



Phone Feature Configuration

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Create Speed-Dial Numbers

You can create speed-dials for the people whom you call frequently, so that you can reach out to them with the press of a button. You can set up to 199 speed-dial numbers. Speed-dial numbers configured from Cisco IP Phone do not appear in Self Care Portal.

Procedure

- Step 1** From **Unified Communications Self Care Portal**, choose **Phones > Phone Settings > Speed Dial Numbers**.
- Step 2** Choose your phone and click **Add New Speed Dial**.
- Step 3** Enter the required field details such as Number/URI, Label (description) and Speed Dial, and then click **Ok**.

Add Speed Dial

Number/URI* 123456789

Label (Description)* Customer Support

Speed Dial* 2

*Required

Ok Cancel

394072

Set Speed Dial Numbers with Pauses

You can set pauses in a speed dial. This allows you to make calls to destinations that require Forced Authorization Code (FAC), Client Matter Code (CMC), dialing pause, or additional digits (such as a user extension, meeting access number, or voice mail password without manual intervention. When you press the speed dial the phone establishes a call and sends other digits to the destination along with the dialing pauses.

To include pauses in a speed dial, you have to specify a comma (,) in the speed dial string. Each comma indicates a pause of two seconds.

For example— you want to set up a speed dial that includes codes such as Forced Authorization Code (FAC) and Client Matter Code (CMC), followed by IVR prompts where:

- The called number is 91886543.
- The FAC code is 8787.
- The CMC code is 5656.
- The IVR response is 987989#. You need to enter this response four seconds after the call connects.

In this case, you can set **91886543,8787,5656,987989#** as the speed dial.

Set Up Your Voicemail Notifications

You receive a notification when someone leaves a message on your phone. The notification options are waiting light, screen prompt, and stutter tone. You can set the same or different notification options for your messages.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **Phones > Phone Settings > Voicemail Notification Settings**.

Step 2 Choose your phone number and check any of the notification options check boxes to enable them.

▼ Voicemail Notification Settings			
Phone Number	Turn on message waiting light	Display screen prompt	Play stutter tone when on a call
12345	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12346	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Turn on message waiting light—A red light blinks near the message icon button on your phone screen when you receive a voicemail message.
- Display screen prompt—A voicemail icon appears on your phone screen when you receive a voicemail message.
- Play stutter tone when on a call—You hear a dial tone when you pick up your phone or when you are on a call. The dial tone indicates that there is a voicemail message.

Step 3 Click **Save**.

Set Voicemail Preferences

You can set preferences for your voicemail such as the device on which you want to set the voicemail or your preferred language and so on.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **Voicemail**.

Step 2 Click **Dial Voicemail Preferences IVR**.

Cisco Web Dialer dials the Voicemail Preferences IVR, where you can set up voicemail preferences for your phones.

Set up Login Time Limit for Extension Mobility

Cisco Extension Mobility allows you to use different Cisco IP Phones as your own phone and personalize your settings and speed dials, by a simple login process. You can set up a time limit for this login process.

Procedure

- Step 1** From **Unified Communications Self Care Portal**, choose **General Settings > Extension Mobility**.
- Click the **Use system default Maximum Login Time** radio button, if you want to retain the default maximum login time limit.
 - Click the **No Maximum Login Time** radio button, if you do not want to set the maximum login time limit.
 - Click the **Automatically log me out** radio button, enter the hours and minutes in the respective fields, if you want to customize the login time limit.
- Step 2** Click **Save**.

Save Your Recent Calls

If you've missed any of your recent incoming calls and want to check who's called you recently, you can go to the call history and view them.



Note By default, all your missed calls are saved in the call history. If you don't want to save your recent missed calls, uncheck the **Log Missed Calls** check box.

Procedure

- Step 1** From **Unified Communications Self Care Portal**, choose **Phones > Phone Settings > Call History**.
- Step 2** Choose your phone number and check the **Log Missed Calls** check box.

Phone Number	Log Missed Calls
100	<input checked="" type="checkbox"/>
108	<input type="checkbox"/>
111222	<input type="checkbox"/>
118	<input checked="" type="checkbox"/>
1234	<input checked="" type="checkbox"/>
28000	<input checked="" type="checkbox"/>

At the bottom of the table are **Save** and **Cancel** buttons. A vertical text '394074' is visible on the right side of the table.

- Step 3** Click **Save**.

Add People to Your Phone Contacts

You can save your coworker's phone number and email address to your contact list. From your phone, you can browse or search for your coworker's number and make calls directly without having to type the number each time.





Note The contact list is unique to each phone. You can't share the contact list with your other phones.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **Phones > Phone Setting > Phone Contacts**.

Step 2 Click **Create New Contact**.

Step 3 Enter the required field details for **Contact Information** and **Contact Methods**, and then click **Save**.

Note You can click the edit icon  to modify the contact name or click the delete icon  to remove the contact name from your phone list.

Forward Your Phone Calls

When you're away from your phone or desk, you can forward calls from your Cisco IP Phone to another phone or to a voicemail account.

Call Forward All (CFA) allows a phone user to forward all calls to a directory number. You can configure CFA for internal and external calls and can forward calls to a voicemail system or a dialed destination number by configuring the calling search space (CSS). includes a secondary Calling Search Space configuration field for CFA. The secondary CSS for CFA combines with the existing CSS for CFA to allow support of the alternate CSS system configuration. When you activate CFA, only the primary and secondary CSS for CFA are used to validate the CFA destination and redirect the call to the CFA destination. If these fields are empty, the null CSS is used. Only the CSS fields that are configured in the primary CSS for CFA and secondary CSS for CFA fields are used. If CFA is activated from the phone, the CFA destination is validated by using the CSS for CFA and the secondary CSS for CFA, and the CFA destination gets written to the database. When a CFA is activated, the CFA destination always gets validated against the CSS for CFA and the secondary CSS for CFA.

prevents CFA activation on the phone when a CFA loop is identified. For example, identifies a call forward loop when the user presses the CFwdALL softkey on the phone with directory number 1000 and enters 1001 as the CFA destination, and 1001 has forwarded all calls to directory number 1002, which has forwarded all calls to directory number 1003, which has forwarded all calls to 1000. In this case, identifies that a loop has occurred and prevents CFA activation on the phone with directory number 1000.

**Tip**

If the same directory number exists in different partitions, for example, directory number 1000 exists in partitions 1 and 2, allows the CFA activation on the phone.

CFA loops do not affect call processing because supports CFA loop breakout, which ensures that if a CFA loop is identified, the call goes through the entire forwarding chain, breaks out of the Call Forward All loop, and the loop is completed as expected, even if CFNA, CFB, or other forwarding options are configured along with CFA for one of the directory numbers in the forwarding chain.

For example, the user for the phone with directory number 1000 forwards all calls to directory number 1001, which has forwarded all calls to directory number 1002, which has forwarded all calls to directory number 1000, which creates a CFA loop. In addition, directory number 1002 has configured CFNA to directory number 1004. The user at the phone with directory number 1003 calls directory number 1000, which forwards to 1001, which forwards to 1002. identifies a CFA loop, and the call, which breaks out of the loop, tries to connect to directory number 1002. If the No Answer Ring Duration timer expires before the user for the phone with directory number 1002 answers the call, forwards the call to directory number 1004.

For a single call, may identify multiple CFA loops and attempt to connect the call after each loop is identified.

**Note**

The forward does not work from self care portal unless **css** is already configured correctly to reach this number from line web page , and the "forwarded to ####" always comes up.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **Phones > Call Forwarding**.

Step 2 Choose your phone number and do the following:

- To forward calls to a voicemail account, check the **Forward all calls to:** check box, and choose **Voicemail** from the drop-down list.

▼ 12345

☒ Forward all calls to: Voicemail ▼

▼ Advanced calling rules

For internal calls (calls to internal numbers)

☒ When line is busy, forward calls to: Voicemail

- To forward calls to another phone number, check the **Forward all calls to:** check box, and choose **Add a new number** from the drop-down list, and enter the phone number in the text box.

Step 3 To forward your internal or external calls, click **Advanced calling rules** and choose either **Voicemail** or **Add a new number** from the drop-down list, and then click **Save**.

Note To delete or remove a Call Forwarding setting, do the following:


- To delete the Call Forward All setting, uncheck the **Forward all calls to:** check box and click **Save**.
- To delete an advanced call forwarding setting, expand the **Advanced calling rules** area, uncheck the check box for the setting that you want to delete, and click **Save**.

Handle Work Calls From Any Phone

You can answer your work calls from your personal mobile phone or home office phone. You can add these phones as additional phones in the Self Care Portal. If someone dials your company phone, your additional phones also ring.

You can also set the time interval when you want someone to reach out to you on your phones.

Procedure

- Step 1** From **Unified Communications Self Care Portal**, choose **Phones > My Phones**.
- Step 2** Click the Add New  icon.
- Step 3** Enter the phone number and description in the respective fields.
- Step 4** Check the **Enable Single Number Reach** check box and the **Enable Move to Mobile** check box.
- Step 5** Click **Advanced call timing** and choose any of the options if you want to set up a time interval for the call transfer.

The screenshot shows a configuration window with three main sections. The top section is labeled 'Wait' followed by a text input field containing '4.0' and the text 'seconds before ringing this phone when my business'. The middle section is titled 'Prevent this call from going straight to this phones voicemail by:' and contains two radio button options. The first option is 'using a time delay of' followed by a text input field containing '1.5' and 'seconds to detect when calls go s'. The second option is selected and is 'requiring you to respond to a prompt to be connected'. The bottom section is labeled 'Stop ringing this phone after' followed by a text input field containing '19.0' and 'seconds to avoid connectin'.


- **Wait () seconds before ringing this phone when my business line is dialed**—Allows you to set the time interval for your desk phone to ring before trying to contact you at the new number.
- **Prevent this call from going straight to this phones voice mail by**
 - **Using a time delay of ()seconds to detect when calls go straight to voicemail**—Allows you to set up a time interval before allowing the call to reach your phone's voicemail
 - **Requiring you to respond to a prompt to be connected**—Your call is on hold and prompts you to enter a digit on your phone to answer the call rather than send it to your phone's voicemail.
- **Stop ringing this phone after () seconds to avoid connecting to this phones voicemail**—Allows you to set up a ring time interval for your phone to stop ringing, so that the calls are not moved to your phone's voicemail.

Step 6 Click **Save**.

Transfer Your Work Calls to Your Personal Phone

You can use your mobile phone to handle calls that are associated with your desk phone number. These mobile phones are added as additional phones in the Self Care Portal. This allows you to attend to your work calls when you are away from your desk.

Procedure

- Step 1** From **Unified Communications Self Care Portal**, choose **Phones > My Phones**.
- Step 2** Hover over your additional phone, click the Settings  icon, and choose **Edit**.
- Step 3** In the **Edit Additional Phone** dialog box, check the **Enable Move To Mobile** check box, and then click **Save**.
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