

## **Cisco Unified CallManager User Options Guide**

**Note: You need to turn on the “Compatibility View” feature of Internet Explorer (IE) 9.0 if the “Cisco Unified CallManager User Options” does not work properly. You can toggle the “Compatibility View” of IE 9.0 by pressing “Alt-T” and then the “V” button.**

One of the advance features of IP Phone System is allowing user to define and administrate his/her phone data such as Personal Address Book, Fast Dials, etc. via a Web browser.

Following procedures show how you can access the Cisco Unified CallManager User Options and change your IP Phone settings via a web interface.

### **1. Access the Cisco Unified CallManager User Options**

The IPT System is installed in a private network and your PC can not access the IPT servers directly. You need to establish a SSL VPN tunnel to the private network in order to gain access to the servers.

### **2. Change the Browser password and Phone Pin**

The Browser password is used whenever you access the Unified CallManager to change your IP phone settings via a web browser.

The Phone pin is used when you try to access the Personal Directory through an IP phone set.

### **3. Create/Edit the Personal Address Book**

You may create your own Personal Address Book so that you can retrieve any phone number quickly and easily in the IP phone set via the “Personal Directory” service.

### **4. Create/Edit Fast Dials**

Fast Dial provides a menu to access the most frequently dialed phone numbers. You can at most define 99 fast dial numbers in your personal profile.

### **5. Create/Edit Speed (Abbreviated) Dials**

Speed (Abbreviated) dial provides a short cut to dial the most frequently numbers by pressing at most 3 keys. You can at most define 99 speed dial numbers in your IP phone.

To place a speed dial call, you can key-in the predefined speed dial number, press the “AbbrDial” soft key and then lift the handset.

## 6. Line Settings

You can modify your line settings such as “Incoming Call Forwarding” and the “Message Waiting Lamp” through a web browser.

## 1. Access the Cisco Unified CallManager User Options

Select the “CityU IP Phone Maintenance - Cisco Unified CM User Options” option in the Workdesk and you will be prompted for your EID and Network Connection Password. Select “CityU Radius” in the Realm field.



### Welcome to the CityU IP Phone System Access Control Page

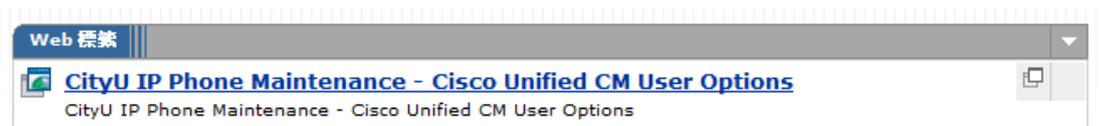
Please logon using your EID and Network Connection Password

Username

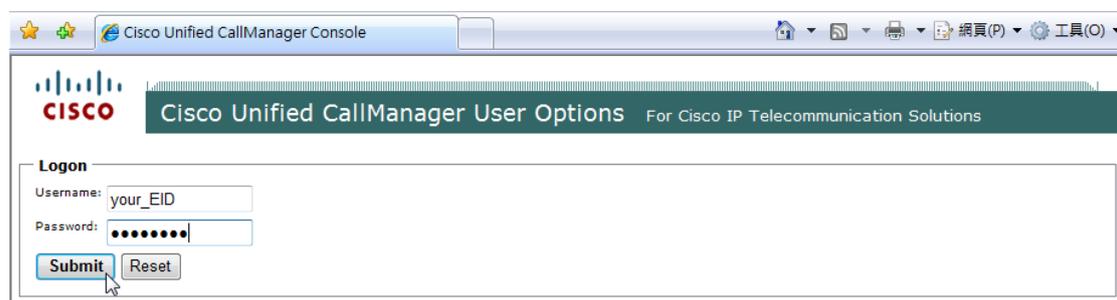
Password

Realm

Upon successfully logon, a SSL VPN tunnel to the IP Phone System is established. You may then choose the “CityU IP Phone Maintenance – Cisco Unified CM User Options” to continue. Additional plugin may be required to load the application. Just follow the on screen instructions and install the plugin.



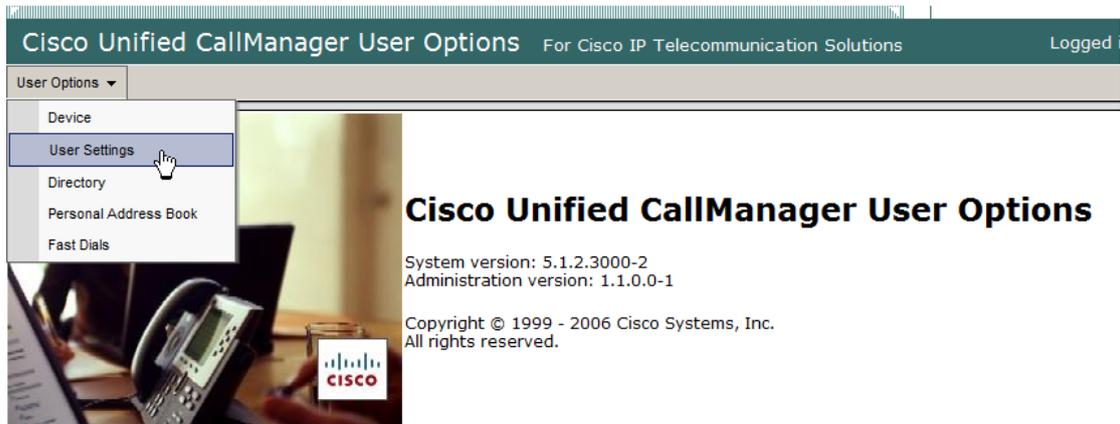
The logon screen of the CallManager is shown on the screen and you can use your EID and the browser password that we have sent to you by e-mail at the time when the IP phone set was delivered:



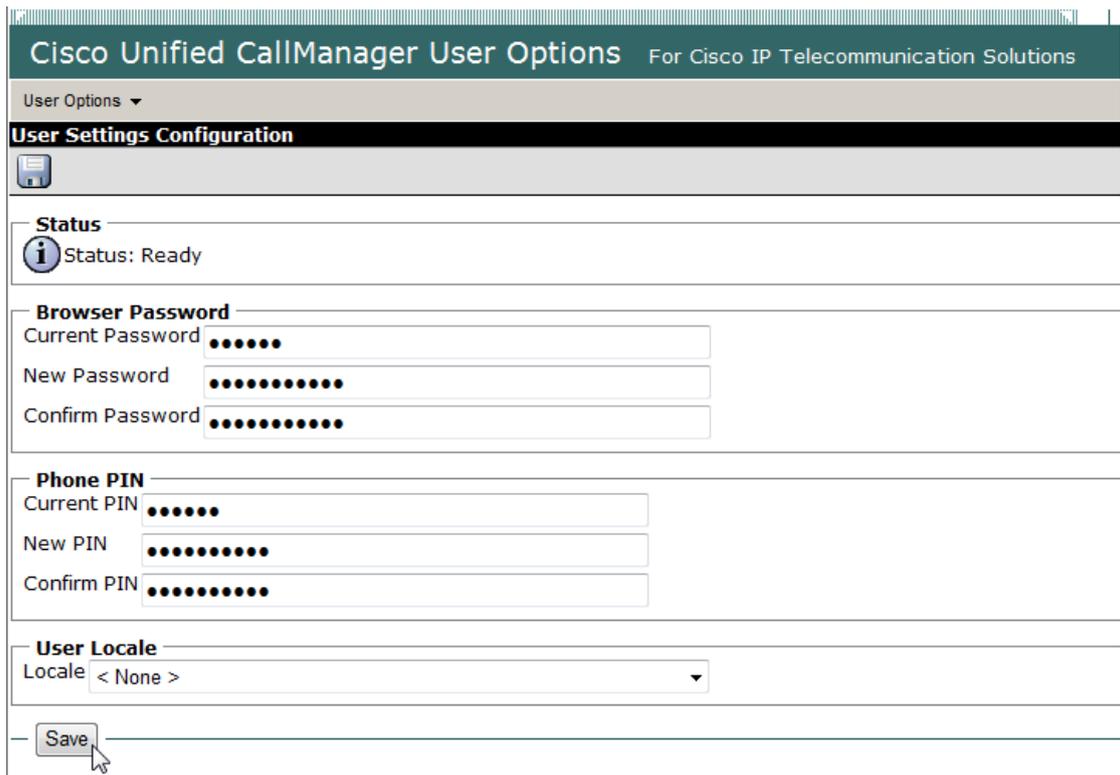
If you have forgotten the password, you may raise a CSC Work Request to reset the password.

## 2. Change your Browser password and Phone Pin

Select “User Options” and then “User Settings”:



Enter your current password/PIN and the new password/PIN. Please note that the password must contain 5 – 127 characters while the PIN must contain 5 – 20 numeric characters.

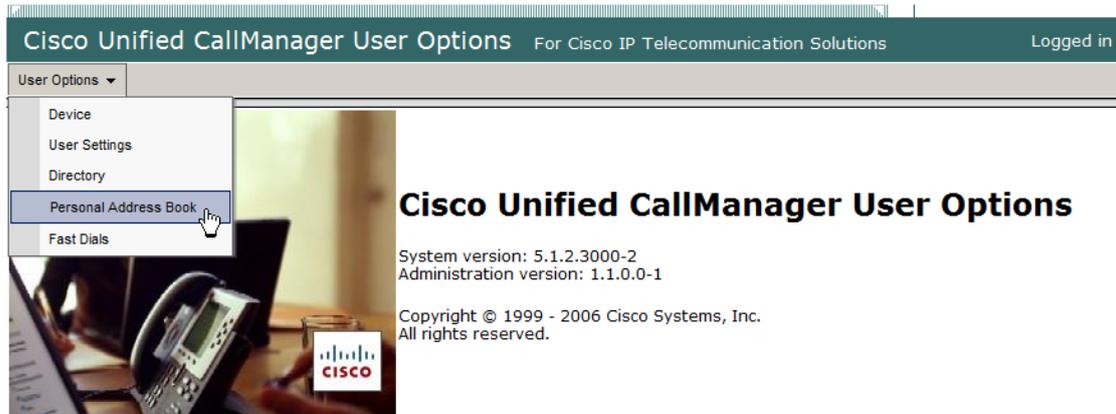
The screenshot displays the 'User Settings Configuration' page. It has a header with the title and 'User Options' dropdown. Below the header, there's a 'Status' section with an information icon and 'Status: Ready'. The 'Browser Password' section contains three input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a series of dots representing masked characters. The 'Phone PIN' section also has three input fields: 'Current PIN', 'New PIN', and 'Confirm PIN', each with a series of dots. The 'User Locale' section shows a dropdown menu with 'Locale <None >'. At the bottom, there is a 'Save' button with a mouse cursor pointing to it.

Press “Save” to save the changes.

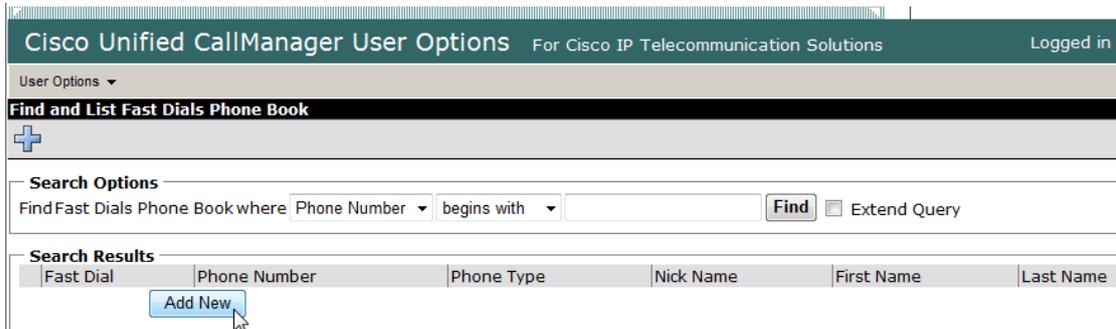
If you have forgotten the PIN, you may raise a CSC Work Request to reset the PIN.

### 3. Create/Edit your Personal Address Book

Select “User Options” and then “Personal Address Book”:



Press the “Add New” button to add new entry:



Fill in the form and then press “Save” to save the entry in your profile.

**Edit Entry**

First Name	<input type="text" value="SP"/>
Last Name	<input type="text" value="Chan"/>
Nick Name*	<input type="text" value="SP"/>
Email	<input type="text"/>
Home Phone	<input type="text"/>
Work Phone	<input type="text" value="87654321"/>
Mobile Phone	<input type="text" value="12345678"/>

Fill in the desired information and then press the “Save” button to store the entry in your phone book.

Press “Add New” button again if you want to add more entries.

## Edit the contents of a particular entry

You can edit the contents of a particular entry by clicking on the “Nick Name” field of the desired entry:

User Options ▾

**Find and List Personal Address Book Entries**

**Status**

 1 records found

**Search Options**

Find Personal Address Book where Nick Name ▾ begins with ▾  **Find**  Extend Query  
(nickname begins with any)

**Search Results**

	Nick Name	First Name	Last Name
<input type="checkbox"/>	<a href="#">SP</a>	SP	Chan

Rows per Page 50 ▾

## Delete an entry

To remove any particular entry, you can check the checkbox of the entry that you want to remove and then press the “Delete Selected” button.

**Find and List Personal Address Book Entries**

**Status**

 3 records found

**Search Options**

Find Personal Address Book where Nick Name ▾ begins with ▾  **Find**  Extend Query  
(nickname begins with any)

**Search Results**

	Nick Name	First Name	Last Name
<input checked="" type="checkbox"/>	<a href="#">CSC Help Desk</a>		
<input type="checkbox"/>	<a href="#">SP</a>	SP	Chan
<input checked="" type="checkbox"/>	<a href="#">University Security Office</a>		

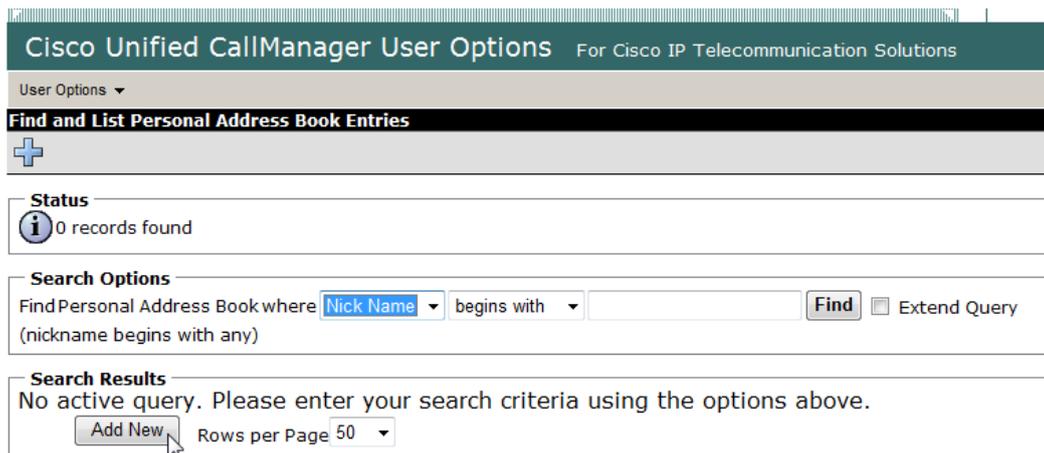
Rows per Page 50 ▾

#### 4. Create/Edit Fast Dials

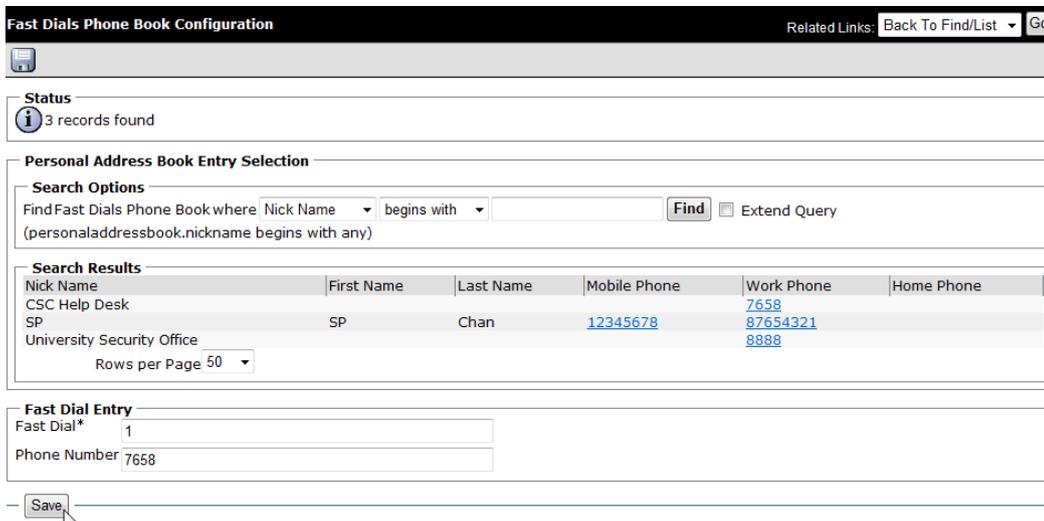
Select “User Options” and then “Fast Dials”:



Press the “Add New” button to create new entry:



Assign a “Fast Dial” number and then enter the corresponding phone number. You may also assign the number by selecting the number from your personal address book (if available) shown on the screen:



Press the “Save” button to save the entry and then press the “Go” button to review the fast dial list:

The screenshot shows the 'Find and List Fast Dials Phone Book' interface. At the top, there are navigation icons: a plus sign, a grid, and a red X. Below this is a 'Status' section with an information icon and the text '1 records found'. The 'Search Options' section includes a search bar with 'Phone Number' selected, a dropdown for 'begins with', a 'Find' button, and an 'Extend Query' checkbox. Below the search options is a 'Search Results' table with columns: Fast Dial, Phone Number, Phone Type, Nick Name, First Name, and Last Name. The table contains one row with the following data: Fast Dial: 1, Phone Number: 7658, Phone Type: Work, Nick Name: CSC Help Desk. Below the table are buttons for 'Add New', 'Select All', 'Clear All', and 'Delete Selected', along with a 'Rows per Page' dropdown set to 50. A note at the bottom states: 'NOTE: Fast Dials whose phone type are noted as 'raw' have no matching entry in your personal address book.'

Press “Add New” button again if you want to create more entries.

### Edit Fast Dials entry

Click on the desired entry and follow the steps above to re-assign the phone number.

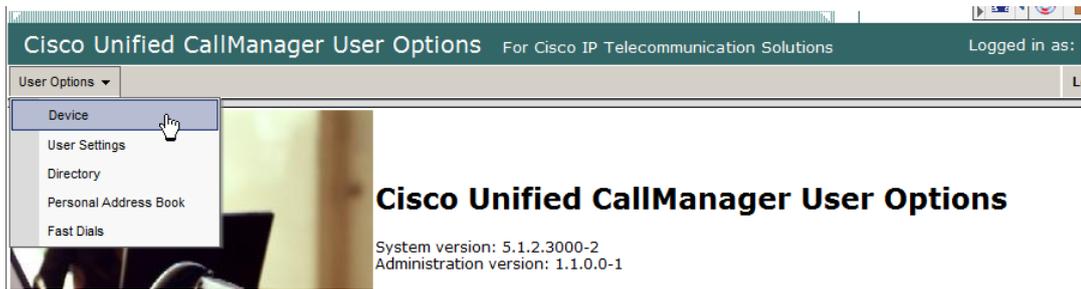
### Delete an entry

Check the checkbox of the particular entry that you want to delete and then press the “Delete Selected” button to remove the entry.

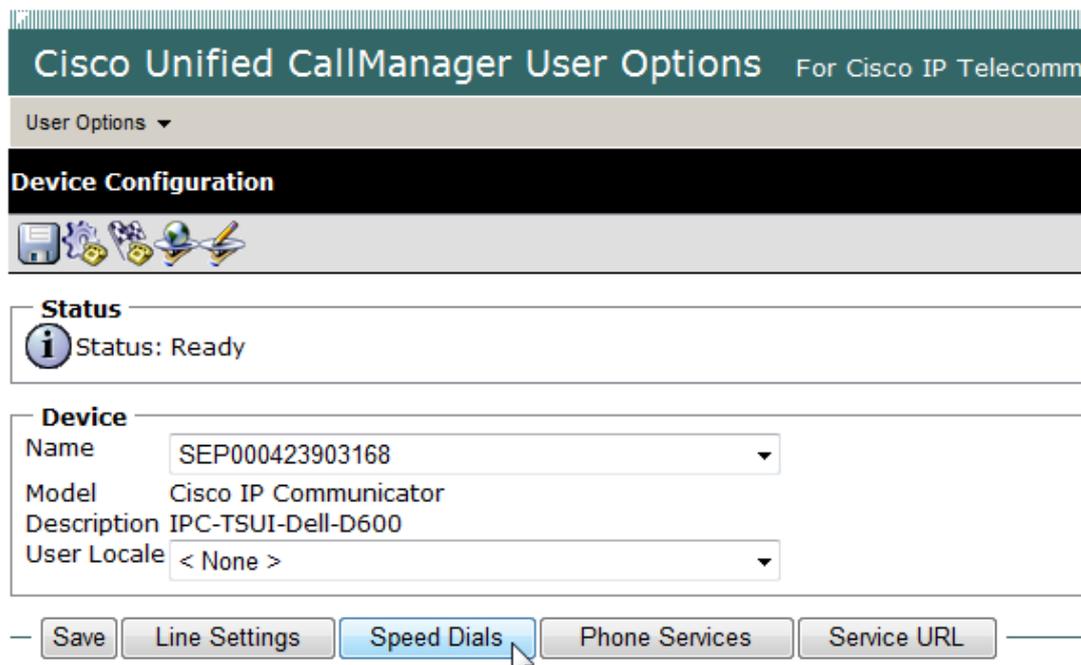
This screenshot is identical to the one above, but with a mouse cursor pointing to the 'Delete Selected' button in the 'Search Results' section. The checkbox for the first entry is now checked.

## 5. Create/Edit Speed (Abbreviated) Dials

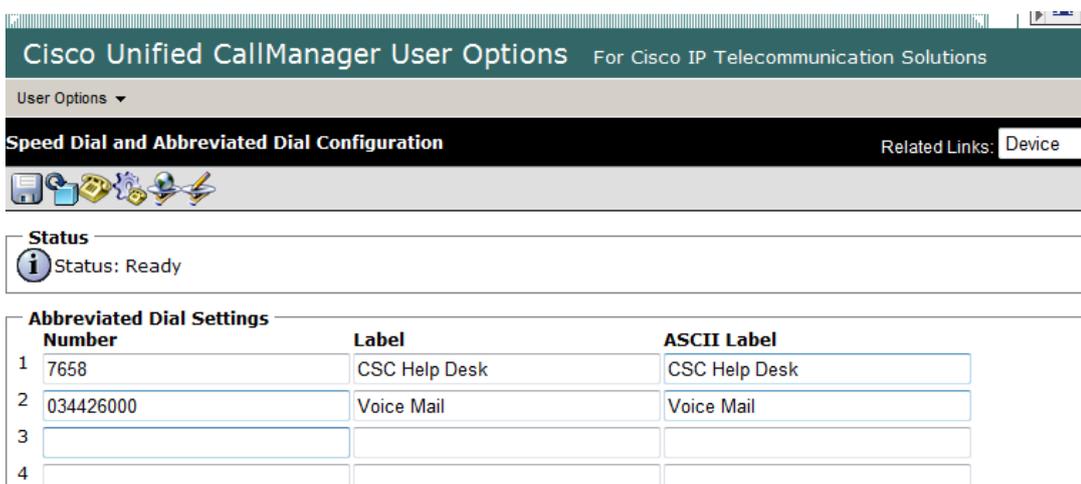
Select "User Options" and then "Devices"



Click on the "Speed Dials" button:



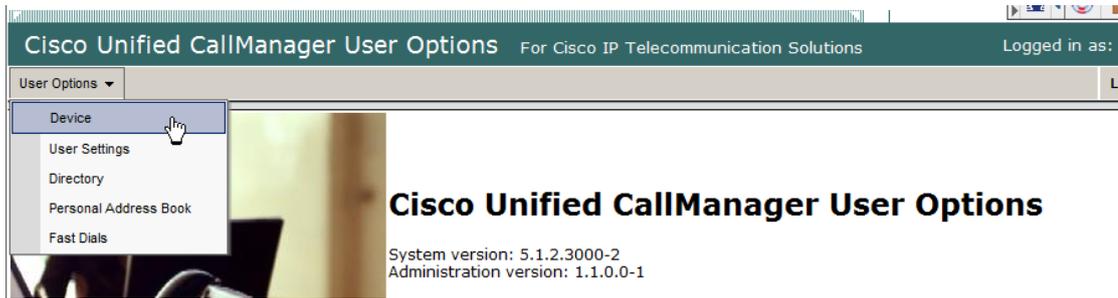
Assign your favorite phone number and description to the desired "Speed Dial" number:



Press the "Save" button to save the list.

## 6. Modify Line Settings

Select “User Options” and then “Devices”



Select “Line Settings” button



You will see the current settings of the “Incoming Call Forwarding” and “Message Waiting Lamp”. You may choose your desired operation mode if necessary.

**Incoming Call Forwarding**

- Forward all calls to
  - Voice Mail
  - This Number
- When the line is busy, forward external calls to
  - Voice Mail
  - This Number
- When the line is busy, forward internal calls to
  - Voice Mail
  - This Number
- When there is no answer, forward external calls to
  - Voice Mail
  - This Number
- When there is no answer, forward internal calls to
  - Voice Mail
  - This Number
- When there is no coverage, forward internal calls to
  - Voice Mail
  - This Number
- When there is no coverage, forward external calls to
  - Voice Mail
  - This Number

**Message Waiting Lamp**

Message Waiting Lamp Policy\*

- Use System Policy
- < None >
- Use System Policy
- Light and Prompt
- Prompt Only
- Light Only
- None

Save Device Speed Dials

**i** \*- indicates required item.