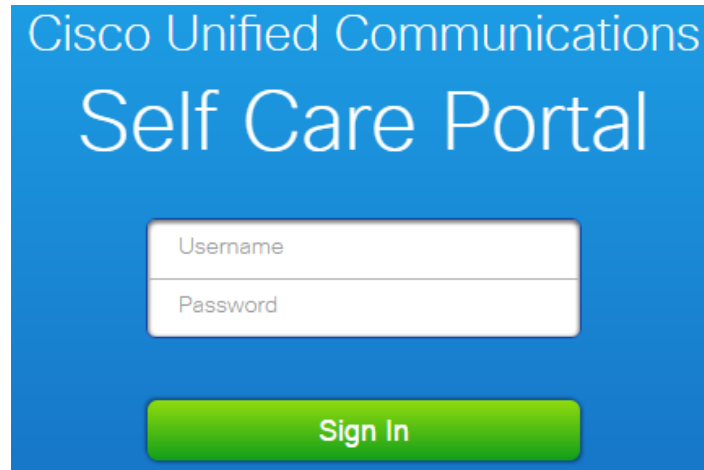


Cisco Voice Services

Self-Care Portal

User Guide



OVERVIEW

What Is It?

The Self Care Portal can be used to manage your telephone settings, including changing and updating settings without contacting the helpdesk. You'll be able to customize the following features:

- ✓ **Manage your client/portal password and phone pin**
- ✓ **Setup and Assign Speed Dial Numbers**
- ✓ **Establish a contact page for your Personal Directory**
- ✓ **Setup Call Forwarding**
- ✓ **Change ring settings and voicemail notifications**

How Do I Access It?

To access the Cisco Self Care Portal, you must be on the campus network or using a VPN connection. You can access the Self Care Portal two ways; Option 1: Cisco Jabber Desktop; Option 2: Web browser.

Option 1: Cisco Jabber Desktop (for users with Cisco Jabber desktop)

Step 1: Open your Jabber desktop client using your Jabber username and password.

Step 2: Select the **Gear** icon from the top right corner of the client, the **File** and **Options** button.

Step 3: Log into the **Self Care Portal**, by entering your NCCU campus username and

password and clicking Sign In.

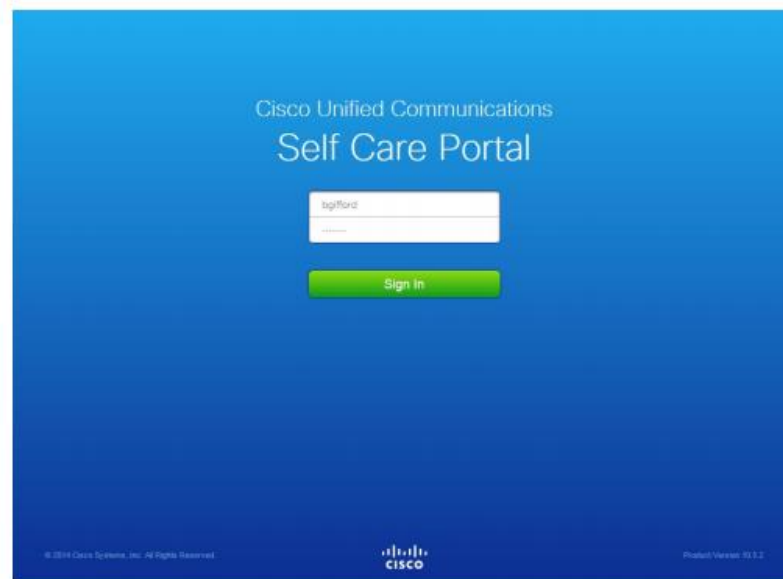
Step 4: Once logged in you will see one or more Phone options:

- ❖ One option will show your Phone model with your name.
- ❖ You may see other options, such as mobility, depending on your phone configuration.

Option 2: Web Browser

Step 1: From your web browser enter <https://cmpub.nccu.edu/ucmuser/>. You might get a security certificate error when trying to access the website. Select process anyway if you receive this error.

Step 2: You will be prompted to enter a username and password. The login credentials are the same as your computer login and password. Once username and password have been entered, click the green **Sign In** button.



Step 3: Once logged in you will see one or more Phone options:

- ❖ One option will show your Phone model with your name.
- ❖ You may see other options, such as mobility, depending on your phone configuration.

The Cisco 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** – Allows you to view and configure your phone settings such as speed dial numbers, ring settings, call history, and call forwarding settings.
- **Voice Mail** – Allows you to change your voicemail preferences.

- **IM & Availability** – Allows you to set up *Do Not Disturb* on your phone that will mute your ringer.
- **General Settings** – Allows you to change your client/portal password and modify your phone PIN.

Note: *Some settings that appear in this document may not appear when you set up your phone in Unified Communications Self Care portal due to phone capabilities and North Carolina Central University security parameters.*

Common Features and Icons

The 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 a new speed dial number.
	Delete —Click this icon to delete this setting.
	Edit Settings —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, Unified Communications Self Care Portal applies the same update to your other 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 your phones share the same setup for this phone setting.

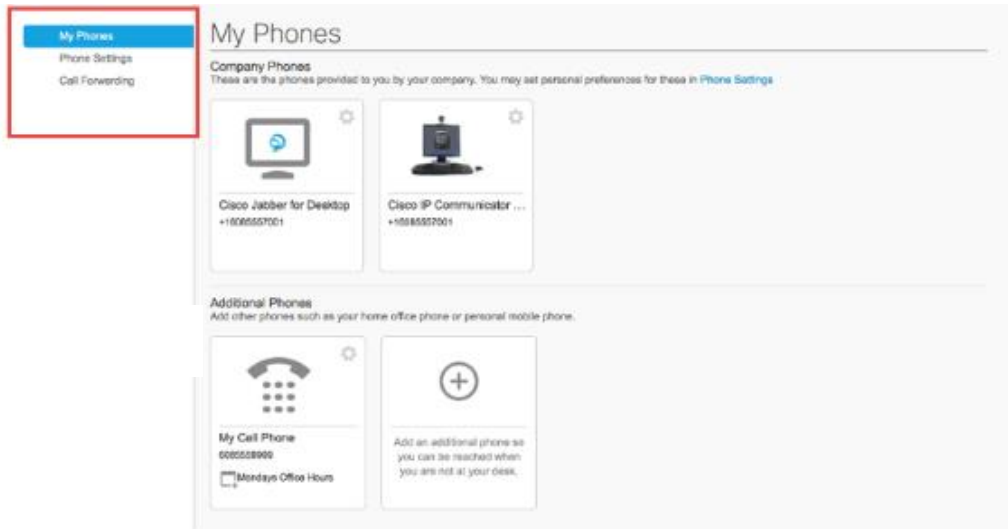
Phones Tab

The Phones tab setting allow you to view and configure settings for your Cisco Unified VoIP Phones and Jabber devices. The Phones tab is split into three main sections:

- **My Phones** – View a summary of your phone(s) and add new phones, edit line descriptions.
- **Phone Settings** – Ability to configure phone settings such as speed dial numbers, call history, and call forwarding.
- **Call Forwarding** – Configure call forwarding options for the VoIP phone(s).

My Phones

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.



Modify Company Phone Settings

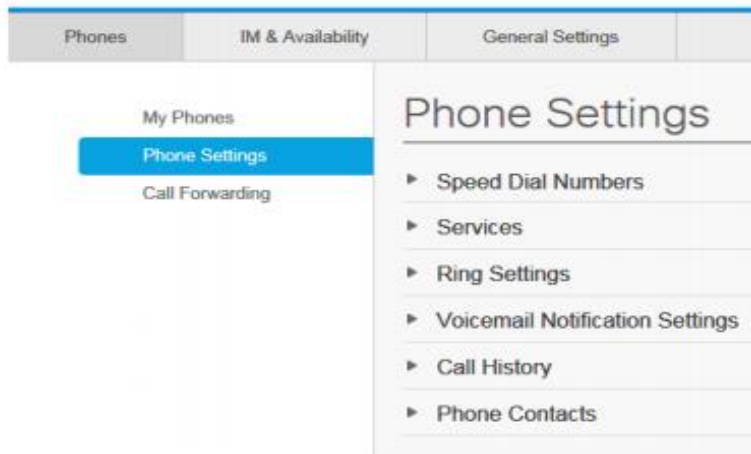
Add a Description to Phone

Click the desired phone in the Company Phones section you wish to modify. Two options, Edit and Settings, will be available.



Phone Settings

Available options that can be used in this area include Speed Dial Numbers, Services, Voicemail Notification Settings, and Call History.



Speed Dial Numbers

Speed dial numbers allows you to quickly call contacts or associates in or outside your organization. Through the UC Self Care Portal, you can set up to 199 speed dials for your Cisco IP Desk phones.

To set your Speed Dial Numbers:

Step 1: Click the **Phones** tab.

Step 2: Click **Phone Settings**.

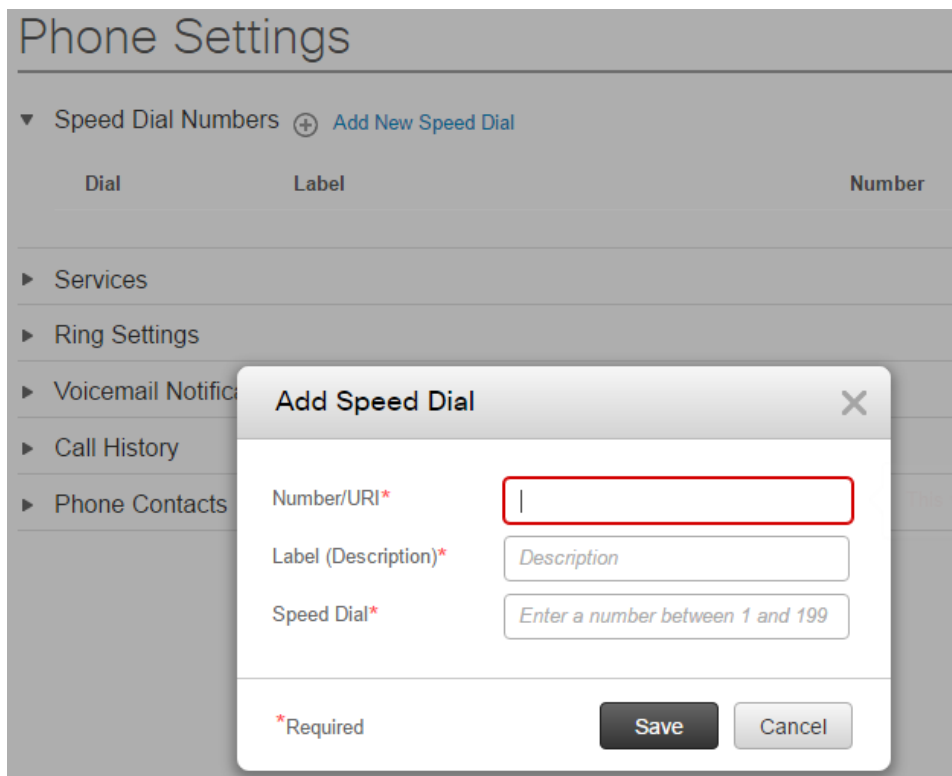
Step 3: Click **Speed Dial Numbers** in the Phone Setting section. Do the following: Select the phone for which you want to add the speed dial number, and then **ADD New Speed Dial**.

Step 4: In the **Number field**, enter the contact's name or phone number. You can only search the company directory if your network administrator has enabled you with access.

Step 5: In the **Label** text box, enter a description for the speed dial number. You must enter the phone numbers exactly how you would dial them from your phone (4-digits for internal contacts, 9 + 7digits for external numbers, etc.).

Step 6: In the **Speed Dial** text box, assign a speed dial number.

Step 7: Click **Save**.



The screenshot shows the 'Phone Settings' interface with a modal dialog box titled 'Add Speed Dial'. The dialog box contains three input fields: 'Number/URI*' (highlighted with a red border), 'Label (Description)*' (with a placeholder 'Description'), and 'Speed Dial*' (with a placeholder 'Enter a number between 1 and 199'). At the bottom of the dialog, there is a '*Required' label and two buttons: 'Save' and 'Cancel'.

Phone Settings

▼ Speed Dial Numbers (+) Add New Speed Dial

Dial	Label	Number
------	-------	--------

► Services

► Ring Settings

► Voicemail Notific

► Call History

► Phone Contacts

Add Speed Dial [X]

Number/URI*

Label (Description)*

Speed Dial*

*Required

Ring Settings

Allows you to 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 phone numbers, you may select from the following options:

When I'm On a Call

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

When I'm Not on a Call

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

Voicemail Notifications

Voicemail notifications allow you to set up how you want your phone to notify you that there are new messages.

To set up Voicemail Notifications:

Step 1: Click the **Phones** tab.

Step 2: Click **Phone Settings**.

Step 3: Click **Voicemail Notification Settings**.

Step 4: For each of your phones, check the notification options that you want to apply to your phones.

Step 5: Click **Save**.

Call History

Call history allows you to log missed calls for each of your phones.

Phone Number	Log Missed Calls
5282	<input checked="" type="checkbox"/>
5599	<input checked="" type="checkbox"/>

To set your Call History:

Step 1: Click the **Phones** tab.

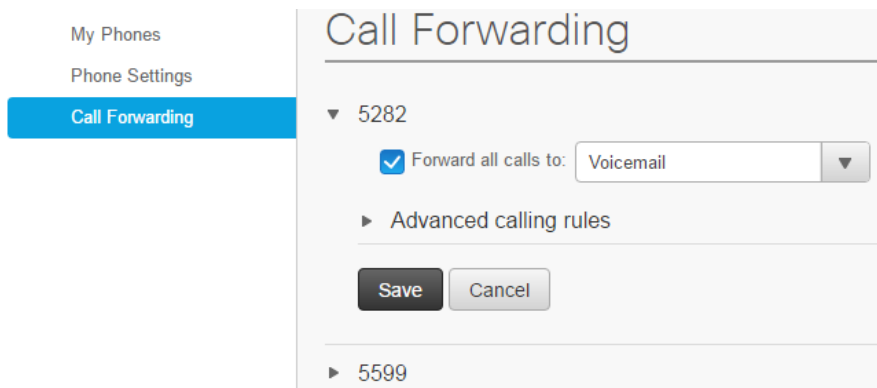
Step 2: Click **Phone Settings**.

Step 3: Click **Call History**.

Step 4: Check the **Log Missed Calls** check box for each phone line that you want to save the call history.

Call Forwarding Options

When **Forward all Calls** to check box is checked, all calls that you receive on the phone line will be forwarded to another phone line.



To set your **Forward all Calls**

Step 1: Click the **Phones** tab.

Step 2: In the left navigation pane, click **Call Forwarding**.

Step 3: Click the phone number on which you want to set up call forwarding.

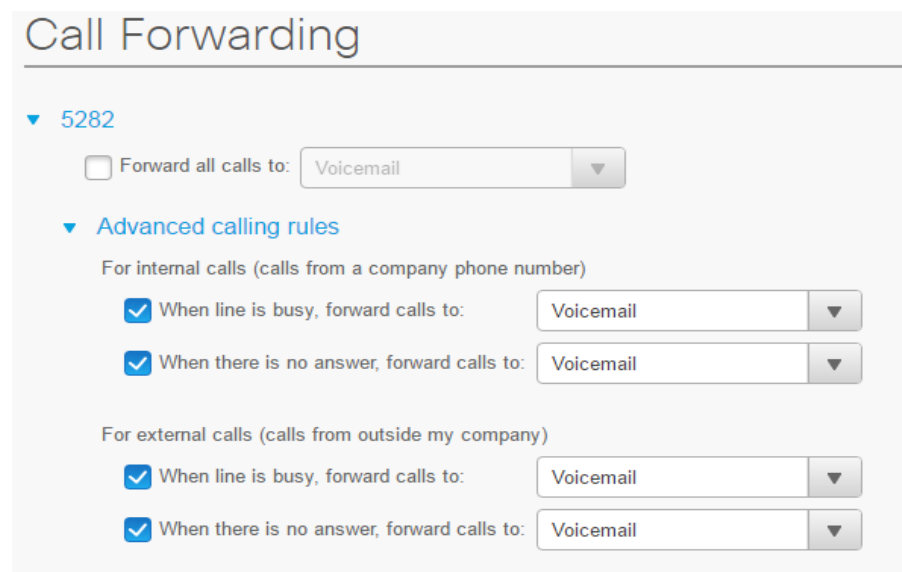
Step 1: Check the **Forward calls** to check box.

Step 2: From the Forward calls to drop-down list box, enter the phone number to which you want to forward all calls.

Step 3: Click **Save**.

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 your **Advanced Call Forwarding Options:**

Step 1: Click the **Phones** tab.

Step 2: In the left navigation pane, click **Call Forwarding**.

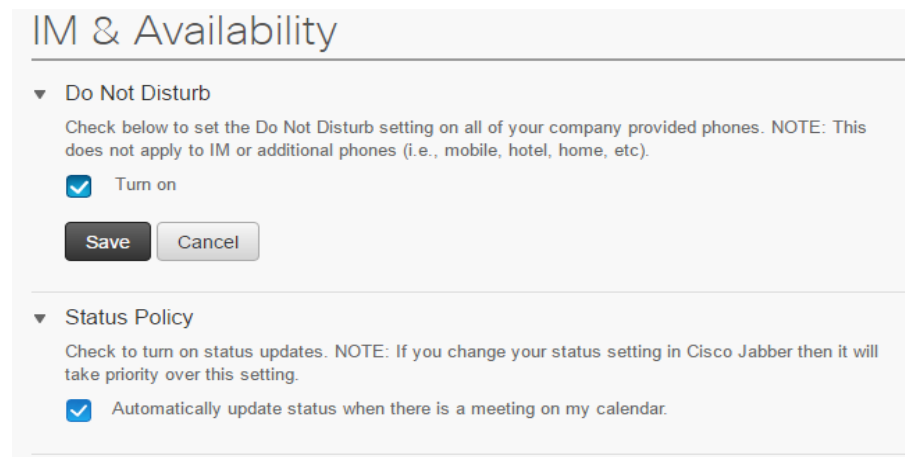
Step 3: Click the phone number on which you want to set up call forwarding.

Step 4: Click **Advanced Calling Rules**.

IM & Availability

In the IM & Availability section, you can set your Do Not Disturb and Status Policy preferences.

Do Not Disturb



IM & Availability

▼ 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

▼ Status Policy

Check to turn on status updates. NOTE: If you change your status setting in Cisco Jabber then it will take priority over this setting.

Automatically update status when there is a meeting on my calendar.

If Do Not Disturb box is checked, your phones do not ring when someone dials your number.

To change your Do Not Disturb preferences:

Step 1: Click the **IM & Availability** tab.

Step 2: Click **Do Not Disturb**.

Step 3: Check the **Enable** check box

Step 4: Click **Save**.

General Settings

The General Settings menu item gives you the option of setting new phone services PIN.

Phone Services PIN

The Phone Services PIN is used for Extension Mobility, logging into another Cisco IP Desk phone so your personal preferences, such as Speed Dial Numbers, contacts, and call forwarding preferences, are available to you whether you are sitting at your own desk or not.

▼ 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:

To set your **Phone Services Pin**:

Step 1: Click the **General Settings** tab.

Step 2: Click **Phone Services PIN**.

Step 3: In the **New Phone Pin** text box, enter your new PIN.

Step 4: In the **Confirm Pin** text box, enter your new PIN.

Step 5: Click **Save**.

For more information, visit the [Self Care Portal User Guide](#).