



# About Cisco Unified Communications Self Care Portal

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## Overview of Self Care Portal

This document describes how to use Unified Communications Self Care Portal to customize and configure your phone features and settings. You can use Self Care Portal to manage your phone settings, such as speed dial numbers, ring settings, voicemail notifications, call history, call forwarding, and phone contacts.

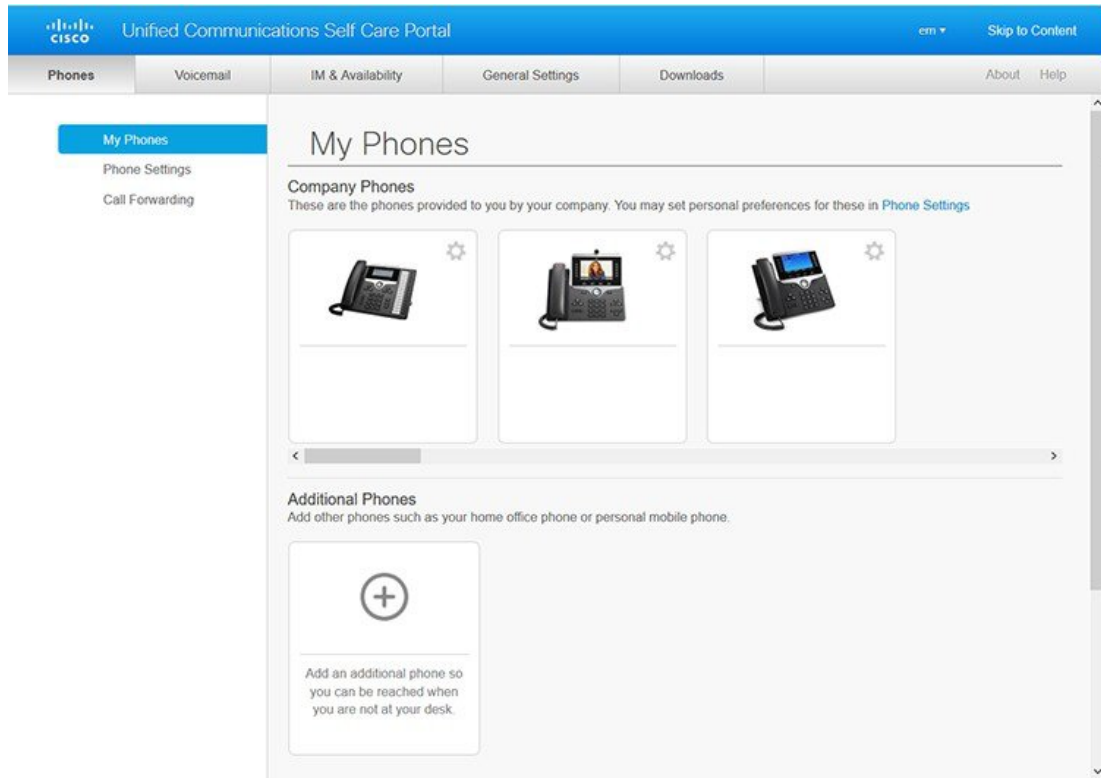
Your network administrator controls the access to Self Care Portal and provides you with your login credentials. You can only configure features that are supported on your phone or that your administrator has made available to you. For example, if your phone doesn't support Do Not Disturb, you can't find that feature in Self Care Portal.

## Know Your Self Care Portal Interface

Self Care Portal is a web-based graphical user interface (GUI). It has a home page with five tabs—Phones, Voicemail, IM & Availability, General Settings, and Downloads. You can use these tabs to configure and customize your phone features.

The following image shows the Self Care Portal home page.

Figure 1: Self Care Portal Interface



The following table lists the functions of each tab:

Tabs	Function
Phones	Set up speed dial numbers, ring settings, call history, and call forwarding settings.
Voicemail	Set up your voicemail settings.
IM & Availability	Set up instant messages and availability status.
General Settings	Set up or change your password, PIN, conference access code, and display name.
Downloads	Download plugins for your phones.

## Company Phones and Additional Phones







There are two types of phones that you can add to Self Care Portal. They are:

- **Company Phones**—Cisco IP Phones provided by your company. You can configure features for an improved experience.
- **Additional Phones**—Your personal or mobile phones. You can add these phones to Self Care Portal and use it to handle your work calls. You can't configure any features on them.

To view these phones in Self Care Portal, go to **Unified Communications Self Care Portal > My Phones**.

## Self Care Portal Buttons and Icons

The Self Care Portal has buttons and icons to add, modify, or delete your phone settings.

Icon	Name	Description
	Add New	Add a new item, such as a new phone, a new service, or a new speed dial number.
	Delete	Delete a setting, feature, or function.
	Edit Setting	Edit an existing setting.
	Linked	Share an updated setting with your other phones.
	Unlinked	Unshare an updated setting with your other phones.
	Settings	Edit a phone setting, update the name and description of your additional phone, and download a phone manual.

