Cisco Phone Self Care Portal

Reference Guide

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Introduction

The Cisco **Unified Communications Self Care Portal** enables you to easily adjust various phone, voicemail and call forwarding settings. This guide will step you through those features that are available here at Towson University. The portal may be used for either the 79 series or the 8851 models of the Cisco IP Phones.

Logging into the Self-Care Portal

The self-care portal is used to customize your phone settings. This portal allows you to control such features as setting up speed dial numbers, forwarding calls and activating do not disturb.

1. Open your preferred web browser and navigate to www.towson.edu/phonesettings. The **Cisco Unified Communications Self Care Portal** will appear.

2. Type your **Username** (NetID) and **Password** in the appropriate fields.
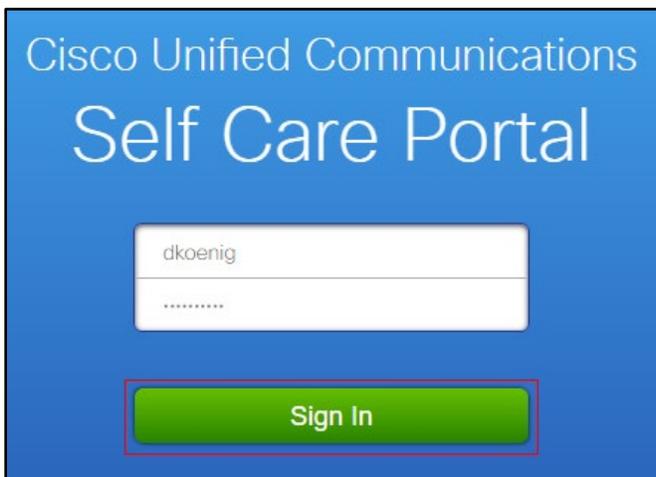
3. Click the **Sign In** button.

Figure 1

4. The **Self Care Portal** will appear.

Overview of the Self Care Portal Environment

The Self Care Portal consists of main tabs across the top of the environment. Each tab consists of links to different options that each user can configure. **Note:** Not all options are available to all users.
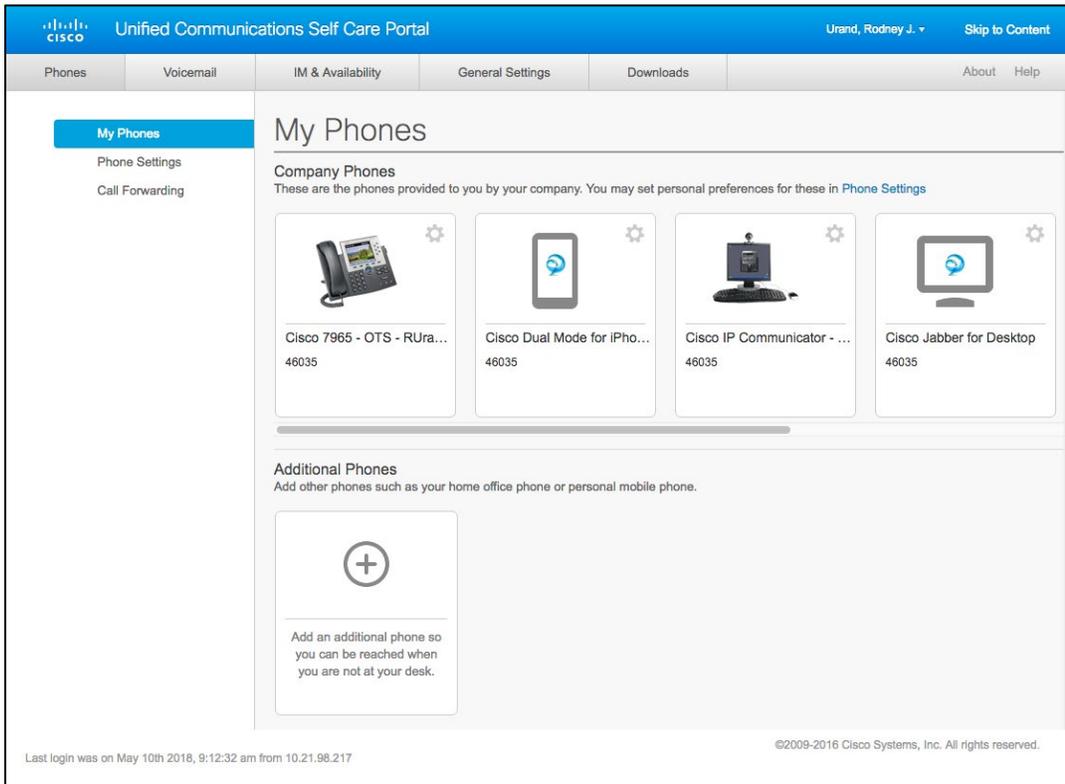

Figure 2

Phones

The **Phones** section is the default landing page for the Self Care Portal. It consists of three sections:

My Phones, **Phone Settings**, **Call Forwarding.** Each section is described in detail below.

My Phones

The **My Phones** section of the self-care portal lists all phones that are associated with your account. Any extensions that are accessible from your phone or phones will be listed in the box with that device. **Note:** This screen is for informational purposes only. No actions are available to the user.
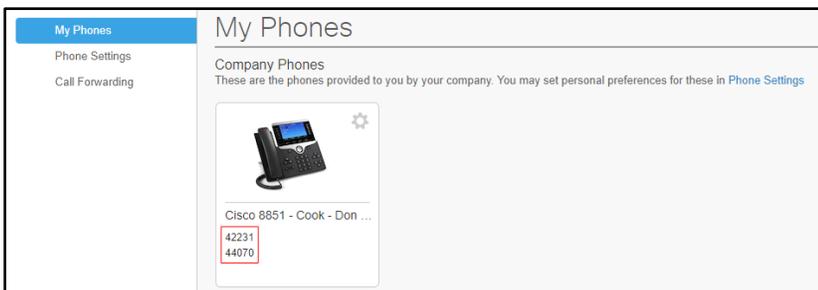

Figure 3

Phone Settings

The phone setting section of the portal is used to customize various phone features. **Note:** Some settings have been deactivated by the Phones Administrator at Towson and will not be covered in this manual.

1. To access the **Phone Settings** section, click the **Phone Settings** link in the left-navigation menu.
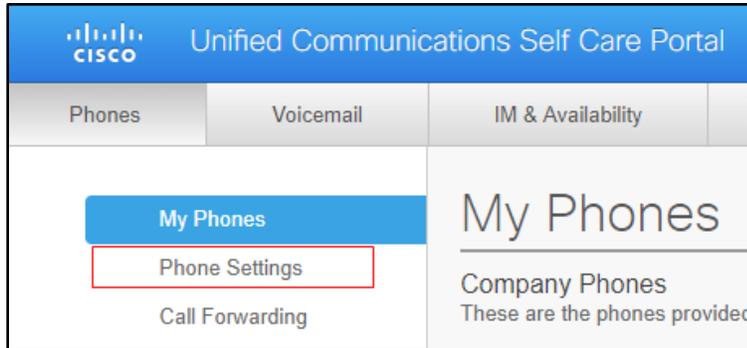

Figure 4

2. A list of settings appears. Details of each section appear below.

Speed Dial Numbers

Adding **Speed Dial Numbers** will enable the use of the speed dial feature as well as add the numbers to any empty **feature buttons** on your phone. **Feature** buttons can be found on either side of the phone's screen.

Adding Numbers

1. Click the **Speed Dial Numbers** toggle arrow on the **Phone Settings** page. A list of your phones will appear.
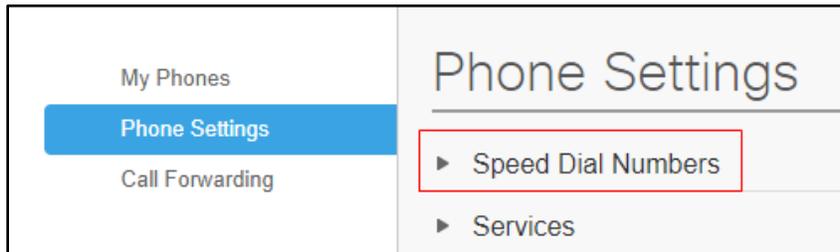

Figure 5

2. Select your phone from the list of phones and click the toggle arrow to reveal the **Speed Dial** settings.
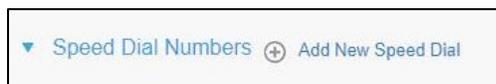
3. Click the **Add New Speed Dial** link.

Figure 6

Note: If you have more than one telephone device listed, you will have to toggle the down arrow for the specific phone to add a new speed dial.
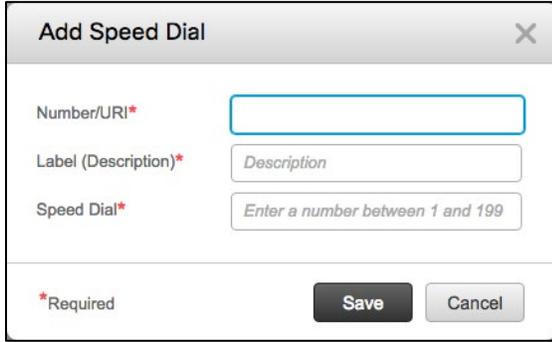
4. The **Add Speed Dial** window will appear.

Figure 7

5. In the **Number/URI** field you may either type the extension or a person's name. Note: If the number of the Speed Dial entry is an outside line, the number 6 should be added as a prefix.

Figure 8

6. In the **Label (Description)** – type an appropriate name for this number. This name will appear on your phone's screen beside its corresponding **Feature** button.

7. **Speed Dial** – type a number between 1 and 99 in this field. This number can be utilized with the phone's speed dial feature. **Note:** Only the first 5-8 speed dial numbers will appear on the phone interface.

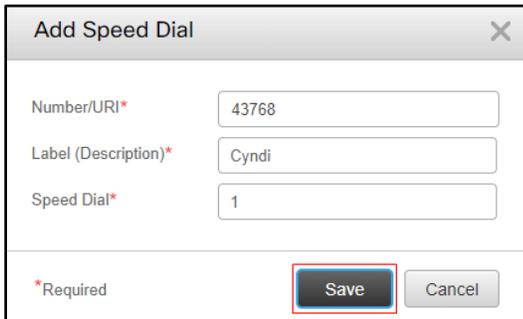8. Click the **Save** button in the **Add Speed Dial** window.

Figure 9

9. Repeat the process to add additional numbers. The process will take a few minutes to appear on your phone after clicking Save. **Note:** If all speed dial numbers do not appear on your phone, send an email to phones@towson.edu indicating this issue.

Editing or Deleting Numbers

1. To edit a speed dial number, click the pencil icon corresponding to that number.

Figure 10

2. The **Edit Speed Dial** window will appear. Make changes to the fields as desired and click **Save**.
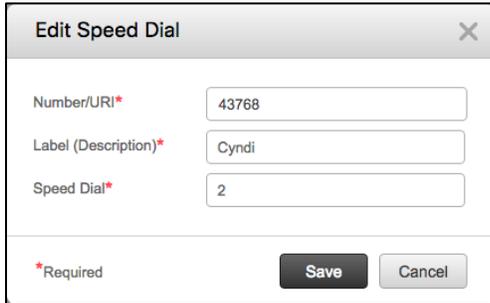

Figure 11

3. To delete a speed dial number, click the delete icon corresponding to that number.

Figure 12

4. A **Delete Speed Dial** confirmation window will appear. Click **Yes** and your speed dial entry will be deleted.
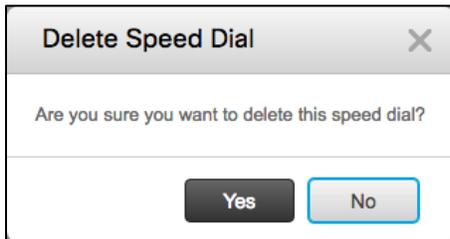

Figure 13

Voicemail Notification Settings

You may adjust how you receive voicemail notifications. These settings can be individually changed for each number associated with your profile.

1. On the **Phone Settings** page, click the **Voicemail Notification Settings** dropdown option for your phone.
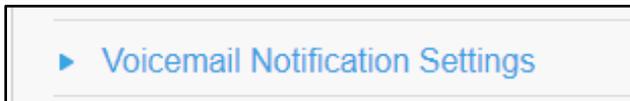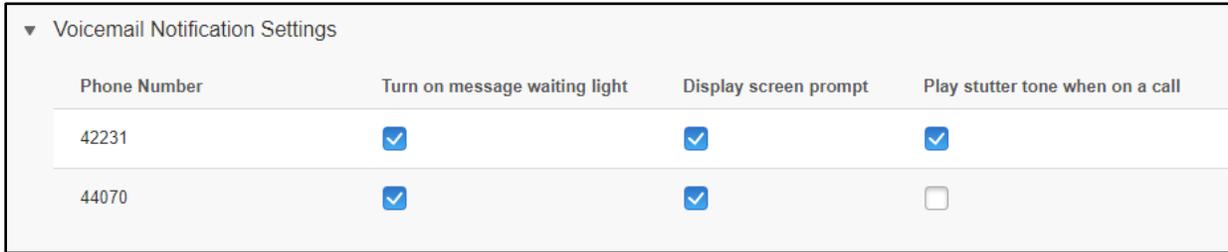

Figure 14

2. Place a check mark beneath any of the following options you wish to apply:

Figure 15

a. **Turn on message waiting light** – a red light will illuminate on the back of your handset when there are messages waiting.

b. **Display screen prompt** – a voicemail icon will flash beside the corresponding extension on your phone's screen**.**

Figure 16

c. **Play stutter tone when on call** – a dial tone will stutter when you pick up your phone indicating that there is a voicemail waiting.

Call History Settings

A call history log can be enabled or disabled for each line associated with your profile.

1. On the **Phone Settings** page, click the **Call History** option.
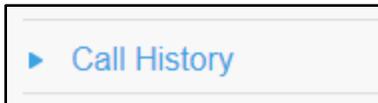

Figure 17

2. By default, all missed calls will be logged. If you do not wish to log missed calls, uncheck the box beneath **Log Missed Calls**.

Figure 18

Call Forwarding

The **Call Forwarding** feature enables you to dictate where and when you would like to forward calls.

To access the **Call Forwarding** feature, click on the **Call Forwarding** option in the left-navigation of the self-care portal.
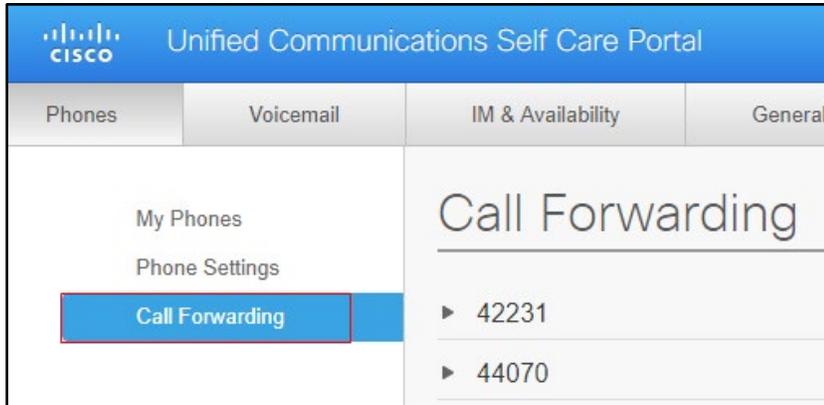

Figure 19

Forward All Calls

Selecting this option will automatically forward all calls to your voicemail or an extension of your choosing.

1. Click on the extension you wish to change the **Call Forwarding** settings.

2. Click the check box beside **Forward all calls to**.

Figure 20

3. Beside **Forward all calls to:** select an option from the dropdown menu. The following options are:

   a. **Voicemail** – this will automatically forward all calls to your voicemail.

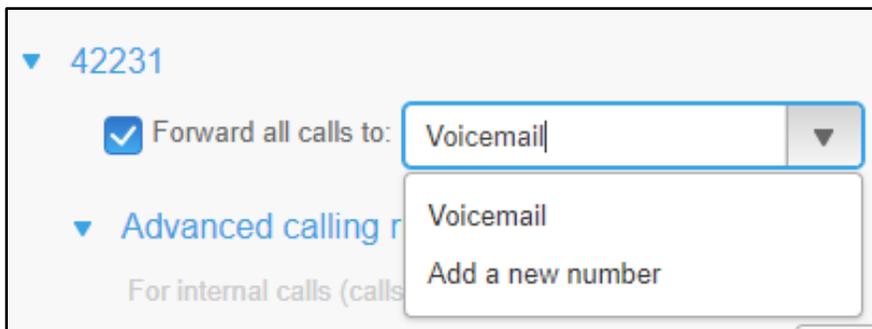   b. **Add a new number** – type the number 4 and the extension you wish to use.

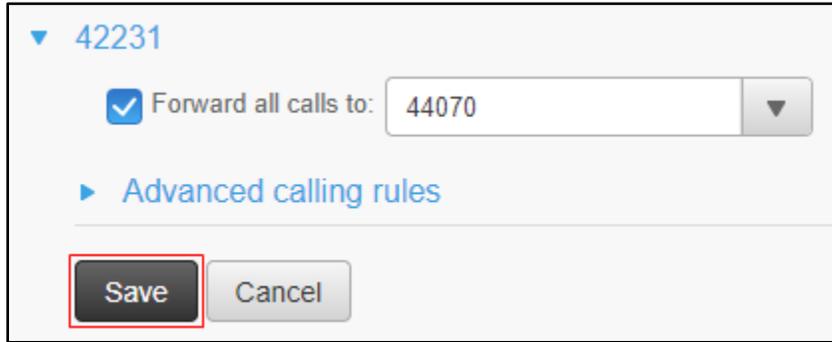**Figure 21**

4. Click the **Save** button.

Figure 22

Advanced Calling Rules

Advanced calling rules enable you to select where forwarded calls go in various situations. In order to take advantage of the options **Advanced calling rules** offer, **Forward all calls to:** must be disabled.

1. Click on the **Advanced calling rules** link. The **Advanced calling rules** menu will expand.
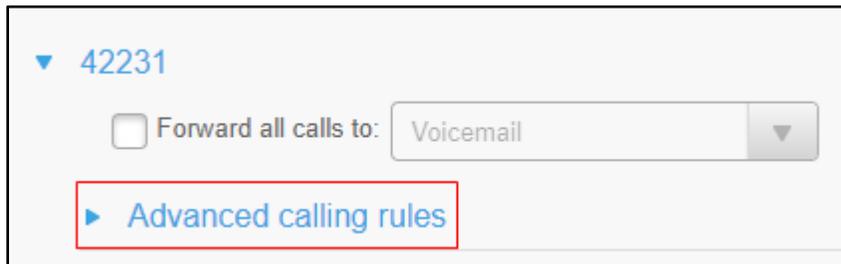

Figure 23

For Internal Calls

Internal calls are calls placed within the University's telephone system. There are four conditions that you can adjust where the call will be forwarded.

1. **When line is busy, forward calls to:** - If you are on a phone call any incoming calls can be forwarded.

2. **When there is no answer, forward calls to:** - Incoming calls that are not answered will be forwarded to the option of your choice.

3. **When there is no coverage, then send calls to:** - Only the **Voicemail** option works in this condition.

4. **When the phone cannot register, send calls to:** - When the phone cannot connect to the network, incoming calls will be forwarded to the option of your choice.

For External Calls

External calls are any calls that come from outside of the University. The options for external calls are the same as the four listed above. This enables you to handle external calls differently if needed.

IM & Availability

The **IM & Availability** section of the **Self Care Portal** contains the **Do Not Disturb** setting. When activated, a red **Do not disturb** bar will appear on your phone's screen. All incoming calls will not activate your phone's ringer. You will see an **Incoming call** message pop up on your phone's screen.

Activating Do Not Disturb

1. In the **Unified Communications Self Care Portal** screen, click the **IM & Availability** tab in the top navigation.
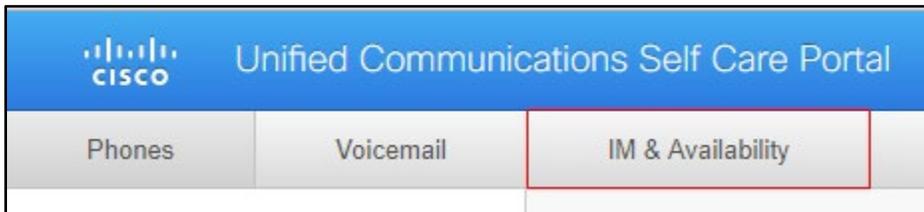

Figure 24

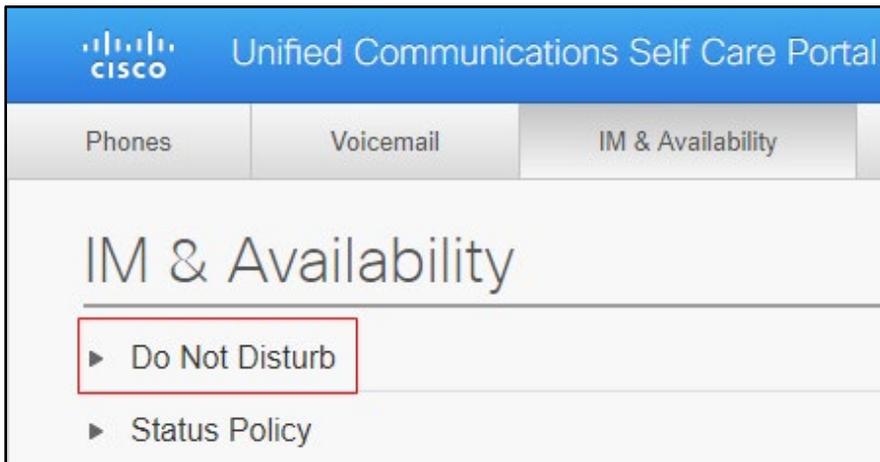2. Click the **Do Not Disturb** menu item. The menu will expand.

Figure 25

3. Place a check in the box beside **Turn on** and then click the **Save** button. **Do Not Disturb** has now been activated for your phone.
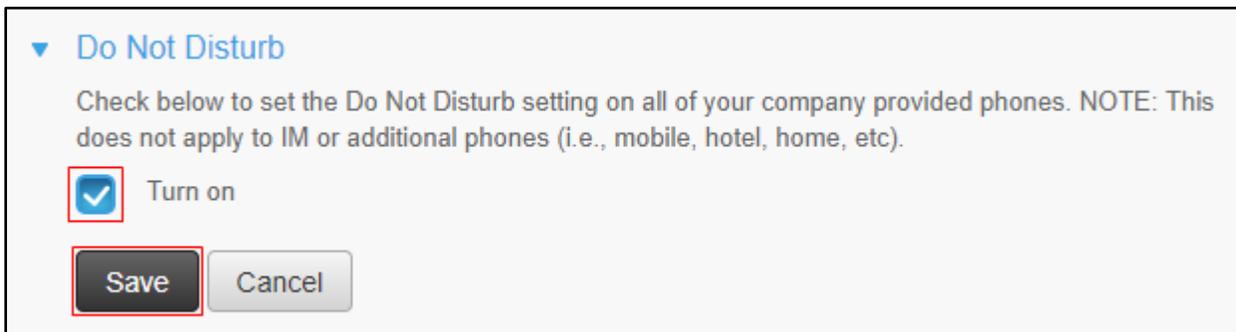

Figure 26

Deactivating Do Not Disturb

1. In the **Unified Communications Self Care Portal** screen, click the **IM & Availability** tab in the top navigation.
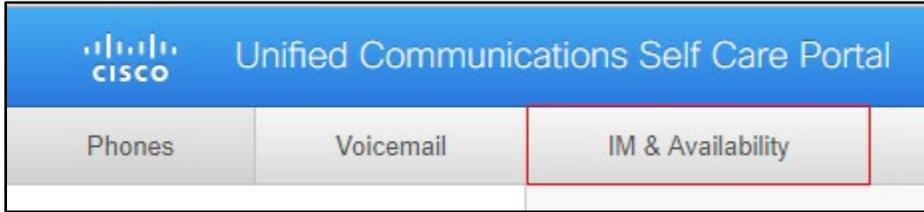

Figure 27

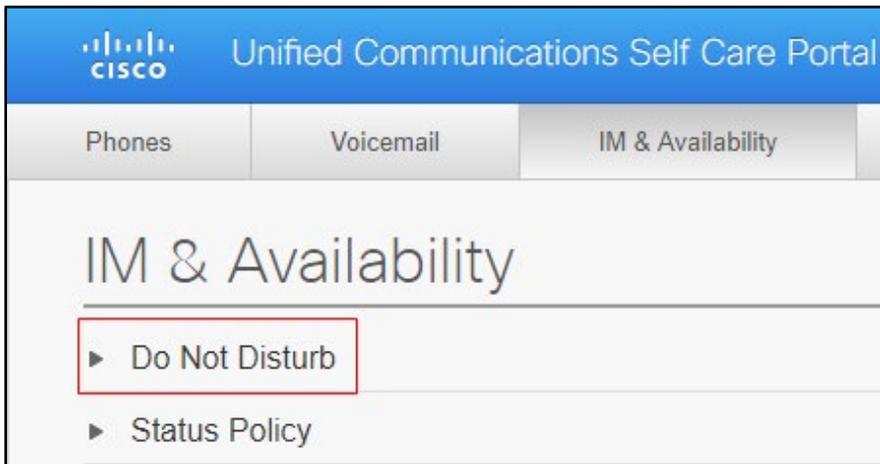2. Click the **Do Not Disturb** menu item. The menu will expand.

Figure 28

3. Click the check box beside **Turn on** to remove the check and then click the **Save** button. **Do Not Disturb** has now been deactivated for your phone.
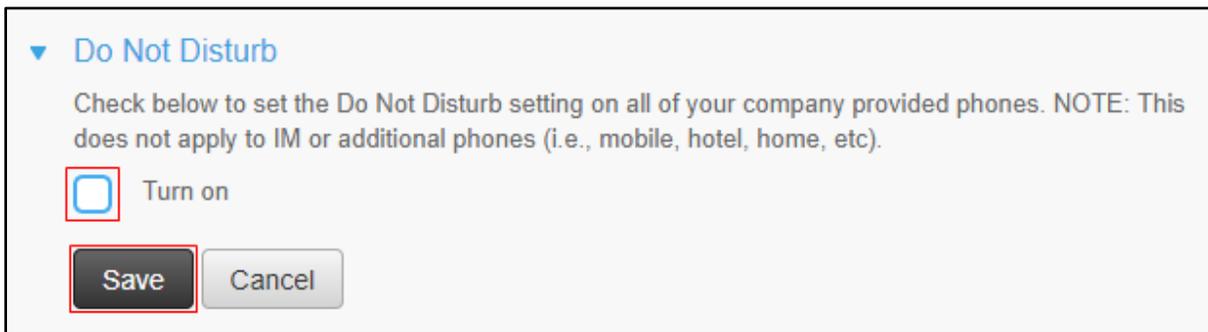

Figure 29