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

Contents
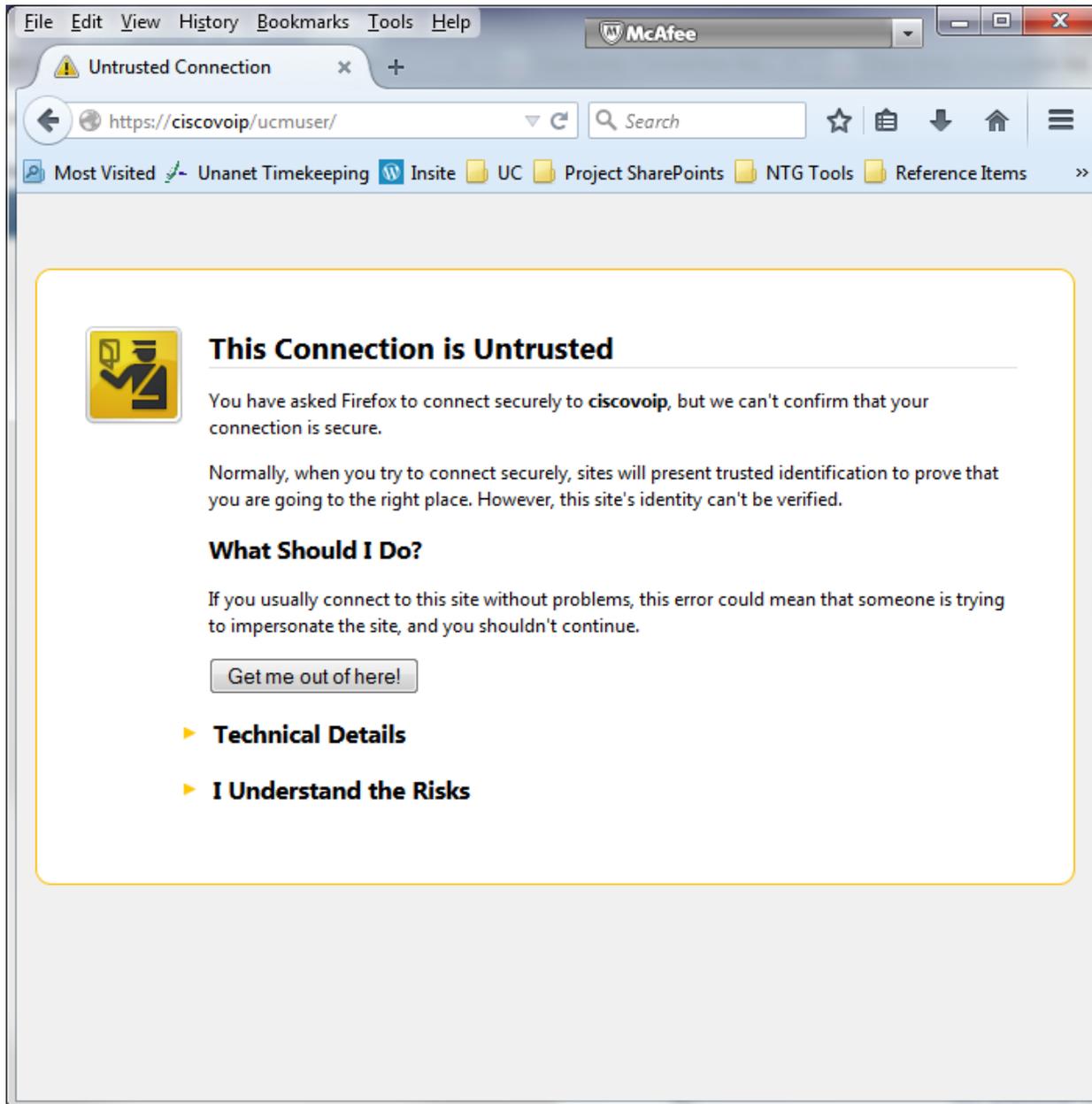
If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.

Logging In to the Cisco Self Care Portal

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

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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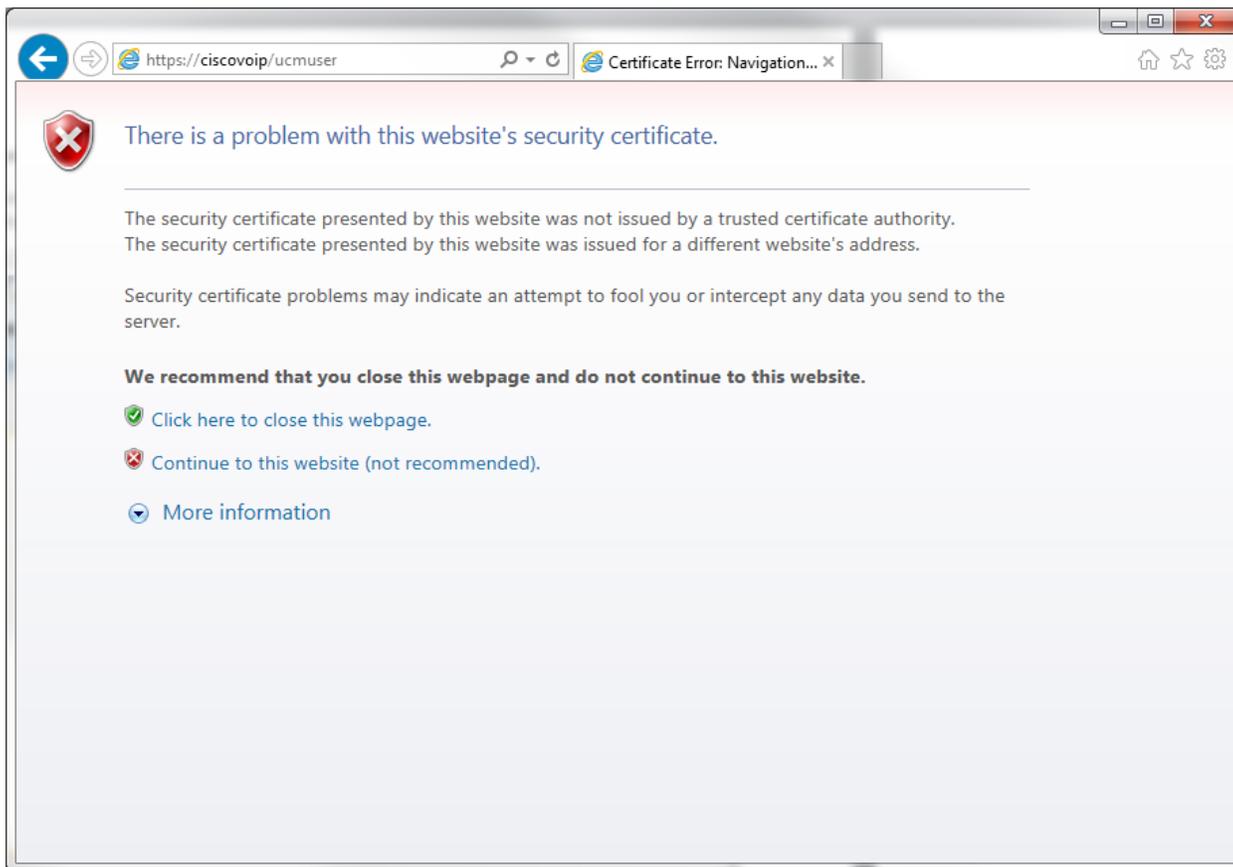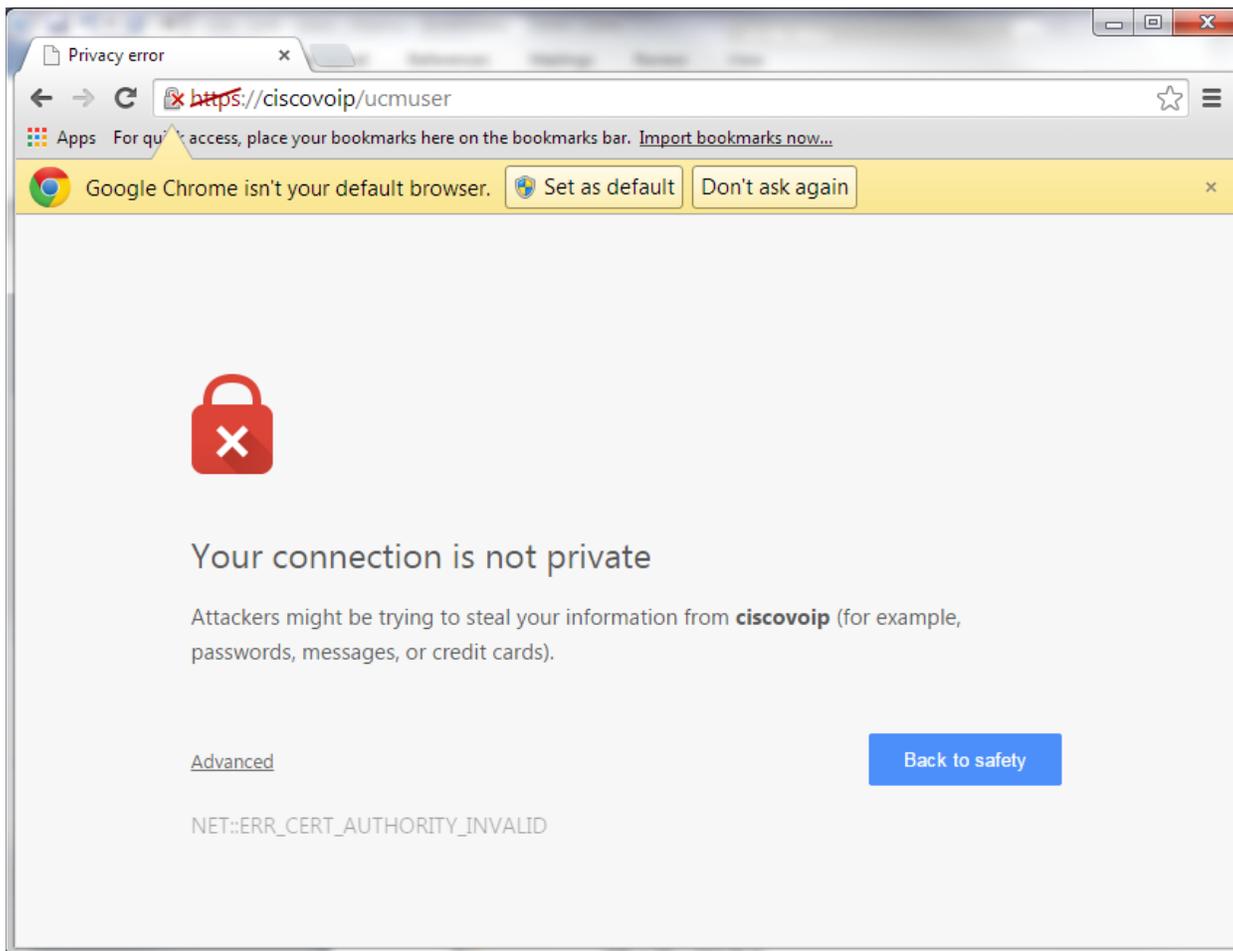
https://ciscovoip/ucmuser

Certificate Error: Navigation... ✕

⊗ **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.

⊗ Continue to this website (not recommended).
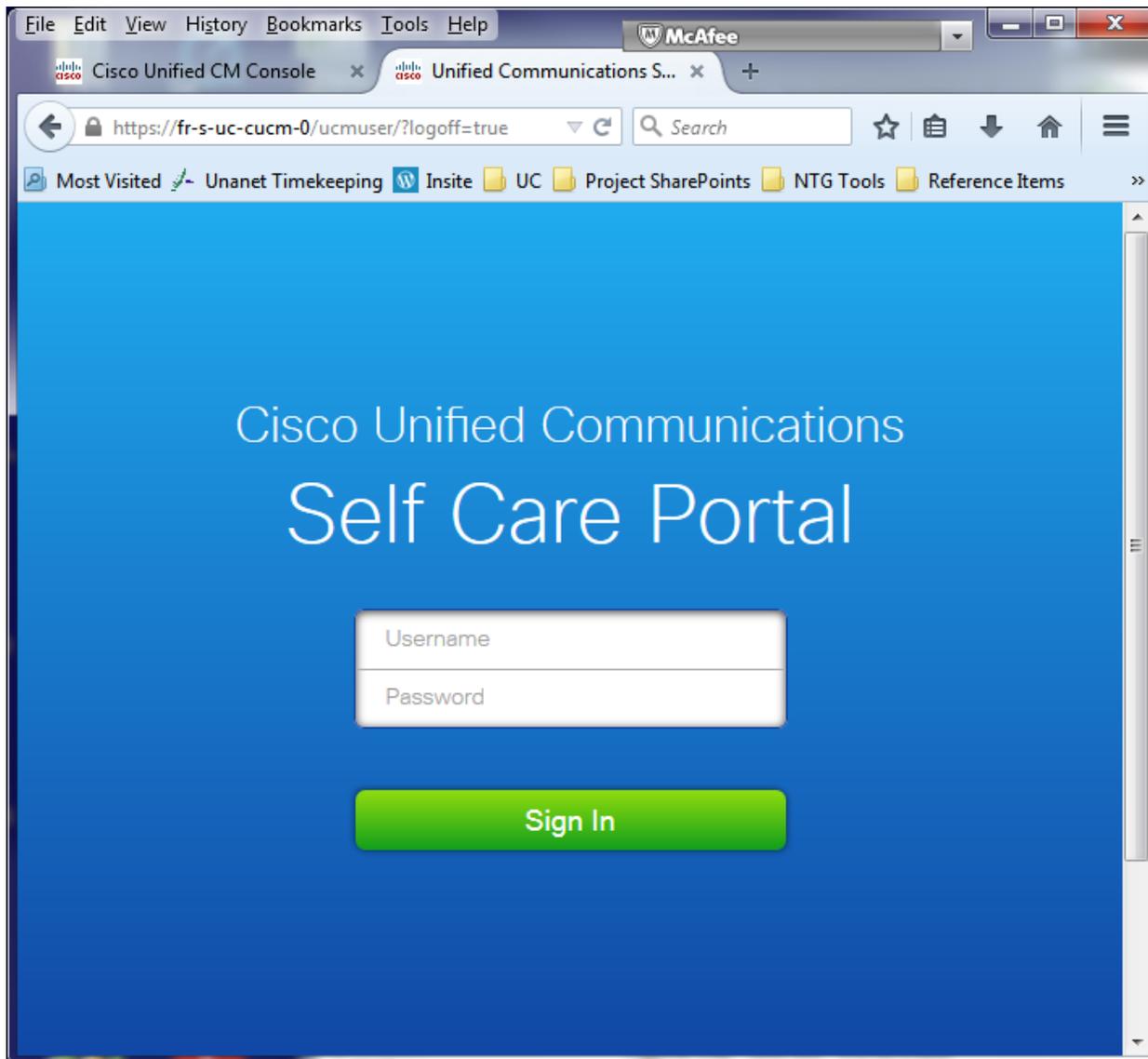
⊙ More information

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.
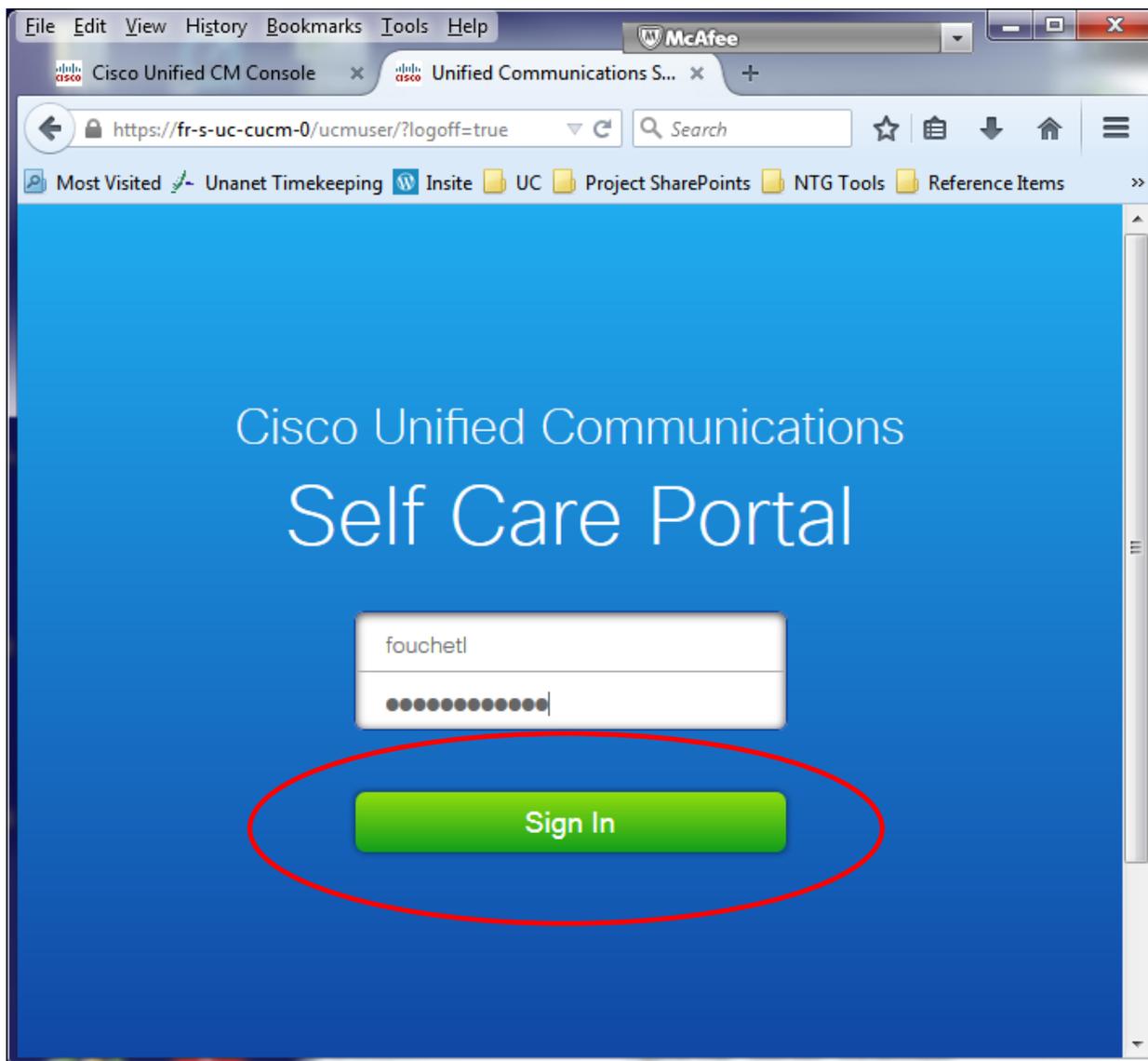
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Once you have resolved any certificate issues with the site you should see the webpage pictured below.

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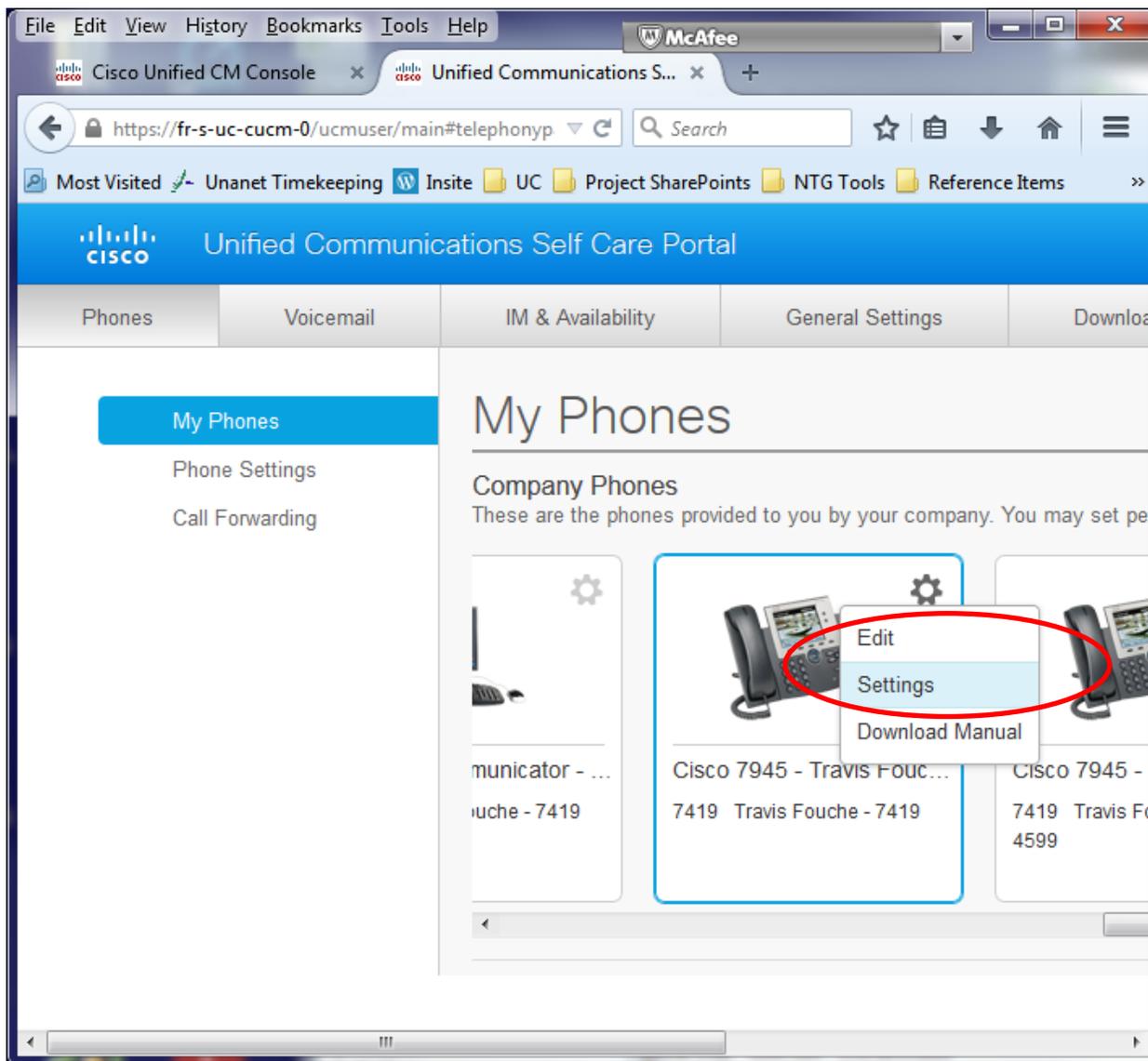
6

Enter your Active Directory username and password and click sign in

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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
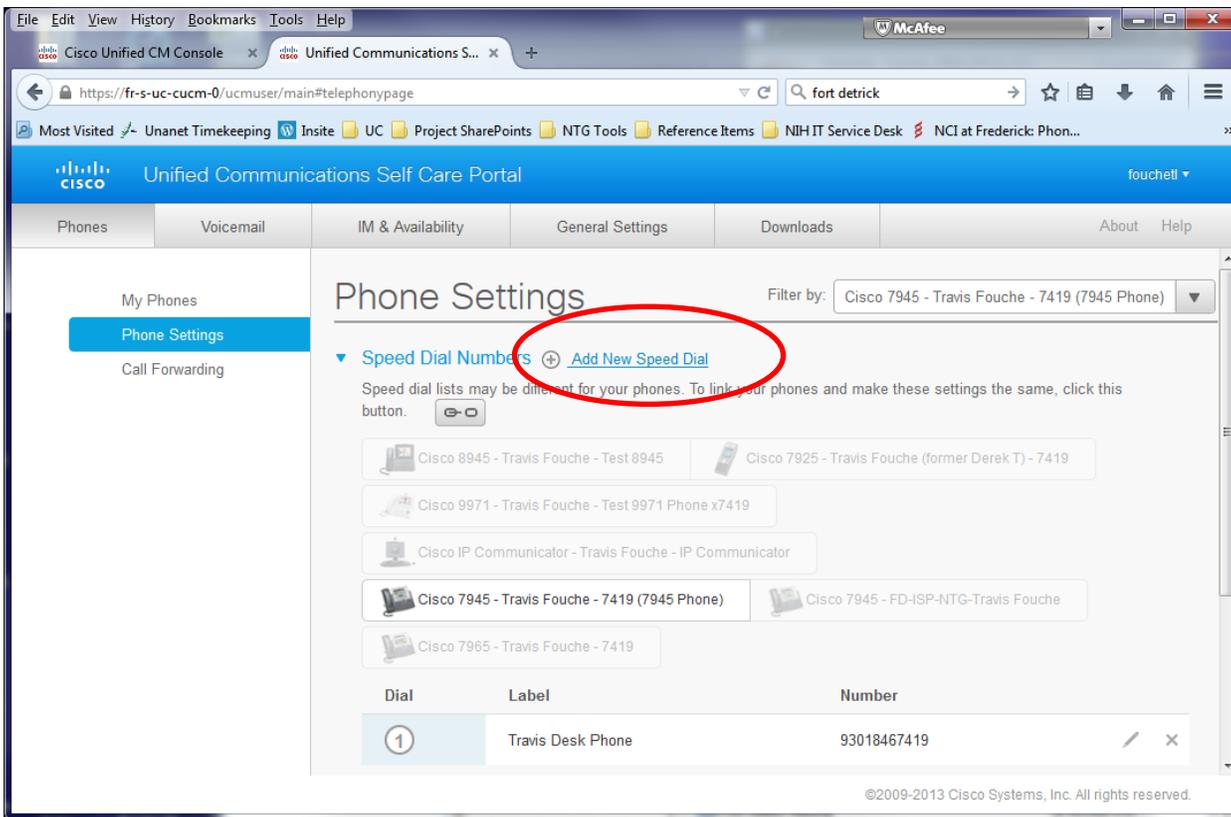
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8

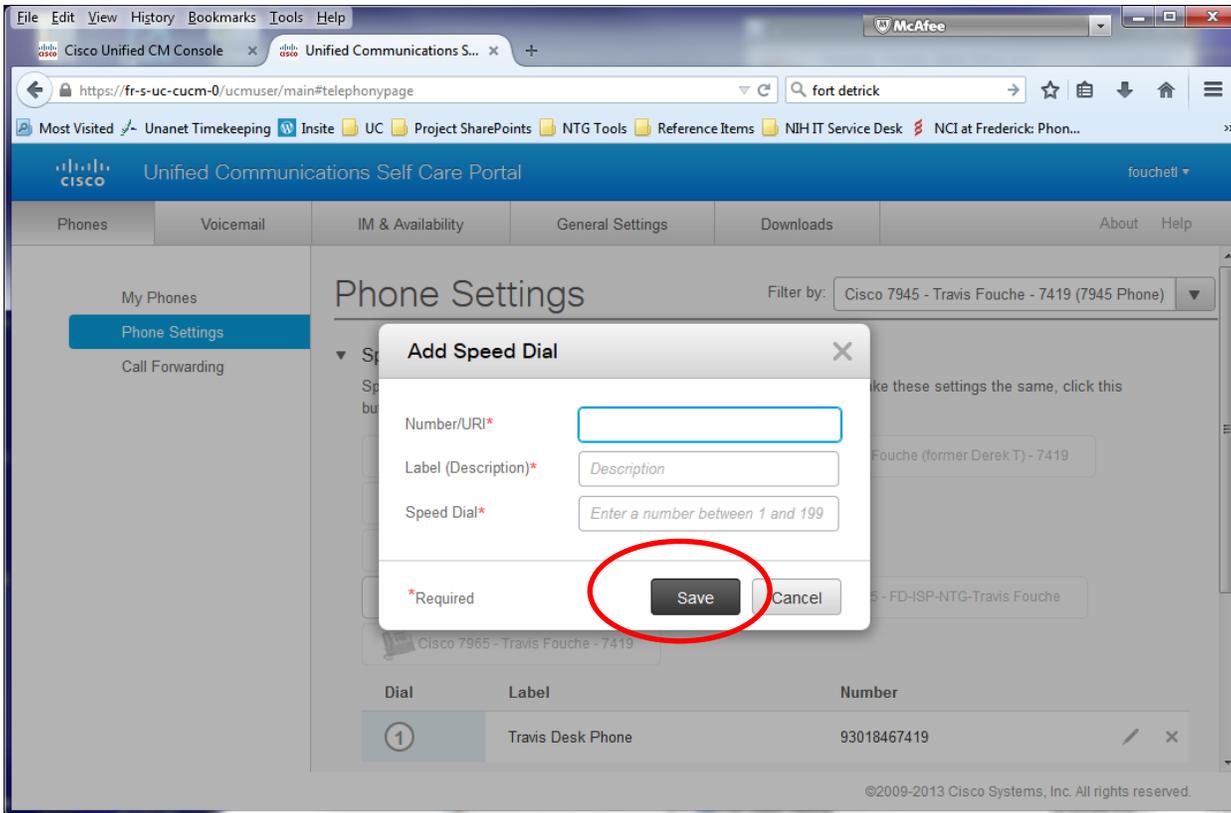Click the "Speed Dial Numbers" line to access the Speed Dials
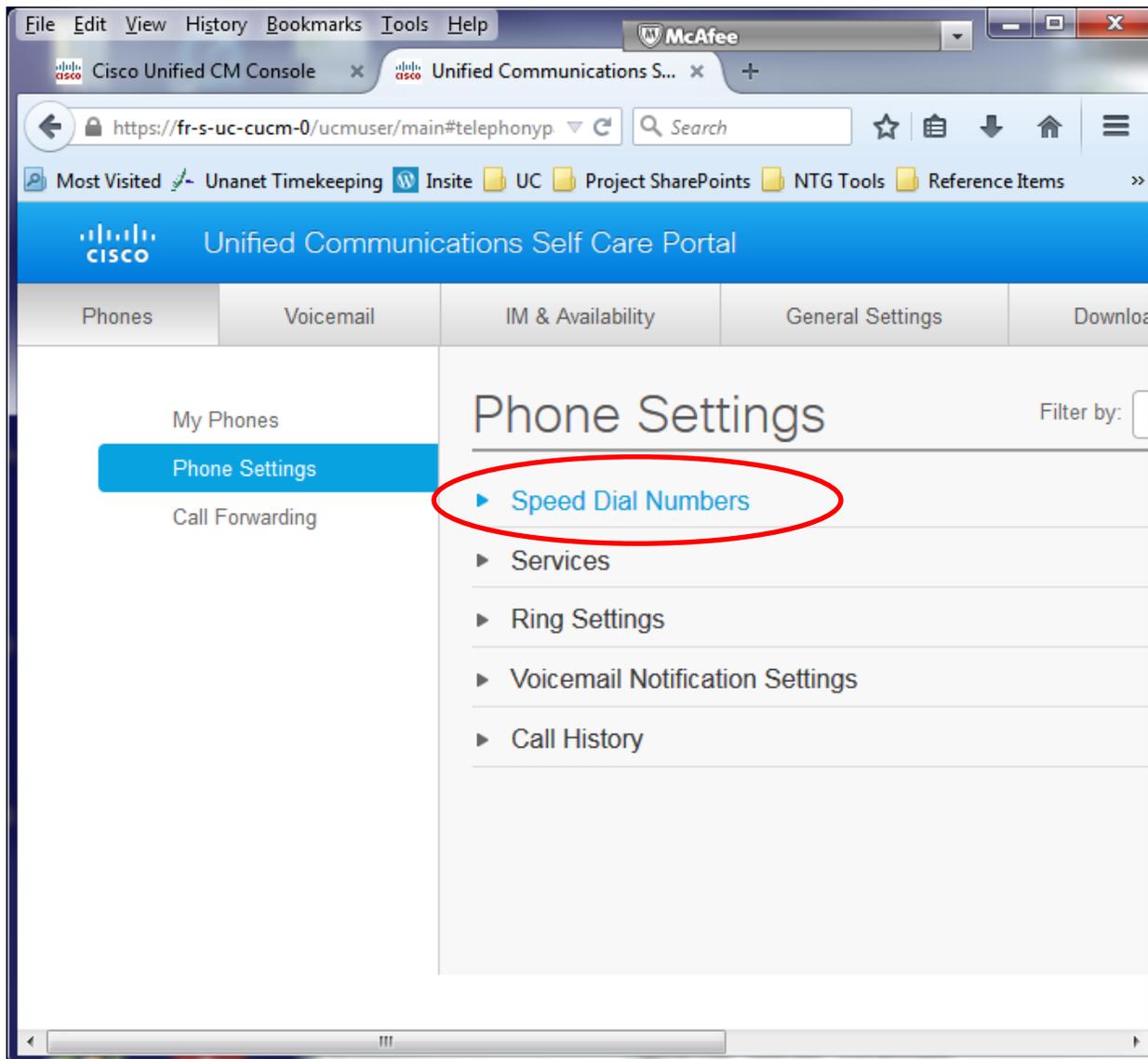
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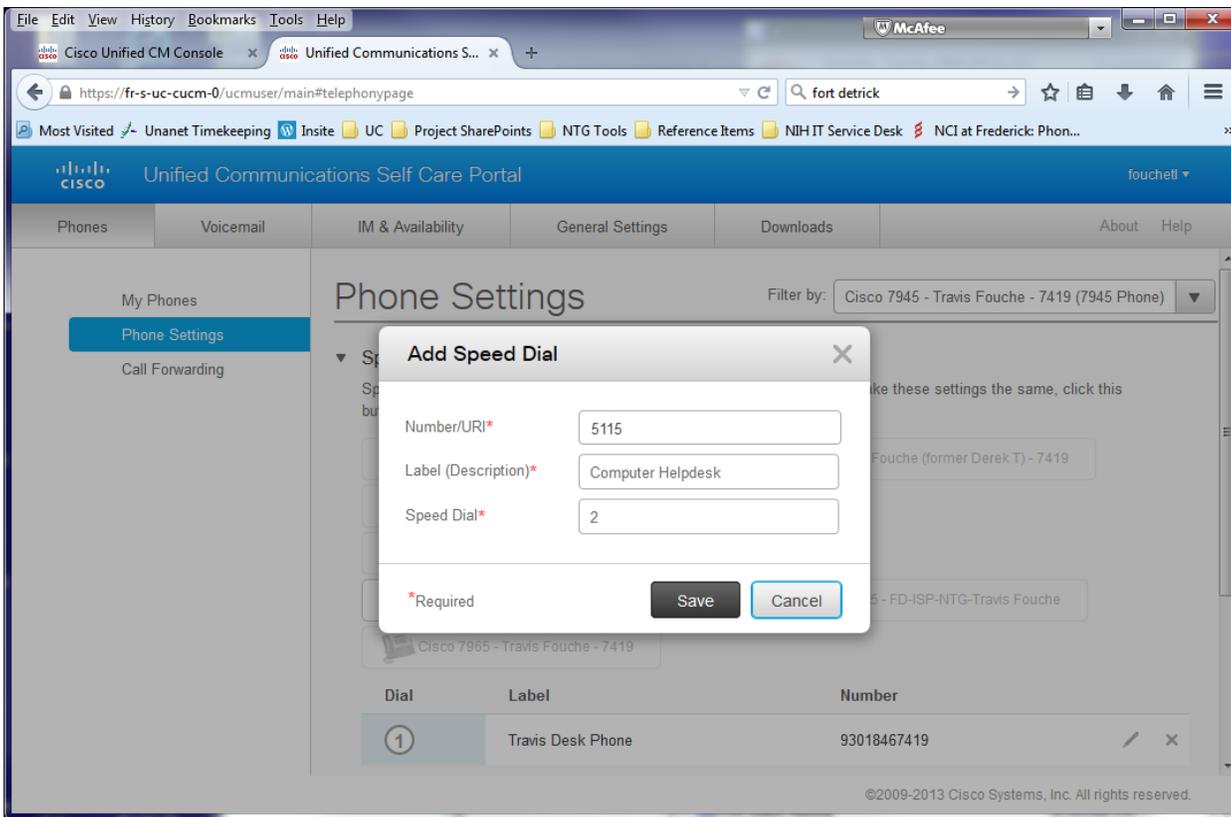
Click the "Add New Speed Dial" link

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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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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

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Configuring Call Forwarding using the Self Care Portal

Click the "Call Forwarding" Link on the left side of the window
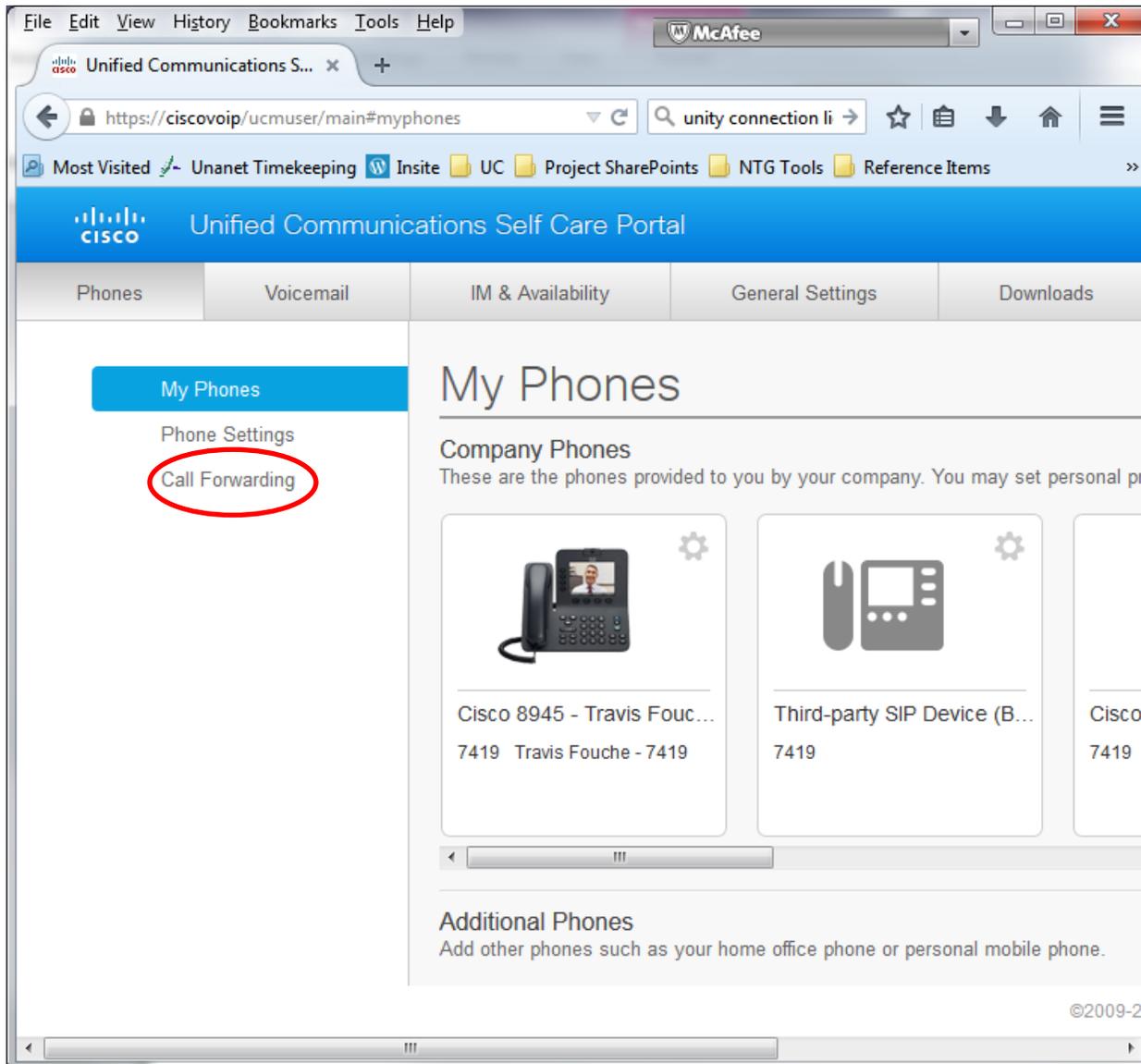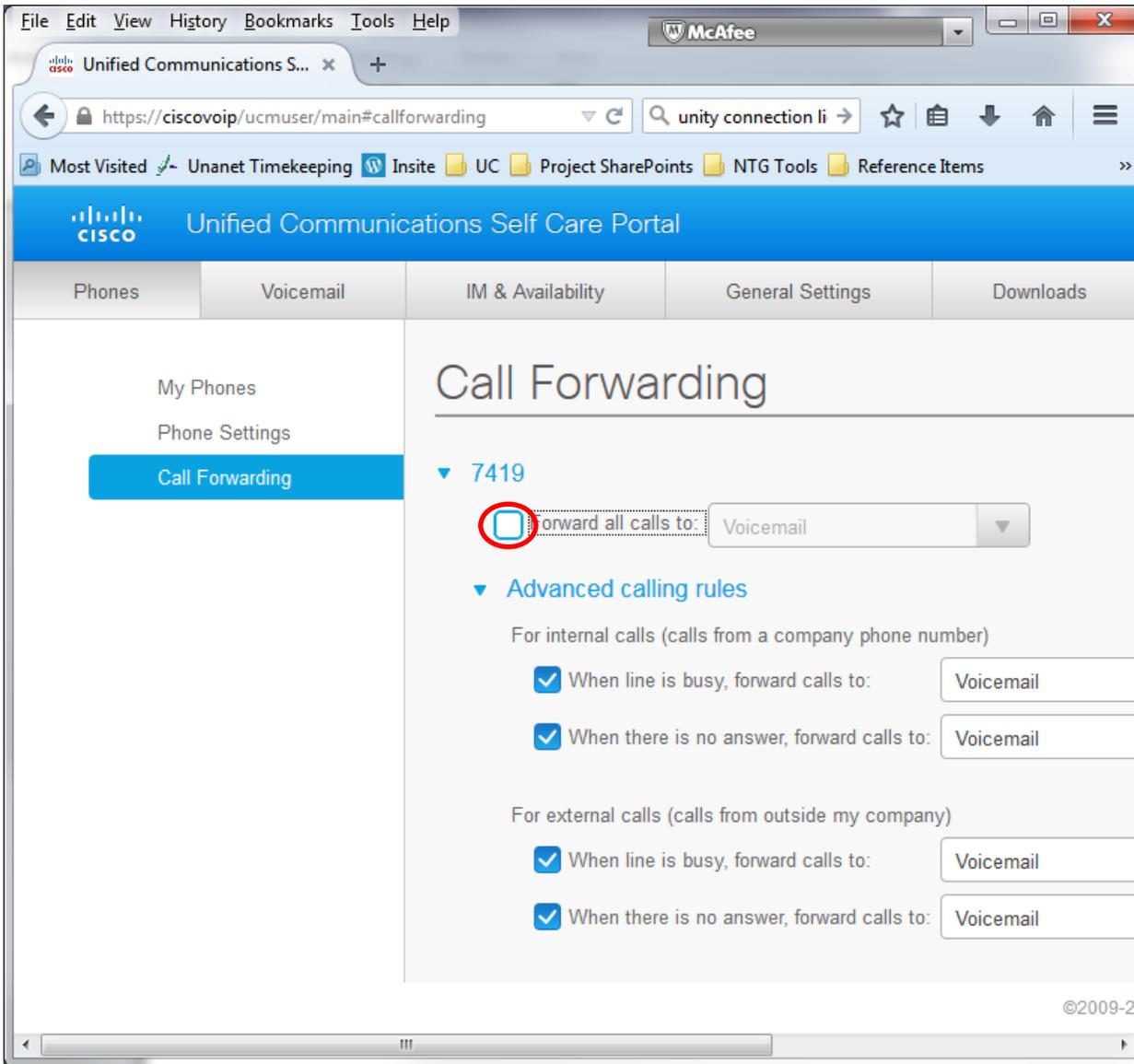
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14

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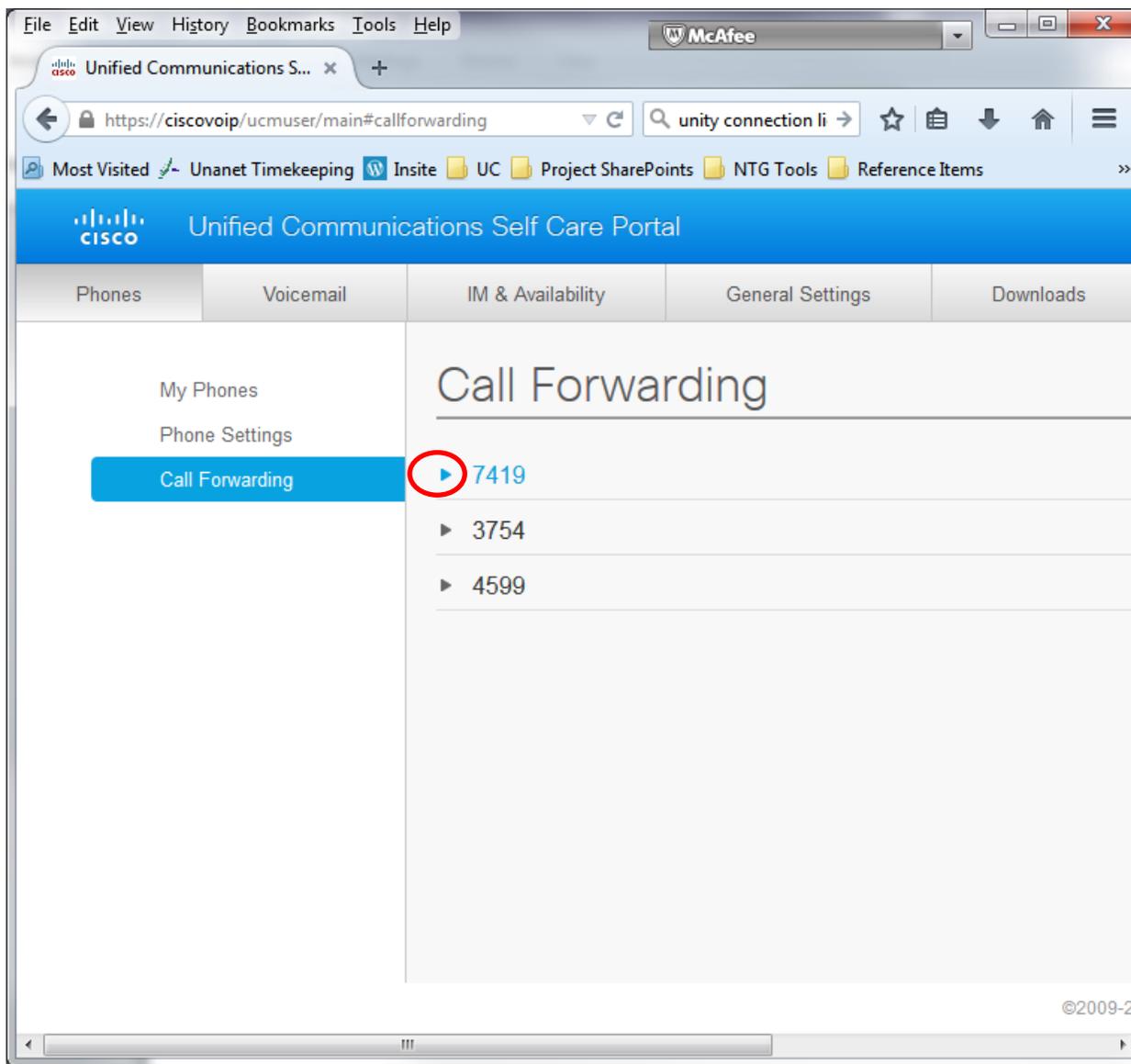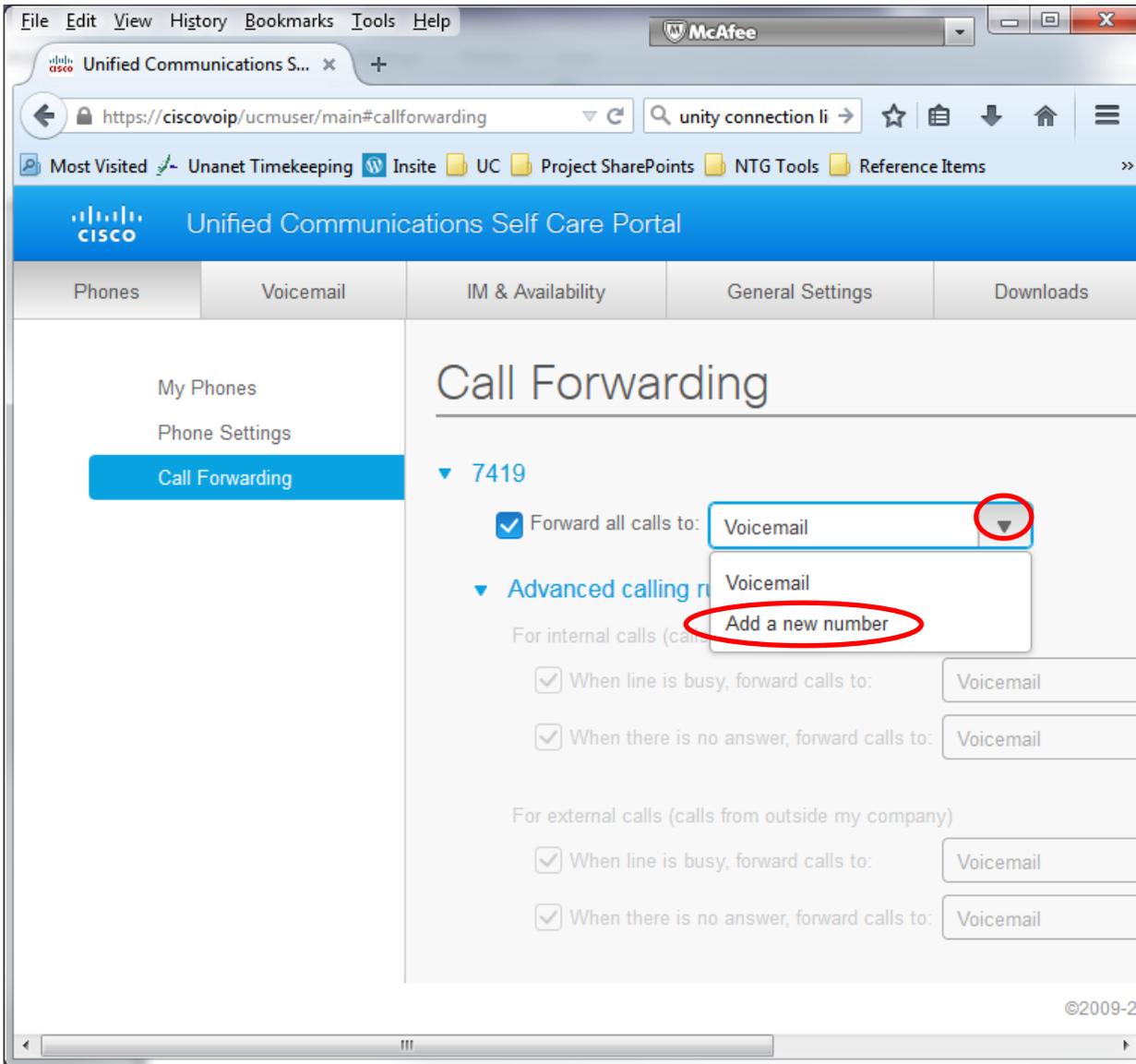

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To forward calls check the box under the line you want to forward
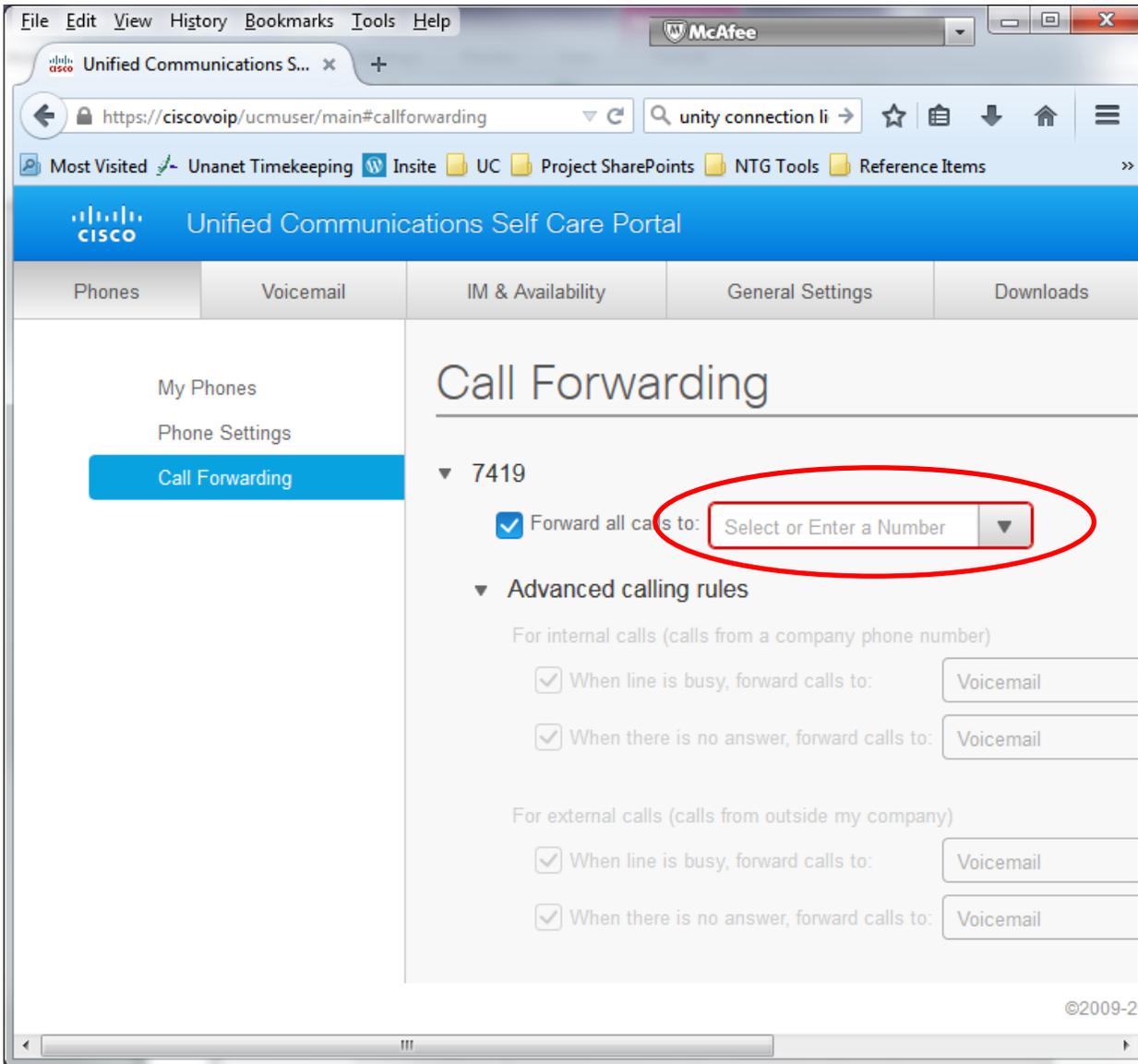
If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.

16

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"
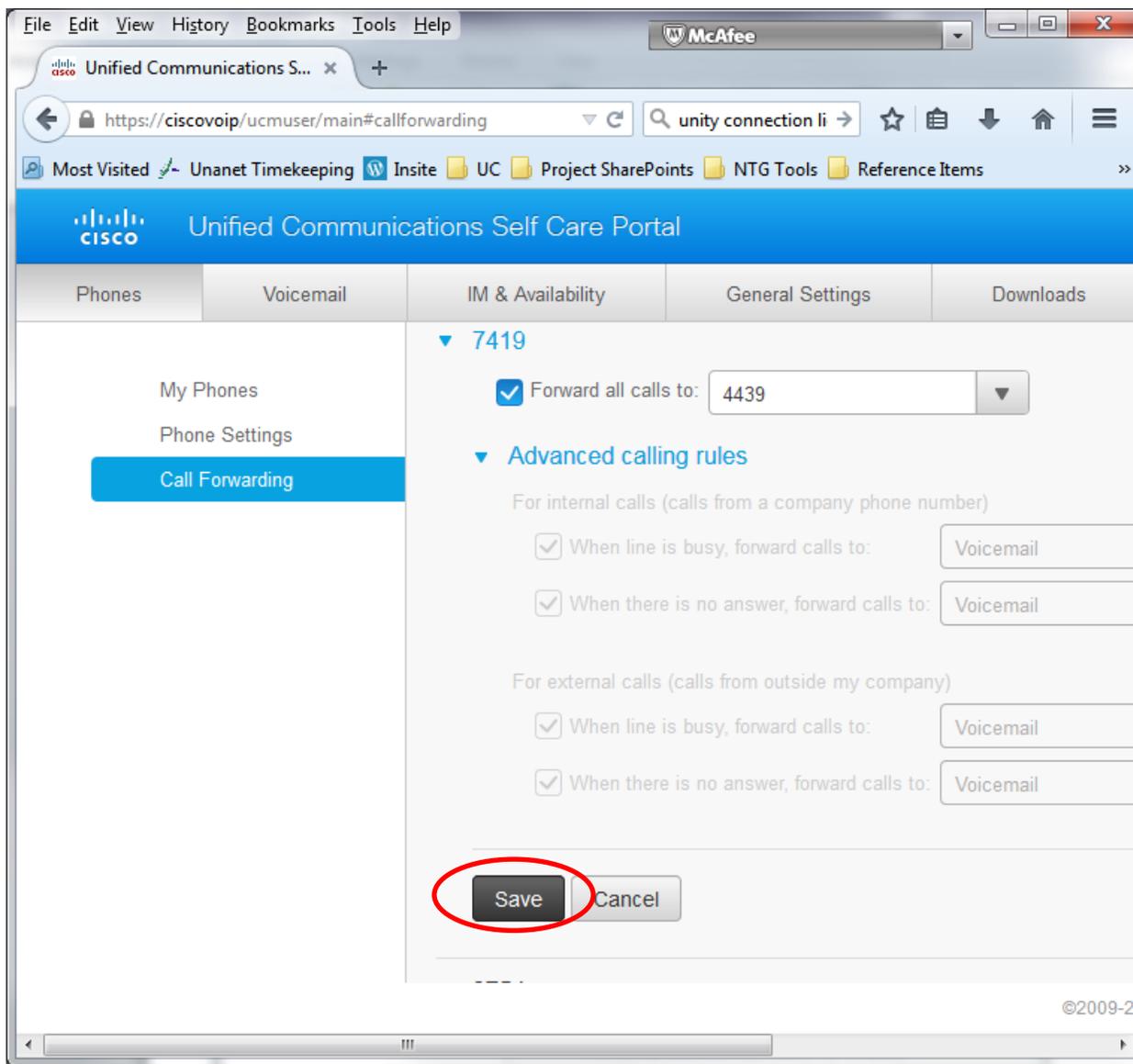
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17

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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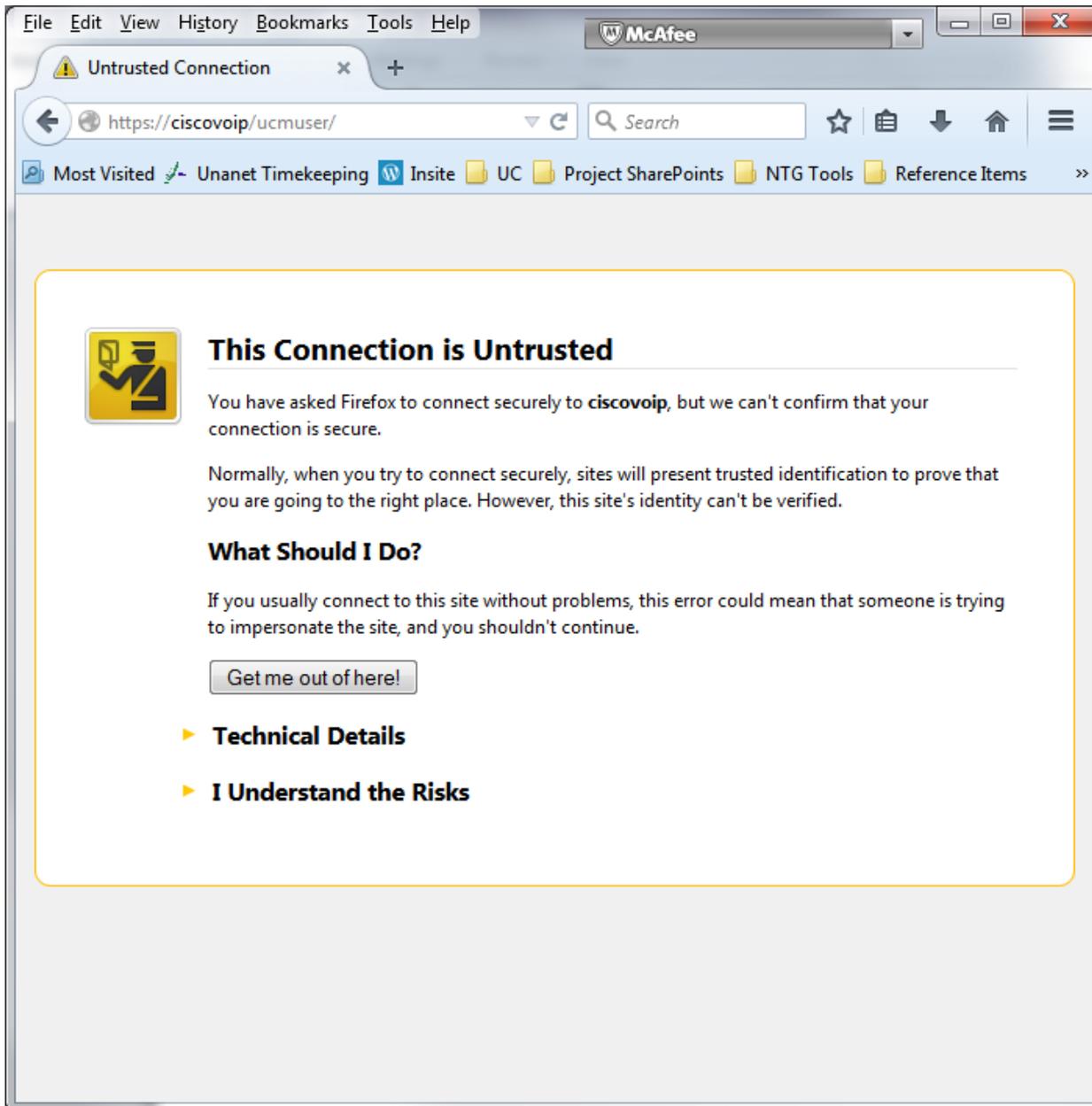
18

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.
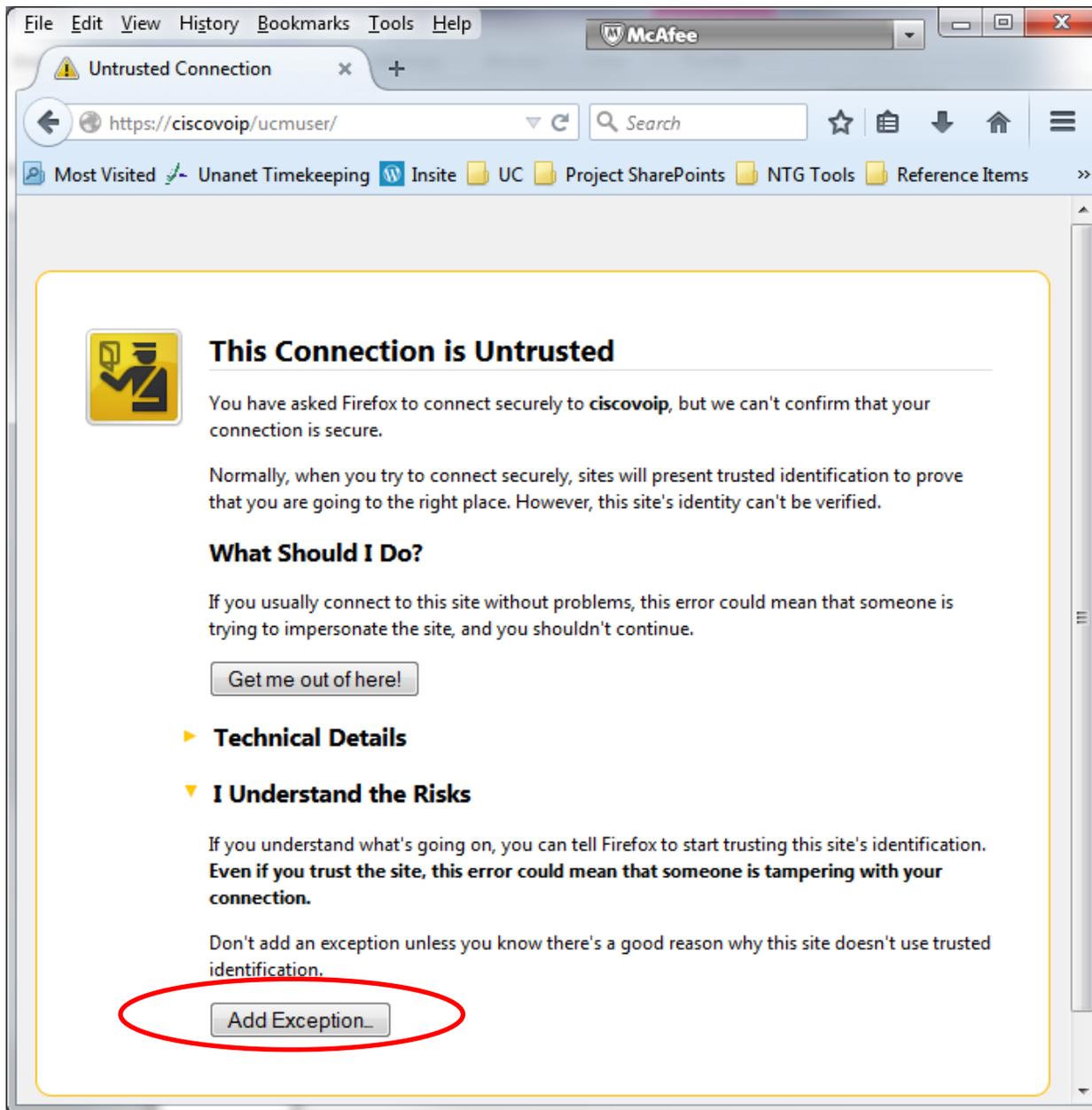

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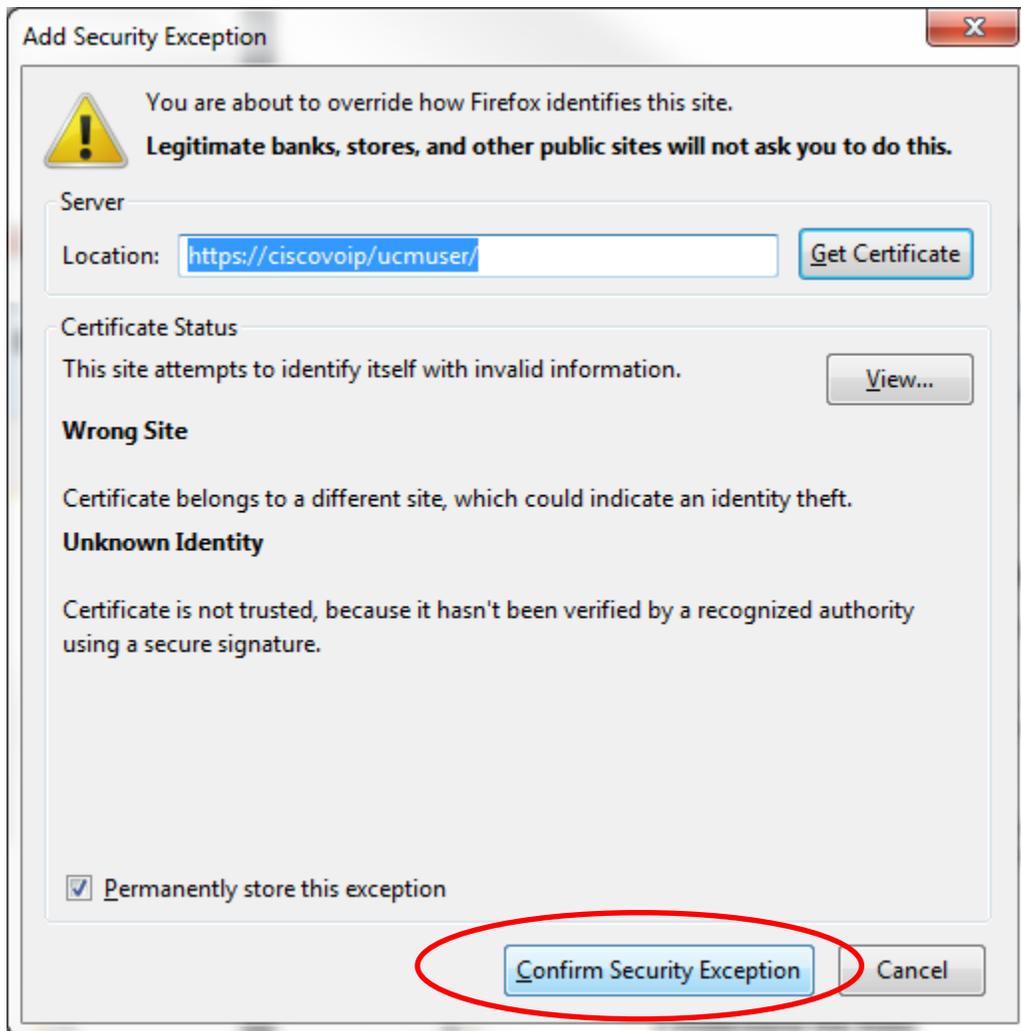
Click on "I Understand the Risks"
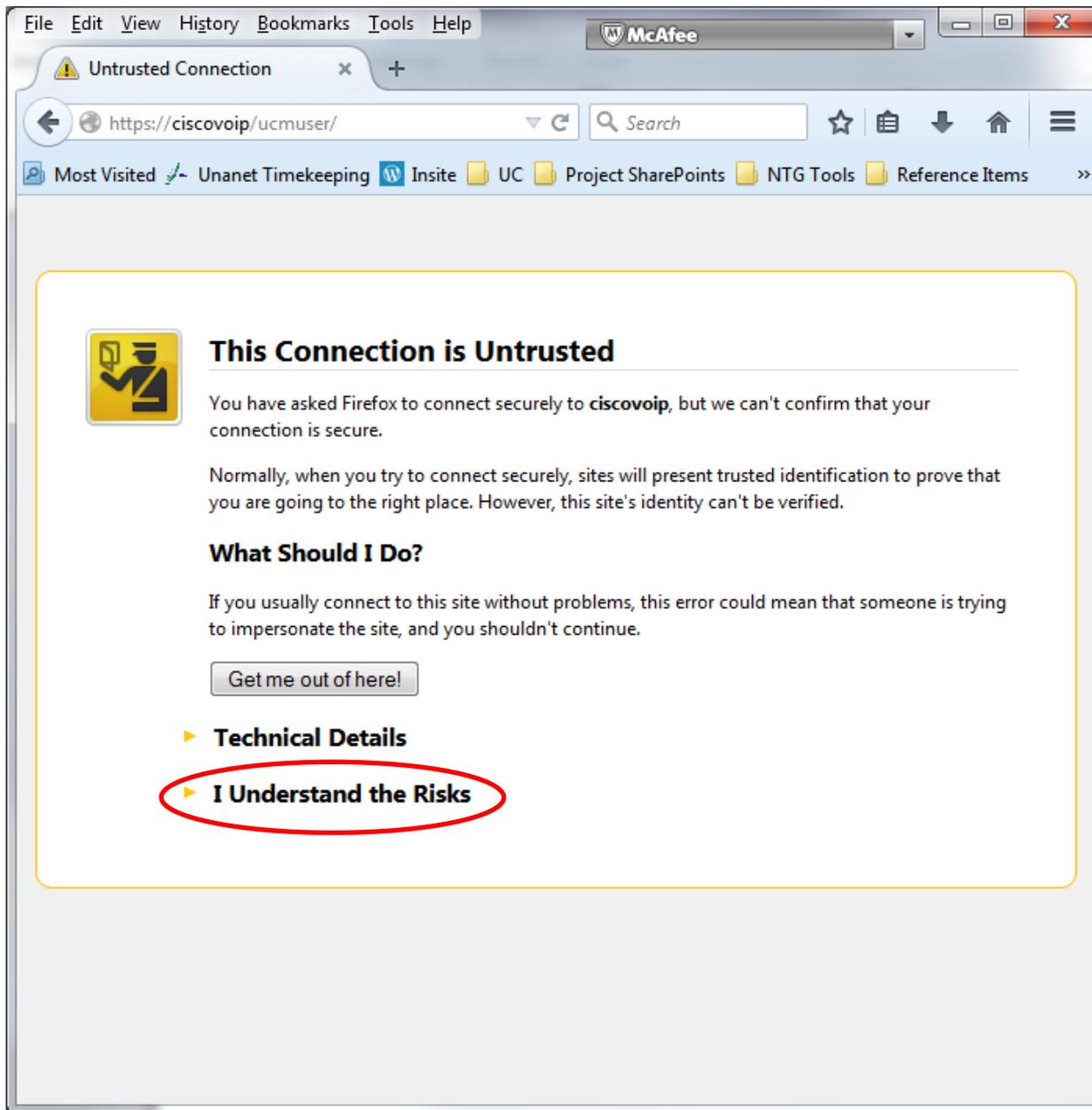
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Click on Add Exception

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.
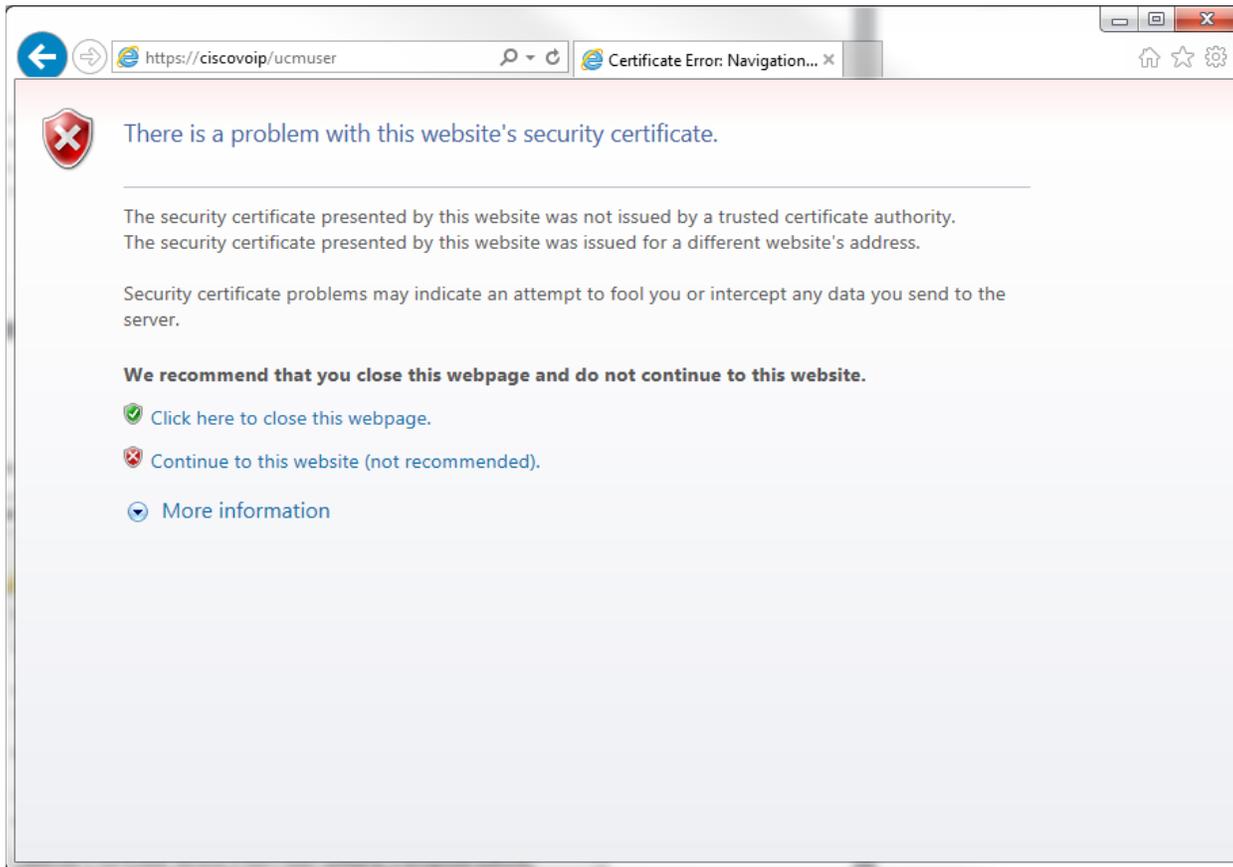
Click on "Confirm Security Exception"

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.
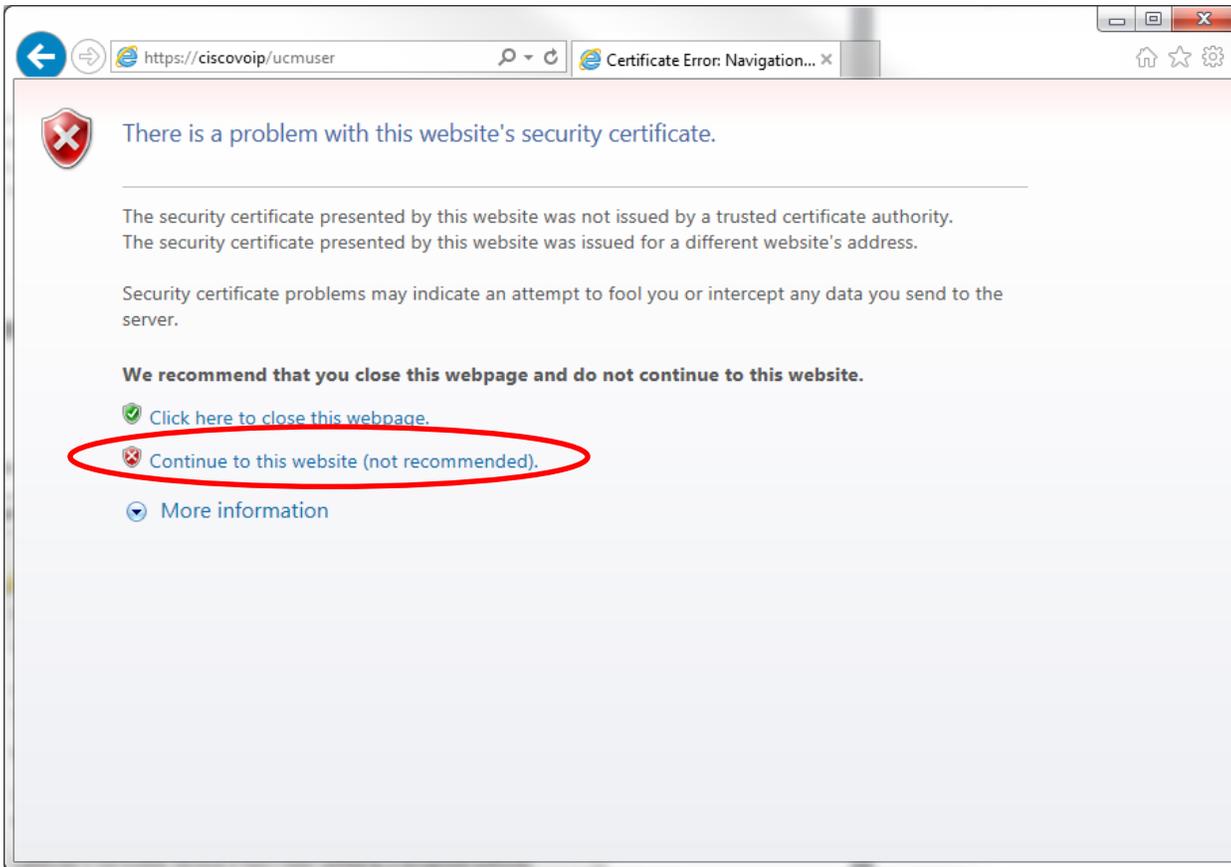
23

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.

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.
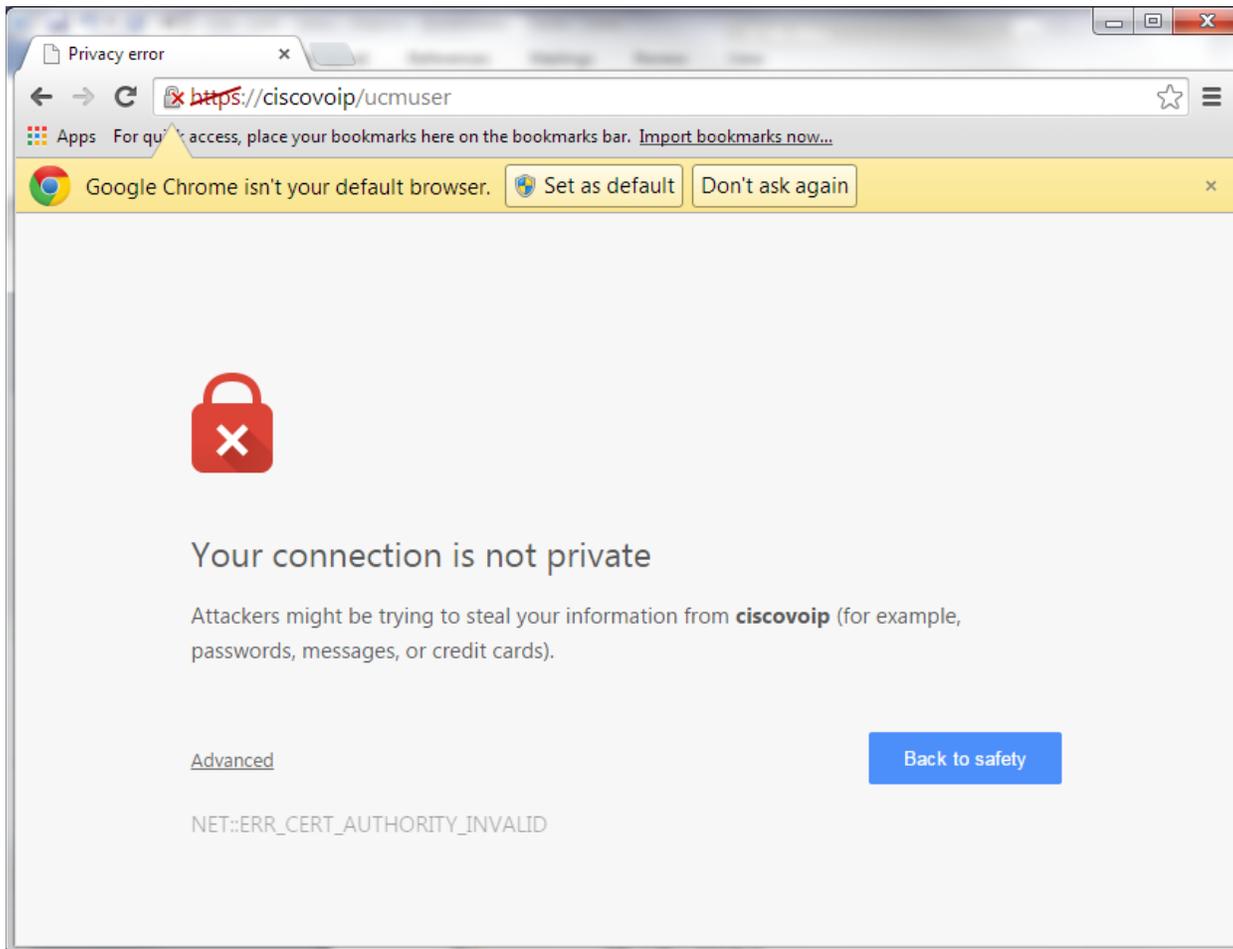
Click on "Continue to this website"

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.

25

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.
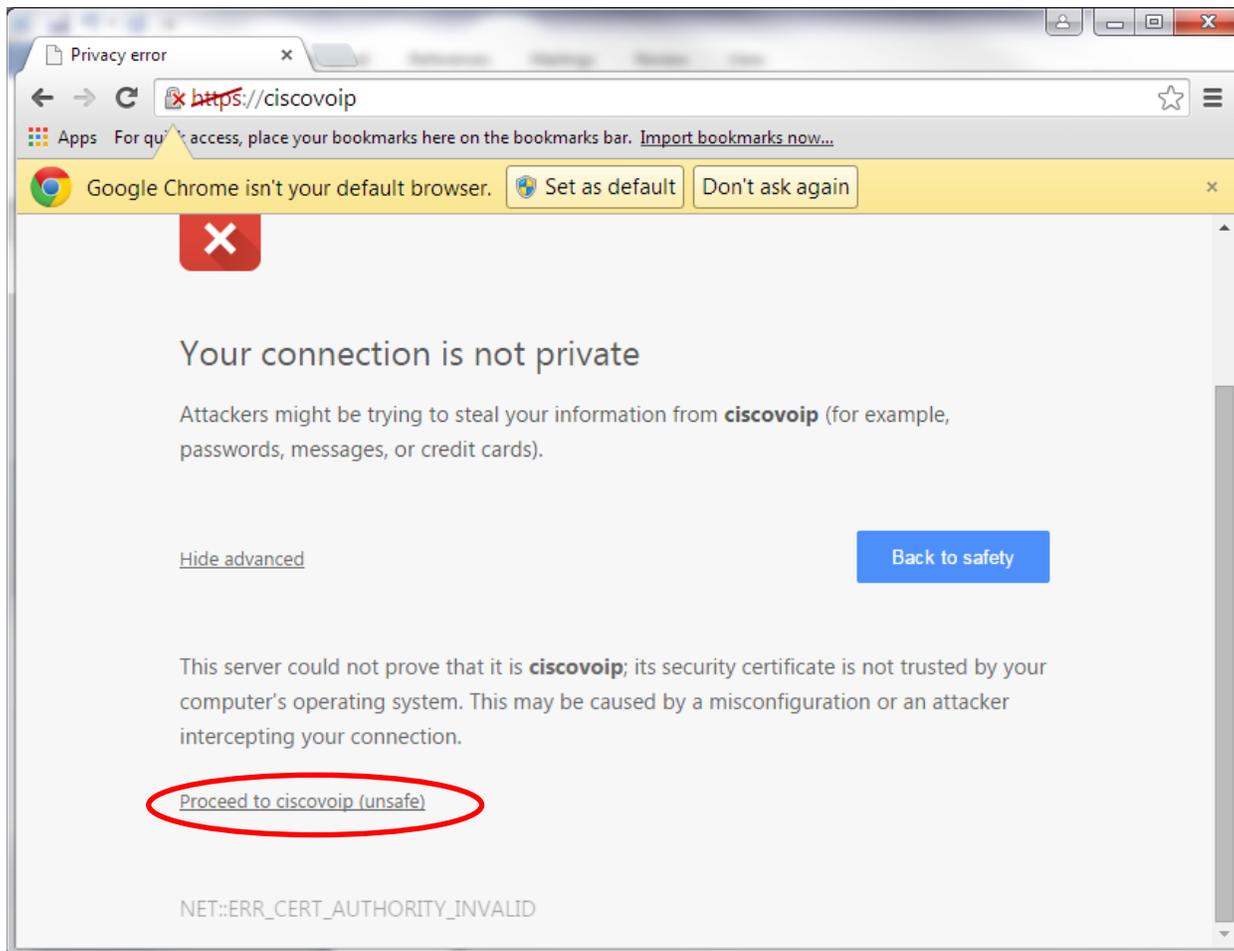

If you have questions or problems with this process, such as your logon not working, or your phone not being listed once you have logged in, please **contact the NCI at Frederick Computer Helpdesk at x5115 and open a ticket regarding the Cisco Phone Self Care Portal**. The Helpdesk will forward this ticket to the Network and Telecommuncations Group, and a member of this group will contact you.

Click on the "Advanced" link
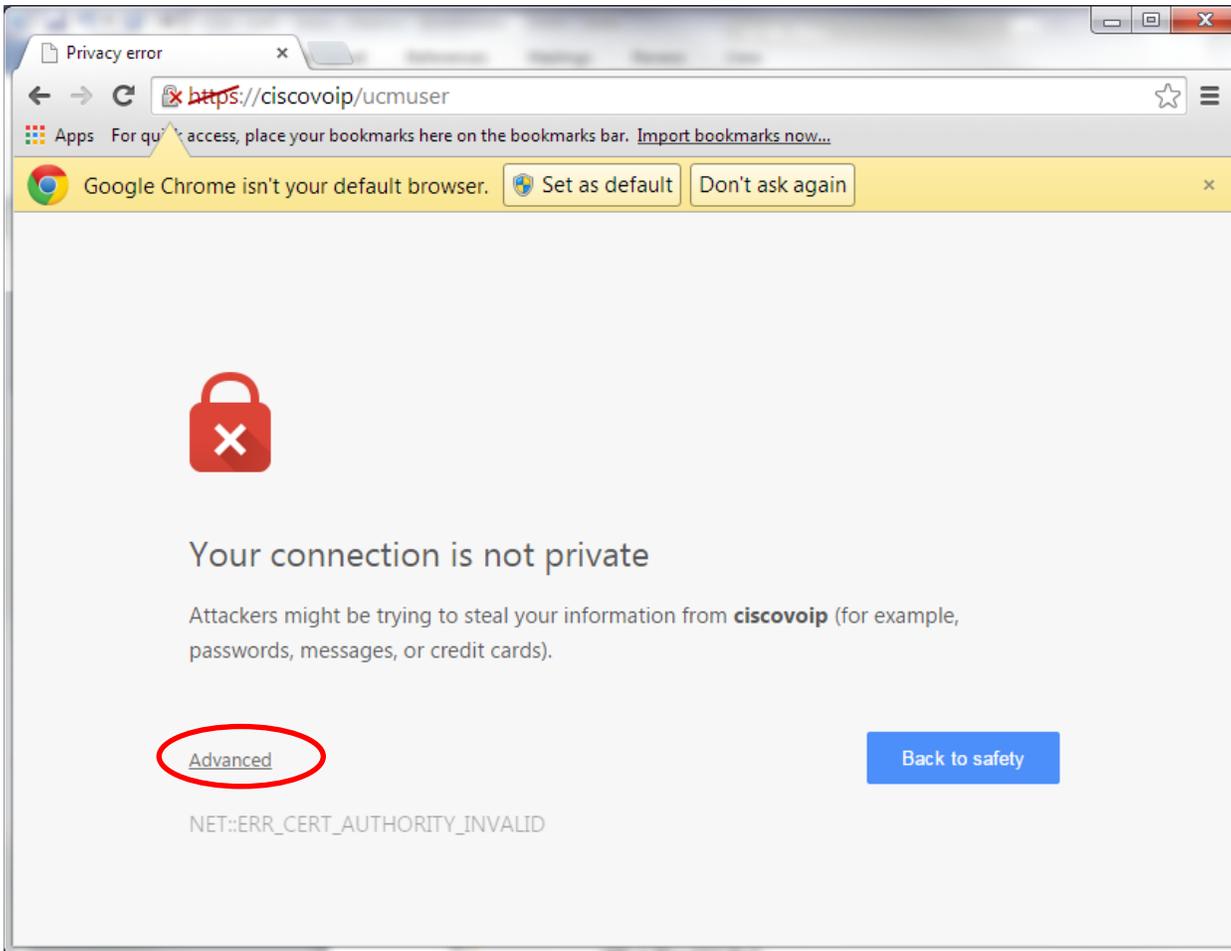
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27

Click on the "Proceed to ciscovoip (unsafe)" link

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