



Unified Communications Manager End-user Guide

Prepared for



Version 1.0

July 2019



Submitted by:

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Document Revision History

The table below is a record of the revisions to this document, with the last entry being the current version. The master version number and date are recorded on the cover page.

Revision History

VERSION	DATE	AUTHOR	DESCRIPTION
1.0	07/18/2019	Ryan Trauernicht	Original document



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Accessing Cisco Unified CM User Options Web Page

Using a web browser, navigate to <https://phone.district205.org/ucmuser>.

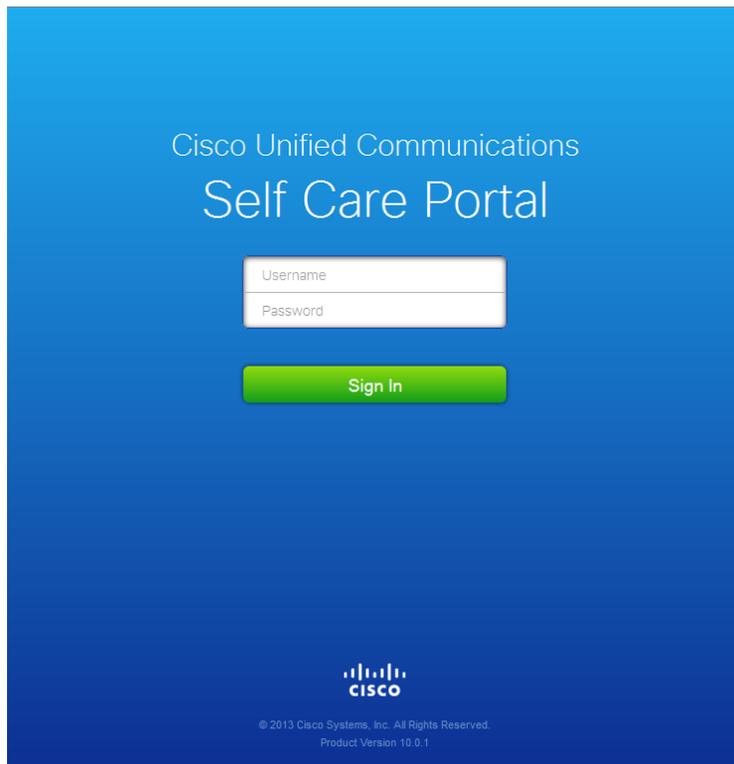


Figure 1. Self Care Portal login

1. At the Username and Password prompts, enter the following:

Username: Active Directory username

Password: Active Directory password

2. Click *Sign In*

The Unified Communications Self Care Portal My Phones page displays.

The available configuration categories are shown across the top of the screen.



Figure 2. Configuration categories

A list of assigned devices will be shown on the main page.

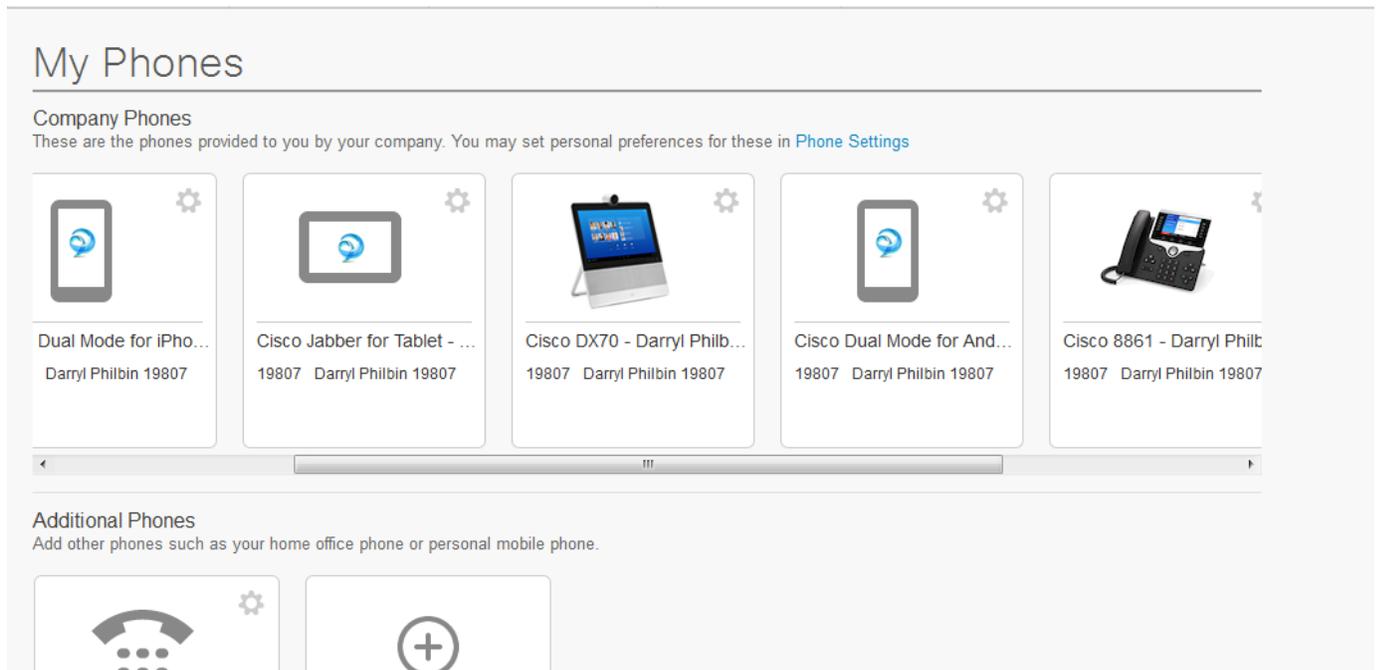


Figure 3. Assigned device

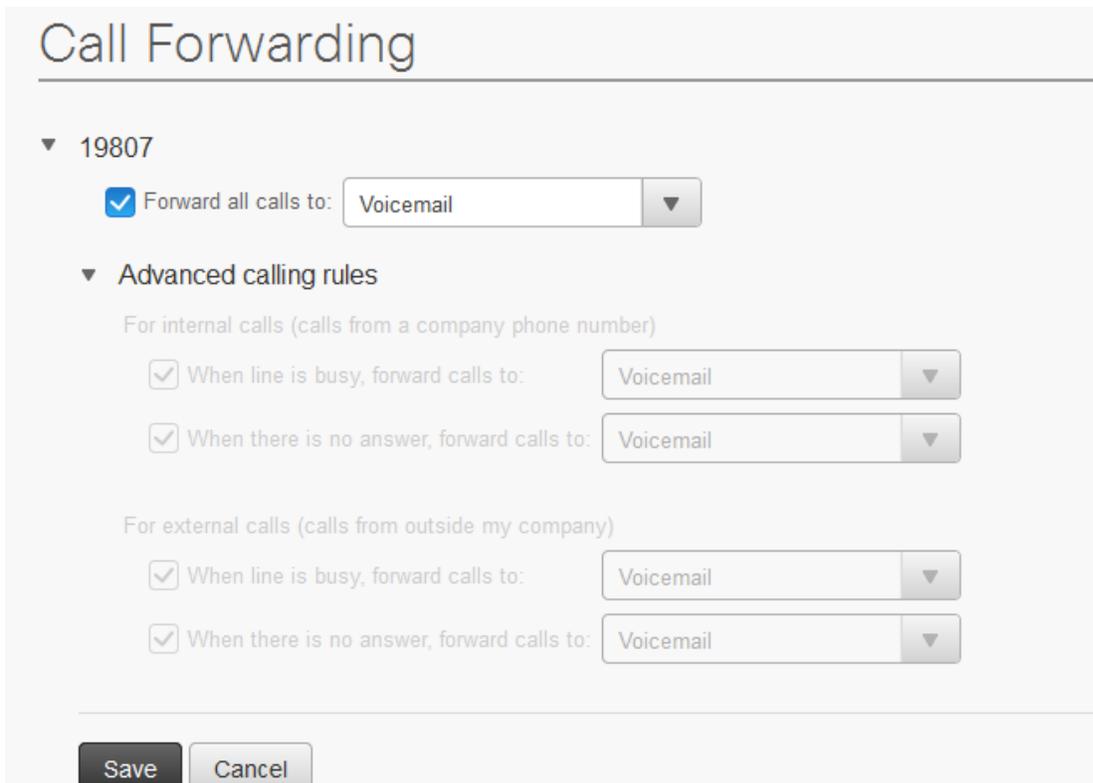
Call Forward Settings

Call forward settings can be used to adjust the behavior of your phone when you are on a call or when you are going to be away from your desk for an extended period of time.

Note: Allowed Call forward destinations are decided on an administrator basis. If you need to forward calls to a number that the phone isn't accepting, please contact your IT department.

Call Forward All

1. From the My Phones screen, select *Call Forwarding* in the left-hand column
2. Check the box next to *Forward all calls to*:
 - a. To forward your calls to voicemail, select *Voicemail* in the drop-down box



Call Forwarding

▼ 19807

Forward all calls to: Voicemail ▼

▼ Advanced calling rules

For internal calls (calls from a company phone number)

When line is busy, forward calls to: Voicemail ▼

When there is no answer, forward calls to: Voicemail ▼

For external calls (calls from outside my company)

When line is busy, forward calls to: Voicemail ▼

When there is no answer, forward calls to: Voicemail ▼

Save Cancel

Figure 4. Forwarding calls to voicemail

- b. To forward calls to another number (for example, your cell phone), select *Add New Number* from the drop-down box and enter the number as you would dial it. For example, *9+number*

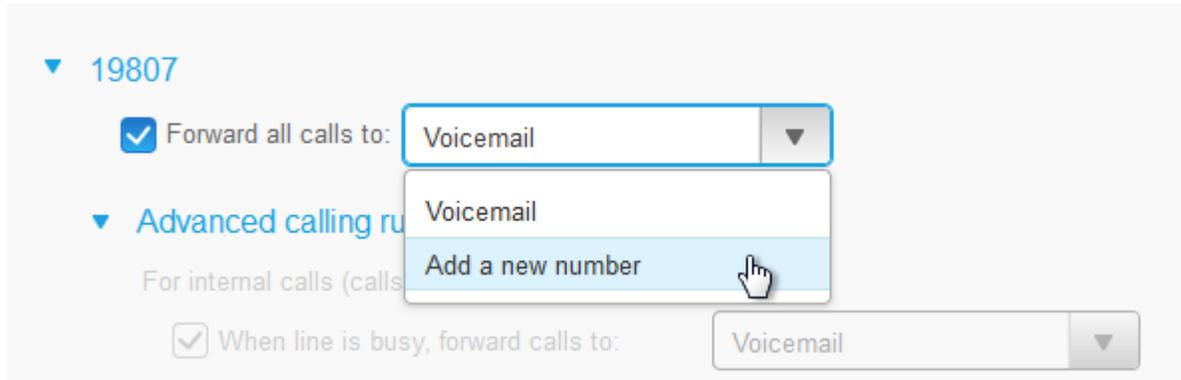


Figure 5. Forwarding voicemails to a different number

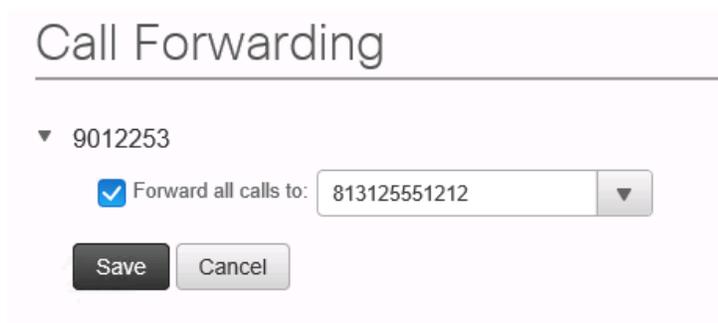


Figure 6. Entering an escape digit and the new number

3. Press the **Save** button

Adding Speed Dials

If your phone has an open line button on the screen, then you can assign a speed dial to that button.

Note: this feature may not be available for all users.

1. From the My Phones screen, select *Phone Settings* in the left-hand column
2. Expand the *Speed Dial Numbers* section

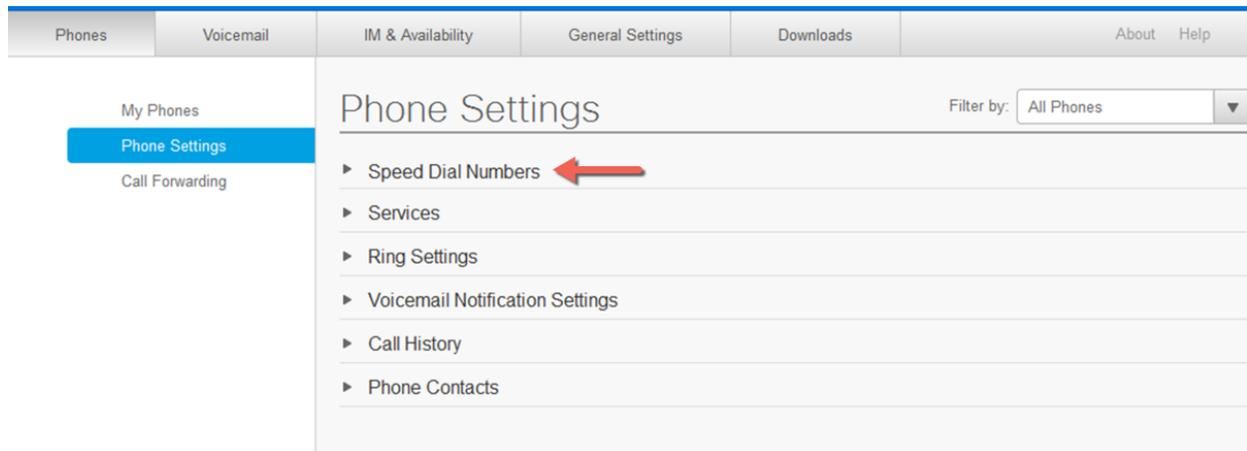


Figure 7. Speed Dial Numbers in the Phone Settings screen

3. Press the *Add New Speed Dial*  **Add New Speed Dial** button
4. Fill out the three required fields and press OK

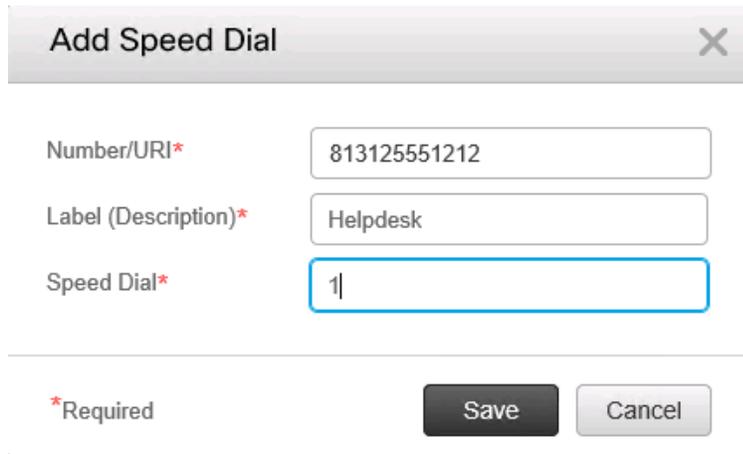
A screenshot of the 'Add Speed Dial' dialog box. It has a title bar with a close button (X). The form contains three required fields: 'Number/URI*' with the value '813125551212', 'Label (Description)*' with the value 'Helpdesk', and 'Speed Dial*' with the value '1'. At the bottom, there is a legend for '*Required', a 'Save' button, and a 'Cancel' button.

Figure 8. Configuring speed dial settings

5. Press the **Save** button on the Speed Dial Numbers page. Your phone should flash shortly afterwards and the speed dial will be configured on the first available button. Repeat the previous steps if you have more than one free button on your phone

If you have multiple devices and you want to configure different speed dials per device, select the  button to the right of the phone to unlink your devices. Once the devices unlink, the icon changes () and each phone's speed dial is editable, individually, by selecting them from the *Filter by:* menu in the top-right of the screen.

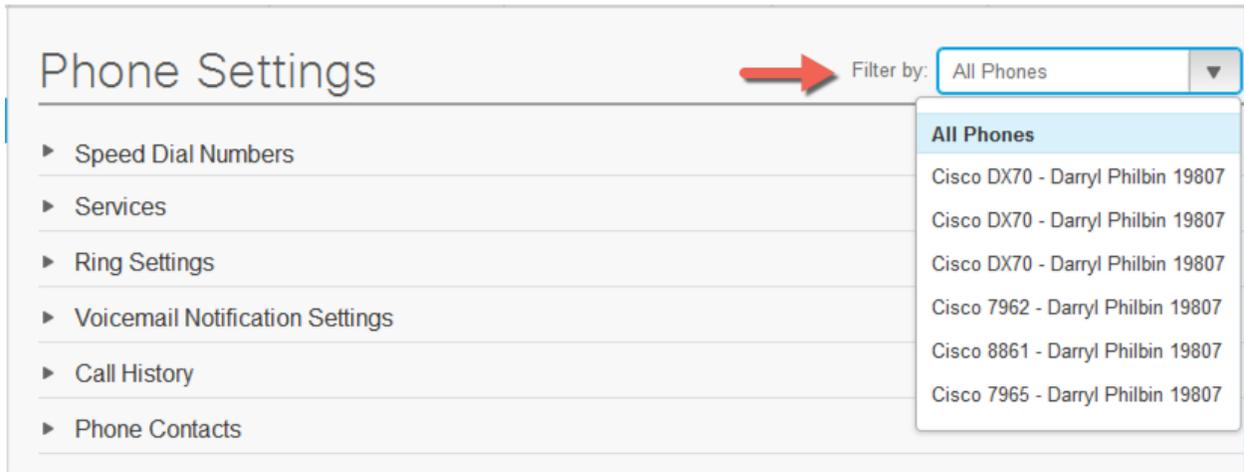


Figure 9. The *Filter by:* drop-down box