Customizing VoIP Phones from the Cisco User Web Page

**Notes**

There are a few things to note about the Cisco User Web interface before you get started.

- The Cisco User Web interface is not compatible with Google Chrome.
- You will automatically be logged out after 30 minutes of inactivity.
- When finished, use the Logout link in the upper right hand corner of the site.
  If you close the window without logging out, you may be locked out until your session expires after 30 minutes.

To access the Cisco User Web Interface, login to GoWMU. Once logged in, you will find the link under My Self Service > Customize my VOIP Phone > Customize.

**Overview**

This guide will help you with the following features:

- Setting Up Speed Dialing
- Placing a Call Using Speed-Dials
- Setting a Personal PIN
- Creating a Personal Address Book
- Making a Call Using the Personal or Corporate Address Book
- Setting Fast Dials
- Using Fast Dialing to make a Call
- Using the Cisco WebDialer to Make a Call
- Call Forwarding for Multi-line Phones

**Getting Started with the User Options Web Page**

Click the ‘Options’ drop down box and choose ‘Device’ the MAC address of your phone will display along with the phone model and your phone number.
Setting Up Speed Dialing:
There are two types of speed dials that can be created here. Speed dialing that can be assigned to Line Buttons and Speed dialing that can be assigned to a 1-3 digit number or code (abbreviated dialing).

   Multi-Line phones can use the Line buttons as Speed dial buttons.
   Single-Line phones access speed dialing from Abbreviated dialing.

1. Choose User Options > Device.
2. Click Speed Dials.
3. Enter a number and label for a speed-dial (line) button on your phone. When entering a number, use the same dial plan as if you were dialing from your phone; “9” for outside and 5 digits for on campus.
4. Click the Save button.
Setting up Abbreviated dialing

1. Choose User Options, then Device.
2. Below the Speed Dial (Button) Settings, go to section called Speed Dial (Abbreviated Dial)
3. Enter a phone number and label for an abbreviated dial number on your phone. When entering a number, use the same dial plan as if you were dialing from your phone; “9” for outside and 5 digits for on campus. (ASCII Label is for a description that will not show up on your phone.)
4. The number to the left of the number field is the dialing code. See how to place a call using this.

Placing a Call Using Speed-Dials or Abbreviated dialing

Speed Dial:
1. Press the Button on your phone that corresponds to the name or label assigned.
2. Pick up hand-set at any time during call.

Abbreviated Dial:
1. **While the phone is on-hook**, using the phone keypad, press the corresponding speed dial* code, e.g. “5”.
2. Depending on the model of your phone, Press “AbbrDial” or Speed Dial” button on your phone.
3. Pick up the hand-set at any time during the call.
*For abbreviated dialing it is recommended that you print out the screen of your codes/numbers and corresponding numbers and labels for quick reference.

Setting up a PIN

A PIN is required to access Personal Directories from your phone.
1. Choose User Options > User Settings.
2. For Current PIN enter the default PIN “12345”
3. In the New PIN enter your desired numeric PIN. (A valid pin must be at least 4 digits)
4. Confirm the new PIN.
5. Press Save.

Creating a Personal Address Book or Directory

Personal address book is similar to the corporate directory except you can create your own personal directory list.
1. Choose User Options > Personal Address Book.
2. Click Add New.
3. Enter information for the entry. When adding an entry to the address book, the Nick Name is the name that displays on phone, so each entry must be unique.
4. When entering a number, use the same dial plan as if you were dialing from your phone; “9” for outside and 5 digits for on campus.
5. Click Save.
Making Calls Using the Personal or Corporate Address Book:

1. On a multi-line phone, press the Directories Button. On a single line phone, press the Applications Button
2. Select Personal Directory or Corporate Directory
3. Press Select.
4. Login with your Bronco NetID and PIN using the phone keypad (Default PIN is 12345). It is recommended that you change your PIN following the steps provided earlier in this document.
5. Select Personal Address Book
6. Scroll through listings to select the call-to
7. Press Dial

Setting Fast Dials:

1. Choose User Options > Fast Dials
2. Click Add New
3. Change the Fast Dial code if desired.
4. To assign a fast dial code to an Address Book entry:
   a. Use the Search Options area to find the appropriate address book entry
   b. Click a phone number in the Search Results area.
5. To assign a Fast Dial code without using an address book entry:
Using Fast Dialing to Make a Call:
Fast dials are accessed from the Personal Directory on your phone.

2. Scroll to Personal Directory.
3. Press Select.
4. Login with your Bronco NetID and PIN using the phone keypad (Default PIN is 12345) It is recommended that you change your PIN following the steps provided earlier in this document.
5. Scroll to Personal Fast Dials.
6. Press Select.
7. Scroll to the appropriate Fast Dial entry.

Using the Cisco WebDialer to Make a Call:
The Directory option serves as a link to the Western Michigan University Corporate Directory.

1. Choose User Options > Directory
2. Enter information to search.
3. Click Find
4. Click on any highlighted number and it will dial your phone.
Call Forward (Multiple Line Phones):
* You can forward all incoming calls from your prime line directly on your phone using the CFwdAll button.

For phones that have more than one line you can use the web page to manage incoming calls on individual lines as follows:

1. Choose User Options > Device
2. Click on Line Settings from the User Web Page
3. Select the line that you want to forward
4. Select either Voice Mail or This Number. When entering a number, use the same dial plan as if you were dialing from your phone; “9” for outside and 5 digits for on campus.
5. Make sure the “Forward all calls to” check box is checked.
6. Click Save.
To Cancel, uncheck the “Forward all Calls to” check box.

The logged missed call allows you to eliminate missed calls from your call log for the secondary lines on your phone. Uncheck the box to eliminate this feature for the selected line.

*Note: This option is not available on all models.

For more information or answers to questions, please call customer service at 7-4357, Option 2.