# Cisco Unified Communications Self Care Portal

This document describes how to use Unified Communications Self Care portal to configure user settings for your Cisco Unified IP phones and Jabber Devices. Using Unified Communications Self Care portal, you can configure settings such as speed dial numbers, contact lists, phone services, and voicemail notifications.

Self Care Portal Login

The Unified Communications Self Care portal uses a web-based interface that will require you to enter a web address in your browser. The web address is phone.uwp.edu.

[Note – you must be on the University of Wisconsin-Parkside campus network or using a VPN connection if not on the campus network.]

You will be prompted to enter a username and password. The login credentials are the same as your computer login and password. Once username and password have been entered, click the green **Sign In** button.
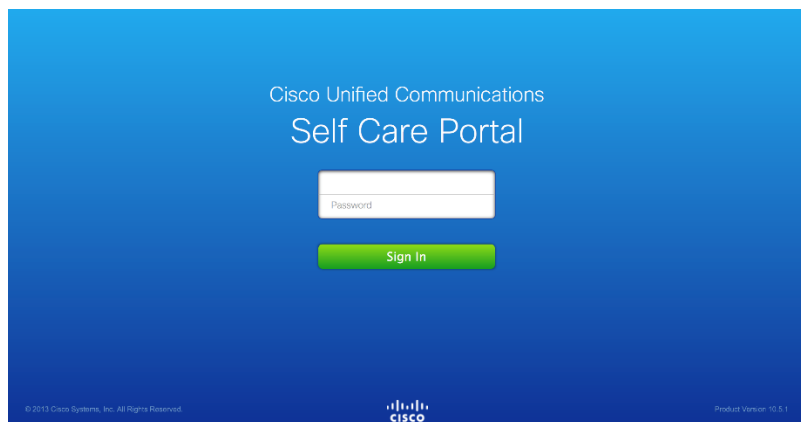
Cisco Self-Portal User Interface

The interface has three main tabs.

Each tab contains a link to different options that you can configure. The tabs are as follows:

- Phones—The settings under this tab allow you to view and configure your phone settings such as speed dial numbers, ring settings, call history, and call forwarding settings.
- IM & Availability—The settings under this tab allow you to set up your Do Not Disturb and IM & Presence status.
- General Settings—The settings under this tab allow you to configure settings such as user locales and passwords.

Note: Some settings that appear in this document may not appear when you set up your phone in Unified Communications Self Care portal due to phone capabilities and University of Wisconsin-Parkside security parameters.

Common Features and Icons

The Self-Care Portal uses the following icons to execute common functions.

Icon	Description
⊕	**Add New**—Click this icon to add a new item, such as a new phone, new service, or a new speed dial number.
✕	**Delete**—Click this icon to delete this setting.
✏	**Edit Settings**—Click this icon to edit an existing setting.
∞	**Linked**—When the Linked icon displays, phone settings for this particular phone setting are linked. If you update one of your phones, Unified Communications Self Care Portal applies the same update to your other phones. Click the icon to change the status to unlinked so that you can apply unique settings for each phone.
⊶	**Unlinked**—When the Unlinked icon displays, each of your phones can have unique settings for this phone setting. Click the icon to change the status to linked so that your phones share the same setup for this phone setting.

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.
- Phone Settings—Under Phone Settings, you can configure phone settings such as speed dial numbers, ring settings, and voicemail notifications.
- Call forwarding—Under Call forwarding, you can configure call forwarding options for your phones.
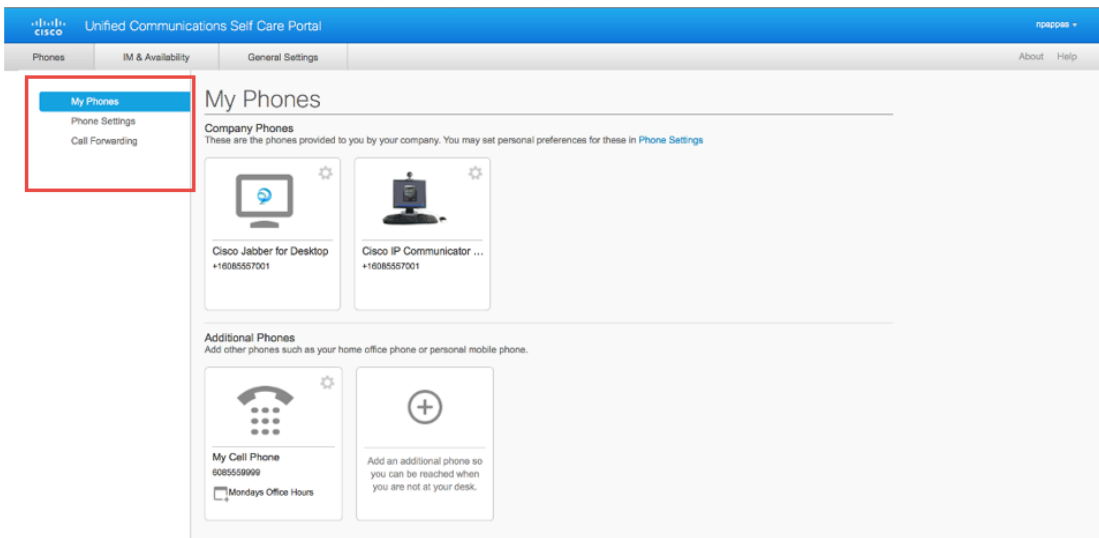
My Phones

The **My Phones** window displays a summarized view of your company phones and any additional phones where you can be reached when you are not at your desk. The My Phones window is split between two main headings:

Company Phones

The **Company Phones** section displays phones that have been provided by University of Wisconsin-Parkside. In the Company Phones window, you can edit phone and line descriptions for your company phones. The settings that you apply under Phone Settings apply exclusively to company owned phones.

Modify Company Phone Settings
Add a Description to Phone

Click the desired phone in the Company Phones section you wish to modify. Two options, Edit and Settings, will be available.

By selecting **Edit**, you can enter a description that allows you to easily identify the phone.

By selecting **Settings**, you can setup Speed Dials, Services, Review Call History and Phone Contacts (personal directory). This option will direct you to the **Phone Settings** section of the Self Care portal.

Note: Some features in the Phone Settings section may be deactivated by phone administrator. Please contact your Cisco phone administrator for additional information.

Set Up Speed Dials

Speed dialing allows you to enter an index code, press a button, or select a phone screen item to place a call, rather than dialing the number manually.

Step 1: Click the **Phones** tab.

Step 2: Click **Phone Settings**.

Step 3: Click **Speed Dial Numbers** in the Phone Settings section.

Step 4: Click **Add New Speed Dial** link in Speed Dial Numbers section. The Add Speed Dial dialog box appears.

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 network administrator has enabled you with access.

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. You must enter the phone numbers exactly how you would dial them from your phone [4-digits for internal contacts, 9 + 7 digits for external numbers, etc.].

Step 8: Click **Save**. Your phone will reset as it is updated with your new Speed Dial entries.

Note: You can configure up to 99 speed dials. You can see only as many speed-dial numbers as you have speed-dial buttons. For example, you add 15 speed-dial numbers in the Self Care portal but your phone has three available speed dial buttons. You can see only the first three speed-dial numbers from the list

of speed-dial numbers in your Self Care portal. You will be able to tell if a line button is a speed dial by looking for the speed dial icon next to the button (⬛).

Accessing Speed Dials

There are three ways to access speed dials on your phone, depending upon how your speed dials are set up:

If a speed dial is associated with a line button:

- Press the desired line appearance button to call your party.

If speed dials are associated with index numbers (numerals):

1. Leave your phone on the hook (on speaker) and enter the number of the desired speed dial.
2. Press the **Speed Dial** softkey to begin dialing the call. Immediately after you press **Speed Dial**, you can pick up the handset if you wish to go off speaker. If the **Speed Dial** softkey is not available on the main phone screen, press the **More (…)** softkey until the **Speed Dial** softkey is available.

Navigation cluster (⬤) Navigation ring and Select button— Use the outer ring of navigation cluster to access all Speed Dials setup in Self Care portal. Press the top white dot on outer ring to access this list.

Services

The Services option allows you to add phone services such as a company directory to your Cisco Unified IP phones and Jabber applications. The list of available services depends on which phone model you are configuring.

To add a service, perform the following steps:

Step 1: Click the **Phones** tab.

Step 2: Click **Phone Settings**.

Step 3: Click **Services** to expand the Services view.

Step 4: Do the following:

- If your phones are linked, click Add new service.
- If your phones are not linked, select the phone for which you want to add a service, and click Add new service.

Step 5: From the Service drop-down list box, select the service that you want to add.

Step 6: In the **Display Name** text box, enter the label that you want to use to identify the service on your phones.

Step 7: Enter any required parameters.

Step 8: Click OK.

Call History

Call History allows you to log missed calls for each of your phones. To view the call history for each of your designated phones, perform the following steps:

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.

Phone Contacts (personal directory)

Phone contacts allow you to store phone numbers and email addresses for your personal 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.

To set up your phone contact list, perform the following steps:

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.

Dial Number from Personal Contacts Directory

Step 1: Press **Contacts** button on phone ( )

Step 2: Select **Personal Directory** and search for an entry.

Step 3: Sign in to Personal Directory (using user ID and PIN).

Step 4: Select the personal address book entry that you want to dial.

Step 5: Press **Dial**.

Additional Phones

Unified Communications Self Care Portal allows you to setup additional phones such as a home office phone, or a mobile phone, to the phones provided by University of Wisconsin-Parkside. Additional phones provide an additional number where you can be reached if you are not at your desk.

You can enable your additional phones for Single Number Reach accessibility, Mobility softkey access, or Extend and Connect control by Jabber. ***However, you cannot configure phone settings for additional phones***.

To set up an additional phone, perform the following steps:

Step 1: Click the **Phones** tab.

Step 2: In the left navigation pane, click **My Phones**.

Step 3: Under **Additional Phones**, click the Add New (⊕) icon. The Add a New Phone window displays.

Step 4: Enter the phone number and a description for your phone.

Step 5: Optional. If you want to configure Single Number Reach for this phone, check the Enable Single Number Reach check box. This feature enables callers dialing your business phone(s), to ring the designated phone you added at the same time.

Step 6: Optional. If the phone you added is a mobile phone, check the **Enable Move to Mobile** check box. This feature transfers active calls from your Cisco IP Phone to the mobile phone by pressing the **Mobility** softkey button on your Cisco IP Phone.

Step 7: Optional. If you want this phone to be enabled for the Extend and Connect feature with Cisco Jabber, check the **Enable Extend and Connect** check box.

Step 8: Click **Save**.