

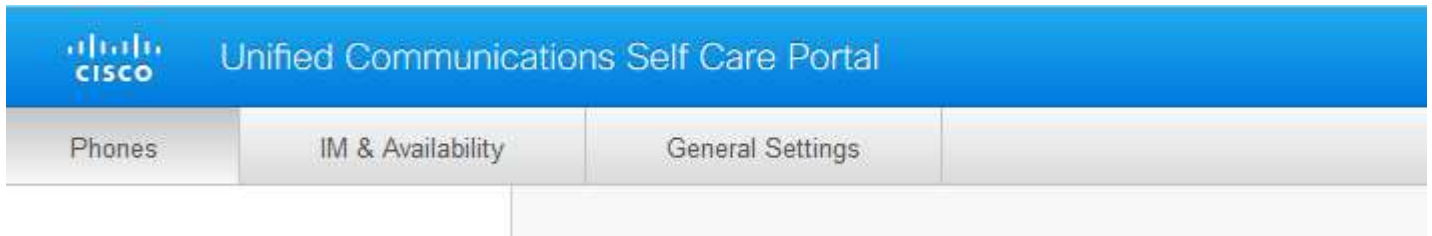
VoIP Phone Cisco Unified Communications Self Care Portal

To Access the Communication Manager User page access the website "<https://cucmprodpubvoip01.houstonisd.org/ucmuser/>" while on the HISD network.

Use your Network login name and password for the username and password

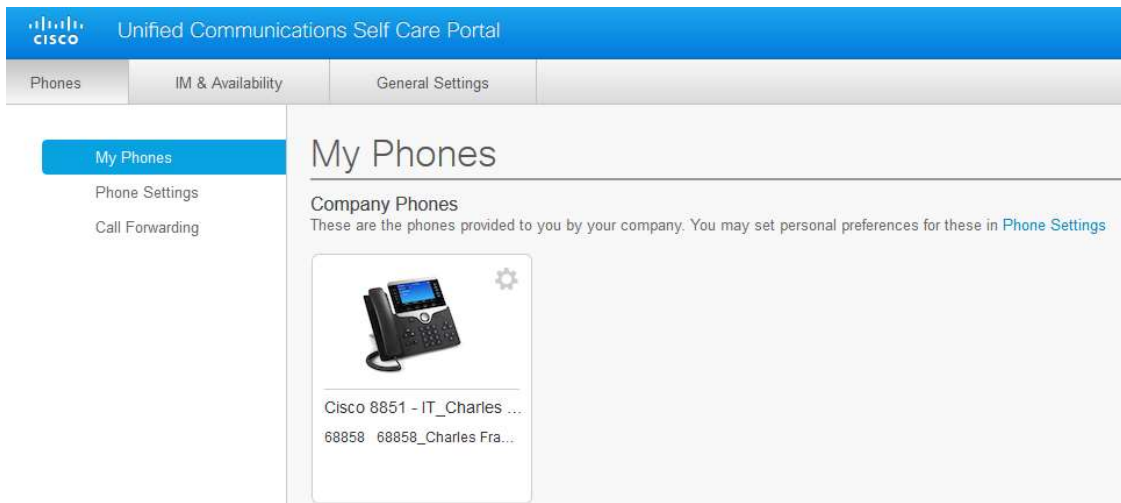


Unified Communications Self Care Portal uses a web-based graphical interface that is viewable within a web browser. At the top of the page you can navigate to 3 or more tabs depending on what devices and accounts you have. This document covers the basics and if you have any questions please contact the Service desk at 713-892-SERV. This guide will review a few features from the tabs below.



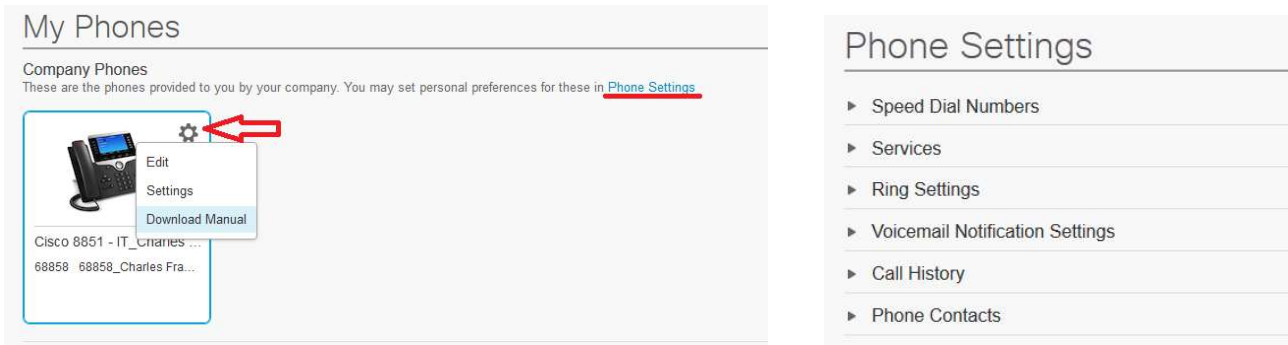
Phones

The My Phones section allows you to see which phones are associated to your user account. You can also use the menu on the left hand side to change your phone setting and setup call forwarding.



Phone Settings

You can select phone settings from the left menu, you can use the care icon next to your phone or click the blue highlighted settings link. Users are not able to Edit their phones so I will not go over this feature.

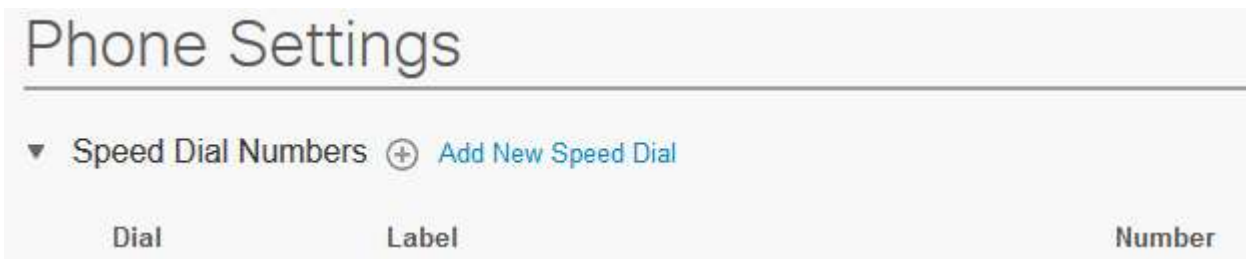


Once you select Phone Settings you can setup speed dials, and add Phone contacts into your personal directory. Not all of these features are activated or available so we will explain your speed dials and Phone Contacts.

Speed Dials

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

- | | | | |
|--------|---------------------------|--------|-----------------------|
| Step 1 | Click the Phones tab. | Step 2 | Click Phone Settings. |
| Step 3 | Click Speed Dial Numbers. | Step 4 | Add New Speed Dial. |



Step 5 In the phone number in the Number/URI field enter the contact's name in the label field and enter the speed dial number you want to add between 1 and 199

The image shows a dialog box titled 'Add Speed Dial' with a close button (X) in the top right corner. The dialog contains three input fields: 'Number/URI*' (with a red border and a red error message 'This value is required.'), 'Label (Description)*' (with a placeholder 'Description'), and 'Speed Dial*' (with a placeholder 'Enter a number between 1 and 199'). At the bottom left, there is a legend for '*Required'. At the bottom right, there are 'Save' and 'Cancel' buttons. A partial number '32' is visible on the right edge of the dialog.

Step 6 Click Save

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.

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

- Step 1 Click the Phones tab.
- Step 2 In the left navigation pane, click Phone Settings.
- Step 3 Click Phone Contact
- Step 4 Click Create New Contact. The Add New Phone Contact window appears.

Add New Phone Contact

Contact Information

Display Name* Test

First Name Test

Last Name Test

Email test@test.com

Contact Methods

Work 7131111111

Home

Mobile

*Required Save Cancel

Complete the fields with the contact information for the contact then Click Save

Call Forwarding

- Step 1 Click the Phones tab.
- Step 2 In the left navigation pane, click Call Forwarding.
- Step 3 Check the Forward calls to: check box.

Unified Communications Self Care Portal

Phones IM & Availability General Settings

My Phones

Phone Settings

Call Forwarding

Call Forwarding

68858

Forward all calls to: Voicemail

Advanced calling rules

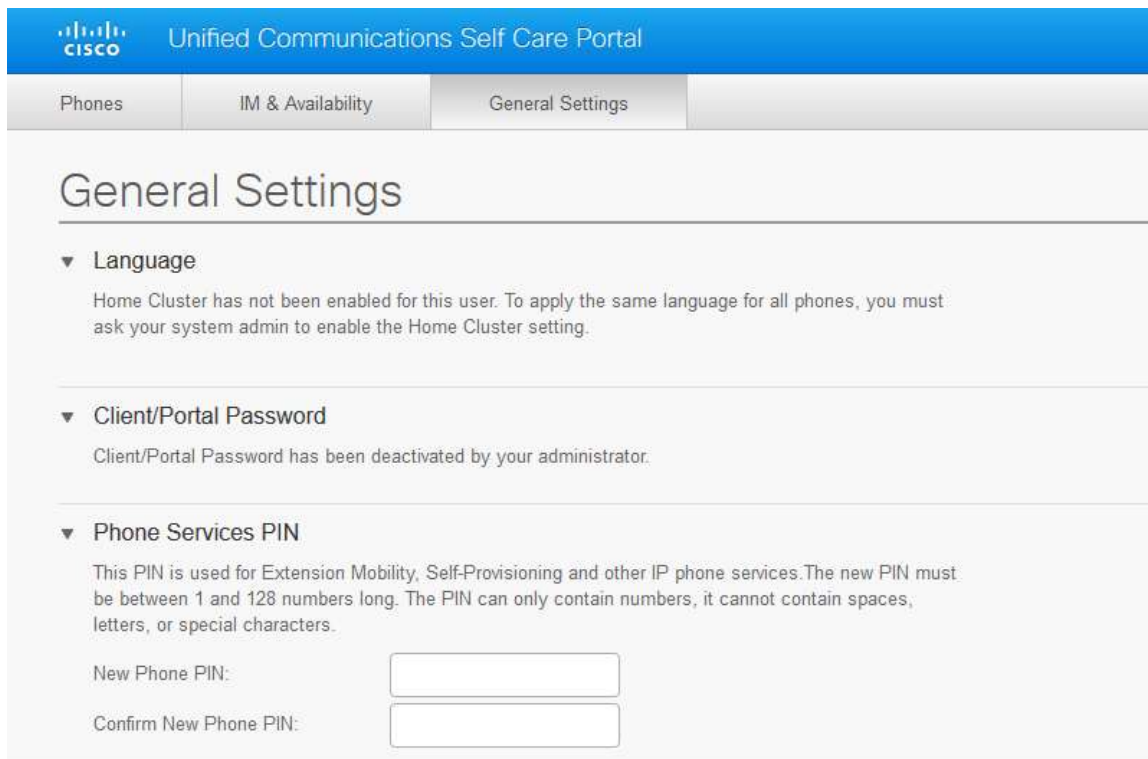
Step 5 From the Forward all calls to drop-down list box, enter the phone number to which you want to forward all calls.

Step 6 Click Save.

Setting up your Phone Services Pin

The Phone Services PIN is used for access to your Personal Address Book

Step 1 Click the General Settings tab at the top of the page.



The screenshot shows the Cisco Unified Communications Self Care Portal. The top navigation bar is blue with the Cisco logo and the text "Unified Communications Self Care Portal". Below this is a grey navigation bar with three tabs: "Phones", "IM & Availability", and "General Settings". The "General Settings" tab is selected. The main content area is titled "General Settings" and contains three expandable sections:

- Language**: A dropdown arrow is to the left of the title. Below it, a message states: "Home Cluster has not been enabled for this user. To apply the same language for all phones, you must ask your system admin to enable the Home Cluster setting."
- Client/Portal Password**: A dropdown arrow is to the left of the title. Below it, a message states: "Client/Portal Password has been deactivated by your administrator."
- Phone Services PIN**: A dropdown arrow is to the left of the title. Below it, a message states: "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." Below this message are two text input fields: "New Phone PIN:" and "Confirm New Phone PIN:".

Step 2 Click the Phone Services PIN.

Step 3 In the New Phone Pin text box, enter the PIN.

Step 4 In the Confirm New Phone Pin text box, enter the PIN.

Step 5 Click Save.