

CISCO CALL MANAGER



CUSTOMIZING YOUR CISCO PHONE ONLINE

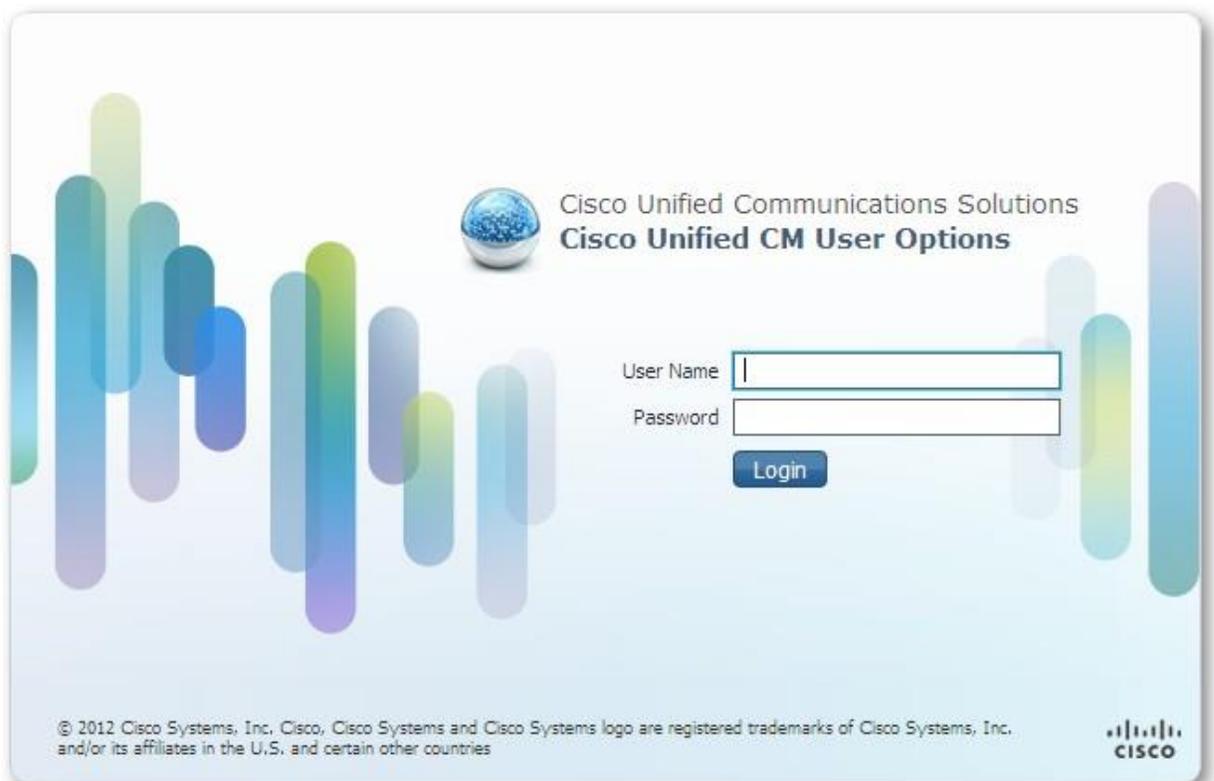
This *Cisco Call Manager* web interface allows you to change and update settings on your IP phone without contacting the helpdesk. You'll be able to customize the following features:

- Set up **call forwarding**
- Assign and activate **speed dial** numbers
- Establish a contact page for your **personal address book**

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>



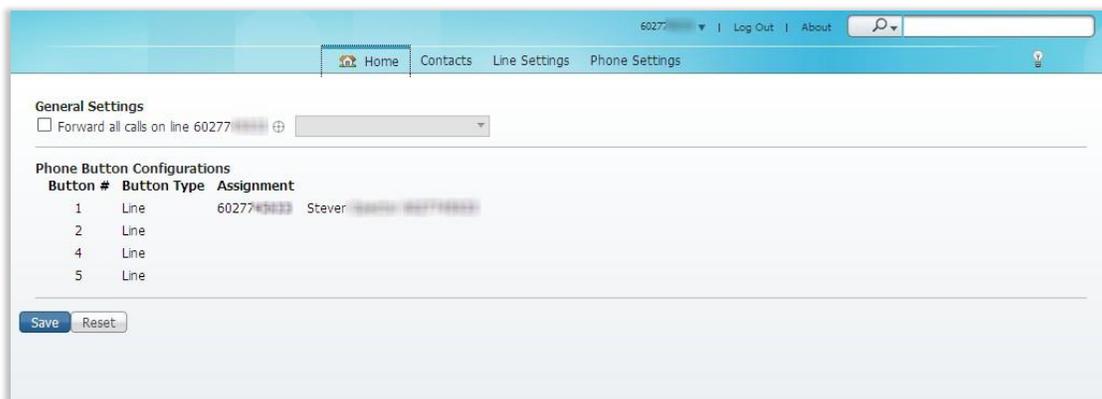
Enter the required fields with the following information:

UserID: This is your 10-digit extension number _____ (602-xxx-xxxx)

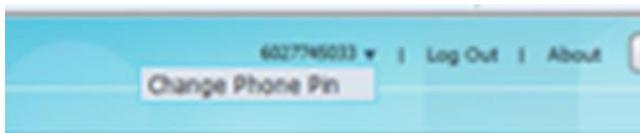
Password: Enter the password provided to you by AZNet II.



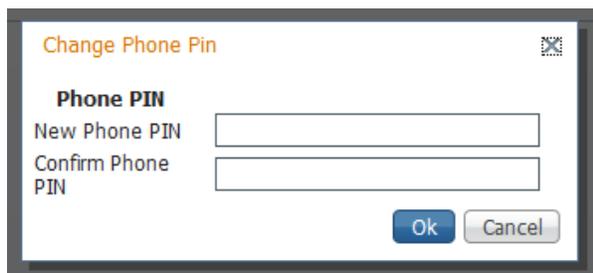
The Home page appears immediately after users log in to Cisco Unified CM User Options. It can also be accessed by clicking Home in the Toolbar. Here you will find the application’s general settings and will have the ability to program **call forwarding** and **speed dials**.



IMPORTANT: Set pin number for accessing PAB list from Telephone by positioning your cursor on your logon name (10-digit phone number), then click on the hover message of “Change Phone Pin”. This is a separate personalized pin to access the Personal Address Book from your telephone. (A listing of your contacts)



Enter in a number of 1 or more digits as your pin number. (This is used only for accessing your Personal Phone Directory from the telephone)





CALL FORWARDING

For times you must be away from your desk but still need access to your incoming calls, the Cisco Call Manager will allow you to forward all incoming calls to a **different phone line**. To set up your **Call Forwarding**, follow the steps below.

STEP 1 When you have successfully logged into the system and have landed on the **Home** page, under the **General Setting's** header, check the **Forward all calls** box as shown below:

General Settings

Forward all calls on line 60277

Phone Button Configurations

Button #	Button Type	Assignment
1	Line	60277 <input type="text" value="60277"/> Stever <input type="text" value="60277"/>
2	Line	
4	Line	
5	Line	

STEP 2 In the **Forward all calls** drop-down list box/text field, enter in the number to which you'd like your calls forwarded OR select the correct number from the list. *(The system will store up to five numbers in this list based on most recent entry.)*

STEP 3 Click **Save**



CONTACTS PAGE

The **Contacts Page** displays the user's contact list that will be displayed using your **"Personal Address Book"** screen on your telephone. This screen is found by pressing your **"Directories"** button on your Cisco IP Telephone option 4 (Personal Directory).

STEP 1 Navigate to the **Contacts page** by selecting the **Contacts tab** from the navigation toolbar across the top of every page.

Unified Communications Manager
CISCO User Options

Home **Contacts** Line Settings Phone Settings

Contacts

Last Name	First Name	Nickname	Speed Dial?	Actions
Anderson	stevén	ss CEE	✓	<input type="button" value="Call"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Atkin	✓	<input type="button" value="Call"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Corbo	✓	<input type="button" value="Call"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Spector	✓	<input type="button" value="Call"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
spector	...	lk	✓	<input type="button" value="Call"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>



ADD CONTACT

Contacts contain detailed personal information for your personal contacts, such as names, email addresses, and phone numbers. In addition, you can configure speed dial information.

To add a contact, follow these steps:

- STEP 1** In the toolbar, click **Contacts**.
- STEP 2** Clicking the **Add New**. The add Contact window appears.

Example 001:

When Adding a contact

- STEP 3** Under the Contact information heading, enter the contact’s personal information and email address.
- STEP 4** Under “**Phone information**”, enter the contacts 10-digit phone number.
- STEP 5** If you want to assign a speed dial number, choose the number from the **Speed Dial** drop-down list and enter a label from the **Speed Dial Phone Label** drop-down list and a label from the Speed Dial Label drop-down list box.
- STEP 6** Click **Ok**.

Required information is to fill in the “**NickName**”, a Phone number, assign the “speed dial” using the drop down arrow, then make adjustments to the **Speed Dial Phone Label**! Click [OK] when done adding/editing the record.



USING ABBR. SPEED DIAL

Once you have entered all of your contacts into the online Call Manager you are ready to start using the speed dial feature from your telephone. There are a couple of different ways to do this and each is described below.

OPTION 1

- Without lifting your telephone handset
- Enter the digits of the abbreviated Speed dial access code number 1-999 that you created.

Note: The **[AbbrDial]** softkey now shows up once you press a digit.

- Press the **[AbbrDial]** soft key and your stored number will be automatically dialed. (You may want to keep a list of your abbreviated speed dial codes by name and number for each telephone number you program).

***** OR *****

OPTION 2 *Use this option if you prefer to pick up the handset before dialing. (Takes longer to initiate a call and requires more button presses).*

- Lift your telephone handset, you will hear the dialtone.
- Press the **[More]** softkey button.
- Press the **[AbbrDial]** soft key.
- Enter the digits of the Abbreviated Speed dial access code Number 1-199. (This number represents the location of the number on your personal Contact List or Speed Dial once you have it programmed).
- Press the **[AbbrDial]** soft key and your stored number will be automatically dialed.

(Hint: *You may want to keep a list of your abbreviated speed dial codes by name and number for each telephone number you program*)

A second method of assigning a speed dial number is to go to Phone settings page. Since this has the risk of being overwritten by assigning a contact to a line item, we do not recommend this method of entering speed dial numbers.

Second method for saving speed dial:

Assign speed dial from Phone settings page

6027 | Log Out | About

Home | Contacts | Line Settings | **Phone Settings**

Phone Information
 Name: SEP04DAD2BEF83E
 Model: Cisco 7965
 Description:

Speed Dials for This Phone

Number	Label	ASCII Label
1	Mobile Phone	s Mobile Phone
2	Phone	Phone
3		
4	Phone	Phone
5	le Phone	
6		
7		
8		
9	Mobile Phone	
10		
11		
12		
13		

Save Reset

To set speed dial for the main buttons on your phone, follow these steps:

Procedure

Click on the “Phone settings” menu

Step 1 Position cursor on speed dial box under “**Number**” column, you want to use

Step 2 Type in the number you want to store for this speed dial number

Step 3 Enter the “**Label**” to be associated with this button

Step 3 Click **Save**

(The numbers on the left (1-199) represent the speed dial code associated with each line item being programmed.)



DIALING A PHONE CONTACT (from within the Web portal)

Cisco Unified CM User Options gives you the ability to make phone call from the Contacts page. For this feature to work, you must save a phone number or email address in the contact information.

To initiate a phone call or email message to a directory entry, follow these steps:

Procedure

Step 1 On the toolbar, click **Contacts**.

Step 2 Locate the person you want to call

Step 3 In the “**Actions**” column, click the phone handset icon.



Step 4 If the contact has multiple phone numbers, select the number you want to dial.

Step 5

Dial



E-MAILING CONTACT (from within the Web portal)

Cisco Unified CM User Options gives you the ability to initiate an email message to a personal contact. For this feature to work, you must have the email address saved in the contact information.

To initiate an email message to a personal contact, follow these steps:

Procedure

Step 1 On the toolbar, click **Contacts**.

Step 2 Locate the person you want to email.

Step 3 In the “**Actions**” column, click the envelope icon



Note: If the Actions column does not display the envelope icon beside the contact you want to email, then an email address has not been saved in that person’s contact information.

Step 4 An email in your Outlook is now addressed to the person for sending an email, fill in the subject and body of the email and send.