VoIPI Self Services

User Guide

Network Services
University of Victoria – VoIP Self Services

Table of Contents
What is VoIP Self Services at UVic? ................................................................. 3
How VoIP Self Services will help you ............................................................. 3
Accessing the VoIP Self Services .................................................................. 4
The User Options Menu .................................................................................. 5
Unavailable Options ......................................................................................... 5
Downloading the User Guide for your Phone ................................................. 6
Call Forwarding Your Phone ........................................................................... 8
How this will help you ...................................................................................... 8
Accessing the Line Settings Page ................................................................. 8
Line Information .............................................................................................. 10
Line Settings .................................................................................................. 10
Forwarding all calls to a different phone number ......................................... 10
Cancel forwarding all calls to a different phone number ............................. 11
Forward all calls to voicemail ....................................................................... 12
Cancel forwarding all calls to voicemail ....................................................... 12
Voicemail notification options ..................................................................... 12
Personal Directory .......................................................................................... 13
How this will help you .................................................................................... 13
Create a Personal Address Book (PAB) entry ............................................ 13
Make the Personal Address Book accessible from your IP Phone .............. 16
View Personal Address Book (PAB) entries on your phone ....................... 19
Call a contact from the Personal Address Book (PAB) .............................. 21
Search the Personal Address Book (PAB) .................................................. 22
Edit a Personal Address Book (PAB) entry ................................................. 24
Assign a Fast Dial code to a Personal Address Book (PAB) entry .......... 25
Make a Fast Dial call on your IP phone ......................................................... 27
Assign a Fast Dial code to a phone number ................................................ 30
Speed Dials ..................................................................................................... 31
How will this help you ................................................................................... 31
Create a Speed Dial from the VoIP Self Services portal ............................. 31
Dial a Speed Dial from your IP phone ......................................................... 34
Search the UVic corporate directory ........................................................... 35
Change your VoIP Self Services logon PIN ............................................... 36
Appendix 1 — Frequently Asked Questions ................................................. 37
Personal Address Book PIN ......................................................................... 37
Personal Directory ......................................................................................... 38
Glossary .......................................................................................................... 38
What is VoIP Self Services at UVic?
VoIP Self Services give you the ability to:

- Call Forward your phone
- Create your own personal address book for your VoIP phone
- Build a personal speed dial directory
- ‘Click to Dial’ from the UVic Directory

This can be done securely from any web browser with internet access.

How VoIP Self Services will help you.
Some examples of tasks you can accomplish from VoIP Self Services are:

- If you are away from the office you can log in remotely and forward all your phone calls directly to voice mail
- You can forward all your calls to your cell phone when travelling
- Viewing the user guide for your phone
- You will have the ability access and edit your personal address book from your VoIP phone or remotely via a web browser
Accessing the VoIP Self Services

To Log In to the VoIP Self Services Portal you will need internet access and your Netlink ID.

(Please note that the link below should be accessed with either the Internet Explorer or Firefox web browser as Google Chrome and Apple Safari browsers are experiencing problems with the interface.)

1. Follow this link to the VoIP Self Services portal:

   [https://service.voice.uvic.ca/ccmuser](https://service.voice.uvic.ca/ccmuser)

2. You will be prompted for a username and password. Enter your Netlink ID username and password.

3. Click Log On

   ![Cisco Unified CM User Options](image)

The Cisco Unified Call Manager User Options web page will appear. You will now see your NetlinkID at the top right hand side of the webpage.

![ysavard](image)

Select “Logout” when you are finished with your VoIP Services Portal session.
The User Options Menu

To access the “User Options”, click on the button on the left hand side of the page.

Unavailable Options

There are options on VoIP Self Services portal menu that should not be used. Please do not make any changes to these options.

These options are:

From “User Options” menu do not make any changes to “Mobility Settings” or “Plugins” settings.
From the “User Options” / “Device” VoIP Self Services portal page do not make any changes to the “Phone Services” and “Services URL” settings.

**Downloading the User Guide for your Phone**

The user guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone's capabilities. To download the User Guide follow the steps below.

Select “User Options” and the “Device”
Left Click "Download User Guide" in the User Guide section

You will now download the User Guide for your IP phone in Adobe Acrobat format. To save this file to your computer for future reference click on the disk icon.

Tip: On pages 3 and 4 of the User Guide there is a good quick reference guide which you can print.
Note: Selecting the “Reset” button from the Device Configuration page will cause your phone to reboot and be unavailable for 1-2 minutes. During this time you will not be able to place or receive any phone calls.

Call Forwarding Your Phone

How this will help you.

Some examples of what you can do with Call Forwarding are:

- Forward all calls to a different phone number
- Cancel forwarding all calls to a different phone number
- Forward all your calls to voicemail
- Change voice mail notification options

Speed dial
Forward more accessible

Accessing the Line Settings Page

To perform all of these functions you need to go to the “Line Settings” for your phone on the VoIP Self Services Portal.

Select “User Options” and the “Device”
Select either of the “Line Settings” buttons.
**Line Information**

There is a “Line” drop down list at the top of the Line Settings menu. If you have more than one phone line on your IP phone you need to ensure that you select the line that you want to make changes to.

![Line Information](image)

**Line Settings**

You will see the “Line Settings” page and the current settings for “Incoming Call Forwarding” and “Message Waiting Lamp”.

![Line Settings](image)

**Forwarding all calls to a different phone number**

All these steps need to be completed from the “Line Settings” page. See page 7 of this User Guide for instructions on how to access the “Line Settings” page.

Anytime that you have forwarded your phone to another phone number we recommend that you make a test call to ensure that your calls are being routed as expected.
To forward all calls to a different phone number, click on the “Forward all calls to” box. Select “This Number” and enter the number you want to forward your calls to.

1. Forwards all calls to
   - Voice Mail
   - This Number 3830

Select “Save”

2. Forwards all calls to
   - Voice Mail
   - This Number 97789776111

Select “Save”

Tip: Don’t forget to add a 9 to the beginning of the phone number when forwarding all calls to an external phone number.

When you are forwarding all calls to another number your IP phone will notify you on the display. You will see Forwarded to and the number you are forwarding all calls to.

Cancel forwarding all calls to a different phone number

This step needs to be completed from the “Line Settings” page. See page 7 of this User Guide for instructions on how to access the “Line Settings” page.

To cancel forwarding all calls to a different phone number, uncheck the Forward all calls to check box.

- Forward all calls to
  - Voice Mail
  - This Number 97789776111
Forward all calls to voicemail

This step needs to be completed from the “Line Settings” page. See page 7 of this User Guide for instructions on how to access the “Line Settings” page.

Anytime that you have forwarded your phone to another phone number we recommend that you make a test call to ensure that your calls are being routed as expected.

To forward all your calls to voicemail, click on the “Forward all calls to” box. Select “Voice Mail”

Select “Save”

Cancel forwarding all calls to voicemail

This step needs to be completed from the “Line Settings” page. See page 7 of this User Guide for instructions on how to access the “Line Settings” page.

To cancel forwarding all your calls to voicemail, uncheck the Forward all calls to check box.

Select “Save”

Voicemail notification options

Network Services recommends that you use the System Policy as your Message Waiting Lamp option.
Personal Directory

what

How this will help you.
The Personal Directory consists of the following features:
• Personal Address Book (PAB)
• Personal Fast Dials (Fast Dials)
Once you have many PAB entries with different contact phone numbers it is slow to have to search for people and then select their phone number. Fast Dials allow to isolate the people that you call often, their primary number as Jaelyn

Short simple

The Personal Address Book (PAB) service allows you to store names and numbers for people internal and external to your company. From the VoIP Self Services Portal you can create and edit this personal directory of contacts and from your IP Phone, you can use the Personal Address Book service to look up entries and place calls.

You can assign Fast Dial codes to personal address book entries and dial those codes in place of phone numbers. Fast Dial codes are one or two digit index codes (1 to 99) that you can assign to phone numbers or address book entries. When you place a call using Fast Dial codes you do not need to dial the entire number. Fast Dial codes will allow you to easily call someone listed in your Personal Directory using your IP phone.

The IP Phone Address Book Synchronizer allows users to synchronize Microsoft Windows Address Book (Outlook Contacts) with Cisco Personal Address Book. The Synchronizer provides two-way synchronization between the Microsoft and Cisco products.

Create a Personal Address Book (PAB) entry

To create a Personal Address Book entry you will need to select “User Options” and then “Personal Address Book”
You will see your “Personal Address Book” (PAB) web page.

To create a PAB entry click on “Add New”.

You will now see the “Edit Entry” form. Fill in the fields with the contact information for the new entry.
*Nick Name is a required field

Tip: Don’t forget to add a 9 to any phone numbers that are not UVIC 4 digit extensions.

Select “Save”

You will be notified that the new PAB entry was added successfully.

You can now add another PAB entry by selecting “Add New”.
Make the Personal Address Book accessible from your IP Phone

To make the Personal Address Book accessible from your IP Phone you will need to login from your IP phone.

Cisco 794x/796x IP phone                  Cisco 7911 IP phone

In order to logon to your Personal Directory you will need your Netlink ID username and the 4 digit PIN that has been provided to you by NETS. You will only need to logon the first time you access the Personal Directory.

For Personal Address Book PIN – Frequently Asked Questions see Appendix 1 at the end of this User Guide.

From your 794x or 796x IP phone select the “Directories” button
From your 7911 IP phone select the “Application Menu” button

Cisco 794x and 796x IP phones                  Cisco 7911 IP phones
Tip: The Directories button opens/closes the Directories menu. Use it to access call logs and directories.

Follow this next step **ONLY** if you have a **7911 IP phone**. When you see the Applications Menu, select the number “2” from the number pad.

You will now see the Directories menu.

Cisco 794x and 796x IP phones

Cisco 7911 IP phones

Use the Navigation button to scroll down to “**Personal Directory**”.
Tip: The Navigation Button allows you to scroll through menus and highlight items.

At this point the menu will be the same from all IP phones.

Once you have highlighted the Personal Directory press on the “Select” softkey button.

Tip: A softkey button activates a softkey option that is displayed on your phone screen.

Tip: Instead of using the navigation and softkey buttons you can use the number pad to browse your phones menu.

You will now be prompted to login in order to access your Personal Directory. Enter your Netlink ID username as the “UserID” and enter the 4 digit PIN you have received as the “PIN”.

Your initial 4 digit PIN will be your IP phones 4 digit extension. We recommend that you change this default value. The instructions to make this change are in this guide.

Select the “Submit” softkey.
Now that you have completed the “**Personal Directory Login**” all of your PAB entries are now viewable from your phone.

**View Personal Address Book (PAB) entries on your phone.**

Now that you are logged in, follow the next steps to view your PAB entries on your phone.

Choose the “**Select**” softkey.
Tip: You can logon to your Personal Directory from any IP phone at UVic.

The Personal Address Book screen will prompt you to search for a contact.

To see all entries in your PAB select the “Submit” softkey without entering any search criteria.

You will now see the entries in your Personal Address Book. The first entry will be selected by default.

Choose “Select” to see the phone numbers available for the contact that is highlighted.
Tip: Once you have many PAB entries the Next and Previous softkey buttons are used to scroll through the pages entries.

Note: The PAB entries will be listed on your IP phones display in the order in which you added them.

**Call a contact from the Personal Address Book (PAB)**

The first entry for a contact will be selected or highlighted by default. You can scroll down using the navigation button or use the key pad on your phone to select another phone number.

Pickup the handset or select “**Dial**” to *dial the home phone number of the contact from the PAB on your IP phone.*
Note: Selecting the Dial softkey will connect the call activating the speaker phone function of your phone. You can pickup the handset at any time to disable the speaker phone function.

Your IP phone will now automatically dial the number for you.

**Search the Personal Address Book (PAB)**

To *search for a Personal Address Book entry* you will need to logon to the VoIP Self Services portal, select “**User Options**” and then select “**Personal Address Book**”
Enter your search criteria and select “Find”. The entry you searched for will now be displayed.

When searching for a particular contact in your PAB you can search using Nick Name, First Name or Last Name.

Tip: You can select the number of contacts per page you would like to view by selecting an option in the “Rows per Page” drop down list.
Tip: If you want to see all the entries in your PAB do not enter any search criteria and select “Find”.

**Edit a Personal Address Book (PAB) entry**

To *edit a Personal Address Book entry* you will need to logon to the VoIP Self Services portal, select “User Options” and then select “Personal Address Book”

Click on the link of the particular contact you want to edit.

Make the needed changes to your PAB entry.

Select “Save”
Assign a Fast Dial code to a Personal Address Book (PAB) entry

To assign a “Fast Dial” code to a PAB entry you will need to logon to the VoIP Self Services portal, select “User Options” and then select “Fast Dials”.

Select the “Add New” button.

Select the “Find”

Your PAB entries will now be listed.
Note that all three phone numbers for the PAB entry below have a web link under them. Click on the phone number that you want to assign a Fast Link to.

The “Phone Number” field under “Fast Dial Entry” was auto filled with the phone number you selected.

Note: This Fast Dial Entry was assigned “Fast Dial” code 1. The system will automatically assign the next available code number to new entries.

Select “Save”

Tip: Fast Dials are useful for contacts whose numbers you need infrequently, but would like to be able to find quickly.
Make a Fast Dial call on your IP phone

To make a Fast Dial call on your IP phone you will need to enter Directories menu.

From your 794x or 796x IP phone select the “Directories” button. 
From your 7911 IP phone select the “Application Menu” button.

Tip: The Directories button opens/closes the Directories menu. Use it to access call logs and directories.

Follow this next step ONLY if you have a 7911 IP phone. When you see the Applications Menu, select the number “2” from the number pad.

You will now see the Directories menu.
Cisco 794x and 796x IP phones

Use the Navigation button to scroll down to “Personal Directory”.

Tip: The Navigation Button allows you to scroll through menus and highlight items.

At this point the menu will be the same from all IP phones. At this point the menu will be the same from all IP phones.

Once you have highlighted the Personal Directory press on the “Select” softkey button.
Use the Navigation button to scroll down to “**Personal Fast Dials**”.

Press on the “**Select**” softkey button.

You can now press on the “**Select**” softkey button to call your Personal Fast Dial 1.
Assign a Fast Dial code to a phone number
You can add a Fast Dial code to a phone number without the number (or contact) being added to your PAB.

Logon to the VoIP Self Services portal.
Select “User Options” and then select “Fast Dials”.
Select “Add New”.

Select “Save”.
When the Fast Dial has been added successfully you will see:

![Status]

### Speed Dials

**What**

Dial only two numbers to dial up 99 people

**How will this help you**

Explain the difference between speed and fast

Speed Dials allow you to create an abbreviated dial index that you can access on your phone for quick dialing. Speed Dials can be accessed simply by pressing a two-digit index code into the phone while it is on-hook*, followed by pressing the AbbrDial soft key. Unlike Fast Dials, the phone does not display a listing of Speed Dial index numbers, so you will need to know exactly who is associated with each index number. You can configure up to 99 Speed Dials from the VoIP Self Services Portal.

*on-hook – The telephone is not in use, the handset is on the phone’s cradle.

**Create a Speed Dial from the VoIP Self Services portal**

To create a Speed Dial from the VoIP Self Services portal you will need to logon to the VoIP Self Services portal, select “User Options” and then select “Device”
Select either of the “Speed Dials” buttons.

You will now see the Speed Dial and Abbreviated Dial Configuration page.
Under “Abbreviated Dial Settings” enter a “Number” and “Label”

Don’t forget to add a 9 to the Number if it is not an internal UVic extension.

Select “Save”

Notice that the “ASCII Label” is now filled in.
Tip: Speed Dials are useful for contacts you call frequently and need at a moment’s notice.

**Dial a Speed Dial from your IP phone**

To dial a Speed Dial from your IP phone, from the keypad enter the TWO digit speed dial code and select the “AbbrDial” softkey.

Phone must be onhook to dial speed dial

Remove >> NOTE: For the Speed Dial codes 1 to 9 you will need to add a 0 to the front of the code prior to selecting the AbbrDial button.

Tip: Compose a list of all your speed dials and keep the list on or near your phone.
Note: When using Speed Dial number 91, please use caution when dialling from your phone to avoid reaching Emergency Services.

Search the UVic corporate directory
What is the UVic corporate directory

Why would I use?
Handy staff directory make deskphone call them....

To search for an entry in the UVic corporate directory you will need to logon to the VoIP Self Services portal, select “User Options” and then select “Directory”

No Directory Entries will be shown by default.

Enter your search criteria and select “Find”. Only users with IP phones will have an extension listed.
Tip: You can logon to the VoIP Self Services Portal from any web browser.

**Change your VoIP Self Services logon PIN**

To *change your VoIP Self Services logon PIN* you will need to logon to the VoIP Self Services portal, select “User Options” and then select “User Settings”

Enter your “Current PIN” number. Then enter your “New PIN” and “Confirm PIN”
Appendix 1 — Frequently Asked Questions

**Personal Address Book PIN**

Q. Is the *Personal Directory* PIN the same as my voice mail PIN?

No. *Personal Directory* and the voice mail system are separate entities. If you'd like you can set *Personal Directory*’s PIN to the same as your voice mail PIN. That way you won't need to remember another PIN number.

Q. Do I really have to log into my phone?
No, you don't have to log in. However, without logging in the Personal Directory cannot display your saved directory entries. If all you want to do is perform simple UVic directory searches then logging in is unnecessary.

Q. Do I need to log out of my phone when I leave my office?

Generally, no. Most Cisco IP Phones are located in semi-secure locations (in your office, etc) where it's perfectly okay to leave the phone logged into your personal directory. Only if you're worried that someone could use your phone to view confidential contacts should you use the Logout menu.

Personal Directory

Q. I have all of my contacts already in Microsoft Outlook. Do I have to manually add them to my Personal Address Book?

No. There is a tool called the Address Book Synchronizer. This tool will synchronize your Outlook contacts with the Personal Address Book. Please contact switch@uvic.ca if you would like to use this feature and we will provide you with the software and instructions you need to make use of this powerful tool. There is also a feature that will be available in the future that will allow you to ‘click to dial’ a person directly from a Microsoft Outlook contact.

Glossary

Handset
Speed Dial
Softkey
Abbrv dial key
‘Click to Dial’