Setting Up Speed Dials and Call Forwarding Using the Cisco Self Care Portal

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Logging In to the Cisco Self Care Portal

Point your browser to <u>https://ciscovoip/ucmuser</u> (users on the NIAID network will need to use the full domain name: <u>https://ciscovoip.ncifcrf.gov/ucmuser</u>)

You may receive a security alert because the security certificate we are currently using is "self-signed" as depicted below for 3 popular browsers (Firefox, Internet Explorer, and Chrome.) If you receive one of these error screens the appendices at the end of this document details the process to accept the "self-signed" certificate that the VoIP server is currently using.

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	This Connection is Untrusted
	You have asked Firefox to connect securely to ciscovoip , but we can't confirm that your connection is secure.
	Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.
	What Should I Do?
	If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.
	Get me out of here!
	Tochnical Details
	I Understand the Risks

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8	There is a problem with this website's security certificate.	
	The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.	
	Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.	
	We recommend that you close this webpage and do not continue to this website.	
	Click here to close this webpage.	
	Sontinue to this website (not recommended).	

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Google Chrome isn't your default browser. 😵 Set as default Don't ask again	×
\mathbf{O}	
Your connection is not private	
Attackers might be trying to steal your information from ciscovoip (for example,	
passwords, messages, or credit cards).	
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NET::ERR_CERT_AUTHORITY_INVALID	

Once you have resolved any certificate issues with the site you should see the webpage pictured below.



Enter your Active Directory username and password and click sign in



Configuring Speed Dials

Click the phone you want to configure speed dials on (you may only have one phone listed, however if you have multiple offices there may be multiple phones listed) and then click on Settings



Click the "Speed Dial Numbers" line to access the Speed Dials



Click the "Add New Speed Dial" link

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Call Forwarding		 Speed Dial Numbers <u>Add New Speed Dial</u> Speed dial lists may be different for your phones. To link your phones and make these settings the same, click this button. 				lick this
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		Cisco 9971 -	Travis Fouche - Test 9971 Phone	e x7419		
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		Dial	Label	N	umber	
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					©2009-2013 Cisco Systems, Inc.	All rights reserved.

In the box that pops up enter the number to dial (including a 9 for outside numbers), a label (description) for the number, and the speed dial number that you will use to access this number, and then click save.

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	bu Number/URI*	Description	Fouche (for	rmer Derek T) - 7419	
	Speed Dial*	Enter a number b	etween 1 and 199		
	*Required	Save	Cancel 5 - FD-ISP-I		
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	Dial Lab	el	Number		
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			©2009-2013	3 Cisco Systems, Inc. All rights reserved.	

In this example the number to dial is 5115, the Label is Computer Helpdesk, and the speed dial number is 2

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Using the Speed dial on your phone

Once the number is saved you can dial it from your phone by pressing the speed dial number you assigned (2 in the example above) and then the AbbrDial softkey that will appear at the bottom of the screen once you start entering a number.

Your phone must be inactive (no dial tone) in order for the AbbrDial button to appear. You can either place the call with the phone hung up, which will place the call on the speaker phone initially and then pick up the handset if you don't want the call to be on speaker phone; or you can pick up the handset and press the "End Call" softkey prior to pressing the speed dial number, and the AbbrDial softkey which will place the call on the handset

Configuring Call Forwarding using the Self Care Portal

Click the "Call Forwarding" Link on the left side of the window



Click the down arrow next to the number you want to configure



To forward calls check the box under the line you want to forward



If you want calls forwarded directly to voicemail, leave the dropdown box set to "Voicemail". If you want to forward them to another extension click the down arrow, and choose "Add a New Number"

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		For internal calls	Add a new number	
		✓ When line	is busy, forward calls to:	Voicemail
		✓ When there	e is no answer, forward calls to:	Voicemail
		For external calls	(calls from outside my compan	y)
		✓ When line	is busy, forward calls to:	Voicemail
		✓ When there	e is no answer, forward calls to:	Voicemail
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Type the number that you want the calls forwarded to into the box. Type the number as you would dial it from your Cisco phone. If forwarding to an outside number you must include the 9.

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		✓ When there	is no answer, forward calls to:	Voicemail			
		For external calls	(calls from outside my compan	у)			
		✓ When line i	s busy, forward calls to:	Voicemail			
		✓ When there	is no answer, forward calls to:	Voicemail			
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Click the Save button to Save you changes and apply them to your phone.

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Appendix A, Resolving the certificate error in Firefox

If you receive a certificate error message in Firefox (pictured below) use these instructions to accept the "self-signed" certificate used by the ciscovoip server.

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	This Connection is Untrusted
	You have asked Firefox to connect securely to ciscovoip , but we can't confirm that your
	Normally, when you to to connect securely, sites will present trusted identification to prove that
	you are going to the right place. However, this site's identity can't be verified.
	What Should I Do?
	If you usually connect to this site without problems, this error could mean that someone is trying
	to impersonate the site, and you shouldn't continue.
	Get me out of here!
· · · · ·	Technical Details
	I Understand the Risks

Click on "I Understand the Risks"



Click on Add Exception



Click on "Confirm Security Exception"

Add Security Exception					
You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.					
Server					
Location: https://ciscovoip/ucmuser/					
Certificate Status					
This site attempts to identify itself with invalid information. ⊻iew					
Wrong Site					
Certificate belongs to a different site, which could indicate an identity theft.					
Unknown Identity					
Certificate is not trusted, because it hasn't been verified by a recognized authority using a secure signature.					
Permanently store this exception					
Confirm Security Exception Cancel					

Appendix B: Resolving the certificate error in Internet Explorer 10

If you receive a certificate error message in Internet Explorer (pictured below) use these instructions to accept the "self-signed" certificate used by the ciscovoip server.

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~	There is a problem with this website's security certificate.	
	The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.	
	Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.	
	We recommend that you close this webpage and do not continue to this website.	
	Ø Click here to close this webpage.	
	Sontinue to this website (not recommended).	
	More information	

Click on "Continue to this website"

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	There is a problem with this website's security certificate.	
	The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.	
	Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.	
	We recommend that you close this webpage and do not continue to this website.	
	Click here to close this webpage.	
	Sontinue to this website (not recommended).	
	 More information 	
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Appendix C: Resolving the Certificate Error in Google Chrome

If you receive a certificate error Google Chrome (pictured below) use these instructions to accept the "self-signed" certificate used by the ciscovoip server.



Click on the "Advanced" link

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Google Chrome isn't your default browser. 🛞 Set as default Don't ask again	×
Your connection is not private	
Attackers might be trying to steal your information from ciscovoip (for example,	
passwords, messages, or credit cards).	
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