# CISCO Self Care - Web Portal

The Cisco Call Manager web interface allows you to change and update settings on your IP phone without contacting the helpdesk.   You'll be able to customize the following features:

> → **Setup and Assign Speed Dial/AbbrDial Numbers**
> → **Establish a contact page for your Personal Directory**
> → **Setup Call Forwarding**

To begin, open a web browser(e.g., Internet Explorer) and access the Cisco Call Manager portal with one of the following URLs:

For Standard IP Phone users: http://Phonesettings.aznet.gov

For UCCE Call Center Agents: http://Agentphonesettings.aznet.gov
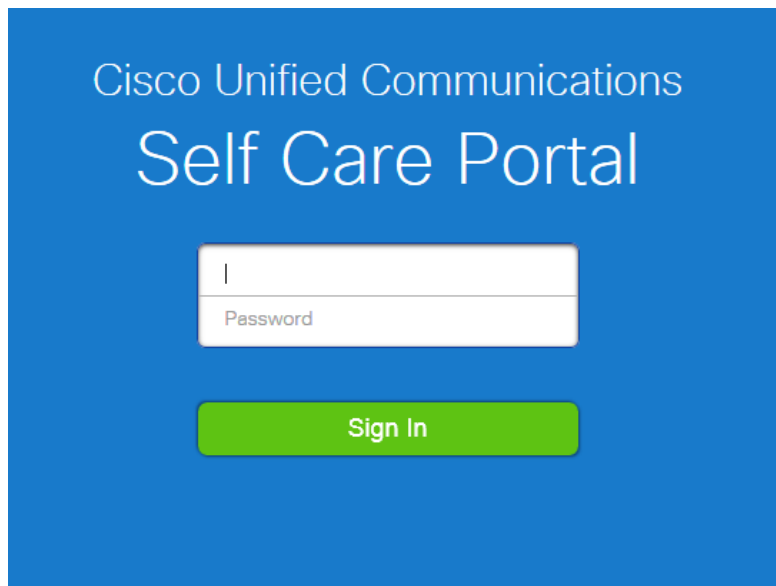
Enter the required fields with the following information:
  UserID – Your 10-digit extension number _____ (XXXXXXXXX)
  Password – Enter the password provided to you by AZNet II.

Phones page

The Phone page appears immediately after users log in to Unified Communications Self Care Portal. It can also be accessed by clicking "Phones" in the Toolbar. Here you will find the application's general settings and you will have the ability to program **call forwarding** and **speed dials**.

Note: To accessing personal Address Book from the telephone Click on "general Settings", then enter in a PIN (numeric only)

Enter in a number of 1-128 numbers long as your pin number which is just for accessing your personal directory from your office telephone.

Phones

The settings that appear under the Phones tab allow you to view and configure settings for each of your Cisco Unified IP Phones and Jabber devices. The Phones tab is split into three main sections:

- **My Phones**—Under My Phones, you can view a summary of all of your phones and add new phones, edit line descriptions
    In the My Phones window, you can edit phone and line descriptions for your company phones

- **Phone Settings**—Under Phone Settings, you can configure phone settings such as speed dial numbers, call history, and call forwarding settings.

- **Call forwarding**—Under Call forwarding, you can configure call forwarding options for your phones.

Note: Some features are disabled and are only available on state phones by making a change ticket request. You will be able to see that these protected features will show the display "deactivated by your administrator".   **Should there be additional questions please contact your IT helpdesk.**

Edit Company Phone Label

Since each phone will be displayed as an ICON , with a default description, you can edit the label for each phone by editing the company phone label.
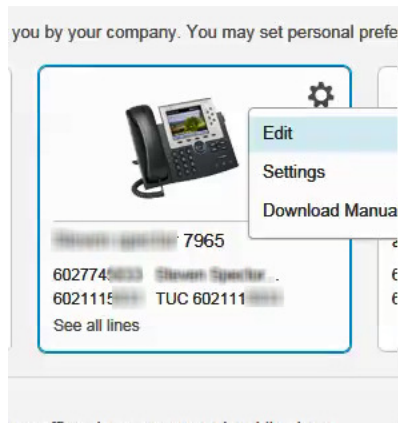
Step 1 Click the **Phones** tab.
Step 2 In the left navigation pane, click **My Phones**.
Step 3 Click the company phone that you want to edit(once).
Step 4 Click **Edit** from the drop down.
Step 5 Enter the new text for the phone description and phones lines that you want to edit.
Step 6 Click **Save**.

Download Phone Manual

As you will notice there is an option to download a manual regarding the phone. (Not all features listed may be supported at your site or on the AZ state contract)
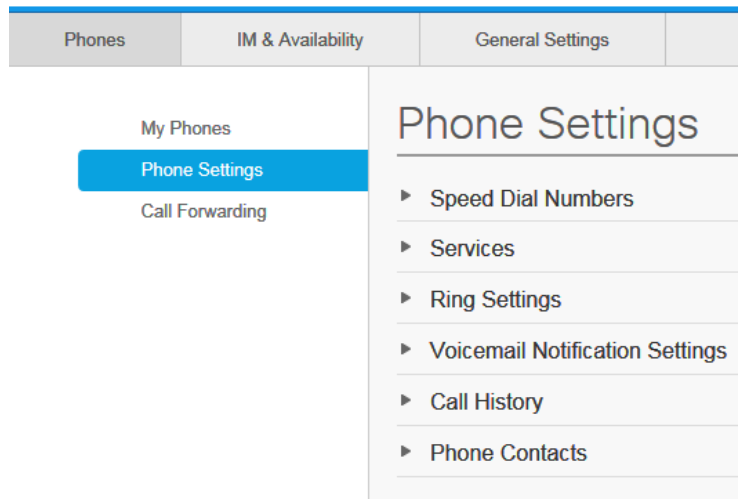
Step 1 Click the **Phones** tab.
Step 2 In the left navigation pane, click **My Phones**.
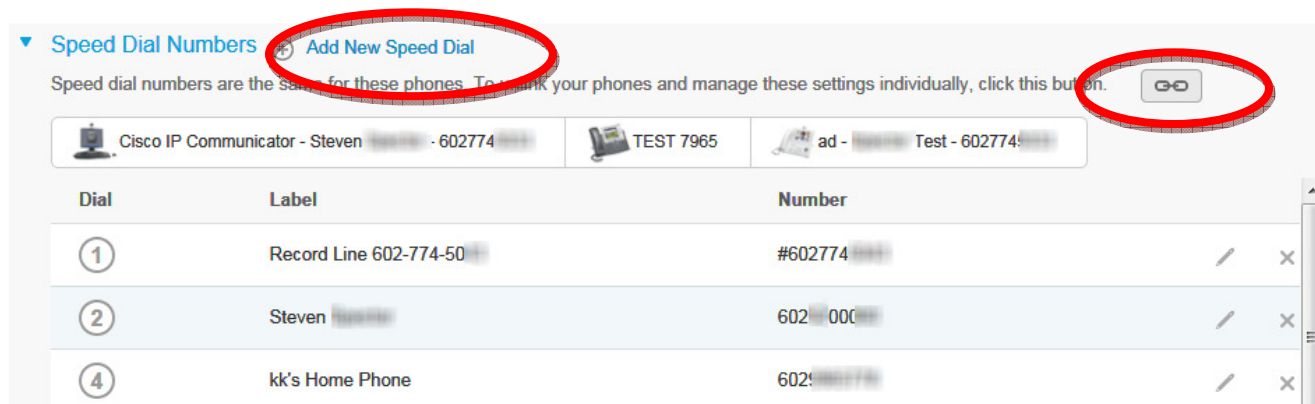**Step 3** Click on the phone.
Step 4 Click **Download Manual**.

Phone Settings

Available options that can be used in this area include Speed Dial Numbers, Call History and Phone Contacts.

The Chain Link button, will allow a single user, who is assigned as administrator to multiple phones, to program one list of speed dials on one telephone, then by clicking the chain link, linking that list and deploying it to all other phones in your list.

Set Up Speed Dial Numbers

Step 1 Click the **Phones** tab.
Step 2 Click **Phone Settings**.
Step 3 Click **Speed Dial Numbers**.
Step 4 Do the following:

• If your phones are linked, click **Add New Speed Dial**.

• If your phones are not linked, select the phone for which you want to add the speed dial number, and then click **Add New Speed Dial**.

Step 5 In the Number field, enter the contact's name or phone number. Unified Communications Self Care Portal searches the company directory.
You can only search the company directory if your network administrator has enabled you with access. Access is set through Cisco Unified Communications Manager enterprise parameters.
Note

Step 6 In the Label text box, enter a description for the speed dial number. Your phone will use the description to display the speed dial number.
Step 7 In the Speed Dial text box, assign a speed dial number.
Step 8 Click **Save**.

Set Up Call History

With the log calls box checked all calls for each line will be part of the calls logging to your history list.
Call history allows you to log missed calls for each of the lines on your phones. To set up call history:

Step 1 Click the **Phones** tab.
Step 2 Click **Phone Settings**.
Step 3 Click **Call History**.
Step 4 Check the **Log Missed Calls** check box for each phone line that you want to save the call history.
Step 5 Click **Save**.

▼ Call History

History settings for shared lines are the same for these phones. T

🖥 Cisco IP Communicator - Steven ▓▓▓▓ - 60277▓▓▓▓

Phone Number	Log Missed Calls
60277▓▓▓▓	☑
602111▓▓▓▓	☑
602774▓▓▓▓	☐

[Save] [Cancel]

Note: Each user has one phone contact list for all their phones. There is no option to link and unlink the phone contact list.

Set Up Phone Contacts

Phone contacts allow you to store phone numbers and email addresses for your phone contacts. From your phones, you can browse your list of contacts and place calls directly from the contact list without having to type in the number each time.

Step 1 Click the **Phones** tab.
Step 2 In the left navigation pane, click **Phone Settings**.
Step 3 Click **Create New Contact**. The Add New Phone Contact window appears.
Step 4 Complete the fields with the contact information for the contact.
Step 5 Click **OK**.

Call Forwarding Options

When the Forward all Calls check box is checked, all calls that you receive on the phone line will be forwarded to another phone line. The drop-down list box stores a history of the last five numbers that the Call Forwarding

feature was set to forward to.

Set Forward All Calls

Step 1 Click the **Phones** tab.
Step 2 In the left navigation pane, click **Call Forwarding**.
Step 3 Click the phone number on which you want to set up call forwarding.
Step 4 Check the **Forward calls to:** check box.
Step 5 From the Forward calls to drop-down list box, enter the phone number to which you want to forward all calls.

Step 6 Click **Save**.