



## Cisco Unified Communications Manager (UCM) User – Tucson

### Overview

Your Cisco IP Phone is a networked device that can share information with other networked devices, including your computer.


If you have not been given confirmation that your UCM User account has been set up, please contact UIITS Telecommunications Services at (520) 621-8999 or email: [UIITS-telco@email.arizona.edu](mailto:UIITS-telco@email.arizona.edu)

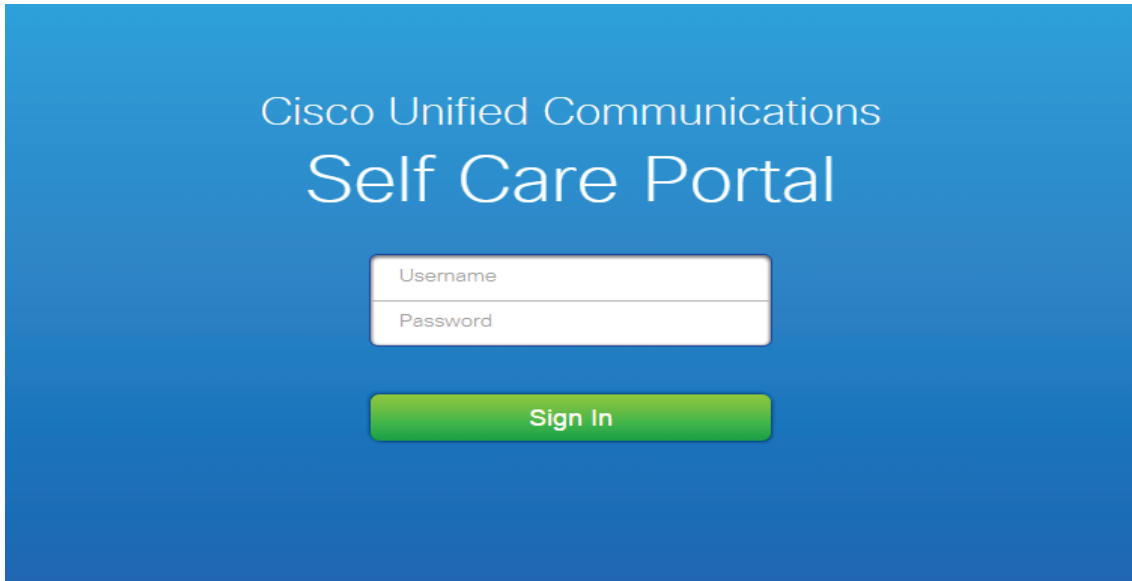
Cisco Unified Communications Manager User (UCM User) is a Web application that allows you to:

- Control phone features and settings, such as **Speed Dials and Call Forward All Calls**
- Establish and customize phone services, including **Personal Address Book, Fast Dials and Speed Dials**

**Note:** Your phone may recycle (reboot) after updating via UCM User.

### Logging On To UCM User

1. Open your web browser (Firefox, Internet Explorer, Chrome, etc.) and go to the UCM User web address: <https://ccm-pub.voip.telcom.arizona.edu/ccmuser/>
2. In the **User Name** text box enter your UA NetID. In the **Password** text box enter your password.
3. Click  **Sign In**



4. If any errors occur during log in, contact UITS 24/7 IT Support Center at (520) 626-TECH (8324).

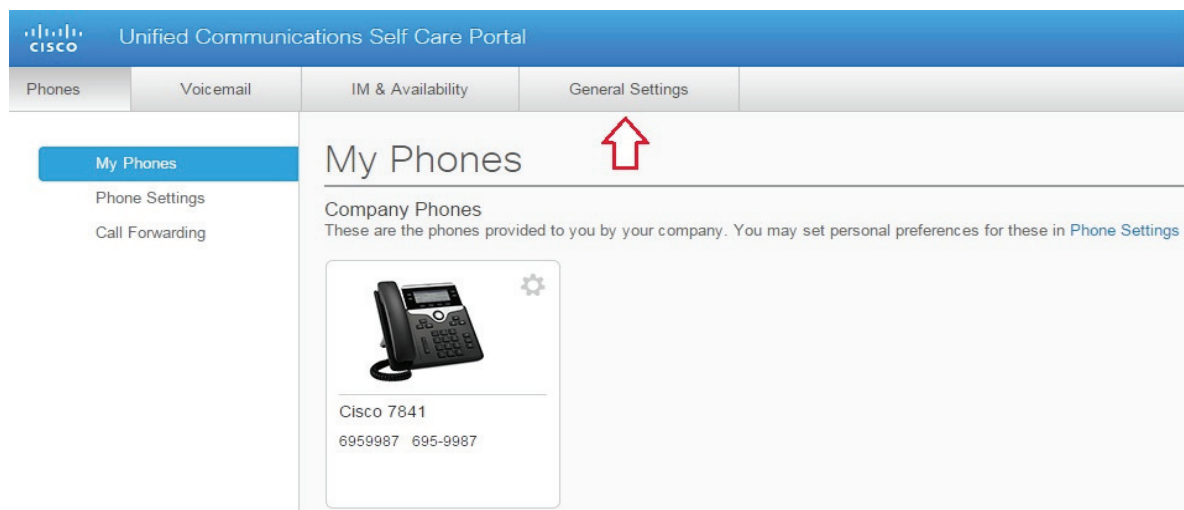
## Main Screen

From the main screen, You will see a picture of your device(s) under **My Phones** along with several navigation tabs on the upper left hand corner of the screen; **Phones, Voicemail, IM & Availability, General Settings**.

## Changing Your PIN: General Settings (Tab)

Reset your PIN after your initial login! The PIN must be numeric only.

1. To Change your pin select the **General Settings** tab on the main screen



2. Type your **New Phone Service PIN** in the text box indicated (the PIN must be numeric only). **Confirm Phone PIN** by entering the new phone PIN again. Click **Save**.

▼ Phone Services PIN

This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters, or special characters.

New Phone PIN:

Confirm New Phone PIN:

**Note:** when you change your PIN, be sure to input your new PIN on your VoIP phone.

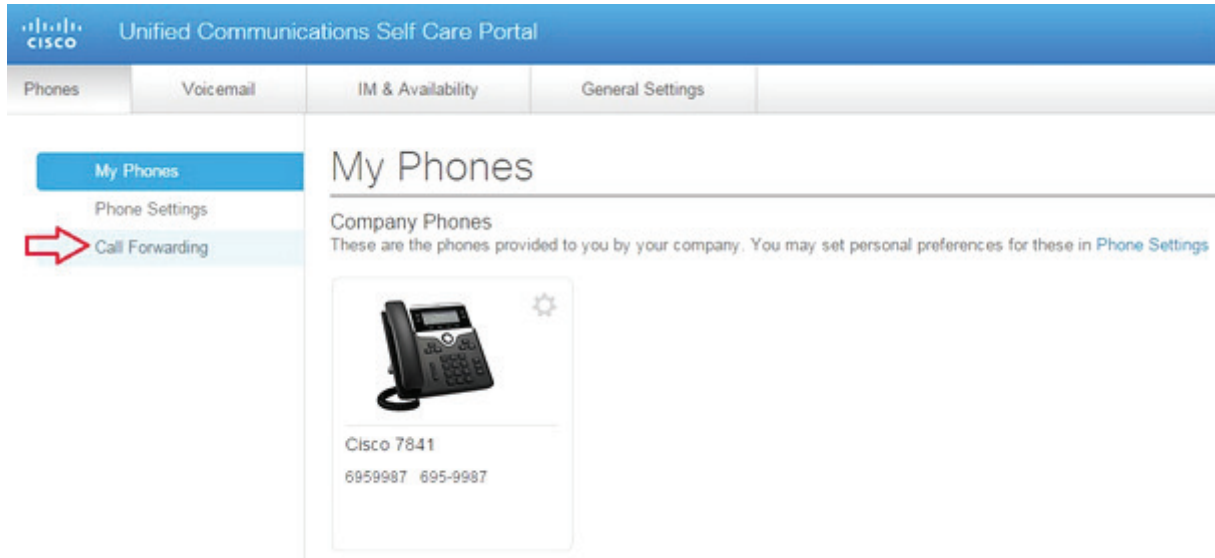
## Forward Calls

To forward the primary line on your phone, you can use your phone's CFwdALL SoftKey or UCM User.

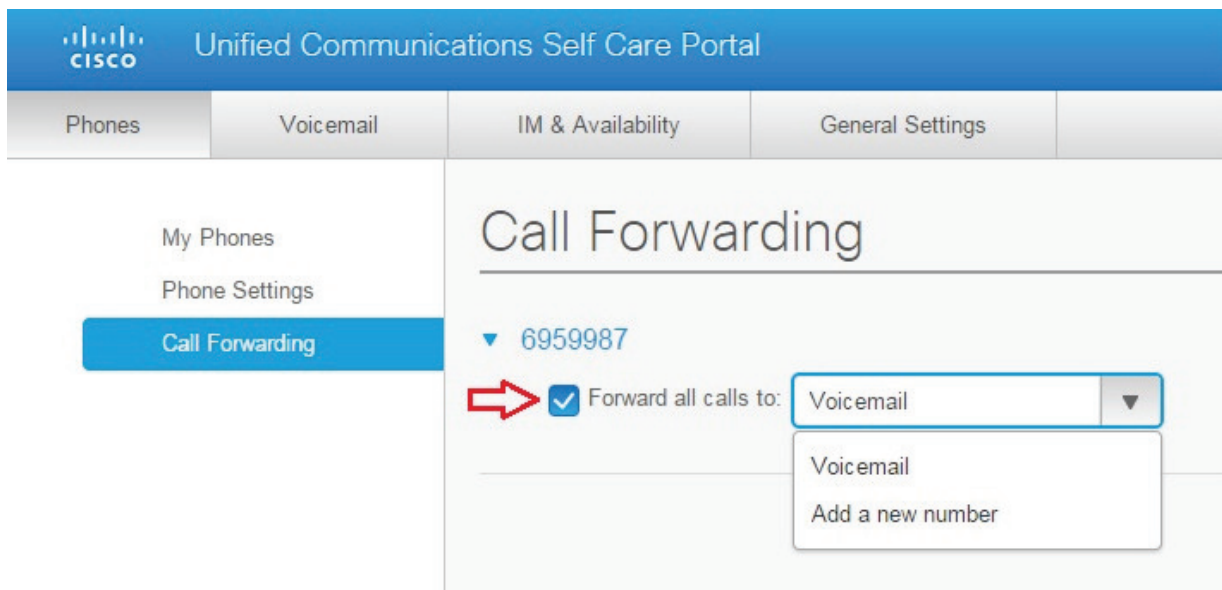
The only way you can forward any other line appearance on your set is by using UCM User. There is no indication on your phone that other line appearances are actively forwarding or not.

## Forward Your Line(s)

1. Select **Call Forwarding** from the main screen. If you have more than one device be sure to select the correct one.



2. Click the **Forward all calls to:** box and select either Voicemail or Add a new number. Click Save.



## Un-forward Line(s)

1. Uncheck the box next to **Forward all calls on line.** Click **Save.**

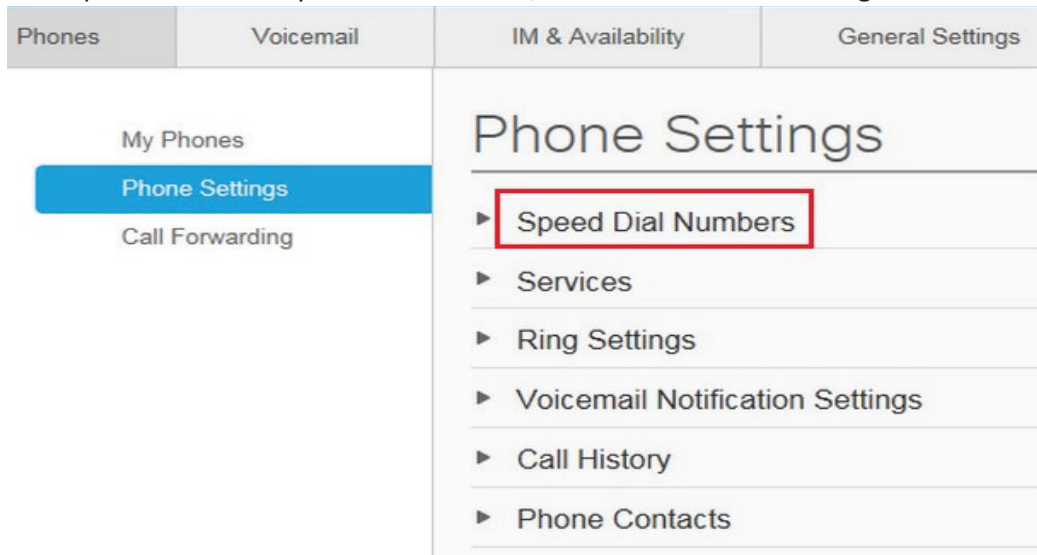
## Speed Dials

Speed Dials are split up between available line buttons on your phone and hidden Abbreviated Dial Settings. Once a Speed Dial button is set up, you simply press the button and it dials the pre-programmed speed dial number. Once an Abbreviated Dial line is set up, you press the 1-or 2-digit corresponding speed dial code, and then press the **AbbrDial** soft key on your Cisco phone.

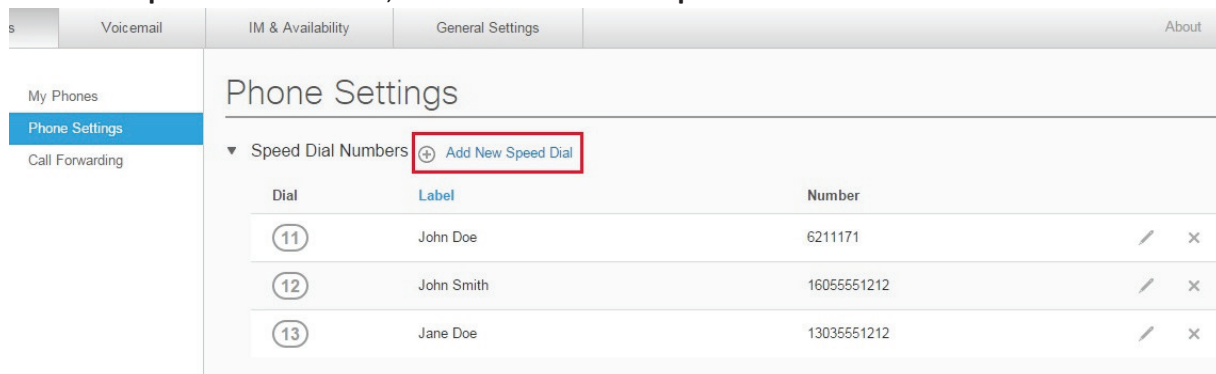
**Do not use hyphens, spaces, ( ), etc.; enter the number as you would dial it (i.e., 6021234567 instead of 602-123-4567).**

For Toll Bypass numbers, omit the leading 1; for international numbers add 011, etc.

1. To set a speed dial choose your correct device, then choose Phone Settings.



2. Select **Speed Dial Numbers**, then select **Add New Speed Dial**.



3. In the **Number/URI** field, type in the phone number (no dashes, spaces). Also input **Label** and **Speed Dial** code (between 1-199) (**ASCII Label** will be automatically filled in). Press **Save**.

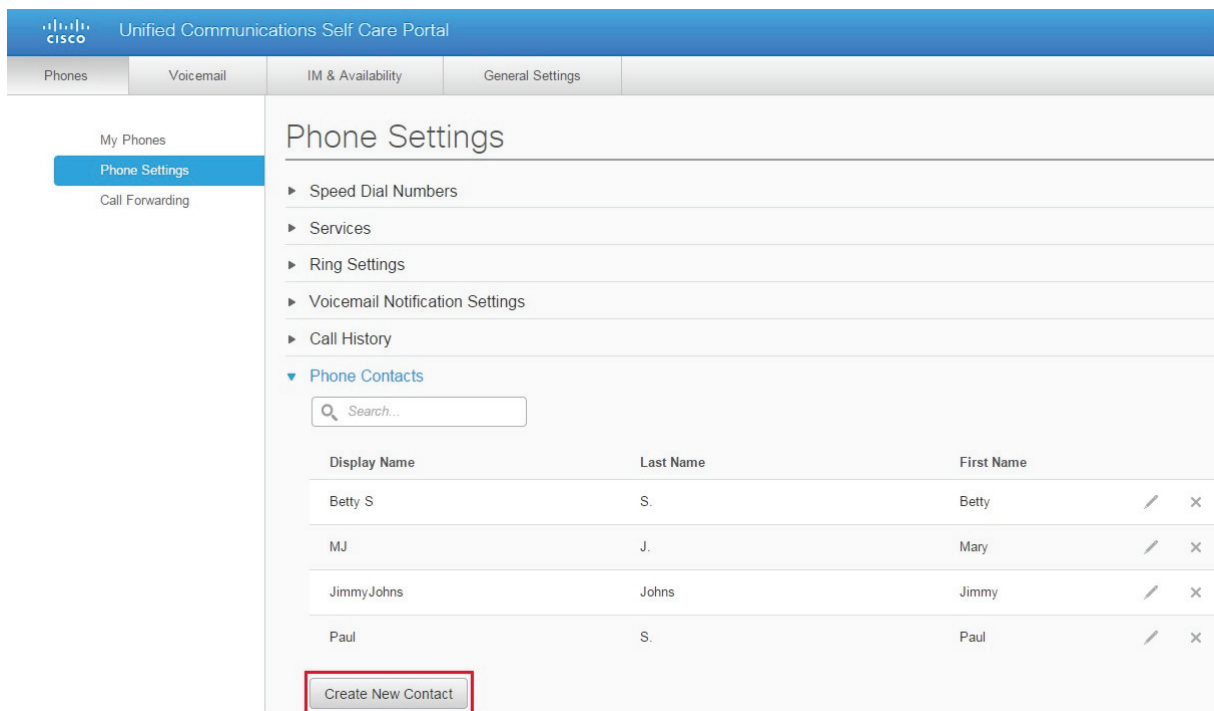
**Note:** Print out the page after you are done adding speed dials to use as a reference.

## Personal Address Book

You should already be subscribed to your Personal Address Book. If so, this is accessible by clicking on **Phone Settings** then **Phone Contacts**. If not, please contact UITS Telecommunications Services at (520) 621-8999 or email: [UITS-Telco@email.arizona.edu](mailto:UITS-Telco@email.arizona.edu)

### Adding Entries to Personal Address Book

- Under the **Phones** tabs, Select **Phone Settings** then **Phone Contacts**
- Click on **Create New Contact**



The screenshot shows the Cisco Unified Communications Self Care Portal. The top navigation bar includes 'Phones', 'Voicemail', 'IM & Availability', and 'General Settings'. The left sidebar shows 'My Phones', 'Phone Settings', and 'Call Forwarding'. The main content area is titled 'Phone Settings' and contains several expandable sections: 'Speed Dial Numbers', 'Services', 'Ring Settings', 'Voicemail Notification Settings', 'Call History', and 'Phone Contacts'. The 'Phone Contacts' section is expanded, showing a search bar and a table of contacts. The table has columns for 'Display Name', 'Last Name', and 'First Name'. Below the table is a 'Create New Contact' button, which is highlighted with a red box.

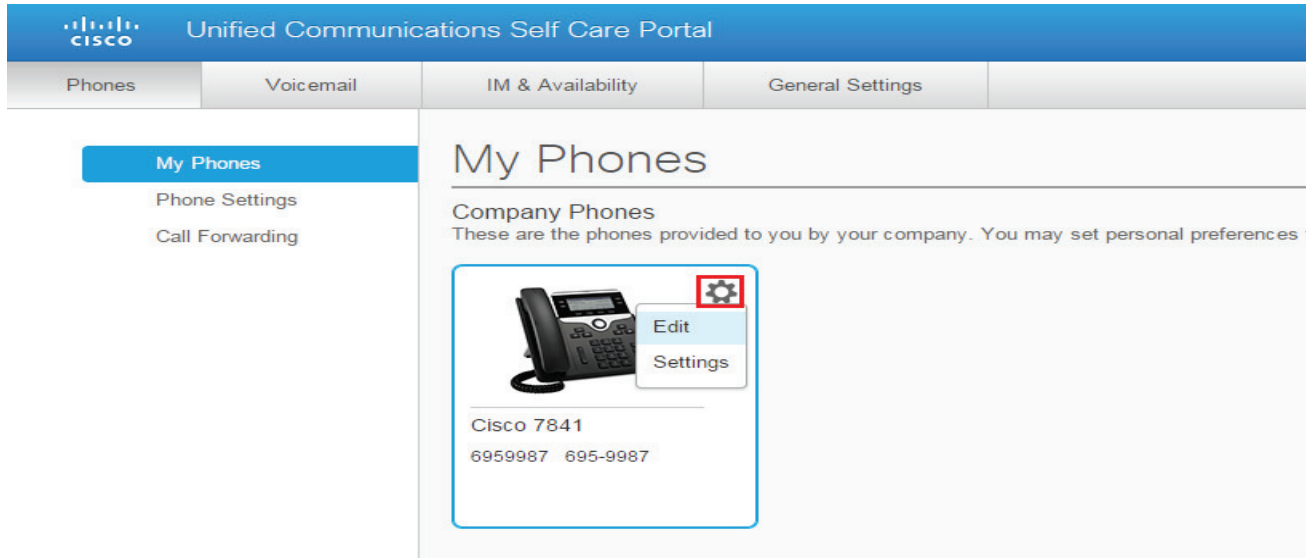
Display Name	Last Name	First Name		
Betty S	S.	Betty	/	x
MJ	J.	Mary	/	x
Jimmy Johns	Johns	Jimmy	/	x
Paul	S.	Paul	/	x

- Display Name is the only required field for an **Address Book** entry, and is not automatically populated.
  - Fill in the **First Name**, **Last Name**, **Nick Name**, and any of the phone fields. (Email does not have any functionality at this time with your phone, so it can be left blank.)
  - Enter phone numbers in the manner you would dial them – for Toll Bypass numbers, omit the leading 1, for international numbers add 011, etc.
  - Phone numbers can be entered with or without dashes – i.e., 6218999 or 621-8999.
  - Personal Address Book will sort by and display the Nickname on your phone.
- 
- Click **Save**.

## Line Labels

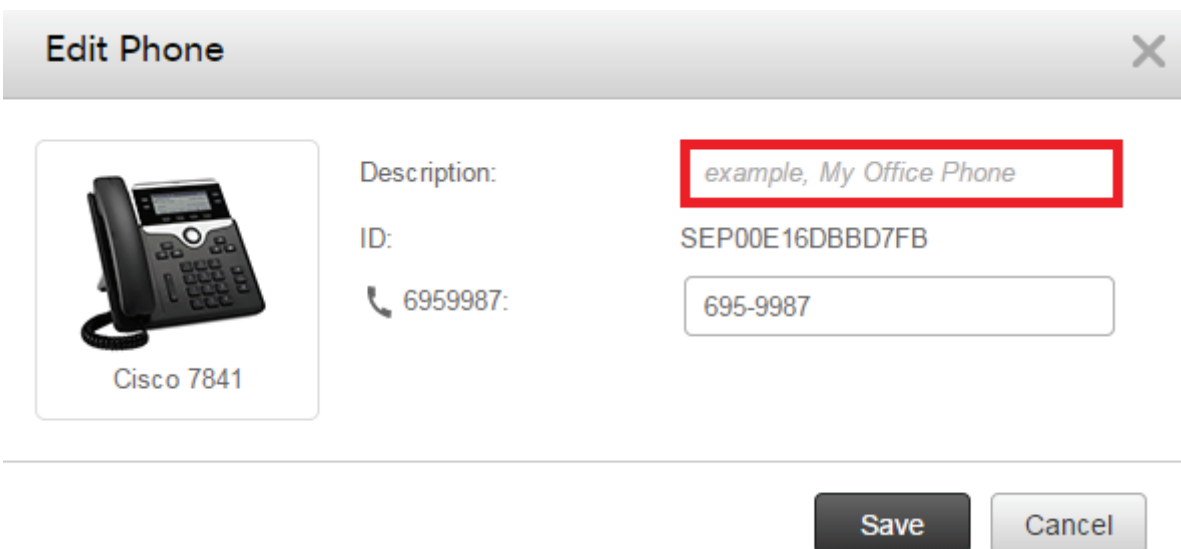
For multi-line phones, you can change the Line Labels for the lines other than the primary line that display on your phone.

1. On the main screen under the **My Phones** section left-click on which device you would like to configure. Choose **Edit** from the drop-down list.



The screenshot shows the 'My Phones' section of the Cisco Unified Communications Self Care Portal. The page title is 'My Phones' and it lists 'Company Phones'. A specific phone, a Cisco 7841 with extension 6959987, is highlighted. A red box highlights the gear icon in the top right corner of the phone's card, which has opened a dropdown menu with 'Edit' and 'Settings' options.

2. Choose the line you would like to change the label on from the drop-down box (not needed if you only have one line). Type in your **Label** (i.e., My 2<sup>nd</sup> Line 110-2330). **ASCII Label** will automatically fill in for you.
3. Click **Save**.



The screenshot shows the 'Edit Phone' dialog box. The dialog contains a Cisco 7841 phone icon. The 'Description' field contains 'example, My Office Phone' (highlighted with a red box). The 'ID' field contains 'SEP00E16DBBD7FB'. The '6959987:' field contains '695-9987'. At the bottom are 'Save' and 'Cancel' buttons.

## Contact Information

For questions or problems about UCM User, contact UITS Telecommunications Services by email: [UITS-Telco@email.arizona.edu](mailto:UITS-Telco@email.arizona.edu) or call (520) 621-8999.