



# Phones

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- [Phones, on page 1](#)

## Phones

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

- **My Phones**—Under My Phones, you can view a summary of all of your phones and add new phones.
- **Phone Settings**—Under Phone Settings, you can configure phone settings such as speed dial numbers, ring settings, and voicemail notifications.
- **Call forwarding**—Under Call forwarding, you can configure call forwarding options for your phones.

## My Phones

You can view the details of all your phones in the **My Phones** window. It has two panes; **Company Phones** and **Additional Phones**.

### Company Phones

The **Company Phones** pane displays the phones that are provided to you by your company. You can edit and change your company phone names and description in the same pane. You can also configure your company phones. To configure, click **Phone Settings**.

### Additional Phones

The **Additional Phones** pane displays the phones that are not provided to you by your company. You can add these phones to the list of numbers and let people reach out to you when you are not at your desk. You can enable Single Number Reach accessibility, Mobility softkey access, or Extend and Connect control by Cisco Jabber. However, you cannot configure the phone settings for your additional phones.

## Edit Company Phone

You can change the title and description of your company phones at any time.

### Procedure

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- Step 1** Click the **Phones** tab.
- Step 2** From the left navigation pane, click **My Phones** to view the company phones.
- Step 3** Click the company phone that you want to edit and then click **Edit Phone**.
- Step 4** Enter the new text for the phone description and phones lines.
- Step 5** Click **Save**.
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## Activate Phone

To use a phone, you must first activate it using the activation code. If you have not activated, the phone displays a message **Ready to Activate**, in the Self Care Portal. Hence, you have to enter an activation code to activate and use the phone.

### Procedure

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- Step 1** Click the **Phones** tab.
- Step 2** From the left navigation pane, click **My Phones**.
- Note** A non-activated phone displays the message **Requires Activation**.
- Step 3** Click the phone that you want to edit and then click the **View Activation Code**. The Activation Code pop-up displays the activation code and barcode.
- Step 4** Use one of the following options to activate the phone:
- Input the 16-digit activation code on your new phone.
  - (Optional). If your phone has a video camera, you can use the camera to scan the barcode.

After activation, your phone is ready for use.

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## Download Phone Manual

You can download the manual for one of your company phones from the Unified Communications Self Care Portal.

### Procedure

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- Step 1** Click the **Phones** tab.
- Step 2** From the left navigation pane, click **My Phones**.
- Step 3** Click any of the phones and then click **Download Manual**.
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## Set Up an Additional Phone

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

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

### Procedure

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- Step 1** Click the **Phones** tab.
  - Step 2** In the left navigation pane, click **My Phones**.
  - Step 3** Under My Additional Phones, click the Add New (⊕) icon. The Add a New Phone window displays.
  - Step 4** Enter the phone number and a description for your phone.
  - Step 5** Optional. If you want to configure Single Number Reach for this phone, check the **Enable Single Number Reach** check box.
  - Step 6** Optional. If this phone is a mobile phone, check the **Enable Move to Mobile** check box.
  - Step 7** Optional. If you want this phone to be enabled for the Extend and Connect feature with Cisco Jabber, check the **Enable Extend and Connect** check box.
  - Step 8** Click **Save**.
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## Enable Single Number Reach on an Additional Phone

You can enable Single Number Reach on your additional phones, so that when someone dials your company phone your additional phones also rings. This enables you to answer your incoming calls from any other phones such as your mobile or home office.

### Procedure

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- Step 1** Click the **Phones** tab.
  - Step 2** From the left navigation pane, click **My Phones**.
  - Step 3** Click the **Additional phones** pane and then click **Edit**.
  - Step 4** Check the **Enable Single Number Reach** check box.
  - Step 5** Check the phone lines that you want to ring when your company phone rings.
  - Step 6** Click **Save**.
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## Set Up Ring Schedule for Single Number Reach

When you enable Single Number Reach for your additional phones, you can also set up a ring schedule. For example, you can set up a ring schedule so that only during office hours can someone reach you on your other phones by dialing your office phone number.

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

### Procedure

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- Step 1** Click the **Phones** tab.
  - Step 2** From the left navigation pane, click **My Phones**.
  - Step 3** Click the **Additional phones** pane for the phones on which you want to add a ring schedule.
  - Step 4** Click **Edit** and then click **Create a schedule for this assignment**.
  - Step 5** Complete the fields in the **Add a New Schedule** window to create a ring schedule.
  - Step 6** Click **Save**.
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## Set Additional Phone for Mobility Calls

You can set up one of your additional phones as your mobile phone. This allows you to transfer all the calls from your company phone to the mobile phone.

### Procedure

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- Step 1** Click the **Phones** tab.
  - Step 2** From the left navigation pane, click **My Phones**.
  - Step 3** Click the **Additional phones** pane and then click **Edit**.
  - Step 4** Check the **Enable Move to Mobile** check box.
  - Step 5** Click **Save**.
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## Phone Settings

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

By default, the phone settings for your various company phones are linked. Under the default setting, each of your phones will have an identical configuration for a particular phone setting. Follow the [Link and Unlink Phone Settings, on page 4](#) procedure to link or unlink your phones for various phone settings.

Please note that the options available under Phone Settings apply only to your company phones. You cannot configure phone settings for your additional phones.

## Link and Unlink Phone Settings

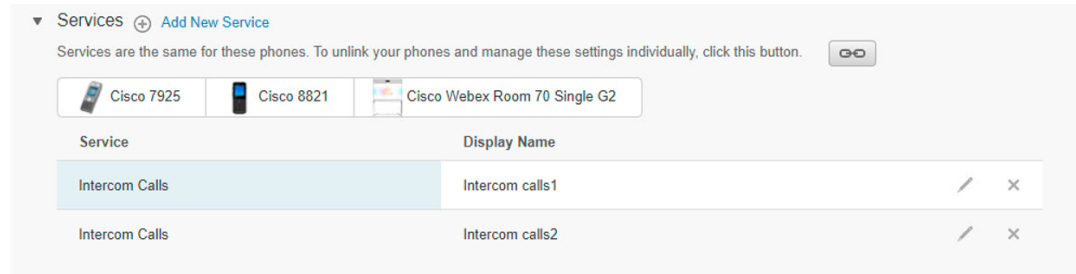
For phone settings, you can link the settings for your phones. When you link phones on a particular phone setting, Unified Communications Self Care Portal applies your configuration for that phone setting to all of your phones. For example, if you have three phones and you link your speed dial numbers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

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

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

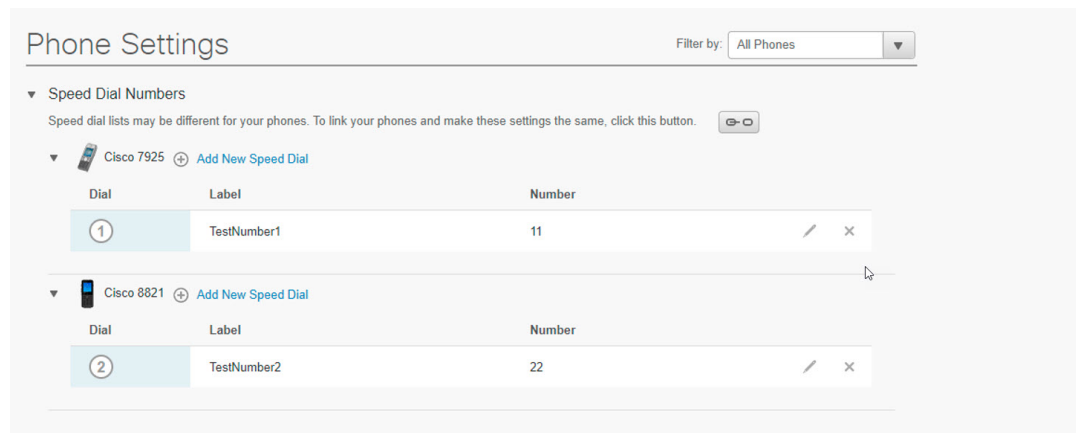
The following graphic displays how a set of devices with linked Services appears in the user interface. Since Services are currently linked, the Linked icon displays and the settings apply to all three devices. You can click the Linked icon to unlink the device and apply unique settings for each device.

**Figure 1: Linked Settings**



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

**Figure 2: Unlinked Settings**



## Procedure

To link or unlink phone settings, do the following:

- To link a phone setting, click the Unlinked icon and choose which phone you want to use for the base phone. Unified Communications Self Care Portal updates that phone setting on all phones with the configuration of the base phone.
- To unlink a linked phone setting, click the Linked icon.



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**Note** The Filter control, which appears in the top right corner of the configuration window, sets which phone you want to view. It has no impact on whether phone settings are linked. If you view the settings of a phone whose settings are linked, and you update that phone's settings, Unified Communications Self Care Portal also updates the linked phones.

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## Set Up Speed Dial Numbers

You can set up speed dials for the phone numbers that you call frequently. This allows you to connect with people, meetings, or any other connections with the press of a button.

### Procedure

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**Step 1** From Unified Communications Self Care Portal, choose **Phones > Phone Settings > Speed Dial Numbers**.

**Note** For information on how to use speed dials, refer to your phone documentation.

**Step 2** Do the following:

- If your phones are linked, click **Add New Speed Dial**.
- If your phones are not linked, choose the phone to set the speed dial number and click **Add New Speed Dial**.

**Step 3** Enter the contact's name or phone number in the **Number** field. Unified Communications Self Care Portal searches the company directory.

**Note** You can only search the company directory if your network administrator has enabled you with the access permission. The access permission is set using the enterprise parameters of the Unified Communications Manager.

**Step 4** Enter a description for the speed dial number in the **Label** text box. Your phone uses the description to display the speed dial number.

**Step 5** Assign a speed dial number in the **Speed Dial** text box.

**Step 6** Click **Save**.

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## Set up Phone Services

You can add phone services to your Cisco Unified IP Phones and Jabber applications. The phone services includes the directory, visual voicemails, or weather forecasts and so on. However, the list of available services depends on your configured phone model.

### Procedure

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

**Step 2** From the left navigation pane, click **Phone Settings**.

**Step 3** Click **Services** to expand the Services view.

- Step 4** Do the following:
- If your phones are linked, click **Add new service**.
  - If your phones are not linked, choose a phone to add the service, and click **Add new service**.
- Step 5** From the **Service** drop-down list, choose the service that you want to add.
- Step 6** In the **Display Name** text box, enter the label to identify the service on your phones.
- Step 7** Enter the required parameters.
- Step 8** Click **OK**.
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## Set Up Voicemail Notifications

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

For example, you can configure your phones to provide screen prompts, flash message waiting light, or a shutter tone for a call to notify that you have new messages.

### Procedure

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- Step 1** Click the **Phones** tab.
- Step 2** From the left navigation pane, click **Phone Settings**.
- Step 3** Click **Voicemail Notification Settings** from the **Phone Settings** window.
- Step 4** For each of your phones, check any of the notification options that you want to apply to your phones.
- Step 5** Click **Save**.
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## Set Up Call History

Call history allows you to save the list of all the recent calls including the missed calls. If the to and from calls are from the same number, these calls are grouped together.

### Procedure

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- Step 1** Click the **Phones** tab.
- Step 2** From the left navigation pane, click **Phone Settings**.
- Step 3** Click **Call History** from the **Phone Settings** window.
- Step 4** Check the **Log Missed Calls** check box for each phone number that you want to save the call history.
- Step 5** Click **Save**.
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## Set Up Phone Contacts

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



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**Note** Each user has one phone contact list for all their phones. There is no option to link and unlink the phone contact list.

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### Procedure

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- Step 1** From Unified Communications Self Care Portal, choose **Phones > Phone Settings > Phone Contacts**.
  - Step 2** Click the **Create New Contact** button.  
The **Add New Phone Contact** window appears.
  - Step 3** Complete the field details for the contact information and contact methods.
  - Step 4** Click **Save**.
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## Call Forwarding Options

You can set up the call forwarding option in Cisco Unified IP Phones and Jabber applications to forward your calls to another number.

### Set Forward All Calls

If you are away from your desk and do not want to miss your calls, you can forward all your calls to another phone number or to a voicemail.

#### Procedure

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- Step 1** From Unified Communications Self Care Portal, choose **Phones** and click **Call Forwarding**.
  - Step 2** Click the phone number on which you want to set up call forwarding.
    - To forward calls to another phone number, check the **Forward all calls to:** check box, choose **Add a New Number** from the drop-down list and enter the phone number in the field.
    - To forward calls to a voicemail, check the **Forward all calls to:** check box, choose **Voicemail** from the drop-down list.
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### Set Advanced Call Forwarding Options

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



## Procedure

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- Step 1** Click the **Phones** tab.
  - Step 2** In the left navigation pane, click **Call Forwarding**.
  - Step 3** Choose the phone number on which you want to set up call forwarding.
  - Step 4** Click **Advanced calling rules**.
  - Step 5** Use the drop-down list boxes to configure call forwarding options for both internal and external calls.
  - Step 6** Click **Save**.
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