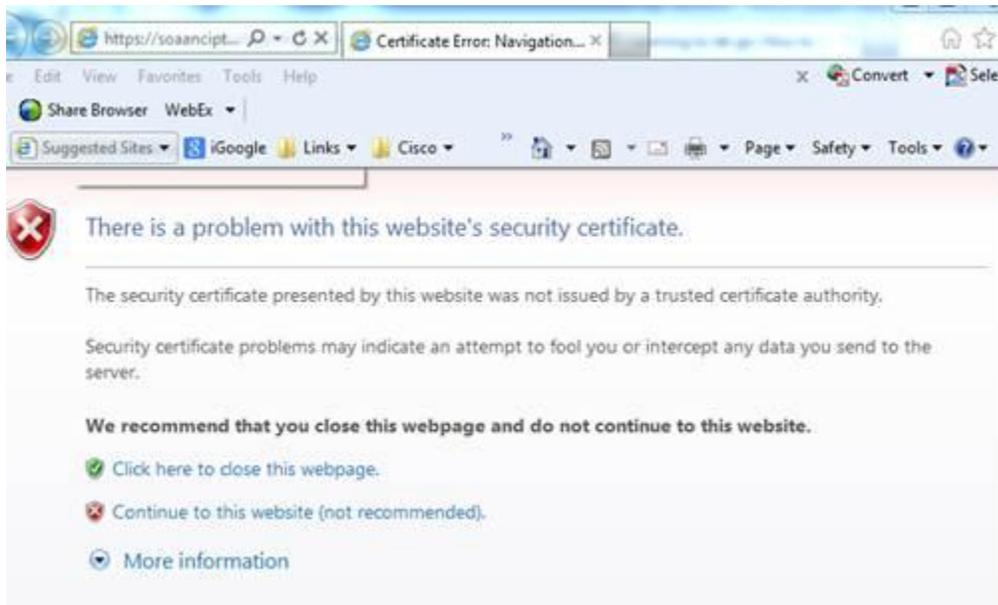


Cisco Call Manager User Options

To access, login with your credentials @ <https://soaancipt-ucmp.soa.alaska.gov/ucmuser/>

Certificate Error

Currently when a user attempts to use the above URL the user will be prompted by the page (below):



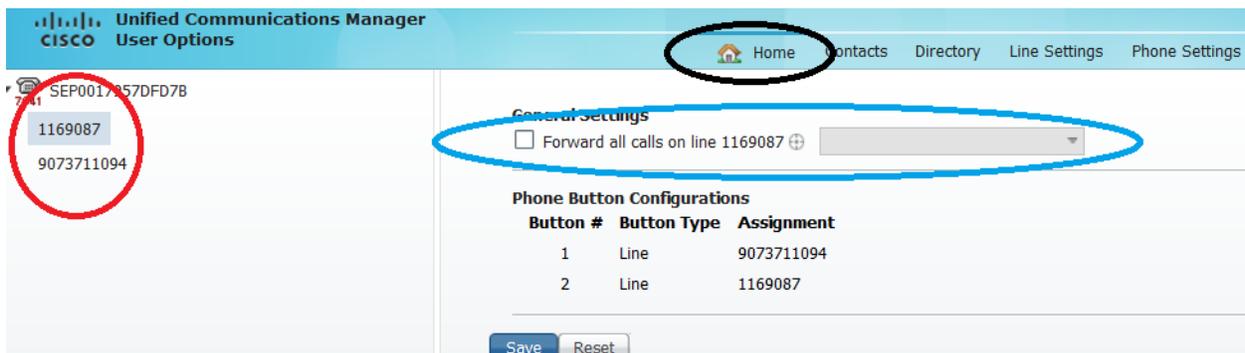
This page means that it did not issue a trusted key for server authentication this does not mean that this page is blocked. A system patch to accept the state issued certificate is pending.

When a user select the “continue to this website....” The user will continue through to the page to login.



To Forward Calls

- Select the **'Home'** tab in the top center of the page.
- Along the left side of the page you can select **which lines you wish to forward**.
- Select the line you wish to forward, **select the 'Forward all calls' box**, and then enter the number you want your calls forwarded to.
- To get more granular on forwarding calls, select the **'Line Settings'** tab. In this application you can apply rules to each line on when and how they will forward calls.



[Home](#)[Contacts](#)[Directory](#)[Line Settings](#)[Phone Settings](#)[Phone Services](#)**For all internal calls on line 1169087 (calls from a company phone number)**

- When the line is busy, send calls to
- When there is no answer, send calls to
- When there is no coverage, send calls to
- When the phone cannot register, send calls to

For all external calls on line 1169087 (calls from a non-company phone number)

- When the line is busy, send calls to
- When there is no answer, send calls to
- When there is no coverage, send calls to
- When the phone cannot register, send calls to

Ring Settings

When I am on a call, my phone will

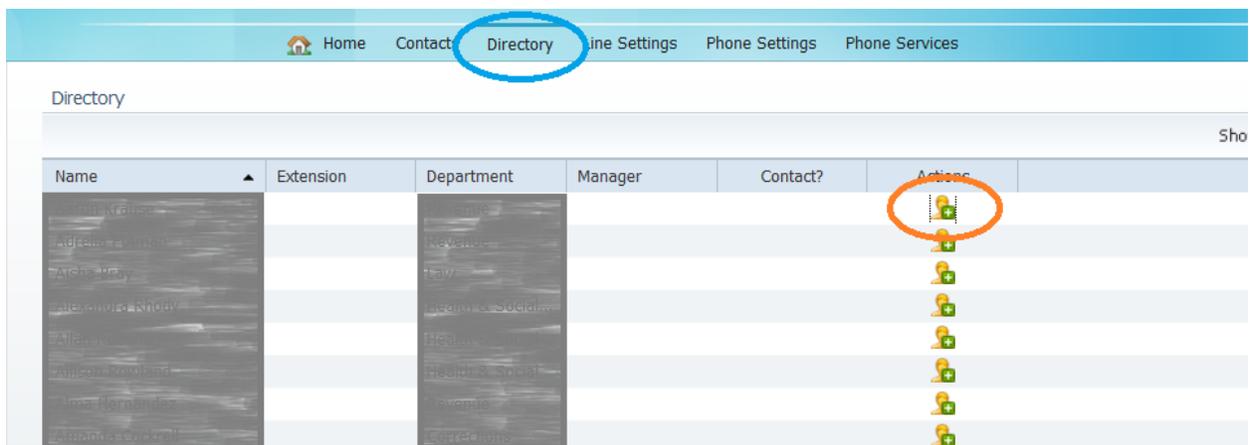
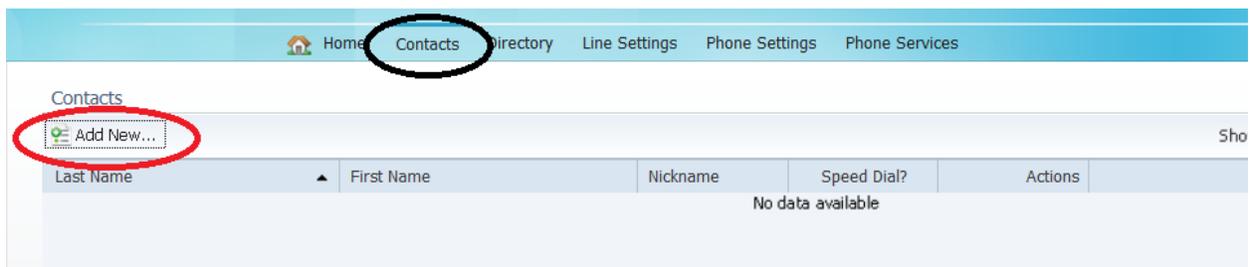
When I am not on a call, my phone will

Logging

- Log Missed Calls

Add/Remove Contacts

- Select the '**Contacts**' tab in the top center of the page.
- To add a new contact, click the '**Add New...**' button at the top of the application and proceed to fill out your new contact's info. In the '**Directory**' tab/application, one can quickly add a known contact in the State directory by selecting the '**Add Contact**' button in the 'Actions' column.
- To call/email/edit/delete a contact, search for desired contact, and select the desired action you wish to perform under the 'Actions' column in the '**Contacts**' application



Set Speed Dials

- Select the **'Phone Settings'** tab in the top center of the page.
- Add the desired speed dial **'Number'**.
- After a valid number has been entered, click anywhere else on the page and the **'Label'** and **'ASCII Label'** areas should become available for that number.
- An **'ASCII Label'** is used for phones that do not support double-byte character sets (which are used for languages with more elaborate characters/letters, such as Japanese, Korean, and Chinese). Best practice would dictate to fill the 'Label' and 'ASCII Label' areas out identically.
- Make sure to click the blue **'Save'** box at the bottom of the screen after any changes.

The screenshot shows the 'Phone Settings' tab selected in the top navigation bar. Under 'Phone Information', the Name is 'SEP0017957DFD7B' and the Model is 'Cisco 7941'. The 'Speed Dials for This Phone' section contains a table with columns for 'Number', 'Label', and 'ASCII Label'. The first row has '9075555555' in the 'Number' column, and the 'Label' and 'ASCII Label' columns are empty. The 'Number' column is circled in red, and the 'Label' and 'ASCII Label' columns are circled in orange.

	Number	Label	ASCII Label
1	9075555555		
2			
3			
4			
5			

Name your phone

- Select the **'Phone Settings'** tab in the top center of the page.
- Edit the **'Description'** area to your liking

The screenshot shows the 'Phone Settings' tab selected in the top navigation bar. Under 'Phone Information', the Name is 'SEP0017957DFD7B' and the Model is 'Cisco 7941'. The 'Description' field is empty and circled in red. The 'Download User Guide' link is circled in blue. The 'Speed Dials for This Phone' section is visible below, with the same table structure as in the previous screenshot.

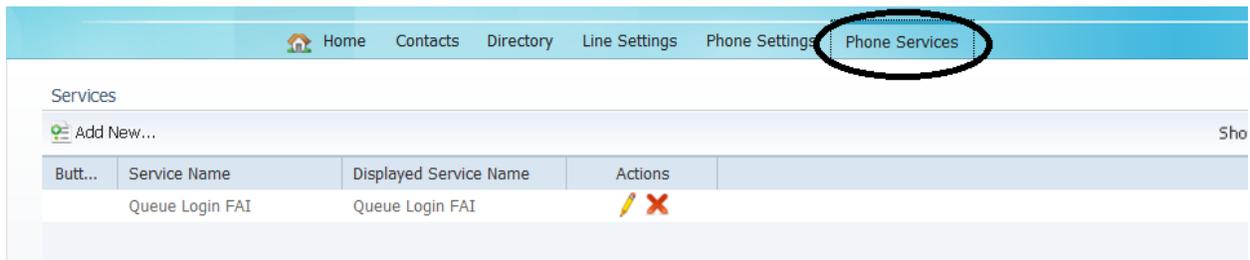
	Number	Label	ASCII Label
1	9075555555		
2			
3			
4			
5			

Phone User Guide

- Select the '**Phone Settings**' tab in the top center of the page.
- To the right of 'Model Cisco 79xx', which displays your phone type, a '**Download User Guide**' hyperlink should be available to a PDF User Guide for your phone.

Phone Services

- Currently there are no general '**Phone Services**' available, only application specific (i.e. call center phone agent) phone services.
- Only specified users will have access to this Option.



The screenshot shows a web interface with a top navigation bar containing the following tabs: Home, Contacts, Directory, Line Settings, Phone Settings, and Phone Services. The 'Phone Services' tab is circled in black. Below the navigation bar, the page title is 'Services'. There is a link 'Add New...' and a 'Show' button on the right. A table with the following columns is displayed:

Butt...	Service Name	Displayed Service Name	Actions
	Queue Login FAI	Queue Login FAI	 