CISCO Unified CM User Options - User Guide

Direct Link: https://cucm-jo-p1.uc.ecu.edu.au/ccmuser/

This is the initial screen you will see:

- Put in your username and password.
- Click Login

The Username and Password are your ADS credentials. (Same username/password as the computer and the ECU Portal.)

Once you log in, you will notice four new items on the task bar.

1. A “Log out” button.
2. The username of the account which is logged in.
3. A “User Options” drop down menu.
4. An “About” button, which; if clicked, takes you back to the home page.

Under the “User Options” Drop Down Menu there are five sections:

- Device
- User Settings
- Directory
- Personal Address Book
- Fast Dials
Device:
The initial Device page gives information on the device status (unknown/unregistered/unready) and the Device itself including the Name (MAC Address), Model and Description (What should be on the phone display).
You can also obtain the user guide for the CISCO handset from this page.

Under the Device Information are the “Do Not Disturb” settings. If the box “Do Not Disturb” is ticked, it is on. If unticked, it is off.
The drop down “DND Option” lets you choose if you want the “Ringer Off” or for the call to be rejected “Call Reject”. Using “DND Incoming Call Alert” you can select if you want no alert (“Disable”), “Flash Only” or “Beep Only”.

Along the top of the screen on this view, you will also notice a series of new buttons:

“Apply Config” Should be clicked after each change made under the Device view. This will restart your handset to enable the changes you have made to take effect.

“Line Settings” enables you to set up forwarding rules for any line (extension number) that is assigned to your user ID. You can choose to forward numbers to voicemail or to another number. Please note; if you are using an internal ECU number you only need to put in the extension. If you are putting in a mobile number or external number, you will need to put a “0” before the number to enable the phone to call externally.

“Speed Dials” allows you to enter speed dial numbers which will then appear next to the spare soft keys on your handset display. Please note, there are limited spaces for speed dial numbers to appear. An alternative is to use the “Fast Dials” option which is explained in more detail below.

If; after selecting “Line Settings” or “Speed Dials” you want to go back to the Device view, click on the “Device” button which will appear on the top menu OR click “User Options” and then “Device”

User Settings:
This section allows you to update your Telephone Pin number. The pin default is “12354”. This pin number enables you to access settings such as your personal directory directly from your handset.

Directory:
This is a web interface of the Corporate Telephone Directory. You are able to search for details using: Last Names, First Names, User ID’s and Extension Numbers. You can search using a whole criteria or only a part. For example; if you cannot remember how to spell someones last name you can do a search for their whole first name.
Personal Address Book:
This section will be empty at first. You can choose to populate it with your own contacts which will then appear on your phone when you search the “Personal Directory”.

When you click on the “Personal Address Book” option from the drop down list you will be met with the view below.

To add a new entry to your Personal Address Book:

- Click “Add New” using either of the above highlighted buttons.
- You will then see this:

- Fill out the Desired fields.
- Click “Save”.
**Fast Dials:**

This section enables you to assign numbers or number combinations on your telephone keypad as fast dials for longer numbers.  

When you first enter the “Fast Dials” section you will see this:

To add a new fast dial number:

- Click “Add New” using either of the above highlighted buttons.
- You will then see this:

  ![Fast Dial Entry](image)

  ```
  Fast Dial Entry
  Fast Dial: 1
  Phone Number: 6000
  ```

- You will need to pick a number for your Fast Dial
- Type in the phone number you wish to be associated, as above; if you are using an internal ECU number you only need to put in the extension. If you are putting in a mobile number or external number, you will need to put a “0” before the number to enable the phone to call externally.
- Click “Save”.  

You can add as many Fast Dials as you like, but if you add too many they may become a bit hard to remember.

Searches can be made amongst the existing Fast Dials using the criteria in the drop down boxes provided.