of your phone for alerting you to new calls based on the current state of your line.

For each of your assigned telephone numbers, you may select from the following options:

When I am on a Call

Option	Behavior
Default (Option Name)	This is your currently set default for your phones. The <i>Option Name</i> will be one of the following options.
Do Nothing	Your phone will give you no indication of a second incoming call.
Flash Only	Your handset indicator and ringing line button will flash with a second incoming call, but make no audible notification.
Ring Once	Your phone will ring one full ring cycle to alert you of a second incoming call, then stop. Your phone will continue to flash.
Beep Only	When you receive a second call, the phone will beep once for each ring cycle.

When I am not on a Call

Option	Behavior
Default (Option Name)	This is your currently set default for your phones. The Option Name will be one of the following options.
Do Nothing	Your phone will give you no indication of an incoming call.
Flash only	Your handset indicator and ringing line button will flash with an incoming call, but make no audible notification.
Ring Once	Your phone will ring one full ring cycle to alert you of an incoming call, then stop. Your phone will continue to flash.
Ring	Your phone will flash and ring for each incoming call you receive.

Set Up Voicemail Notifications

Voicemail notifications allow you to set up how you want your phone to notify you that there are new messages. For example, you can configure your phones to provide screen prompts or flash a message waiting light to notify you that you have new messages.

To set up voicemail notifications, perform the following procedure:

1. Click the **Phones** tab.
2. Click Phone Settings.
3. Click Voicemail Notification Settings.
4. For each of your phones, check the notification options that you want to apply to your phones.

Phone Number	Turn on message waiting light	Display screen prompt	Play stutter tone when on a call
7654967000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5. Click **Save**.

Set Up Call History

Call history allows you to log missed calls for each of your phones. To set up call history:

1. Click the **Phones** tab.
2. Click Phone Settings.
3. Click Call History.
4. Check the **Log Missed Calls** check box for each phone line that you want to save the call history.

Phone Number	Log Missed Calls
7654967000	<input checked="" type="checkbox"/>

5. Click **Save**.

Set Up Phone Contacts

Phone contacts allow you to store phone numbers and email addresses for your phone contacts. From your phones, you can browse your list of contacts and place calls directly from the contact list without having to type in the number each time.

Please Note: Each user has a single contacts list that is shared across all phones, whether linked or not.

To set up your phone contact list, perform the following procedure:

1. Click the **Phones** tab.
2. In the left navigation pane, click **Phone Settings**.
3. Click Create New Contact. The Add New Phone Contact window appears.
4. Complete the fields with the contact information for the contact.

Add New Phone Contact ✕

Contact Information

Display Name*

First Name

Last Name

Email

Contact Methods

Work

Home

Mobile

*Required

5. Click **Save**.

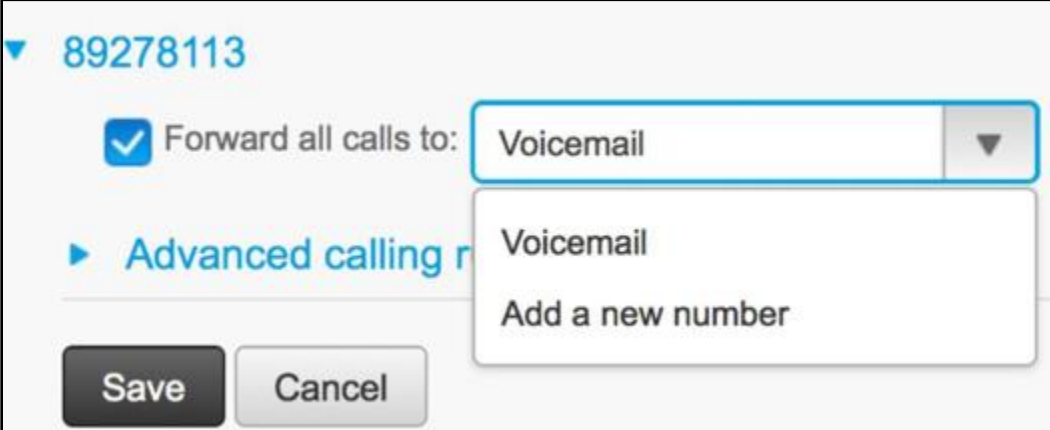
Call Forwarding Options

Call forwarding user options allow you to set up your Cisco Unified IP phones and Jabber devices to forward calls to another number.

Set Forward All Calls

To set up your phone to forward all incoming calls to another number, perform the following procedure:

1. Click the **Phones** tab.
2. In the left navigation pane, click **Call Forwarding**.
3. Click the phone number on which you want to set up call forwarding.
4. Click the **Forward Calls To:** check box.



The screenshot shows a user interface for configuring call forwarding for the phone number 89278113. A checkbox labeled "Forward all calls to:" is checked. To its right is a dropdown menu currently displaying "Voicemail". Below the dropdown, the text "Advanced calling rules" is visible with a right-pointing arrow. At the bottom of the interface are two buttons: "Save" and "Cancel".

5. From the drop down list, select **Voicemail** OR select **Add A New Number** to enter an alternate number.

Please Note: When entering a new number, remember to enter the number exactly how you would dial it from your desk phone. Click **Save.**

Set Advanced Call Forwarding Options

With Unified Communications Self Care Portal, you can set up advanced call forwarding options, such as call forwarding behavior that is different for internal calls than for external calls. To set up advanced call forwarding, perform the following procedure:

1. Click the **Phones** tab.
2. Step 2. In the left navigation pane, click **Call Forwarding**.
3. Click the phone number on which you want to set up call forwarding.
4. Click **Advanced Calling Rules**.
5. Use the drop down list boxes to configure call forwarding options for both internal and external calls.

▼ **Advanced calling rules**

For internal calls (calls from a company phone number)

When line is busy, forward calls to: 88953900 ▼

When there is no answer, forward calls to: 88953900 ▼

For external calls (calls from outside my company)

When line is busy, forward calls to: 88953900 ▼

When there is no answer, forward calls to: 88953900 ▼

Save **Cancel**

6. Click **Save**.

IM & Availability Tab

In this section, you may set your Do Not Disturb and Presence Status Policy preferences.

Do Not Disturb (DND)

If Do Not Disturb is turned on, your phones do not ring when someone dials your number. To turn on Do Not Disturb status for all of your phones, perform the following procedure:

1. Click the **IM & Availability** tab.
2. Click **Do Not Disturb**.

Please Note: DND is also on a softkey on your phone

▼ **Do Not Disturb**

Check below to set the Do Not Disturb setting on all of your company provided phones. NOTE: This does not apply to IM or additional phones (i.e., mobile, hotel, home, etc).

Turn on

Save **Cancel**

3. Check the **Enable** check box.
4. Complete any additional Do Not Disturb settings.

Please Note: Additional settings only appear if your phone supports them.

5. Click **Save**.

Turn On IM & Presence Status for Your Phones

In Unified Communications Self Care Portal, this option is disabled. Please handle all IM settings through your Cisco Jabber client.

Conferencing Tab (This is for a future release)

The Conferencing tab in Unified Communications Self Care Portal allows you to schedule conferences. Depending on the user profile that your administrator has set up for you, you can set up conferences through either Cisco TelePresence Management Suite or Cisco WebEx. If your user profile does not include the ability to schedule conferences, no option to schedule a meeting will appear.

General Settings Tab

Under this tab, you have the ability to set your Phone Services PIN.

Set Phone Services PIN

The Phone Services PIN is used for Extension Mobility and accessing the Personal Directory on your phone. To reset the Phone Services PIN, perform the following steps:

1. Click the **General Settings** tab.
2. Click **Phone Services PIN**.

▼ 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:

3. In the **New Phone Pin** text box, enter your new PIN.
4. In the **Confirm Pin** text box, enter your new PIN.
5. Click **Save**.

NOTE: The Phone Services PIN is **not** the Unity Connection Voicemail PIN. See the [Unity Connection Web Inbox](http://voicemail.voip.purdue.edu/) (http://voicemail.voip.purdue.edu/) for information on voicemail and the voicemail PIN.