

# Cisco IP Phone Unified CM User Options

## Contents

Login to your Cisco Unified CM User Options .....	1
Search the Corporate Directory.....	2
Speed Dial .....	3
Configure Call Forwarding .....	4
Manage your Personal Address Book .....	5
Add a Personal Address Book Entry .....	6
Remove a Personal Address Book Entry .....	7

---

## Login to your Cisco Unified CM User Options

To access your VoIP User Options you may need to contact HealthNet (3-xxxx or healthnet@ufl.edu) and request that your new VoIP device is associated with your GatorLink account in the VoIP CallManager.

1. Open your browser and navigate to: <https://hnet-cm1.voip.health.ufl.edu/ccmuser>
2. Enter your Username (GatorLink) and Password.
3. Click Login



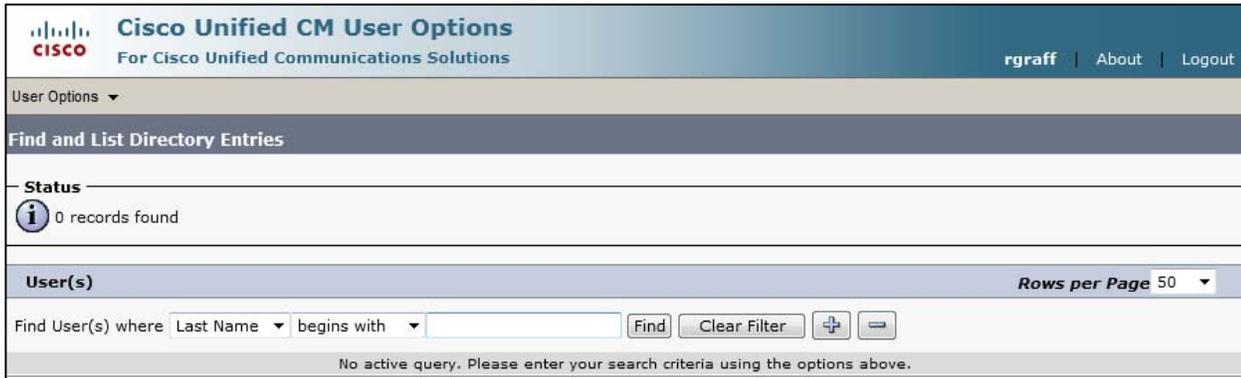
Click the User Options drop down on the left side of the page.



## Search the Corporate Directory

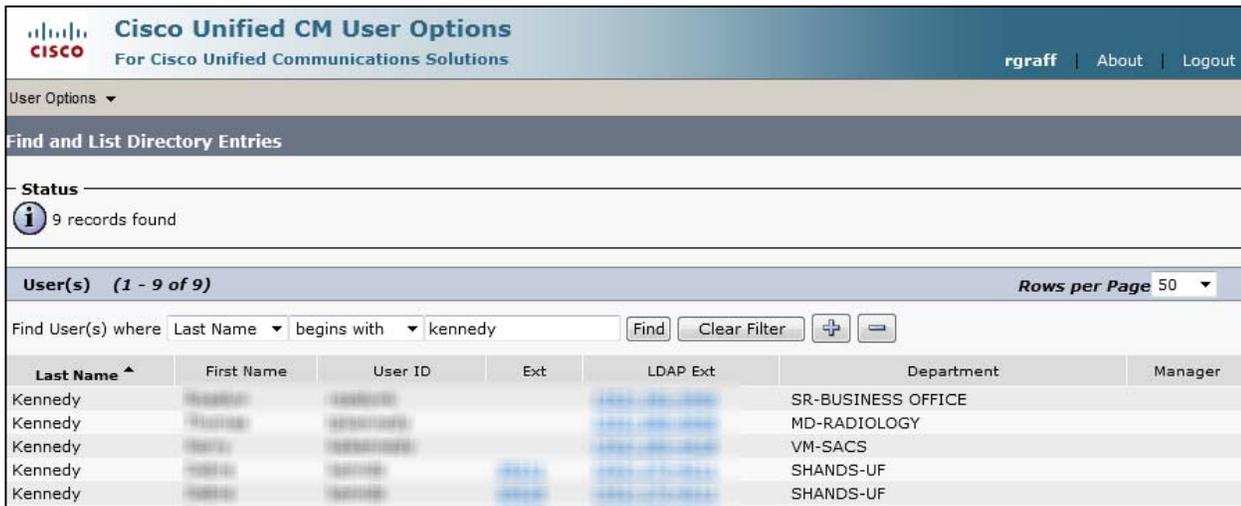
The Corporate Directory can be searched on your phone or on your computer at the CUCM site. To search on the web, navigate to and log in with your GatorLink credentials. Click the User Options drop down on the left side of the screen. Choose Directory.

If this is the first time you have accessed this site, you will see the screen below. If you have been here before, you will see the results of the last search you conducted.



The screenshot shows the Cisco Unified CM User Options interface. The top navigation bar includes the Cisco logo, the text "Cisco Unified CM User Options For Cisco Unified Communications Solutions", and user information "rgraff | About | Logout". A "User Options" dropdown menu is visible. The main heading is "Find and List Directory Entries". Below this, a "Status" section shows "0 records found" with an information icon. A search bar is present with "Find User(s) where" followed by a dropdown menu set to "Last Name", a "begins with" dropdown, and an empty text input field. There are "Find", "Clear Filter", and navigation buttons. A "Rows per Page" dropdown is set to "50". At the bottom, a message states: "No active query. Please enter your search criteria using the options above."

Search for the "Last Name" of the person you are looking for. You can also change to "First Name" or "UserID". You can also modify "begins with" to other search options.



The screenshot shows the same Cisco Unified CM User Options interface, but now with search results. The "Status" section shows "9 records found". The search bar now has "kennedy" entered in the text field. Below the search bar is a table with 9 rows of results. The table has columns for Last Name, First Name, User ID, Ext, LDAP Ext, Department, and Manager. The first five rows show results for "Kennedy" in various departments: SR-BUSINESS OFFICE, MD-RADIOLOGY, VM-SACS, SHANDS-UF, and SHANDS-UF.

Last Name	First Name	User ID	Ext	LDAP Ext	Department	Manager
Kennedy					SR-BUSINESS OFFICE	
Kennedy					MD-RADIOLOGY	
Kennedy					VM-SACS	
Kennedy					SHANDS-UF	
Kennedy					SHANDS-UF	

Once here, you can click on a phone number to have that number dialed by your phone using the Cisco WebDialer.



The screenshot shows the Cisco WebDialer - Make Call interface. It features a phone icon and a "Phone number:" field containing "(352) 273-9211" with a "Dial" button below it. There are dropdown menus for "Calling device:" (Cisco 9951) and "Calling line:" (35018). Two checkboxes are checked: "Do not display call confirmation dialog" and "Disable Auto Close". Below these are radio buttons for "Preferred language" with "English (United States)" selected.

# Speed Dial

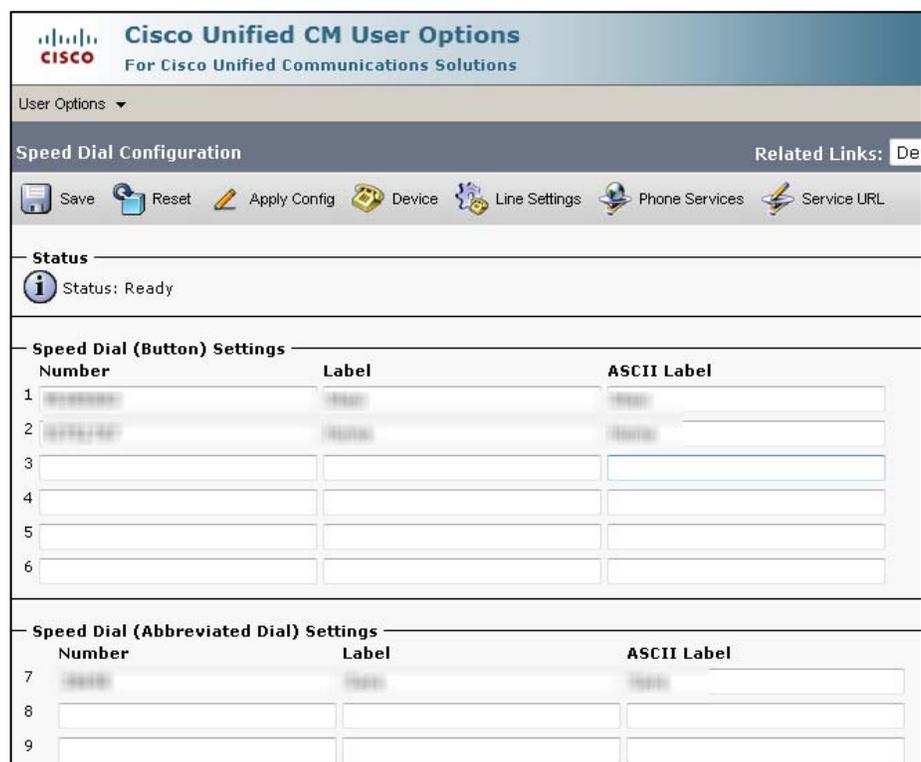
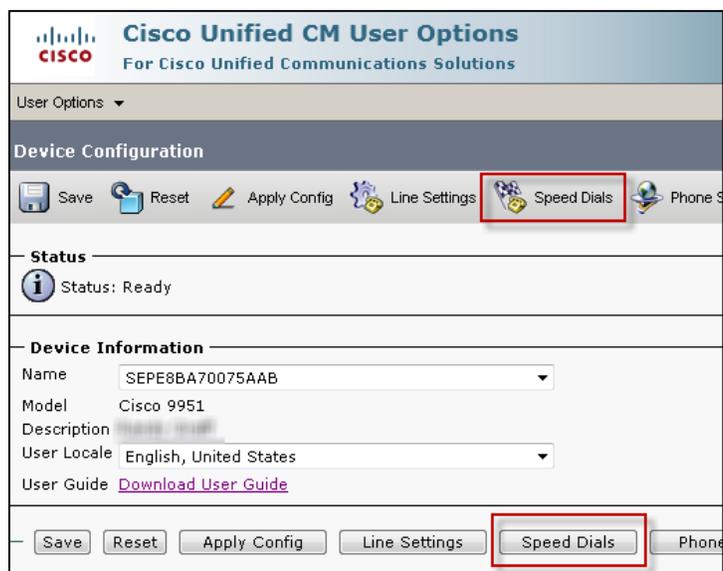
## Speed Dial (Button) Settings

Associated with your Cisco IP phone are a total of 100 speed dial and abbreviated dial numbers. Speed dials are phone numbers associated with physical buttons to the right of the screen on a Cisco IP phone. You can pick up the handset and press the speed dial button to dial the associated party. The remaining Abbreviated Dial numbers are numbered up to 100. These are used in conjunction with the AbbrDial softkey on the Cisco phone.

## Speed Dial (Abbreviated Dial) Settings

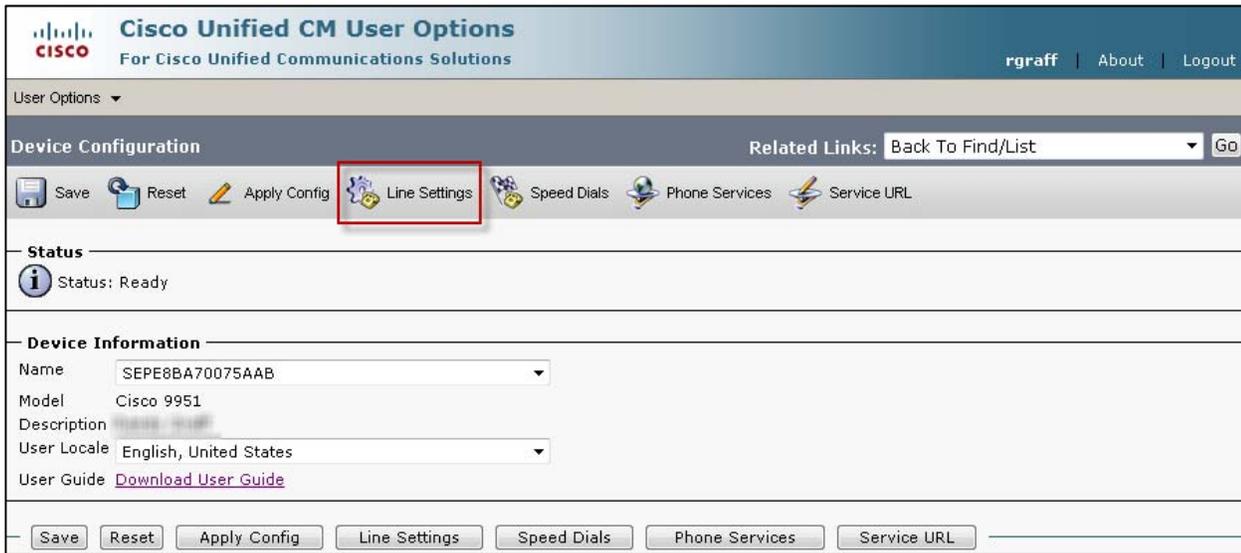
Once an Abbreviated Dial line is set up, you press the 1 or 2 digit corresponding speed dial code, and then press the AbbrDial soft key on your Cisco phone.

1. From the **User Options** drop down, select **Device**.
2. Verify that the device selected in the **Name** drop down is the device you would like to modify.
3. Click the **Speed Dials** tab.
4. The page will then resemble the screen shot below:
5. For each speed dial button enter the **Number** and both the **Label** and **ASCII Label** for the contact. (The Label and ASCII Label is typically the same.)  
*NOTE: Be sure to include (9) before for off-site numbers*
6. Click **Save**.



## Configure Call Forwarding

1. From the **User Options** drop down, select **Device**.
2. Verify that the device selected in the **Name** drop down is the device you would like to modify.
3. Click the **Line Settings** tab.



The screenshot shows the Cisco Unified CM User Options interface. The top navigation bar includes the Cisco logo, the title "Cisco Unified CM User Options", and the subtitle "For Cisco Unified Communications Solutions". The user "rgraff" is logged in, with links for "About" and "Logout". The "User Options" dropdown menu is open, and the "Device Configuration" page is selected. The "Line Settings" tab is highlighted with a red box. Below the tabs, the "Status" section shows "Status: Ready". The "Device Information" section includes fields for Name (SEPE8BA70075AAB), Model (Cisco 9951), Description, User Locale (English, United States), and a link to Download User Guide. At the bottom, there are buttons for Save, Reset, Apply Config, Line Settings, Speed Dials, Phone Services, and Service URL.

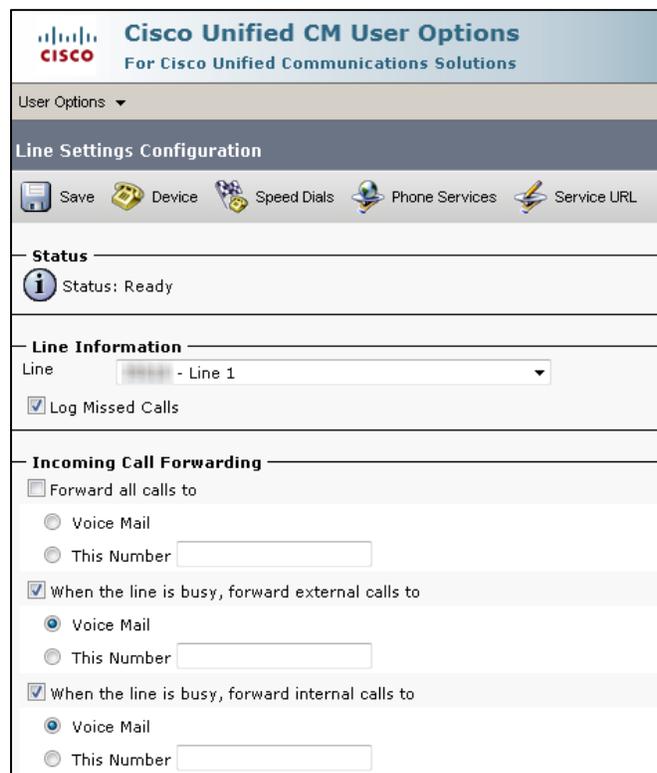
4. Modify the **Incoming Call Forwarding** settings as desired.

**Forward All Calls:** Be sure to include an (9) for off-site numbers.

**Internal calls** are only the calls coming from other VoIP users.

**External calls** are all other callers.

**When there is no coverage** means when you phone cannot register with the CallManager. Typically the phone is unplugged or there is a network outage.



The screenshot shows the Cisco Unified CM User Options interface, specifically the "Line Settings Configuration" page. The top navigation bar is the same as in the previous screenshot. The "Line Settings Configuration" page has tabs for Save, Device, Speed Dials, Phone Services, and Service URL. The "Status" section shows "Status: Ready". The "Line Information" section includes a dropdown for Line (Line 1) and a checked checkbox for "Log Missed Calls". The "Incoming Call Forwarding" section has three main options, each with a checkbox and radio buttons for "Voice Mail" and "This Number":

- Forward all calls to
  - Voice Mail
  - This Number
- When the line is busy, forward external calls to
  - Voice Mail
  - This Number
- When the line is busy, forward internal calls to
  - Voice Mail
  - This Number

## Manage your Personal Address Book

You can view, add, edit and delete entries to your address book. To search your personal address book, do the following:

1. From the User Options drop down, select Personal Address Book.
2. Use the arrow keys to highlight Personal Address Book.
3. To do a 'blind' search listing all entries in your address book leave the search field blank and click Find. (If this is the first time accessing your address book you will likely have no results.)

The screenshot shows the Cisco Unified CM User Options interface. The top navigation bar includes the Cisco logo, the text "Cisco Unified CM User Options For Cisco Unified Communications Solutions", and the user name "rgraff" with links for "About" and "Logout". Below the navigation bar, there is a "User Options" dropdown menu. The main content area is titled "Find and List Personal Address Book Entries". It features an "Add New" button with a plus icon. A "Status" section shows "0 records found". The "Personal Address Book" section has a "Rows per Page" dropdown set to 50. A search bar is present with the text "Find Personal Address Book where" followed by a dropdown menu set to "Nick Name", another dropdown set to "begins with", and an empty search input field. To the right of the search input are "Find", "Clear Filter", and navigation icons. Below the search bar, a message reads "No active query. Please enter your search criteria using the options above." and an "Add New" button is visible at the bottom left.

4. To add your business contacts refer to the section [Add a Personal Address Book Entry](#).

The screenshot shows the Cisco Unified CM User Options interface with search results. The top navigation bar is identical to the previous screenshot. The "User Options" dropdown is expanded, and the "Personal Address Book" option is highlighted with a red box. The "Find and List Personal Address Book Entries" section now includes "Add New", "Select All", "Clear All", and "Delete Selected" buttons. The "Status" section shows "3 records found". The "Personal Address Book" section has a "Rows per Page" dropdown set to 50. The search bar is identical to the previous screenshot. Below the search bar, a message reads "No active query. Please enter your search criteria using the options above." and an "Add New" button is visible at the bottom left. A table displays the search results:

<input type="checkbox"/>	Nick Name ^	First Name	Last Name
<input type="checkbox"/>	Alice	Alice	
<input type="checkbox"/>	Ian	Ian	
<input type="checkbox"/>	T-Lo	Tom	

At the bottom of the table, there are buttons for "Add New", "Select All", "Clear All", and "Delete Selected".

## Add a Personal Address Book Entry

### Personal Address Book

Your personal address book is a directory of extensions available on your phone. You add entries to the personal address book through the Cisco Call Manager User Options web page. Once an entry has been added to your personal directory, you can add it directly to your Fast Dials.

Add or edit entries in your personal address book through the Cisco Unified CM User Options website at <https://hnet-cm1.voip.health.ufl.edu/ccmuser>. To add a personal address book entry, do the following:

1. From the **User Options** drop down, select **Personal Address Book**.
2. Click the **Add New** button at the bottom or the top (both options are the same).
3. Fill out as many fields as you'd like. The only required is **Nick Name**.
4. When you are done, click the **Save** button.
5. You will see a message that says, "Add successful."
6. To add another entry, click the **Add New** button.

The screenshot displays the 'Personal Address Book Configuration' page. At the top, there is a navigation bar with the Cisco logo and the text 'Cisco Unified CM User Options For Cisco Unified Communications Solutions'. The user 'rgraff' is logged in, with links for 'About' and 'Logout'. Below the navigation bar, there is a 'User Options' dropdown menu. The main content area is titled 'Personal Address Book Configuration' and includes a 'Related Links' section with a 'Back To Find/List' dropdown and a 'Go' button. The page features three buttons: 'Save', 'Delete', and 'Add New', each highlighted with a red box. Below these buttons, the 'Status' is shown as 'Ready'. The 'Edit Entry' section contains several input fields: 'First Name' (Tom), 'Last Name', 'Nick Name\*' (T-Lo), 'Email', 'Home Phone', 'Work Phone' ((352) 288-1234), and 'Mobile Phone' ((352) 288-1234). The 'Nick Name\*' field is highlighted with a red box. At the bottom, there are 'Save', 'Delete', and 'Add New' buttons, with 'Save' and 'Add New' highlighted with red boxes. A legend at the bottom left indicates that '\*' indicates a required item.

## Remove a Personal Address Book Entry

Remove a personal address book entry through the Cisco Unified CM User Options website at <https://hnet-cm1.voip.health.ufl.edu/ccmuser>. To remove a personal address book entry, do the following:

1. From the **User Options** drop down, select **Personal Address Book**.
2. Click the **Find** button to see the list of the phone book entries.
3. Click the check box next to each entry you want to remove.
4. Click the **Delete Selected** button.
5. A message appears warning you that this action cannot be undone. Click the **OK** button.

The screenshot shows the Cisco Unified CM User Options interface. At the top, the Cisco logo and 'Cisco Unified CM User Options' are displayed. Below this, there's a navigation bar with 'User Options' and a dropdown menu. The main content area is titled 'Find and List Personal Address Book Entries'. It includes a toolbar with buttons for 'Add New', 'Select All', 'Clear All', and 'Delete Selected'. The 'Delete Selected' button is highlighted with a red box. Below the toolbar, there's a 'Status' section indicating '3 records found'. The main table is titled 'Personal Address Book (1 - 3 of 3)' and has a 'Rows per Page' dropdown set to 50. The table has columns for 'Nick Name', 'First Name', and 'Last Name'. The entries are: Alice, Ian, and T-Lo. The 'T-Lo' entry has a checked checkbox, which is also highlighted with a red box. Below the table, there's another set of buttons: 'Add New', 'Select All', 'Clear All', and 'Delete Selected'. The 'Delete Selected' button is highlighted with a red box.

	Nick Name ^	First Name	Last Name
<input type="checkbox"/>	Alice	Alice	
<input type="checkbox"/>	Ian	Ian	
<input checked="" type="checkbox"/>	T-Lo	Tom	