Self Care Guide for Cisco Unified Communications Domain Manager 8.1.4

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Contents

Preface

A guide to assist end users with the Self Care section of the system.

This system supports various deployments/solutions including HCS and Large Enterprise (LE). This document describes the product in general and is not specific to a particular deployment/solution. Information may vary slightly depending on the installation environment.

Typographic Conventions

The following typographic conventions are used in this document:

Item	Character format	Example
Buttons	**Bold**	Click the **Enter** button.
Checkboxes	*italic*	Select the *Country* checkbox.
Dialog boxes menu items, tab names, radio buttons	*italic*	Select the *Configuration* option, or select the *Parameters* tab.

CHAPTER 1

Introduction

Introduction

Congratulations on choosing our operational support system (OSS), which is designed to automate the configuration of a unified communications infrastructure and manage all of the related business services.

This management tool is designed to assist both service providers and enterprises with the management of their voice services, resources and underlying infrastructure. The system provides both:

- A complex, modeling and work flow engine for centralized service management and automated infrastructure configuration.
- A web-based, simple-to-use, front-end that simplifies the business processes required for managing unified communications services.

Overview of the System Interface

The following standards are used within the administration interface:

- **Browsing:** The easiest way to browse the system is via the navigation menu on the left. The navigation menu is accessible from any page. You can also use the browsers back button to view previous pages, however, you will lose any information that has been changed on the page but that has not yet been committed (saved) to the system.
- **Hyperlinks:** All active hyperlinks in this document are displayed in a blue font.
- **Fields and Options:** Mandatory fields and options are indicated using an asterisk (*).
- **Transaction Status:** After completing a task, the system presents a summary of the transactions processed. This summary includes the status of the processed transactions as well as any relevant explanations.

- **Committing Changes:** Changes to a page are not saved until you select the **Add**, **Submit**, **Update** or **Modify** button. Browsing off a page without selecting one these options results in the loss of any uncommitted information.
- **Help:** Help is available from every page within the system. Selecting the *Help* active text link in the top left hand corner of the page launches a context sensitive help screen, selecting the *Help* link from the main menu launches a generic help screen. Refer to Help Functionality on page 7 for more information if required.
- **Searching:**The search functionality is available from each page by selecting the *Quick Search* link in the top right hand corner. This enables you to search for entries such as phones, extensions, and user accounts. Refer to Search Functionality on page 7 for more information if required.

Transactions

Transactions are a record of the system performing all of the configuration processes in response to Administrators and Users performing the day-to-day tasks in the system. The system tracks all of these transactions and sub-transactions and enables administrators to access these records.

Transaction status

Transaction statuses summarize the state of a requested action (transaction). Transactions often consist of multiple sub-transactions; the status of these sub-transactions is also reported by the system.

Transactions Can be in Three Key States

- **Request being actioned:** The system is busy processing your request, it is advisable to wait and let the system finish processing your request before proceeding.
- **Request Failed:**The system was unable to process your request/transaction. Analyze the error message provided and correct the problem before processing the request again.
- **Request Succeeded:**Your request was actioned successfully.

Note

- To continue using the system while transactions are running, select the **Return To** link.
- For further information on why transactions are failing, administrators can use the *Transaction Manager* page to view details of all transactions and sub-transactions.

Search Functionality

Most pages in the user interface include a *Quick Search* link. This enables you to search for specific entries, including phones and extensions. The *Quick Search* page provides a quick and efficient search mechanism for entries of various types from a single page without the need to navigate up / down the hierarchy tree via the menu. The *Quick Search* options and results to which you have access are determined by the access privileges associated with the user account that you used to log into the system.

Help Functionality

There are a number of ways to access help, these include:

- **Context Sensitive Help**: By selecting the *Help* link in the top left of the screen you are browsing, you are presented with a help screen relevant to that particular part of the system.
- **Browsing the Help Index**: If you know what section of the system you are interested in, you can launch help by selecting the *Help* option from the main menu and then browse to the relevant section of help using the help index (table of contents).
- **Searching Help**: If you know the concept or topic you are interested in, you can launch help by selecting the *Help* option from the main menu, then search for the term and select the result appropriate to you. For example, you could search for, "Adding a phone". More information on searching is available below.
- **Browsing the Glossary**: If you are looking for the meaning of a term or acronym, you can launch help by selecting the *Help* option from the main menu then browse the glossary to find the definition.

Browsing the Help Index

The Help Index (Table of Contents) is a very powerful way of exploring the user assistance content. It can be used to discover the structure of all the User Assistance content on offer and enables you to go directly to a document.

Think of the Index as a tree structure, each entry in it is a branch and each branch itself has branches, and so on. Every option in the Index contains an icon and a title. If the icon is a plus (+) sign, the menu item can be expanded by selecting the icon. If the icon is a minus (-) sign the menu item is already expanded, selecting the icon collapses the menu.

Guidelines to Navigate the Help Index

- Click the **plus** (+) sign adjacent to the appropriate title to expand a branch if required.
- Click the **minus**(-) sign adjacent to the appropriate title to collapse a branch if required
- Each entry in the tree consists either of blue or black text. Blue text means that the entry is active and links directly to a help page, black text means that the entry does not link directly to a help page but is rather a parent or root topic to a branch

Searching Help

To search for a term, enter the term in the text field at the top of the page and select the **Search** button. For example, if you want to search for documents that have the term "computer", type in the following:

```
computer
```

Browsing the Glossary

To browse the glossary, select the tab named **Glossary** and then select a term to view its definition.

Keeping your System Secure

While the system is safe and secure, ongoing system security is determined by the behavior and habits of the users. Steps you can take to ensure the continued security of your system include:

- Effectively securing user passwords. For more information on password security, please see Securing Passwords and PINs on page 8.
- Maintaining user access rights at a "no higher than each user needs" security level.

Securing Passwords and PINs

It is important that users keep their PIN and password as secure as possible.

Hints for managing your PIN and password

- Users should not share their PIN numbers or passwords with other users.
- Users should not write down their PIN numbers or passwords or store them in an obvious place, such as a pin-board or diary.
- Users should not use pattern based or obvious passwords such as a birthday or the user's name.

Password security is optimized by restricting the type and nature of passwords that can be used. Some of these parameters include:

- **Minimum length:** Passwords have a minimum length of six (6) characters.
- **Maximum length:** Passwords have a maximum length of fifty (50) characters.
- **Difference from previous passwords:** Passwords must be different to other passwords that have been used. Passwords similar or identical to previously used passwords will not be accepted.
- **Specific characters:**Depending on how your system is configured, your password may need to contain a minimum number of specific characters such as upper case, punctuation, and/or numeric characters.
- **Dictionary terms:** Passwords may not be based on dictionary words, terms, character or numeric sequences. For example: *password qwerty*, *1234*.

Depending on how the system is configured, users can be required to periodically renew their password. Once the expiry period has been reached, when a user logs in they are given a warning showing the number of days before their password expires. Failure to change a password within the expiry warning period results in the user's account being locked.

CHAPTER 2

Phone Services

Getting Started Using Phone Services

This document describes how to view your personal data and self-administer your telephony settings by using the phone based services.

For information about how to use the integrated LCD display, buttons, and other features of the physical phone, refer to the Unified IP Phone hardware documentation.

Refer to the figure below for a layout of the controls and indicators on a typical Cisco IP phone.

Figure 1. Typical Cisco IP Phone: Controls and Indicators

To gain access to the phone services on the Cisco IP phone, press the **Services** button (refer to Figure 1, “Typical Cisco IP Phone: Controls and Indicators” on page 11 if required for a layout of the controls and indicators on a typical phone.). The main Services menu appears on the LCD display with the following options:

- Phone Services
- Roaming Login/Logout

Using the LCD display on your phone and the **Services** button you can perform the following activities:

- Logging In
- Logging Out
- Setting Speed Dials
- Setting Call Forwarding Options
- Accessing the Hosted UCS Self Care Web Pages
- Navigating the Self Care Web Pages

Note

If you have any questions about the availability of features, settings and services, contact your Administrator.

Logging In

To enable the full benefits of the phone, you must log in to the phone you are using. Logging in enables personalized options that have been setup for your account. Refer to Figure 1, “Typical

Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

To log in to the phone:

Step 1 Press the **Services** button.

Step 2 Select the *Roaming Login/Logout* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Select the *PIN:* option using the using the scroll key ▵/▿.

Step 5 Enter the required *PIN* in the field provided.

Step 6 Press the *Submit* soft key.

First Log-In

Procedure

The first time you log into a phone, you must change your pin as follows (refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone):

Step 1 Press the **Services** button.

Step 2 Select the *Roaming Login/Logout* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Select the *PIN:* option using the scroll key ▵/▿.

Step 5 Enter the required *PIN:* in the field provided.

Step 6 Press the *Submit* soft key.

Step 7 Enter the *Current PIN:* in the field provided.

Step 8 Enter the *New PIN* (5-10 numbers) and then repeat the new PIN in the associated field.

Step 9 Press the *Submit* soft key.

Logging Out

Procedure

To log out from the phone (refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone):

Step 1 Press the **Services** button.

Step 2 Select the *Roaming Login/Logout* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key. The "Please Sign Off" screen is displayed.

Step 4 Press the *Yes* soft key.

Corporate Directory

The corporate directory enables you to browse for other users within your organization.

Note

- You are not able to modify, delete or add entries to the corporate directory. The only available options are to view and dial contacts. Please do not confuse this functionality with your phones (optional) personal address book.
- The users you can see in the corporate directory depend on how the corporate directory has been configured by the system administrators. You can only view other users who have been added to the same corporate directory partition (or group) as you.

Procedure

To use your corporate directory (refer to Figure 1, “Typical Cisco IP Phone: Controls and Indicators” on page 11 if required for a layout of the controls and indicators on a typical phone):

Step 1 Press the **Directories** button.

Note

Depending on the configuration and type of phone being used, the buttons used to access the corporate directory may differ.

Step 2 Select the *Corporate Directory* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Browse to the required user and select the user. The selected user's contact information is displayed.

Step 5 Select the required extension from the list to dial the user (if required). The call will be connected.

Using Phone Services

When you select the *Services* option, the phone displays the following options:

- Speed dials (refer to Setting Speed Dials on page 13)
- Change Phone Pin (refer to Changing Your Phone PIN via Phone Services on page 15)
- Set Fwd All (refer to Setting Call Forward Options on page 15)
- Set Fwd Busy (refer to Setting Call Forward Options on page 15)
- Set Fwd NoAnswer (refer to Setting Call Forward Options on page 15)
- Select Language (refer to Select language Preference on page 17)

Setting Speed Dials

Procedure

To set speed dials (refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone):

Step 1 Press the **Services** button.

Step 2 Select the *Phone Services* option using the scroll key △/▽.

Step 3 Press the *Select* soft key.

Step 4 Select the *Speed Dials* option.

Step 5 Press the *Select* soft key. A list of currently configured speed dials is displayed (if applicable).

Step 6 Press the *Manage* soft key.

Step 7 Press the **Add** soft key to add a speed dial if required.

Step 8 In the *SpeedDial Position:* field, press the required button number on the keypad, to which you want to assign the speed dial.

Note

- The maximum number of speed dials depends on the specific configuration for the phone type. However, in most cases the system allows up to 99 Speed Dials.
- The number of phone buttons available for speed dials changes based on the phone type. However, using abbreviated dialing, you can use all the speed dials even if there are no phone buttons available.

Step 9 In the *Name:* field, enter the required name to identify the speed dial.

Note

Enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code if applicable.

Step 10 In the *Tel.Number:* field, enter the telephone number (or URI) to call using the speed dial button. This is the telephone number or URI dialed by the speed dial short cut. This is a manadatory field. For telephone numbers, valid numbers are 0 - 9, as well as special characters *, #, and +. A URI is in the username@host format, where the host can be an IPv4 address or fully qualified domain name. The username portion of a URI can be a maximum of 47 characters and the full URI a maximum of 254 characters.

Step 11 Press the *Submit* soft key. Valid speed dial entries are added.

Procedure

Changing/Deleting Speed Dials

Configured speed dials cannot be changed. You must first delete the Speed Dial as explained below and then create (add) a new Speed Dial as described under *Setting Speed Dials* above (refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone).

Step 1 Press the **Services** button.

Step 2 Select the *Phone Services* option using the scroll key △/▽.

Step 3 Press the *Select* soft key.

Step 4 Select the *Speed Dials* option.

Step 5 Press the *Select* soft key. A list of current speed dials is displayed (if configured).

Step 6 Select the name of the *Speed Dial* you wish to delete.

Step 7 Press the *Manage* soft key.

Step 8 Press the *Select* soft key.

Step 9 Press the *Delete* soft key. The selected speed dial is deleted.

Changing Your Phone PIN via Phone Services

Note

Depending on the configuration of your system, this option may not be available.

Refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

Change your PIN as follows:

Step 1 Press the **Services** button.

Step 2 Browse to the *Phone Services* option using the scroll key △/▽.

Step 3 Press the *Select* soft key.

Step 4 Browse to the *Change PIN* option using the scroll key △/▽.

Step 5 Press the *Select* soft key.

Step 6 Enter your current PIN and then your new PIN twice.

Step 7 Press the *Submit* soft key. Your PIN is updated.

Setting Call Forward Options

Refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

Configure the required call forward options via the **Phone Services** menu on the phone as follows:

Step 1 Press the **Services** button.

Step 2 Browse to the *Phone Services* option using the scroll key △/▽.

Step 3 Press the *Select* soft key.

Step 4 Browse to the appropriate option (see list below) using the scroll key △/▽:

- *Set Call Fwd All:* to forward all calls
- *Set Call Fwd Busy:* to forward calls when the line is busy
- *Set Call Fwd NoAnswer:* to forward calls when the line is not answered

Step 5 Press the *Select* soft key.

Step 6 Browse to the required line using the scroll key ▵/▿.

Step 7 Press the *Select* soft key.

Note

Enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code if applicable.

Step 8 Enter the number to which you want to forward the calls.

Step 9 Press the *Submit* soft key.

Refer to Figure 1, “Typical Cisco IP Phone: Controls and Indicators” on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

Setting Call Forward to Voicemail or Number

To forward your calls to Voicemail or to a specific number (for any call forward option):

Step 1 Press the **Services** button.

Step 2 Browse to the *Phone Services* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Browse to the *Set Call Fwd All* option using the scroll key ▵/▿.

Step 5 Press the *Select* soft key.

Step 6 Browse to the required line using the scroll key ▵/▿.

Step 7 Press the *Select* soft key.

Step 8 Enter the number to which you want to forward the calls.

Step 9 Press the *Submit* soft key. You can set-up call forwarding to an alternate number or directly to a voicemail account (if configured).

Step 10 Select the Call Forward to Number option (if required, or proceed to this step on page 16).

Step 11 Press the *Submit* soft key. You are prompted to enter the number to which calls are forwarded.

Step 12 Select the Call Forward to Voicemail option (if required). You are prompted to select the extension number for which calls are to be forwarded.

Note

When call forwarding is activated, an arrow appears above the phone icon at the top right of the display.

Refer to Figure 1, “Typical Cisco IP Phone: Controls and Indicators” on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

Clearing Call Forward Options

To clear call forward options:

Step 1 Press the **Services** button.

Step 2 Browse to the *Phone Services* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Select the *Set Call Fwd All* option using the scroll key ▵/▿.

Step 5 Press the *Select* soft key.

Step 6 Browse to the required line using the scroll key ▵/▿.

Step 7 Press the *Select* soft key.

Step 8 Select the *Cancel Call Forward* soft key. The selected call forward option is cleared (disabled).

Note

- When the call forwarding option is cleared, the arrow disappears from above the phone and you can also look at the *View Call Forward Settings* under the *Phone Services* option.
- If a line is already forwarded to voicemail, you can use the above process to cancel the call forwarding.

Select language Preference

Note

Depending on the configuration of your system, this option may not be available.

Refer to Figure 1, "Typical Cisco IP Phone: Controls and Indicators" on page 11 if required for a layout of the controls and indicators on a typical phone.

Procedure

Select your language as follows:

Step 1 Press the **Services** button.

Step 2 Browse to the *Phone Services* option using the scroll key ▵/▿.

Step 3 Press the *Select* soft key.

Step 4 Browse to the *Select Language* option using the scroll key ▵/▿.

Step 5 Press the *Select* soft key.

Step 6 Select one of the available languages.

Step 7 Press the *Select* soft key.

CHAPTER 3

Self Care

Overview of Self Care

This section provides an overview of the Self Care functionality and the Self Care user interface.

Functionality in Self Care

Note

Depending on how your system has been configured, not all functionality covered in this document may be available to you.

You can use Self Care to personalize certain phone services and appearance. Self Care enables you to configure the following options, such as:

- *Details:* Edit personal details.
- *Password:* Change your Password and PIN. Your Password is used in conjunction with your Username to log onto the system. Your PIN is the code you enter to log in to Mobility and other services on your phone.
- *Phone PIN:* Your PIN is the code you enter to log in to Mobility and other services on your phone.
- *Phones:* Configure the features that have been provisioned for your phone, including Speed Dials.
- *Mobility:* Configure the features for your Mobility profile, if this has been enabled for your account.
- *Corporate Directory:* View the Corporate Directory and search for a specific user by different criteria.
- *Personal Directory:* Add, change, or delete directory entries in your Personal Address book.
- *Voice Mail:* View and manage certain voicemail account settings.
- *Single Number Reach:* Configure the external number to be used for single number reach.
- *My Transactions:* View the history of transactions related to your user account.
- *My Preferences:* Enables you to customize options such as the time zone that is related to your user account.

Self Care Interface

The following standards are used within the Self Care interface:

- **Browsing:** The easiest way to browse is via the navigation menu on the left. The navigation menu is accessible from any page within the system. You can also use your browser's back button to view previous pages; however, any changed information on the page that has not yet been committed (saved) will be lost.
- **Hyperlinks:** All links, referred to in documentation as active text links, have a blue font color.
- **Fields and Options** : Mandatory fields and options are indicated using a red exclamation mark (!) adjacent to the relevant field/option.
- **Transaction Status:** After completing a task, the system presents a summary of the transactions processed. This summary includes the status of the processed transactions.
- **Committing Changes:** Changes to a page are not saved until you select the Add, Submit, Update or Modify button. Browsing off a page without selecting one of these options will result in the loss of any uncommitted information.
- **Help:** Help is available from every page. Selecting the Help active text link in the top left hand corner of the page launches a context sensitive help screen. Selecting the Help link from the main menu launches a generic help screen.

- **Logging Out:** Use the Logout option, at the bottom of the main menu to exit the Self Care web pages.

Quick Reference Guide

The Quick Reference Guide summarizes the most commonly completed tasks in End User Self Care:

How do I?	Steps to take
Start using your Phones Services	Press the Services button on your phone
Log in to your mobility profile	Choose Services > Roaming Login or Logout
Log in for the 1st time	Choose Services > Roaming Login or Logout
Log in after changing PIN	Choose Services > Roaming Login or Logout
Log off your mobility profile	Choose Services > Roaming Login or Logout
Set up speed dials	Choose Services > Phone Services > Speed Dials and enter a number and label for any speed dial button that is not being used for lines or other services.
Forward all calls to another phone	Choose Services > Phone Services > set Fwd All and enable the feature. You can redirect calls to voice messaging or to another number.
Forward all calls to Voicemail	Choose Services > Phone Services > set Fwd All > CFwdVM and enable the feature.
Forward calls to another phone when the line is busy	Choose Services > Phone Services > Set Fwd Busy.
Forward calls to another phone when you don't answer	Choose Services > Phone Services > Set Fwd No answer.
Clear any Call Forward to another phone	Choose Services > Phone Services > Set Call Fwd All > Cancel > choose the ext number or Cancel all Fwd option > Select
Clear any Call Forward to Voicemail	Choose Services > Phone Services > Set Call Fwd All > Cancel > select Cancel all Fwd option > Select

Accessing Self Care

This section provides an explanation on how to access Self Care.

Access Details

Procedure

To access the Self Care web pages:

Step 1 Obtain the address (URL) of your Self Care Web pages, your username and your password from your administrator.

Step 2 Browse to the website address provided using a Web-browser.

Note

- There are two login interfaces, *End User Self Care* and *System Administration*. Only end users can login via the *End User Self Care* interface and only administrators can login via the *System Administration* Interface. Make sure that you select the correct login interface according to your user security level.

- The system does **not** support multiple logins per user in the same Web browser session.

Step 3 Continue with step 4 below if the login screen is displayed or continue with step 5 if a security alert dialog box is displayed.

Step 4 Select the *End user Self Care* hyperlink and then proceed with step 6.

Note

Consult with your administrator if you have any queries about installing certificates.

Step 5 Select **Yes** to continue, in this instance the Security Alert dialog box displays each time you log into the Self Care web page (until you install the certificate), OR select **View Certificate > Install Certificate** to install the certificate according to the instructions displayed on the screen.

Note

Your username is typically your standard username. However, if you are associated with a user group (contact your system administrator for more details if necessary), your full username must be used to login, for example: username@usergroup. Alternatively, the user group can be specified in the login URL, which allows you to login with your standard username only. In this instance, enter the URL: https://<address>/accounts/login/?next= /selfcare/ &usergroup=<UserGroup> and press **Enter**. At this point you can create a bookmark of this page to facilitate an easier login process for future logins. Then enter your standard username and password and click the **Login** button or press **Enter**.

Step 6 Enter your username and password, and then click the **Login** button or press **Enter**. Once you have logged in successfully, the following menu options are displayed (depending on your configuration):

- Details
- Password
- Phone PIN
- My Phones
- Presence
- UC Central
- Extension Mobility
- Single Number Reach
- Mobile Identity
- Conferencing
- Corporate Directory
- Personal Directory
- My Transactions
- My Preferences
- Help
- Logout

Customize your phone or your phone services as required by selecting the appropriate menu option.

First Log-in

Procedure

For first-time log-ins (or any time the administrator resets/changes the end user password), the end user may need to change their password as follows (this is dependent on how the administrator has configured the system):

Step 1 Enter the current password in the *Current Password* field.

Note

Hints for creating a new password and keeping your password secure:

- Your password should consist of at least six characters. It must include at least one numeral, punctuation character and be a combination of upper case and lower case letters.
- Do not share your passwords with other users.
- Do not write down your password or store it in an obvious place, such as on a pin-board or in a diary.
- Do not use pattern based or obvious passwords such as a birthday or your name.

Step 2 Enter the new password in the *New Password* field. Always ensure that passwords include at least one numeral, punctuation character and are a combination of upper case and lower case letters.

Step 3 Re-enter the new password in the *Confirm New Password* field.

Step 4 Click the **Change** button.

Step 5 Browse to the website address provided using a web-browser.

Personal Details and Preferences

This section provides a description on how a user can manage personal details and preferences.

Managing Your User Details

Procedure

To manage your user details via Self Care:

Step 1 Select the *Details* option from the *Self Care* menu. The *Account Details* screen is displayed.

Step 2 Enter the relevant fields as shown in the table below.

Field	Description	Remarks
First Name	Specify your first name	Mandatory
Middle Name	Specify your middle name	Optional
Last Name	Specify your last name	Mandatory
Email Address	Specify your email address	Mandatory

Field	Description	Remarks
Ex Directory	Allows you to exclude yourself from being shown in the Corporate Directory list. Select this checkbox if you **do not** want your name to be shown in the Corporate Directory.	Optional

Step 3 Click the **Modify** button to apply your changes.

Manage Your Password and PIN

Changing Your Password

Your password enables you to log into Self Care. You will be allocated a default password when your administrator creates your user account.

Important

It is important to ensure that the passwords are secure. Always ensure that passwords include at least one numeral, punctuation character and are a combination of upper case and lower case letters. For more information on password security, please see Securing Passwords and PINs on page 8.

Procedure

Updating Your Password

Your password allows you to log into Self Care. You are allocated with a default password when your administrator creates your user profile. To change your password:

Step 1 Select the *Password* option from the *Self Care* menu. The *Change Password* screen is displayed.

Step 2 Enter your current password.

Step 3 Enter your new password.

Step 4 Confirm (re-enter) your new password.

Step 5 Click the **Change** button. A "Password changed" message is displayed.

Forced Password Update

See: Logging In on page 11

Changing Your Phone PIN via Self Care

Your PIN allows you to log in to a phone using Roaming Login/Logout. You are allocated a default PIN when your administrator creates your user and roaming profile.

Procedure

To change your PIN:

Step 1 Select the *Phone PIN* option on the *Self Care* menu. The *Change PIN* screen is displayed.

Step 2 Enter your current PIN.

Step 3 Enter your new PIN.

Step 4 Confirm (re-enter) your new PIN.

Step 5 Click the **Change** button. A "PIN changed" message is displayed.

Note

You are not logged out of the phone as a result of a PIN change via Self Care.

My Preferences

The *My Preferences* option enables you to customize your user account. Available preferences include your time zone, language override, and so on.

Procedure

To customize your preferences:

Note

Preferences can only be modified successfully if you have a valid email address (see Details/ Email Address if required).

Step 1 Select the *My Preferences* option from the *Self Care* menu. The *My Preferences* screen is displayed.

Step 2 Make the required modifications; for example, select the required *time zone* and/or *override language* from the respective drop-down list.

Step 3 Click the **Modify** button. A "Preferences modified" message is displayed.

Selecting a Language

You can select your own language preference for the system. Language options available depend on the languages available from your service provider.

Note

You need to logout before any language changes are implemented.

When a language is selected, the selected language overrides your service provider's default language, as well as the language set in your browser. When no language is selected, your service provider's default language is used.

My Transactions

The *My Transactions* option displays a list of your recent transactions. Transactions are "actions" that you initiate within the system. For example, if you change your password and then update your details, these two transactions are displayed in your transactions list.

Procedure

To view your transactions:

Step 1 Select the *My Transactions* option from the Self Care screen. The *Transactions* page is displayed.

Step 2 View your transaction list. The following fields are available:

Field	Description	Remarks
Key	The unique ID of the transaction.	-

Field	Description	Remarks
Time	The date and time that the transaction was processed.	-
Action	The key "action" that was taken by the transaction. For example, ModPerson would signify that the core function of the transaction was to modify the user details.	-
Status	The status of the transaction.	Y = Successful F = Failed
Message	A message summarizing the result of the transaction, for example, "Password updated" or "Invalid email address". This message is the same message that was displayed when the transaction originally completed.	-

Browsing the Transaction List

Controls are displayed above and below the transaction list that enable you to browse through your transactions. The following controls are available:

Control	Description	Remarks
<< first	Returns you to the first page of the list	-
< prev	Returns the list to the previous page browsed	-
<Page Number>	Takes you to that page in the list, for example, selecting 1 takes you to page number 1 in the list.	-
Next >	Displays the next page in the list	-
Last >>	Displays the last page of the list	-

Searching for a Transaction

Procedure

To search for a particular transaction:

Step 1 Enter the search criteria in the *Search for* text field.

Step 2 Click the magnifying glass icon (L). All transactions matching your search criteria are listed.

Phone Directory

This section provides an explanation on how to use corporate and personal directories.

The Corporate Directory

The *Corporate Directory* option lists your organization's users and their phone numbers. You cannot modify the information in the Corporate Directory, except for your own personal information (via the *Details* menu option).

Note

The users you can view in the corporate directory are dependent on how the corporate directory has been organized by the system administrator. You can only view other users who have been added to the same corporate directory partition (or group) as you.

Procedure

Viewing the Corporate Directory

To view the Corporate Directory:

Step 1 Select the *Corporate Directory* option from the *Self Care* menu. The *Corporate Telephone Directory* screen is displayed.

Step 2 View the directory entries as required. The following user details are displayed (see table below for the name and a description of each field if relevant):

Field	Description	Remarks
First Name	-	-
Last Name	-	-
Location Name	The user location but not necessarily where the user is physically present.	-
Extension Number	-	-
PSTN Number	-	-
Number Type	-	-

Procedure

Searching the Corporate Directory

As the Corporate Directory can contain large number of users, the search function enables you to filter the list and find a specific user without the need to browse through multiple pages.

To search for a specific user in the Corporate Directory on the *Corporate Telephone Directory* page:

Step 1 Select the relevant search criteria in the *Search by:* drop-down list, for instance, First Name, Last Name, Location Name or Department Code.

Step 2 Enter the required search term in the *Search for:* field.

Step 3 Click the magnifying glass icon to start the search. A list of names that match your search criteria is displayed.

Hiding a shared line from the Corporate Directory

It is possible to hide a shared line from the Corporate Directory. For more information on how to hide a line from the corporate directory, please see the *My Phones* section of this guide.

Personal Directory

The *Personal Directory* option allows end users to create and maintain the names and numbers of their personal contacts.

Note

The name of the Personal Directory service on your phone may vary depending on how your system administrator has configured the service.

Procedure

Accessing the Personal Directory

To access the personal directory:

Step 1 Select the *Personal Directory* option from the *Self Care* menu. The *Personal Telephone Directory* screen is displayed.

Step 2 View the current directory entries. The following fields are displayed:

- Name
- Address
- Telephone
- Facsimile
- Email Address

Procedure

Searching the Personal Directory

The search function enables you to filter the list and find a specific user without the need to browse through multiple pages.

To search for a specific user in the Personal Directory on the *Personal Telephone Directory* page:

Step 1 Select the relevant search criteria in the *Search by:* drop-down list. Note that in the current version, only *Name* is available.

Step 2 Enter the required search term in the *Search for:* field.

Step 3 Click the magnifying glass icon to start the search. A list of names that match your search criteria is displayed.

Adding a new Personal Address Book Entry

Procedure

To add a new contact to your personal directory:

Step 1 Select the *Personal Directory* option from the *Self Care* menu. The *Personal Telephone Directory* is displayed.

Step 2 Click the **Add** button.

Step 3 Enter the required details in the relevant fields, that is, Name (mandatory), Address, Telephone, Fax, Email Address

Step 4 Click the **Add** button. The entry is added.

Modifying and Deleting a Personal Address Book Entry

Procedure

Modifying a Personal Address Book Entry

To modify a contact in your personal directory:

Step 1 Select the *Personal Directory* option from the *Self Care* menu. The *Personal Telephone Directory* screen is displayed.

Step 2 Select the required *Name* link that you want to modify. The *Modify Personal Directory Entry* screen is displayed.

Step 3 Modify the details as required.

Step 4 Click the **Modify** button when complete. The entry is modified.

Procedure

Deleting a Personal Address Book Entry

To delete a contact in your personal directory:

Step 1 Select the *Personal Directory* option from the *Self Care* menu. The *Personal Telephone Directory* screen is displayed.

Step 2 Select the required *Name* link of the contact you want to delete. The *Modify Personal Directory Entry* screen is displayed.

Step 3 Click the **Delete** button. The *Delete Directory Entry* confirmation screen is displayed.

Step 4 Confirm the entry to delete and then click the **Delete** button when complete. The selected entry is deleted.

Note

You can also delete a directory entry by clicking the *Delete* link on the right hand side of the table of the relevant entry on the *Personal Telephone Directory* screen, or by clicking the **Delete** button on the *Modify Personal Directory Entry* screen of the relevant entry.

Feature Settings

This section provides explanations on how to use the various features of the system.

Managing My Phone

The system allows you to associate a phone (or phones) to a user (or vice versa) as described (see also guidelines below):

- A phone can be associated with one user only.
- A user can have multiple phones associated with them.

- A user can have no phones associated with them.

A user associated with a phone can manage that phone's configuration, but this customization is available only on that specific phone.

Note

Phone configuration can only be managed if there is a phone associated with a user.

Procedure

To manage a phone's configuration:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Click the active link of the *Unique Device Name* of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Modify the required fields. The phone's screen is divided into three sections, *Phone Details*, *Phone Settings* and *Phone Features* (see tables below for a list and description of the available fields).

Note

Available features may differ depending on your phone's configuration. Contact your administrator for further information is required.

Phone Details Section		
Field	**Description**	**Remarks**
Unique Device Name	The phone's MAC address is displayed.	Read only
Phone Type	The type of phone.	Read only
Feature Group	The feature group with which the phone was registered.	Read only
Date Registered	The date the phone was added to the system.	Read only

Phone Settings Section		
Field	**Description**	**Remarks**
Default Music on Hold Track	The Music on Hold track used by this phone.	Read only field. The default MoH Track set is based on the locale (see below).
Locale	Controls the language displayed on the phone LCD.	The default value is defined in the registration process of the phone. Select the relevant locale from the drop-down list. This determines the language in which the phone screens are displayed is dependent upon: • The available languages loaded on the Cisco Unified Communications Manager (Unified CM). • The availability of applications in the required language.

Phone Features		
Field	**Description**	**Remarks**
Cache username on phone	Maintains the roaming user name in a cache memory.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature 'on', it allows for an easier login of the same user to this phone from the 2nd time onwards. The user must key in their PIN only, as the username is already updated in the relevant field. **Best practice:** Set this feature 'on' in the Feature Group allocated for the phone. **Note:** The user can override the username field with a different username if required.
Enable PC support	Controls the data port at the back / bottom of the phone.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature is 'on', a PC can be connected to the Phone. Otherwise, you cannot connect a PC to the Ethernet port on the back of the phone.
Enable phone speaker	Controls the phone speaker.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature is 'on', the speaker/"hands off" functionality is enabled, and the phone can be used without lifting the handset off the cradle. **Best Practice:** Set this feature 'on' in the Feature Group allocated for the phone.
Enable phone speaker and headset	Controls the phone speaker + headset.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature is 'on', the speakerphone and the headset on the Cisco Unified IP phone are both enabled. **Best Practice:** Set this feature on in the Feature Group allocated for the phone.
Allow User Login to Phone	Controls the Phone Service "Roaming Login / Logout".	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on This setting controls whether the phone allows users to login or not. When the feature is 'on', the phone XML service supporting Roaming Login / Logout is shown and users can log into it using their mobility profile. **Best Practice:** if User Mobility functionality is used in your organization, set this feature on in the Feature Group allocated for the phone.

Phone Features		
Field	**Description**	**Remarks**
Logout from Hunt Groups	Controls the appearance of "Soft key" which allows logging out from Hunt Groups.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on A hunt group lets a caller ring a series of numbers in a hunt group until the call is answered. When the feature is 'on', and the phone is a member of a Hunt Group the "Logout from Hunt Groups" soft key is shown on the phone and allows you to "logout" from this Hunt Group. After logging out from the hunt group, your number will not ring when a call is directed to the hunt group. **Best Practice:** Organization policy regarding user ability to control participation in Hunt Groups if hunt groups are used in the organization.
Forwarding delay disabled	Controls the phone's forwarding delay feature.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature is 'on', the forwarding delay feature is disabled.
Enable Video	Controls the phone's video feature.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on When the feature is 'on', the feature is enabled, and the user can use the video feature on the phone.

Step 4 Click the **Apply** button when complete.

Managing Advanced Settings

Procedure

To manage Advanced Settings:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Click the active link of the *Unique Device Name* of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Select the *Advanced Settings* tab.

Note

Available advanced settings may differ depending on your phone's configuration. For further information, please contact your administrator.

Step 4 Modify the required fields for the advanced settings. Next to each advanced setting, if available, a user can mouse-over a tooltip that provides more information about the setting.

Step 5 Click the **Apply** button.

Managing a Line

Procedure

To manage a line:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Click the active link of the *Unique Device Name* of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Select the required *Tab* of the line that you would like to view, for example Line 1. The associated Line page is displayed.

Note: Available features may differ depending on your phones configuration. For further information, please contact your administrator.

Step 4 Modify the required fields. The line page is divided into four sections; *Line Details*, *Common Line Settings*, *Common Line Settings (Call Forward)*, *Private Line Settings*, and *Multiple Call/Call Waiting Settings* (see tables below for information about each field).

Line Details Section		
Field	**Description**	**Remarks**
Extension	The internal extension number allocated to this line.	Read only
PSTN Number	If this line has a DDI allocated to it, the DDI number is shown.	Read only
Shared	Displays the shared status of the line.	Read only
Cloned	If the line is cloned, it is shown here along with the number of clones.	Read only

Common Line Settings		
Field	**Description**	**Remarks**
No Answer Ring Duration	Determines for how many seconds the phone must ring before the call is considered 'not answered'.	Select the maximum no answer ring duration from the drop-down list.
Call forward calling search space activation policy	Enables call forward calling search space activation policy.	Select the required policy from the drop-down list.

Common Line Settings		
Field	**Description**	**Remarks**
Auto answer	Allows you to connect incoming calls automatically after a ring or two (without pressing a button or picking up the handset).	Auto Answer can be useful if you receive a high volume of calls. Your system administrator enables Auto Answer to work with either your speakerphone or headset. Select the appropriate option from the drop-down list. • "Auto Answer Off". Auto Answer is disabled. • "Auto Answer with Headset". You can configure lines on specific phones to automatically connect to incoming calls when the headset key is activated. The phone cannot be busy with an active call and the headset key must be engaged to automatically answer calls. Incoming calls are automatically answered one by one on the phone as long as the headset light remains lit. You can specify one or more lines for headset auto-answer. • "Auto Answer with Speakerphone". When an incoming call is received, the device's speakerphone automatically turns ON when you receive the call.
Music on hold	The music on hold service associated with the line.	Select from the drop-down list.
Hot line	The Private Line Automatic Ring down (PLAR) feature. When the phone attached to this line is taken off-hook, this number is automatically connected.	Enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code if applicable.
Alerting Name	The Alerting Name value for the line.	This value will display on a caller's phone when calling this line.

Common Line Settings		
Field	**Description**	**Remarks**
Alerting Name ASCII	The ASCII value Alerting Name for the line.	This value will display on a caller's phone when calling this line. When a value for this field is entered, it will override the value in the *Alerting Name* field.
Hold reversion notification interval	The reversion feature alerts a phone user when a held call exceeds a configured time limit.	This setting dictates the time period before notification.
Contact Center Agent Line	This setting is used to enable the provisioning of the line as a contact center line. This results in the line receiving a modified line description field. If this setting is enabled on the line, then the description is changed to start with the value defined in the global setting CCLinePrefix. The rest of the description remains the same. For example 'CC_Line Line 55555555 for a phone'.	Enable or disable as required. Default = Disabled (not selected).
Hold reversion ring duration	This setting dictates the duration of the notification.	-

<table>
<tr><th colspan="3">Common Line Settings (Call Forward)</th></tr>
<tr><th>Field</th><th>Description</th><th>Remarks</th></tr>
<tr><td colspan="3">The following checkboxes/text boxes/drop-down lists are available for each call forward setting (as shown below):
Voicemail (checkbox) - select this checkbox to forward to voicemail.
Destination (free text field) - enter the destination number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code if applicable. A URI can also be entered in this field. A URI is in the username@host format, where the host can be an IPv4 address or fully qualified domain name. The username portion of a URI can be a maximum of 47 characters and the full URI a maximum of 254 characters.
Class of Service (drop-down) - allows you to set the CoS value for the specified call forward setting. Default setting = Use Feature Group Default, which inherits the CoS value from the Call Forward Limitations field in the feature group. The None option sets the Unified CM CSS value to None. These values are read-only if the CoS Editable checkbox in the feature group is not selected.
Note

Certain call forward settings, that is Forward Busy, Forward No Answer, Forward No Coverage and Forward Unregistered, can be configured in a combined manner (including external and internal) as a 'group' or separately (external or internal). Depending on the feature group setting, only the 'combined' or 'separate' checkboxes are displayed in Self Care. For example, if the Forward Busy checkbox is activated in the feature group, the Forward Busy Internal and Forward Busy External checkboxes are not available, and visa-versa if any of the Forward Busy Internal or Forward Busy External checkboxes are activated in the feature group.</td></tr>
<tr><td>Forward All</td><td>A number to which calls should be forwarded under all circumstances.</td><td>-</td></tr>
</table>

Common Line Settings (Call Forward)		
Field	**Description**	**Remarks**
Secondary Call Forward	Because call forwarding is a line-based feature, in cases where the device calling search space is unknown, CUCDM uses only the line calling search space to forward the call. If the line calling search space is restrictive and not routable, the forward attempt fails. This field provides a solution to enable forwarding. The primary calling search space for Call Forward All and secondary calling search space for Call Forward All get concatenated (Primary CFA CSS + Secondary CFA CSS). Checkbox default = not selected (disabled) and drop-down default = None.	-
Forward Busy	A telephone number to which calls should be forwarded when the phone is busy.	-
Forward Busy Internal	A telephone number to which internal calls should be forwarded when the phone is busy.	-
Forward Busy External	A telephone number to which external calls should be forwarded when the phone is busy.	-
Forward No Answer	A telephone number to which calls should be forwarded if the phone rings but is not answered.	-
Forward No Answer Internal	A telephone number to which internal calls should be forwarded if the phone rings but is not answered.	-
Forward No Answer External	A telephone number to which external calls should be forwarded if the phone rings but is not answered.	-
Forward No Coverage	A telephone number to which calls should be forwarded if there is no network coverage to complete the call.	-
Forward No Coverage Internal	A telephone number to which internal calls should be forwarded if there is no network coverage to complete the call.	-
Forward No Coverage External	A telephone number to which external calls should be forwarded if there is no network coverage to complete the call.	-
Forward on CTI Failure	A telephone number to which calls should be forwarded if there is a CTI failure.	-
Forward Unregistered	A telephone number to which calls should be forwarded if the phone is not able to register.	-

Common Line Settings (Call Forward)		
Field	**Description**	**Remarks**
Forward Unregistered Internal	A telephone number to which internal calls should be forwarded if the phone is not able to register.	-
Forward Unregistered External	A telephone number to which external calls should be forwarded if the phone is not able to register.	-

Private Line Settings		
Field	**Description**	**Remarks**
For shared lines, each feature listed in the *Private line settings and Shared device settings* section will be associated with a checkbox that can be selected to apply private line settings to all devices on the shared line (if associated to the same user). After the selection of the required checkboxes, click the **Apply** button. Changes are applied to all devices that users are not logged into.		
Label	A text description for the line button which will be displayed on the phone LCD.	Remember to take into account the various phone types (with different screens size) when considering the standards for this field. **Best Practice:** Based on organization standards you should have a meaningful value in this field.
Display Name (Caller Line ID)	The identifier information that is sent with an outbound call made from this line.	The phone of the call receiver displays this information as part of the identification of the caller. Take into account the various phone types (with different screens size) when considering the standards for this field. **Best Practice:** Based on organization standards it is recommended to have a meaningful value in this field.
Line Mask	Line Mask is the DDI information at the top of the phone.	If the phone has a DDI, it is presented in the mask field. If the phone does not have a DDI and the location has a PSTN Published Number, the PSTN published number is presented. If the phone does not have a DDI and the location does not have a PSTN Published Number, the local extension is presented. In case the phone was registered with an internal extension only and associated later with a DDI, the E164 Mask will not change until the phone is unregistered and re-registered.

<table>
<tr><th colspan="3">Private Line Settings</th></tr>
<tr><th>Field</th><th>Description</th><th>Remarks</th></tr>
<tr><td>Message waiting lamp policy</td><td>Use this option to set the Message Waiting Lamp behavior.</td><td>This policy ONLY affects the right light on the phone's handset. The message waiting indicator on the phone's display is always active for all lines.

The message-waiting policy that you choose depends on the needs of your users. For example, an administrative assistant, who shares the manager's directory number as a secondary directory number, may want to have the policy set to Light and Prompt. The administrator can see whether the manager's line has pending voice messages. General office members, who share a line appearance with a co-worker, might set the policy, so the indicator lights only when messages are pending for the primary line appearance.

Select from the drop-down list.

• 'Use System Policy'. Follows the policy determined by your system administrator. Contact your phone system administrator if you are not sure what policy is used.
• 'Light and Prompt'. Causes the lamp to light and displays the prompt if there is a message waiting on this line of your phone.
• 'Prompt only'. Displays the prompt if a message is waiting on the primary line.
• 'Light only'. Lights the message-waiting lamp if a message is waiting on the primary line.
• 'None'. Causes the lamp to stay off even when you have messages waiting on this line. The message waiting indicator on your phone's display still shows if you have messages on this line.</td></tr>
<tr><td>Ring setting - Phone active</td><td>Defines the way the line on your phone rings when you receive a call while you are on the phone already.</td><td>Select from the drop-down list:

• Use System Default
• Disable
• Flash only
• Ring once
• Ring
• Beep only</td></tr>
</table>

Private Line Settings		
Field	**Description**	**Remarks**
Ring setting - Phone idle	Defines the way the line on your phone rings when you receive a call while phone is not in use (idle).	Select from the drop-down list: • Use System Default • Disable • Flash only • Ring once • Ring • Beep only
Label ASCII	An ASCII value description for the line button which will be displayed on the phone LCD.	When a value for this field is entered, it will override the value in the *Label* field.
Hide Line From Corporate Directory	This field will hide the line (number) from the corporate directory if selected.	Select the check-box to set. To be able to hide the line from the corporate directory, the line has to be a shared line.
Display Name ASCII	The ASCII value identifier information that is sent with an outbound call made from this line.	The phone of the call receiver displays this information as part of the identification of the caller. Take into account the various phone types (with different screens size) when considering the standards for this field. When a value for this field is entered, it will override the value in the *Display Name (Caller Line ID)* field. **Best Practice:** Based on organization standards it is recommended to have a meaningful value in this field.
Forwarded Call Display - Caller Name	This line feature allows a receiver of forwarded calls to display the name of the call originator.	Select the checkbox to set.
Forwarded Call Display - Caller Number	This line feature allows a receiver of forwarded calls to display the number of the call originator.	Select the checkbox to set.
Forwarded Call Display - Redirected Number	This line feature allows a receiver of forwarded calls to display the line number that the originator attempted to reach.	Select the checkbox to set.
Forward Call Display - Dialed Number	This line feature allows a receiver of forwarded calls to display the number that was redirected.	Select the checkbox to set.

For shared lines, each feature listed in the Private Line settings section (now labeled *Private line settings and Shared device settings*) will be associated with a checkbox that can be selected to apply private line settings to all devices on the shared line (only if they belong to the same user). After the selection of the required checkboxes, click the **Apply Changes** button.

Multiple Call/Call Waiting Settings		
Field	**Description**	**Remarks**
Call waiting busy trigger	The number of calls to be queued before the next caller will get a busy tone.	Select a value from the drop-down list.
Max calls waiting	The maximum number of calls that can be queued for waiting. Once this number is reached, the next caller will get a busy tone.	Select a value from the drop-down list.

Step 5 Click the **Apply** button when complete.

Presence

Cisco Unified Presence is an enterprise platform that brings people together in and across organizations in the most effective way. This open and extensible platform facilitates the highly secure exchange of availability and instant messaging (IM) information between Cisco Unified Communications and other applications.

Note

The Unified Presence functionality must be enabled by your administrator, please contact your administrator if you cannot access the Unified Presence functionality.

Viewing your Cisco Unified Presence (Unified Presence) Configuration

Procedure

To view your current Unified Presence configuration:

Step 1 Select the *Presence* option on the *Self Care* menu. The *Presence Configuration* screen is displayed.

Step 2 View the current configuration (see table below for a description of each field).

Field	**Description**	**Remarks**
License User for CM IM and Presence	Allows you to enable the Unified Presence feature.	Checkbox not selected (default) = feature off. Checkbox selected (☑) = feature on.
Monitor	Select this checkbox if you would like the relevant device to be monitored by the Cisco Unified Presence feature.	This option can only be selected if the *License User for CM IM and Presence* option has been selected. Checkbox not selected (default) = feature off. Checkbox selected (☑) = feature on.

Step 3 Click the **Apply** button.

Managing your Cisco Unified Presence (Unified Presence) Configuration

Procedure

To manage your Unified Presence configuration:

Step 1 Select the *Presence* option on the *Self Care* menu. The *Presence Configuration* screen is displayed.

Step 2 Select or unselect the *License User for CM IM and Presence* option to enable or disable Unified Presence as required.

Step 3 Select or unselect the *Monitor* checkbox adjacent to the relevant device/s to link or unlink the associated device/s from Presence. To select all extensions for the device, select the *All* checkbox.

Step 4 Click the **Apply** button when complete. Your profile is updated with the changes (if valid).

Click the **Delete** button to delete the Presence configuration.

Conferencing

The Conferencing option allows end users to access Cisco WebEx conferencing via the Self Care interface.

Note

- The Conferencing functionality must be enabled by your administrator, please contact your administrator if you cannot access the Conferencing functionality.
- For this functionality to work, you must also be a registered user on WebEx.

Procedure

To access WebEx conferencing:

Step 1 Select the *Conferencing* option on the *Self Care* menu. The *Conferences* screen is displayed.

Step 2 Select the *Open WebEx in a new window* link. The WebEx conferencing service opens in a new window and you are automatically logged in to WebEx.

Note

If you are not automatically logged in to WebEx, it could be because you changed your password in WebEx, which results in your WebEx password being different to your system password. To rectify this, change your password in the system; this automatically updates your password in WebEx as well. For this reason, we recommend that you change your WebEx password via the system, and **not** in WebEx.

UC Central

UC Central is an enterprise tool used to deliver voice, Web and video conferencing capabilities to users.

Note

The UC Central functionality must be enabled by your administrator, please contact your administrator should you not be able to access the UC Central functionality.

Viewing your UC Central configuration

Procedure

To view your current UC Central configuration:

Step 1 Select the *UC Central* option on the *Self Care* menu. The *UC Central Client Configuration* screen is displayed.

Step 2 View your current UC Central configuration for your devices (see table below for a description of the fields available).

Field	Description	Remarks
Device name	The name of the device, for example *SIP07897*.	Read only field
Device Type	The type of device, for example, a *Cisco 7960 SCCP*.	Read only field
Extension	The extension for the device.	Read only field
UC Central	Allows you to enable UC Central functionality for the required device (extension).	Select the relevant radio button to enable the required device (extension) to use UC Central. **Note** Only one extension can be UC Central enabled. Enabling UC Central for an extension **deletes** the extension's current configuration. Note also that a **cloned line can be enabled** as a UC Central extension, however a **shared line can not be enabled** as a UC Central extension.
Current Configuration	The current configuration for the extension is displayed.	For example, Voicemail

Note

You are informed of your current UC Central activation state along the top of the *UC Central* page. For example, *Current activation state: Deactivated (Only changed via API calls from UC Central Server)*

Managing Your UC Central Configuration

Procedure

To manage your UC Central configuration:

Step 1 Select the *UC Central* option on the *Self Care* menu. The *UC Central Client Configuration* screen is displayed.

Step 2 Enable or disable the UC Central function for the appropriate device (extension) by selecting the relevant radio button in the UC Central column.

Click the **Modify** button to apply your changes. Your profile is updated with the changes.

Managing Busy Lamps

Busy lamps allow you to store numbers and then use side buttons on the phone to dial the stored numbers.

The ability to add busy lamps is dependent on the Feature Group to which you have been assigned, as well the phone button template selected for your phone. Contact your system administrator if required.

Some Cisco Phones, such as the 7931 series, have busy lamps on the right-hand side of the phone that you can use to dial frequently dialed numbers. The status of the lamp indicates if the line is currently in use.

Busy lamps are one or two-digit index codes (1 to 99) that you can assign to phone numbers or address book entries.

The exact name of the busy lamp service on your phone may vary, depending on how your system administrator configured the service.

Note

The system does not allow an update of a busy lamp entry. To change a specific busy lamp, you must first delete it, and then re-add it with the new details.

To configure your busy lamps, click the **Busy Lamps** button on the *Phone Details* screen in *Self Care*.

Viewing Busy Lamps

Procedure

To view configured busy lamp:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Busy Lamps** button. The *Busy Lamps for ...* screen is displayed.

Step 4 View the busy lamps associated with the selected phone (if configured).

Adding a Busy Lamp

Procedure

To add a new busy lamp (to a phone or extension mobility profile):

Step 1 Select the *My Phones* or *Extension Mobility* option (as required) on the *Self Care* menu. The *My Phones* or *Extension Mobility* screen is displayed (as appropriate).

Step 2 **Note**

This step is only applicable when adding a busy lamp to the phone.

Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Busy Lamps** button. The *Busy Lamps for ...* or *Mobile Busy Lamps* screen is displayed.

Step 4 Click the **Add** button. The *Add Busy Lamp* screen is displayed.

Step 5 Enter the details required to add a new busy lamp (see table below for a description of the available fields).

Field	Description	Remarks
Busy Lamp Number	The busy lamp number that this busy lamp will be associated with. The number of busy lamps displayed is dependent on the number of busy lamps supported by the phone.	This is a mandatory field. Select from the drop-down list, default = first busy lamp number available. **Note** Busy lamps do not have to be created in a consecutive order.
Label	The name of the busy lamp.	This is an optional field.
ASCII Label	An ASCII value for the busy lamp field (BLF). If the Label field is not provided and the ASCII Label field has a valid ASCII value, then the ASCII Label field's value is used for the standard Label field. If the ASCII Label field is not a valid ASCII value, then the Telephone Number field's value is used for the Label field.	This is an optional field.
Telephone Number	The telephone number that will be associated with the speed dial short cut key. The numbers available in the drop-down list are all numbers from the location assigned to phones or extension mobility profiles, as well as directed call park numbers. The type of extension number that is selected when adding the busy lamp determines the type of BLF (speed dial or directed call park) added to the UC network.	Only one of the *Telephone Number* or *Destination* (see below field) fields can be selected . Default = first number on the list.
Destination	A free text destination input field (50 characters maximum). This field can consist of the following characters 0-9, *, #, +, P, p, F, f, C, c or a comma (","). For phones that are running SIP, a SIP URL can be specified in the username@host format, where the host can be an IPv4 address or fully qualified domain name. The username portion of a directory URL can be a maximum of 47 characters and the full URL a maximum of 254 characters. For phones running either SIP or SCCP a telephone number can be specified.	Only one of the *Telephone Number* (see above field) or *Destination* fields can be selected . Default = first number on the list. When enabled, the *Destination* field takes precedence over the *Telephone Number* field.
Call Pickup	Select the checkbox to enable call pickup for a speed dial BLF. This feature is not relevant for directed call park BLFs.	This is an optional field.

Step 6 Click the **Add** button when complete.

Modifying/Deleting a Busy Lamp

Note

The system only allows you to modify a busy lamp's Call Pickup feature. To change other details of a specific busy lamp, you must delete it first and re-add it with the new details.

Procedure

To delete a busy lamp:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Busy Lamps** button. The *Busy Lamps for ...* screen is displayed.

Step 4 Click the *Delete* link at the end of the table row of the busy lamp entry you want to delete. The *Delete a Busy Lamp* confirmation screen is displayed.

Step 5 Confirm the busy lamp entry to delete, and then click the **Delete** button.

Note

If you want to delete all the busy lamp entries, click the **Delete All** button on the *Busy Lamps for ...* screen.

Managing Speed Dials

Speed dial numbers allow a user to store numbers and then use side buttons on the phone, or abbreviated dialing from the soft key template, to dial the stored numbers.

Some Phones, such as Model 7960 and 7970 have speed dial buttons on the right-hand side of the phone that you can use to dial frequently dialed numbers. The Cisco Phones 7912 does not have buttons, but you can use the Soft Key template on the phone LCD display.

Speed Dials are one or two-digit index codes (1 to 99) that you can assign to phone numbers or address book entries. To place a call using Speed Dials, select the Speed Dials index code from the menu on your phone's touch screen. You do not need to dial the entire number.

The exact name of the speed dial service on your phone may vary, depending on how your system administrator configured the service.

Note

The system does not allow an update of a speed dial entry. To change a specific speed dial, you must first delete it, and then re-add it with the new details.

Viewing Speed Dials

Procedure

To view Speed Dials:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Speed Dials** button. The *Speed Dials for ...* screen is displayed.

Step 4 View the speed dials associated with the selected phone (if configured).

Adding a Speed Dial

Procedure

To add a speed dial:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Speed Dials** button. The *Speed Dials for ...* screen is displayed.

Step 4 Click the **Add** button to add a new speed dial for your phone.

Step 5 Complete the required fields (see table below for a description of each field).

The SpeedDial number will be added to the mobility profile.

Field	Description	Remarks
Speed Dial Number	The number associated to the speed dial.	This is a mandatory field. **Note** Speed dials do not have to be created in a consecutive order.
Label	The name that you want to associate with this speed dial.	This is a mandatory field.
Label(ASCII)	An ASCII value the speed dial number.	If the *ASCII Label* field is not provided and the standard *Label* field has a valid ASCII value then the standard *Label* field's value will be used for the *ASCII Label* field; but if the standard label is not a valid ASCII value then the *Telephone Number* field's value will be used for the ASCII Label field. (The reverse logic is applied for the normal Label field when left blank.)

Field	Description	Remarks
Telephone Number	The phone number (or URI) for this speed dial.	This is a mandatory field. **Note** Enter the telephone number (or URI) exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code as applicable. A URI is in the username@host format, where the host can be an IPv4 address or fully qualified domain name. The username portion of a URI can be a maximum of 47 characters and the full URI a maximum of 254 characters.

Step 6 Click the **Add** button.

Deleting a Speed Dial

Procedure

To delete a speed dial:

Step 1 Select the *My Phones* option on the *Self Care* menu. The *My Phones* screen is displayed.

Step 2 Select the *Unique Device Name* (active text link) of the phone that you would like to manage. The *Phone Details* screen is displayed.

Step 3 Click the **Speed Dials** button. The *Speed Dials for ...* screen is displayed.

Step 4 Click the *Delete* link at the end of the table row of the speed dial entry you want to delete. The *Delete a Speed Dial* confirmation screen is displayed.

Step 5 Confirm the speed dial entry to delete, and then click the **Delete** button.

Note

If you want to delete all the speed dial entries, click the **Delete All** button on the *Speed Dials For ...* screen.

Managing Your Voicemail

When a user who has a voicemail account is added to the system, the user is able to manage certain aspects of their voicemail account from within Self Care. This includes voicemail PINs, notifications, alternate extensions, and caller input keys.

Note

- The Alternate Extensions, Notification, and Caller Input functionality are optional features that may not be available to all users.
- Changing your Voicemail PIN via Self Care also automatically unlocks your Voicemail account if your account was locked by entering more than three incorrect Voicemail PINs.

Changing your Voicemail PIN

Depending on how your system has been configured, you can change your Voicemail PIN using one of the following two methods:

Note

The new Voicemail PIN **must be different** from the current Voicemail PIN in order for it to be updated and unlocked on the Voicemail server.

- Method 1

  The first method is when you **need to know** your current Voicemail PIN:

  Note

  If you don't know your current Voicemail PIN, you will have to contact your administrator in order to reset your Voicemail PIN.

  Procedure

Step 1 Select the *Voicemail* option on the *Self Care*menu. The *Voicemail Details* screen is displayed.

Step 2 Enter your current Voicemail PIN in the *Current Voicemail PIN* field. This is a mandatory field.

Step 3 Enter your new Voicemail PIN in the *New Voicemail PIN* field. This is a mandatory field.

Step 4 Re-enter your new Voicemail PIN in the *Confirm New Voicemail PIN* field.

Step 5 Click the **Change** button. Your Voicemail PIN is updated.

- Method 2

  The second method is when you **do not need to know** your current Voicemail PIN:

  Procedure

Step 1 Select the *Voicemail* option on the *Self Care* menu. The *Voicemail Details* screen is displayed.

Step 2 Enter your new Voicemail PIN in the *New Voicemail PIN* field. This is a mandatory field.

Step 3 Re-enter your new Voicemail PIN in the *Confirm New Voicemail PIN* field. This is a mandatory field.

Step 4 Click the **Change**button. Your Voicemail PIN is updated.

Alternate Extensions

Alternate extensions are used to provide users with alternate access points to their voicemail boxes.

Note

You can only add the amount of alternate extensions that have been allocated to you by your administrator.

Procedure

To add an alternate extension:

Step 1 Select the *Voicemail* option on the *Self Care*menu. The *Voicemail Details* screen is displayed.

Step 2 Select the *Alternate Extensions* tab.

Step 3 Enter the required alternate extension number in the *Alt Extension* field.

Step 4 Click the **Add** button. The alternate extension number is added to the system.

Procedure

To delete an alternate extension:

Step 1 Select the *Voicemail* option on the *Self Care* menu. The *Voicemail Details* screen is displayed.

Step 2 Select the *Alternate Extensions* tab.

Step 3 Click the *Delete* link at the end of the table row of the alternate voicemail extension you want to delete. The *Delete Voicemail Alternate Extension* confirmation screen is displayed.

Step 4 Confirm the alternate voicemail extension details, and then click the **Delete** button. The alternate extension is deleted from the system.

Notification

The notification functionality is used to notify you when you have a new voicemail message. For example, you can configure the system to send you notification via SMS, phone, email, or pager when you receive a new voicemail message.

Note

You can only add the type and quantity of notifications that have been allocated to you by your administrator.

Procedure

To add/enable a notification:

Step 1 Select the *Voicemail* option on the *Self Care* menu. The *Voicemail Details* screen is displayed.

Step 2 Select the *Notification* tab.

Step 3 Click the **Add a new voicemail notification** button.

Step 4 Complete the required fields (see table below for a description of each field).

Field	Description	Remarks
Notification Type	The type of notification that you would like to receive.	This is a mandatory field. Select *SMS, Phone, Email (SMTP), or Pager* as required.
Status	Select the status of the notification from the drop-down list.	This is a mandatory field, options are: • Enabled • Disabled
Destination	Enter the notification destination, for example email address, or mobile number.	This is a mandatory field.
Display Name	Enter the required display name for the notification.	This is a mandatory field.

Field	Description	Remarks
From	Typically the name of the person sending the notification.	Available for SMS and Email notification types only.
Message	Enter the message that you would like the notification to contain.	160 characters maximum.
Include Message Information in Message Text	Select/deselect checkbox as required.	Available for SMS and Email notification types only.
Include Message Count in Message Text	Select/deselect checkbox as required.	Available for SMS and Email notification types only.

Step 5 Click the **Add** button. Your notification is added.

Procedure

To modify or delete a notification:

Step 1 Select the *Voicemail* option on the *Self Care* menu. The *Voicemail Details* screen is displayed.

Step 2 Select the *Notification* tab.

Step 3 Select the entry that you want to modify or delete by clicking the relevant active text link.

Step 4 Make the necessary changes if required, for example disable the notification, and then click the **Modify** button to save the changes, or click the **Delete** button to delete the selected notification entry.

Caller Inputs

Caller inputs (if enabled) associate the caller input keys to specific numbers. You can select one of two actions to associate with each key; transfer to an alternate contact number using one of two call actions, namely: *Transfer To Alternate Contact Number*, or *Ignore*, or transfer to a user extension using one of two actions, namely: *Attempt Transfer*, or *Go Directly to Greetings*.

Note

You can only see the caller input keys that have been allocated to you by your administrator.

Procedure

To update the action associated with a caller input key:

Step 1 Select the *Voicemail* option on the *Self Care* menu. The *Voicemail Details* screen is displayed.

Step 2 Select the *Caller Input* tab.

Step 3 Select the relevant caller input key (#, *, or 0-9) for which you want to update the call action.

Step 4 If you want to transfer the call to an alternate contact number, select the *Call Action* radio button, choose the required action from the drop-down list (*Ignore* or *Transfer to Alternate Contact Number*), and then update the phone number associated with the key (if required) by entering a new number in the *Extension* field.

Step 5 Alternatively, if you want to transfer the call to a user extension, select the *User with Mailbox* radio button, enter the required username in the associated field, and then select the required radio button *Attempt Transfer* - to transfer to the user extension or *Go Directly to Greetings* to go directly to the user greeting.

Step 6 Click the **Update** button to update the caller input key details. The caller input key details are updated in the system.

Note

For the *User With Mailbox* option, the user must belong to the same Customer as you, and reside on the same Voicemail server.

Extension Mobility

The *Extension Mobility* option allows you to temporarily configure a phone with your preferences by simply logging in to the phone. Once you log in, the phone adopts your mobility profile, including lines (phone numbers) and features (such as speed dials).

Note

- If a mobility profile is not listed under your self-care profile, please contact your local system administrator, you are not able to add a new one here.
- If you use mobility, changes you make in the *Self Care* web pages do not take effect until the next time you log in to the mobility service on your phone.
- If you are enabled for the Extension Mobility Cross Cluster (EMCC) feature, then you can see which countries that you can roam to under the *Roamable Countries* section of the screen in the *Profile* tab.

The various sections of this screen are similar to those of the Phone Management screen. The table below summarizes these similarities:

Screen Section	Location
Change the Mobility Profile details	"ExtensionMobility" (this section).
Mobility phone details	Managing My Phone on page 28.
Mobility lines details	the section called “Managing a Line” on page 32.
Busy lamps management	Managing Busy Lamps on page 41.
Speed dial management	Managing Speed Dials on page 44.

Procedure

Follow the steps below to manage your mobility profile:

Step 1 Select the *Extension Mobility* option on the *Self Care* menu. The *Extension Mobility* screen is displayed.

Step 2 Update the required details on the relevant tab, i.e. Profile, Line 1 or Line 2 (see table below for a list and description of the relevant fields in the Profile Details section).

Note

If there is no connectivity between the system and Call Manager, then an error message is displayed next to the Call forward all calls to voicemail field, informing you that these values may be out of sync. In this case, an additional button **Sync with Call Manager** is provided next to the **Apply** button at the bottom of the page. Click the **Sync with Call Manager** button to manually sync these values with Call Manager when connectivity has been restored. The Call forward - always value is synced in a similar manner to the Call forward all calls to voicemail field.

Field	Description	Remarks
Mobility Profile Name	Displays the configured mobile profile name.	This is a read only field.
Feature Group	Displays the configured feature group.	This is a read only field.
Phone Locale	This determines the language used on the phone's LCD display.	Select the required language from the *Phone Locale* drop-down list.
Description	A short description of the profile.	This is a read only field.

Step 3 Click the **Apply** button when complete to apply your changes.

Single Number Reach

The *Single Number Reach* option allows you to create a remote destination number and associate one or more internal extensions to this number. For example, if Single Number Reach is enabled, phone calls received by your extension are forwarded to a phone number configured under the Single Number Reach account, for example your home phone number.

Configuring Single Number Reach

To ensure that all voicemails are received in one voice mailbox, the system enables you to configure a single number reach (SNR) so that voicemail related to SNR sourced calls are always received in your work mailbox. This is achieved by configuring timers to ensure that when a call is forwarded to a voicemail box, the call is forwarded to your corporate voicemail box.

This is achieved using the following settings:

Forward-no-answer time: To do this, ensure the *forward-no-answer time* is shorter at your corporate desk phone than at the remote destination phone(s).

To do this, ensure that the global Forward *No Answer Timer* field in Unified CM or the No Answer Ring Duration field under the individual phone line is configured with a value that is less than the amount of time a remote destination phone will ring before forwarding to the remote destination voicemail box.

In addition, the *Delay Before Ringing Timer* field can be used to delay the ringing of the remote destination phone in order to further lengthen the amount of time that must pass before a remote destination phone forwards to its own voicemail box.

Note

When adjusting the *Delay Before Ringing Timer* parameter, take care to ensure that the global *Unified CM Forward No Answer Timer* (or the line-level No Answer Ringer Duration field) is set sufficiently high enough so that the mobility user has time to answer the call on the remote destination phone.

Answer Too Late Timer: To do this, you need to ensure that the remote destination phone ceases ringing before it is forwarded to its own voicemail box. This is done by configuring the *Answer Too Late Timer* field to a value that is less than the time that a remote destination phone rings before it goes to voicemail.

This ensures that the remote destination phone stops ringing before the call is forwarded to its own voicemail box.

Answer Too Soon Timer: To ensure that a call is still forwarded to the corporate voicemail mailbox when your remote destination phone is busy or not available, you use the *Answer Too Soon Timer* field. Then, if a call is forwarded and answered immediately by the remote voicemail, this field ensures that the call is disconnected and allows for additional time for the desk phone to be answered or for the corporate voicemail system to answer the call.

Activating Single Number Reach

Procedure

To add a single reach number:

Step 1 Select the *Single Number Reach* option on the *Self Care* menu. The *Single Number Reach* screen is displayed.

Step 2 Select the *Remote Destinations* tab.

Step 3 Select the **Add** button. The *Add Single Number Reach Entry* screen is displayed.

Step 4 Complete the required fields (see table below for a list and description of the fields available).

Field	Description	Remarks
Mobile Phone	Selecting the *Mobile Phone* checkbox gives a user the ability to "hand off" an active desk phone call to the desired remote destination, by pressing the Mobility soft key. Once the remote destination answers, the desk phone releases the call.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on **Note** The Mobility soft key must be added to the device's soft key template in order for this feature to work.
Enable Mobile Connect	Allows both the desk phone, as well as the Remote Destination, to ring for incoming calls.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on Selecting this checkbox also enables the Ring Schedule radio buttons that are used when configuring the ring schedule required (see *Ring Schedule* below for details).
Fixed Mobile Convergence (FMC)	Selecting the *Fixed Mobile Convergence (FMC)* checkbox results in your desk phone number being displayed to the called party when making a call from your mobile device associated to your remote destination (single number reach) profile.	If this checkbox is selected, the country code drop-down for the remote number is available - see *Remote Number Country Code* field below, and the *FMC Primary* radio button selection is available (see below). Take note that if FMC is enabled, **SIP URI addresses are not supported** under the remote destination. **Note** The *Mobile Phone* checkbox (see above) must be selected before the Fixed Mobile Convergence (FMC) feature is available.
Remote Name	The name of the Single Number Reach.	This is a mandatory field, and must be a unique name within the system.
Description	A short description of the Single Number Reach entry.	-

Field	Description	Remarks
Remote Number Country Code	The country code for the remote number.	If a country is selected from the drop-down list, then only the required number must be entered (see *Remote Number* field below). The countries displayed in the drop-down list are those available to the provider. The drop-down list provides for easier configuration. If *None* is selected, then the complete number that the call must be re-directed to must be entered in the *Remote Number* field (see below).
Remote Number	The number or URI that the call will be re-directed to. This must be the complete number or URI that must be dialed and is typically in the format that you would dial from your phone. **Note** A URI is in the username@host format, where the host can be an IPv4 address or fully qualified domain name. The username portion of a URI can be a maximum of 47 characters and the full URI a maximum of 254 characters.	This is a mandatory field. If a country is selected from the drop-down list (see above), then only the required number must be entered. If *None* is selected, then the complete number that the call must be re-directed to must be entered (this includes a '+' sign, followed by the country code, and then the actual number). Valid characters for this field are '+' (used only when entering the country code manually) as well as the numbers 0-9.
Answer Too Late Timer	The remote destination is disconnected if it is not answered within the specified time frame.	This is a mandatory field. The default value is 19000ms (19s). Enter a value of 0, or the required numeric value between 10000 to 300000 (10-300s). [a] **Note** We recommend that the entered value is **less** than the length of time it takes for the remote device to send the call to voicemail.
Answer Too Soon Timer	The system disconnects the remote destination if it is answered within the specified time frame. This is used mainly to detect when a remote device has answered and directed the call straight to voicemail.	This is a mandatory field. The default value is 1500 (1.5s). Enter the required numeric value between 0 to 10000 (0-10s). [a]

Field	Description	Remarks
Delay Before Ringing Timer	Used to delay the ringing of the remote destination phone. This is used to further lengthen the amount of time that must pass before a remote destination phone forwards the call to its own voicemail box.	This is a mandatory field. The default value is 4000 (4s). Enter the required numeric value between 0 to 30000 (0-30s).[a]
Available Extensions	Lists all extensions available to you.	This is a mandatory field. Select the checkbox/es adjacent to the line/s that you would like to associate with the SNR entry. At least one extension must be selected. **Note:** You can't select lines that have auto-answer enabled.
FMC Primary	-	If you selected the *Fixed Mobile Convergence (FMC)* checkbox (see above) then you can select the *FMC Primary* radio button adjacent to the required line. This selection determines the actual number displayed to the called party. Only **one** radio button can be selected, and only if the extension has been selected for SNR. **Note:** It is mandatory to select at least one extension when adding an SNR.
Ring Schedule	This section allows you to set a ring schedule for remote destinations that have the mobile connect feature enabled (see *Enable Mobile Connect* above).	This section is only available for editing if the *Enable Mobile Connect* checkbox is enabled (see *Enable Mobile Connect* above). Select one of the following options: • **All the time**. This is the default option. Select this option to direct calls to the selected numbers at all times. • **As specified below**. Select this option to direct calls to the selected numbers only within the start and end times for the specified days. If this option is selected, then enter the required start and end times for each day. **Note** The times shown in these fields automatically reflect the times as they are in the timezone for the country/area in which the end user is located, i.e. the end user's location.

[a]The required range is displayed when hovering over the **?** button next to the input box.

Step 5 Click the **Add** button when complete. The single number reach entry is added to the system (if valid).

Modifying a Single Number Reach Entry

Procedure

To modify a single number reach entry:

Step 1 Select the *Single Number Reach* option on the *Self Care* menu. The *Single Number Reach* screen is displayed.

Step 2 Select the *Remote Destinations* tab.

Step 3 Select the required table row of the Single Number Entry that you want to modify. The *Modify Single Number Reach Entry* screen is displayed.

Note

If there is no connectivity between the system and Call manager, then an error message is displayed next to the *Enable Mobile Connect* field, informing you that these values may be out of sync. In this case, an additional button **Sync with Call Manager** is provided next to the **Modify** button at the bottom of the page. Click the **Sync with Call Manager** button to manually sync these values with Call Manager when connectivity has been restored.

Step 4 Modify the required fields (see table above for a list and description of the fields available).

Step 5 Click the **Modify** button when complete. The single number reach entry is updated within the system.

Deleting a Single Number Reach Entry

Procedure

To delete a single number reach entry from a user:

Step 1 Select the *Single Number Reach* option on the *Self Care* menu. The *Single Number Reach* screen is displayed.

Step 2 Select the *Remote Destinations* tab.

Step 3 Select the required table row of the Single Number Entry that you want to delete. The *Modify Single Number Reach Entry* screen is displayed.

Step 4 Click the **Delete** button. The *Single Number Reach Entry* delete confirmation screen is displayed.

Step 5 Confirm the single number reach entry details, and click the **Delete** button to delete the single number reach entry from the system.

Single Number Reach Management

Mobile Connect (Single Number Reach) enables an incoming call to a corporate phone to be directed to the user's normal desk phone as well as up to ten other configurable destinations. The remote destinations would usually be a mobile (cellular) phone or a user's home phone number. Once the call has been directed to the desktop and remote phone(s), the user can answer either device. Upon answering the call, the user can transfer the call to one of the other devices.

In order for a user in a location to have SNR, the feature should be enabled for the user (via the feature group) and the location. The SNR button will appear for a user if it is in their feature group, however they will receive an error message if the location is not enabled for SNR (*This location does not support single number reach*).

Notes:

- The SNR Name and Number must be unique per Call Manager Cluster.

- Even if single number reach has been activated in a users Feature Group, an error message will still be received if the location has not been enabled for single number reach.

Procedure

Enabling Single Number Reach Functionality Via Feature Groups

Follow these steps to activate single number reach via a feature group:

Step 1 Browse to *General Administration* > *Feature Groups.*

Step 2 Select the required customer and Feature Group.

Step 3 Select the *Single Number Reach / Mobile Connect capabilities* option. Single number reach will now be activated via the Feature Group.

Procedure

Enabling Single Number Reach Functionality for Locations

Follow these steps to activate single number reach via a feature group:

Step 1 Browse to *General Administration* > *Locations.*

Step 2 Select the *Location* that you would like to modify.

Step 3 Select the *Single Number Reach Support* checkbox.

Note: Alternatively, when creating a new Location, the *Single Number Reach Support* checkbox can be selected during the configuration process.

Procedure

Adding a Single Number Reach Entry for a User

To add a single reach number entry:

Step 1 Browse to *Location Administration* > *End Users.*

Step 2 Browse to the required *User* and open their details page by selecting their *username*(active text link).

Step 3 Click the **Single Number Reach** button. The *Single Number Reach* screen is displayed.

Note: If you are adding a second remote destination for a user, you must first click the **Add** button on the *User Single Number Reach Settings* screen before accessing the *Single Number Reach* screen.

Step 4 Complete the required fields. The following fields are available when adding Single Number Reach for a user:

Field	Description
User Details	
Username	The name of the user who's Single Number Reach is being managed. This field is for information purposes only and cannot be modified here.
Feature Group	The feature group associated with the selected user. This field is for information purposes only and cannot be modified here.
Primary Device	When using the SNR functionality, users have to select a primary device from the drop-down list. Available primary devices include devices associated to the end-user and extensions that exist at existing remote destinations.

Field	Description
User Single Number Reach Settings	
Mobile Phone	Selecting the *Mobile Phone* checkbox will give a user the ability to "hand off" an active desk phone call to the desired Remote Destination, by pressing the *Mobility* soft key. Once the Remote Destination answers, the desk phone will release the call. **Note:** The *Mobility* softkey needs to be added to the device's softkey template in order for this feature to work.
Enable Mobile Connect	Selecting the *Enable Mobile Connect* checkbox enables both the desk phone, as well as the Remote Destination, to ring for incoming calls. If this checkbox is selected you can also configure a ring schedule as required (see *Ring Schedule* below for details).
Enable Fixed Mobile Convergence	If this checkbox is selected, the *FMC Primary* radio button selection is available in the *Select from available lines* section (see below).
Remote name	The name of the single number reach. This is a mandatory field and must be a unique name within the system.
Description	A short description of the single number reach entry.
Remote number	This is a mandatory field. If a country is selected from the drop-down list, then only the required number must be entered. The countries displayed in the drop-down list are those available to the provider. The drop-down list provides for easier configuration. If *None* is selected, then the complete number that the call must be redirected to must be entered (this incudes a '+' sign, followed by the country code, followed by the actual number). Valid characters for this field are '+' (used only when entering the country code manually) as well as the numbers 0-9.
Answer too late timer	When selected, the system disconnects the remote destination if it is not answered within the specified time frame. It is best to ensure that this time frame is under the length of time it will take for the remote device to send the call to voicemail. The default value is 19000ms (19s). This field must be supplied as either 0, or within the range of 10000ms to 300000ms. (10-300s). This is a mandatory field.
Answer too soon timer	When selected, the system disconnects the remote destination if it is answered within the specified time frame. This is used mainly to detect when a remote device has answered and directed the call straight to voicemail. The default value is 1500ms (1.5s). This field must be supplied as a numeral within the range of 0 to 10000ms (0-10s). This is a mandatory field.
Delay before ringing timer	This setting is used to delay the ringing of the remote destination phone. This is used to further lengthen the amount of time that must pass before a remote destination phone will forward the call to its own voicemail box. The default value is 4000ms (4s). This field must be supplied as a numeral within the range of 0 to 30000ms (0-30s). This is a mandatory field.

Field	Description
Select from available lines / Available extensions to user	This section lists all extensions available to the user. Select the checkbox adjacent to the line(s) that you would like to associate this SNR entry with. If you selected the *Enable Fixed Mobile Convergence* checkbox (see above) then you can select the required *FMC Primary* radio button adjacent to the selected line. Only **one** radio button can be selected. **Note:** It is mandatory to select at least one extension when adding an SNR.
Ring Schedule	This section allows users and administrators to set a ring schedule for remote destinations that have the mobile connect feature enabled (see *Enable Mobile Connect* above). If you want to direct calls to the selected numbers at **all times** for a particular day, select the relevant checkbox next to the required day and leave the start and end times as 00:00. If you want to direct calls to the selected numbers **only** within certain start and end times for a particular day, select the relevant day checkbox and then select the required start and end times from the appropriate drop-down lists.

Step 5 Click the **Add** button when complete. The single number reach entry will be added to the system (if the entry is valid).

Procedure

Modifying a Single Number Reach Entry

To modify a users single number reach settings:

Step 1 Browse to *Location Administration > End Users.*

Step 2 Browse to the required *User* and open their details page by selecting their *username*(active text link).

Step 3 Click the **Single Number Reach** button.

Step 4 Select the required user (active text link) and modify the required single number reach entry fields (see above table for field descriptions if required).

Note: If there is no connectivity between the CUCDM and Cisco Unified Communications Manager (Unified CM), then an error message is displayed next to the *Enable Mobile Connect* field, informing you that these values may be out of sync. In this case, an additional button **Sync with Call Manager** is provided next to the **Modify** button at the bottom of the page. Click the **Sync with Call Manager** button to manually sync these values with Unified CM when connectivity has been restored.

Step 5 Click the **Modify** button when complete. The single number reach entry will be updated within the system (if the updated information is valid).

Note: The single number reach Name and Number must be unique per Call Manager Cluster.

Procedure

Deleting a Single Number Reach Entry

To delete a users single number reach entry:

Step 1 Browse to *Location Administration > End Users.*

Step 2 Browse to the required *User* and open their details page by selecting their *username*(active text link).

Step 3 Click the **Single Number Reach** button.

Step 4 Click the **Delete** button. The single number reach entry will be removed from the system.

Configuring SNR not to Interfere with Voicemail Boxes

To prevent a user from receiving work related voicemail in multiple mailboxes, the system enables administrators to configure SNR in a manner that ensures voicemail related to SNR sourced calls will always be received in corporate mail box. This is achieved by configuring timers to ensure that when a call is forwarded to a voicemail box on ring-no-answer, the call is forwarded to the enterprise voicemail box, this is achieved using two settings:

Forward-no-answer time: To do this, ensure the forward-no-answer time is shorter at the corporate desk phone than at the remote destination phone(s). To do this, ensure that the global Forward No Answer Timer field in Unified CM or the No Answer Ring Duration field under the individual phone line is configured with a value that is less than the amount of time a remote destination phone will ring before forwarding to the remote destination voicemail box. In addition, the Delay Before Ringing Timer field can be used to delay the ringing of the remote destination phone in order to further lengthen the amount of time that must pass before a remote destination phone will forward to its own voicemail box.

Note: When adjusting the Delay Before Ringing Timer parameter, take care to ensure that the global Unified CM Forward No Answer Timer (or the line-level No Answer Ringer Duration field) is set sufficiently high enough so that the mobility user has time to answer the call on the remote destination phone.

Answer Too Late Timer: To do this, you need to ensure that the remote destination phone ceases ringing before it is forwarded to its own voicemail box. This is done by configuring the Answer Too Late Timer field to a value that is less than the time that a remote destination phone will ring before it goes to voicemail. This will ensure that the remote destination phone stops ringing before the call can be forwarded to its own voicemail box.

Answer Too Soon Timer: To ensure that a call is still forwarded to the corporate voicemail mailbox when a user's remote destination phone is busy or not available, you use the Answer Too Soon Timer field. Then, if a call is forwarded and answered immediately by the remote voicemail, this field will ensure that the call is disconnected and will allow for additional time for the desk phone to be answered or for the corporate voicemail system to answer the call.

Setting a Primary Device for an End-user

When provisioning SNR for a phone that is associated to an end-user, the phone's *Mobile Connect* feature is not activated when the user is not logged in to *Extension Mobility*. To address the issue, users are able to select a *primary device* for SNR.

Summary of the Primary Device functionality

- The setting is configured per user and not per remote destination.
- At least one remote destination must exist for an end-user before the primary device can be set.

- Only primary devices that are associated to the end-user and to extensions that exist at existing remote destinations for the end-user are listed as available choices.

Resetting a Primary Device for an End-user

Note: At least one remote destination must exist for an end-user before the primary device can be reset.

The *Primary Device* drop-down list is used to reset the primary device for the user. The option *None* must be selected for this purpose. Once reset, the *Enable Mobility* setting for the phone will be enabled on the Unified CM, the *Owner User ID* setting will be unset and the *Primary Device* will be blanked against the user on the Unified CM.

Impact of Deleting a Remote Destination

If the last SNR remote destination that contains an extension associated to the primary device is deleted, the *Primary Device* of the user will implicitly be reset.

Impact on the Phone Management Page

To remind users that *Extension Mobility* is disabled for a device chosen as primary device for SNR for a user, the phone management page displays a message *Extension Mobility disabled as this is the primary SNR device for user [username]*.

Limitations:

- When associating an extension with more than one Remote Destinations, selecting the *Enable Mobile Connect* option will not ring all the Remote Destinations, only the first one that was added and associated for a particular extension.
- When associating an extension with more than one Remote Destination, selecting the "Mobile Phone" will not give the user the option of handing the call off to all the Remote Destinations. Only the first one that was added and associated for a particular extension.
- The *Mobile Phone* feature is limited only to users with extension mobility profiles/extension mobility.

Mobile Identity

Note

Mobile Identity is only available in locations which are enabled for Single Number Reach. At least one Dual-mode phone must be assigned to you.

The *Mobility Identity* option allows you to add, modify or delete Mobile Identities together with Cisco Dual-mode phone devices.

Configuring Mobile Identity

Configuring Mobility Identity is very similar to the section called "Configuring Single Number Reach" on page 51.

Activating Mobile Identity

Procedure

To activate mobility identity:

Step 1 Select the *Mobile Identity* option on the *Self Care* menu.The *Mobile ID* screen is displayed.

Step 2 Select the **Add** button. The *Add Mobile Identity Entry* screen is displayed.

Step 3 Complete the required fields (see table below for a list and description of the fields available).

Field	Description	Remarks
User details		
Username	The name of the user who's mobility identity is being managed.	This field is for information purposes only and cannot be modified here.
Feature Group	The feature group associated with the selected user.	This field is for information purposes only and cannot be modified here.
Dual Mode Phone	The dual mode device associated with the Mobile Identity functionality.	Select the appropriate dual mode device from the drop-down list.
Mobile Identity Settings		
Remote Name	The name of the mobility identity entry.	This is a mandatory field, and must be a unique name within the system.
Description	A short description to identify the mobile identity entry.	Modify description as required.
Remote Number	The number that the call will be re-directed to.	This is a mandatory field. **Note:** Enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code as applicable.
Mobile Phone	The *Mobile Phone* checkbox is enabled by default when the Mobile Identity feature is enabled for an end user.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on
Enable Mobile Connect	Allows the device to ring for incoming calls when used as a desk phone.	Checkbox not selected (default) = feature off Checkbox selected (☑) = feature on.
Answer Too Late Timer	The remote destination is disconnected if it is not answered within the specified time frame.	This is a mandatory field. The default value is 19000ms (19s). Enter the required numeric value between 10000 to 30000 (10-30s). **Note:** We recommend that the entered value is less than the length of time it takes for the remote device to send the call to voicemail.
Answer Too Soon Timer	The system disconnects the remote destination if it is answered within the specified time frame. This is used mainly to detect when a remote device has answered and directed the call straight to voicemail.	This is a mandatory field. The default value is 1500 (1.5s). Enter the required numeric value between 0 to 10000 (0-10s).

Field	Description	Remarks
User details		
Delay Before Ringing Timer	Used to delay the ringing of the remote destination phone. This is used to further lengthen the amount of time that must pass before a remote destination phone forwards the call to its own voicemail box.	This is a mandatory field. The default value is 4000 (4s). Enter the required numeric value between 0 to 30000 (0-30s).

Step 4 Click the **Add** button. The mobility identity entry is added to the system.

Modifying a Mobile Identity Entry

Procedure

To modify a Mobile Identity entry:

Step 1 Select the *Mobile Identity* option on the *Self Care* menu.The *Mobile ID* screen is displayed.

Step 2 Select the required table row of the Mobile Identity Entry that you want to modify.The *Modify Mobile Identity Entry* screen is displayed.

Note

If there is no connectivity between the system and Call Manager, then an error message is displayed next to the *Enable Mobile Connect* field, informing you that these values may be out of sync. In this case, an additional button **Sync with Call Manager** is provided next to the **Modify** button at the bottom of the page. Click the **Sync with Call Manager** button to manually sync these values with Call Manager when connectivity has been restored.

Step 3 Modify the required fields (see table above for a list and description of the fields available).

Step 4 Click the **Modify** button.The Mobile Identity entry is updated within the system.

Deleting a Mobile Identity Entry

Procedure

To delete a Mobile Identity entry from a user:

Step 1 Select the *Mobile Identity* option on the *Self Care* menu.The *Mobile ID* screen is displayed.

Step 2 Select the required table row of Mobile Identity Entry that you want to modify.The *Modify Mobile Identity Entry* screen is displayed.

Step 3 Click the **Delete** button.The *Mobile Identity Entry* confirmation screen is displayed.

Step 4 Confirm the Mobile Identity entry details, and click the **Delete** button to delete the Mobile Identity entry from the system.