



# Cisco Unified CM User Options

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This document describes how to use Cisco Unified CM User Options web pages. Cisco Unified CM User Options provides a web-based interface that allows users and administrators to configure settings for their Cisco IP Phones. Using Cisco Unified CM User Options, users can configure speed dials, create contact lists, subscribe to phone services, and create contact lists for their Cisco IP Phones.

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## User Options settings

This guide documents all the configuration options available in Cisco Unified CM User Options. This guide assumes that your phone supports all the available user options and that Cisco Unified Communications Manager enterprise parameters are set so that all user options are displayed.

Note that the user options that are displayed when you configure your phone in Cisco Unified CM User Options may differ from the user options that are displayed in this guide depending on the following factors:

- **Phone Capabilities**—If a feature is not available for your particular phone model, that user option does not appear when you set up that phone model in Cisco Unified CM User Options. For example, if your phone does not support call forwarding, the call forwarding feature does not appear as a user option.
- **Enterprise Parameters**—Administrators can set enterprise parameters in Cisco Unified Communications Manager Administration to determine which user options are available for users to configure. For example, administrators can configure Cisco Unified CM User Options to remove all call forwarding options.

Enterprise parameters are set by system administrators in Cisco Unified Communications Manager Administration. They appear in the Enterprise Parameters Configuration window, under User Options Parameters.

If a user option that is in this guide does not appear when you configure your phone in Cisco Unified CM User Options, check the phone documentation to ensure that the feature is available with your phone. If the feature is available for your phone, ask one of your administrators to check the enterprise parameters within Cisco Unified Communications Manager to make sure that the feature is available for configuration by end users.

## Graphical user interface




Cisco Unified CM User Options uses a web-based graphical interface that is viewable within a web browser. The screen is split into four main sections:









- **Header**—Cisco Unified CM User Options uses a global header that remains the same regardless of the content that is on screen. The header contains options that are set at the user level, such as changing the user password.
- **Toolbar**—The toolbar contains the main set of links for navigating the different content pages available in Cisco Unified CM User Options. By clicking the links in the toolbar, you can navigate to the different content pages available such as Contacts, Directory and Phone Settings.
- **Left pane**—The left pane displays the phones and phone lines that are available for you to configure. Phone lines appear in a nested list underneath the phone to which they apply.
- **Content page**—The content page displays the main user options that can be configured. Click the corresponding link on the toolbar to open the applicable content page.

Cisco Unified CM User Options has the following content pages:

- Home
- Contacts
- Directory
- Line Settings
- Phone Settings
- Services

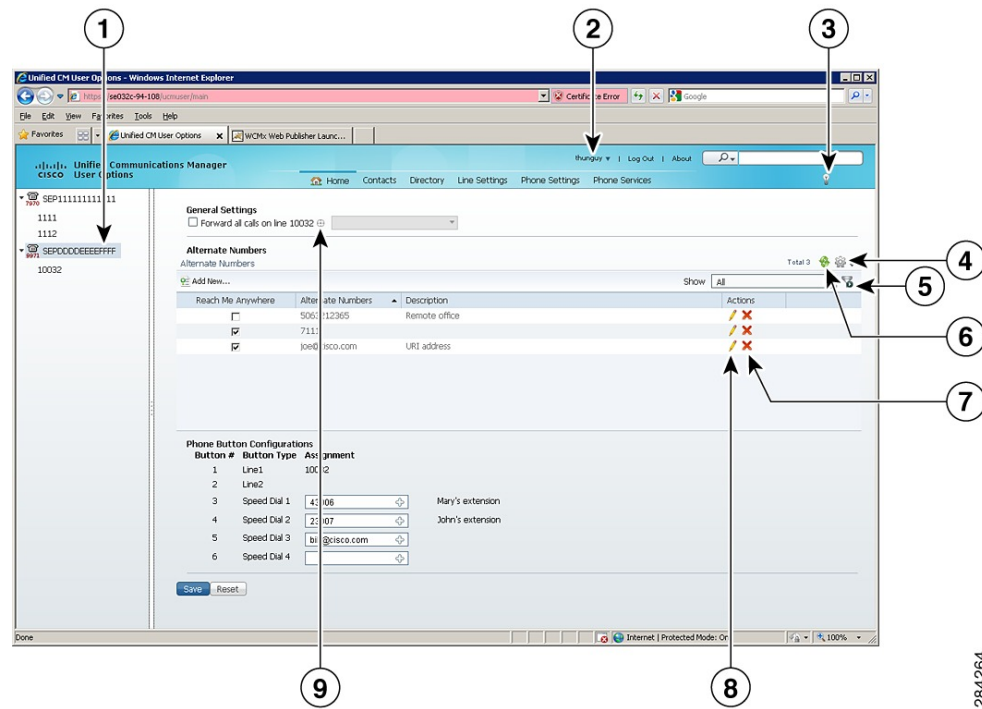
Cisco Unified CM User Options uses a common set of icons to represent configuration actions. The following table describes the icons that are used in Cisco Unified CM User Options.

Icon	Description
	<b>Edit Settings</b> —Click this icon to open a configuration window where you can edit the configuration settings for this user option.
	<b>Delete</b> —Click this icon to delete the item.
	<b>Click to Call</b> —Click this icon to place a call to the contact.

Icon	Description
	<b>Email</b> —Click this icon to send an email message to the contact.
	<b>Additional Information</b> —Click this icon to open a dialog box with additional information or settings.
	<b>Add to contacts</b> —Click this icon to add this directory entry to your list of personal contacts.
	<b>Notifications</b> —Click this icon to open the Notifications window.
	<b>Settings</b> —Click this icon to send an email message to the contact.
	<b>Filter</b> —Click this icon to filter which table rows are displayed.
	<b>Last Update</b> —Click this icon to view the last time the page was updated.
	<b>Personal Contact</b> —This person is a personal contact.

The following image displays the Cisco Unified CM User Options home page and the user interface.

**Figure 1: Cisco Unified CM User Options Home Page**



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1	Phone and line—The phone and line that are being configured. If you have more than one phone, click here to select which phone and line to configure.
2	Username—Click the username to bring up an additional menu on which you can change the user password.
3	Notifications—Click this icon to view notifications and tips.
4	Settings—Click this icon to adjust which columns are displayed on the table.
5	Filter—Click this icon to change filtering options on table views.
6	Last Update—Click this icon to view the last time the page was updated.
7	Delete—Click this icon to delete the item.
8	Edit Settings—Click this icon to edit the settings for this item.
9	Additional Information—Click this icon to open a dialog box with additional information or settings.

## Select phone and line

Your list of available phones and phone lines appear in the left pane beside the content page. You can click on your phone to view a nested list of phone lines that are available for that phone.

If you have more than one phone or phone line, you must choose which phone and line you want to configure. Click your phone to view the list of available phones and click the phone line that you want to configure.

If you have just a single phone and phone line, then by default your single phone line is selected for configuration.

## Change user password

To change the password you use to log in to Cisco Unified CM User Options, follow these steps:

### Procedure

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- Step 1** In the Cisco Unified CM User Options header, click the drop-down arrow that appears beside your username.
  - Step 2** From the drop-down list box, choose **Change Password**.
  - Step 3** In the Change Password window, enter the new password in both the Change Password and Confirm Password fields.
  - Step 4** Click **OK**.
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## Change phone PIN

To change the Phone PIN, follow these steps:

### Procedure

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- Step 1** In the Cisco Unified CM User Options header, click the drop-down arrow that appears beside your username.
  - Step 2** From the drop-down list box, choose **Change Phone PIN**.
  - Step 3** In the Change Phone PIN window, enter the new phone PIN in the New Phone PIN and Confirm Phone PIN fields.
  - Step 4** Click **OK**.
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## Download plugins

The Plugins window displays the plugins that are available for the user to download. To download plugins, follow these steps:

### Procedure

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- Step 1** In the Cisco Unified CM User Options header, click the drop-down arrow that appears beside your username.
  - Step 2** From the drop-down list box, choose **Plugins**. The Plugins window appears with a table that displays the available plugins for download.
  - Step 3** For each plugin that you want to download, click **Download**.
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## Check notifications

When the lightbulb icon appears on the right side of the toolbar, it means that notifications are available. Users can click the lightbulb icon to open the Notifications window, which displays a list of helpful hints and tips for how to configure specific user option settings.

To edit a user option based on a notification, click the pencil icon beside the notification to open a configuration window that corresponds to the user option that is discussed in the notification. To delete a notification, click the Delete (X) icon

## Change table view using filter tool

The Filter tool gives users the ability to filter table views so that only those table entries that meet specific filtering criteria are displayed. Filtering can be used on any of the table views that are available in Cisco Unified CM User Options, but may be particularly useful on the Directory page as a company directory may contain thousands of people.

Click the Filter icon at the top right corner of any table in the Cisco Unified CM User Options pages to access the Filter tool. Cisco Unified CM User Options provides two main filtering methods:

- Quick Filter—Provides the ability to display only those table rows where the column entry matches the exact filter input, such as searching under the Name column to display all directory entries named “Smith”.
- Advanced Filter—Provides more sophisticated filter options, such as displaying phone numbers that end in “1234” or names that begin with “S”.

To change the table view using the filter tool, perform the following steps:

### Procedure

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- Step 1** Click the Filter icon that appears in the top right corner of the table.
- Step 2** From the Show drop-down list box, choose Quick Filter or Advanced Filter.
- Step 3** For Quick Filter, do the following:
- a) In all of the filtering text boxes that appear in the header table rows, enter the exact filtering criteria for that column. If you want to filter based on multiple columns, enter your filtering criteria for each column.
  - b) Press **Enter**. Cisco Unified CM User Options adjusts the table display to those table rows that meet all your search criteria.
- Step 4** For Advanced Filter, do the following:
- a) In the filtering drop-down list boxes, choose the filtering criteria that you want to use.
  - b) If you want to add a new row where you can enter additional filtering criteria, click the Plus (+) button.
  - c) Click **Go**.
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