

# Self Service Portal

## User Guide

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## 1 Overview

The Self Service Portal (SSP) empowers you to make pre-approved changes to your Cisco IP phone profile without having to contact the help desk. Your Cisco IP phone profile is what you login to a phone with and contains your personal setting. Changes that you make will take place immediately.

In summary, the SSP tool can enable you to do:

- PIN Resets - reset phone and voicemail PIN's (without remembering the old PIN)
- Add and remove yourself from Pickup Groups
- Edit your phone buttons and Busy Lamps (for e.g. adding secondary lines)
- Edit Speed dials and Call Forwards
- Manage your Single Number Reach settings
- The SSP is accessed via a web browser. The next section shows how this can be done.

## 2 Getting started – Logging In

The SSP is accessed via web page on the Intranet. To access this page use a web browser to navigate to the login page. For Acme Corporation the url to login is:

<http://9.1.1.222:8080/apex/f?p=219:1>

Once you have successfully connected to the login page enter your login credentials to access the application. Your username and password are the same as your phone login.

User ID	<input type="text" value="duser114"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>

This tool allows you to manage your Cisco IP phone configuration. To begin, enter your **LAN ID** and password, then click **LOGIN**.

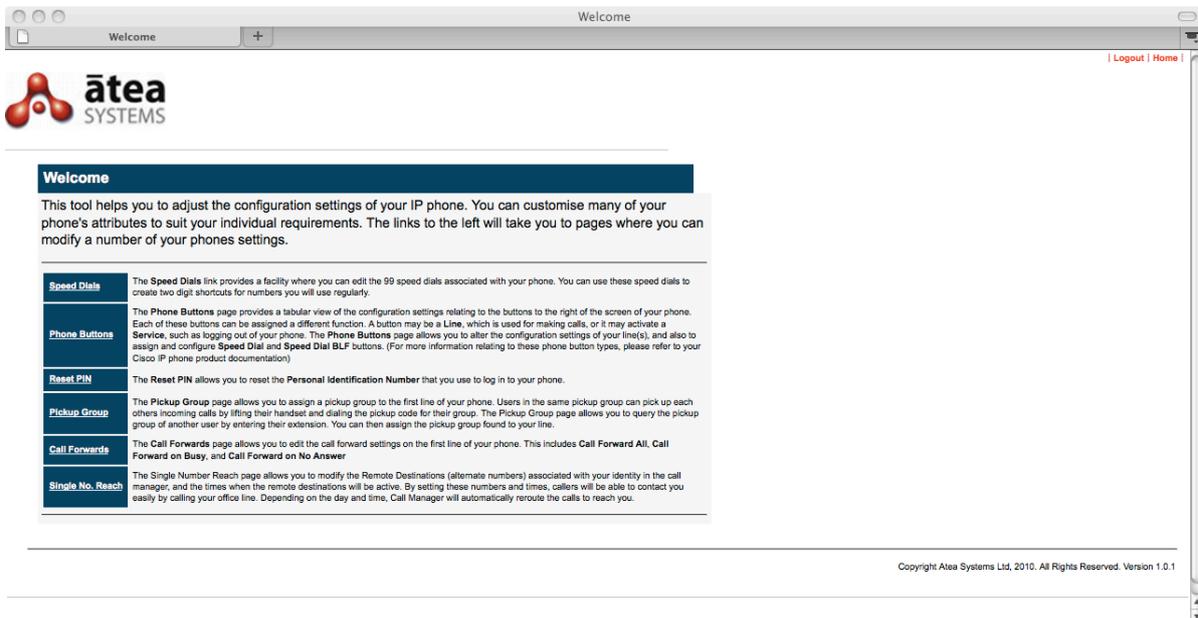
If the login process is successful you will be presented with the home page. This will show a summary of the features that are available to you. When you click on any of the links it will show the current settings for your phone profile.

### 3 Navigating through the SSP

The SSP home page is made up of two parts.

At the top right are the navigation buttons. These will be available on all pages and will allow you to logout of the application or return to this screen.

On the left of the screen you will see the functions that are available to you to modify your telephony experience. There is a short description of what each function does to the right of the link. Clicking on any of these links will take you to a sub page where additional help will be available. Each of these sub pages is discussed in the following sections.



The screenshot shows a web browser window titled "Welcome". The page header includes the Atea Systems logo and navigation links for "Logout" and "Home". The main content area is titled "Welcome" and contains a paragraph: "This tool helps you to adjust the configuration settings of your IP phone. You can customise many of your phone's attributes to suit your individual requirements. The links to the left will take you to pages where you can modify a number of your phones settings." Below this is a table of links:

<b>Speed Dials</b>	The <b>Speed Dials</b> link provides a facility where you can edit the 99 speed dials associated with your phone. You can use these speed dials to create two digit shortcuts for numbers you will use regularly.
<b>Phone Buttons</b>	The <b>Phone Buttons</b> page provides a tabular view of the configuration settings relating to the buttons to the right of the screen of your phone. Each of these buttons can be assigned a different function. A button may be a <b>Line</b> , which is used for making calls, or it may activate a <b>Service</b> , such as logging out of your phone. The <b>Phone Buttons</b> page allows you to alter the configuration settings of your line(s), and also to assign and configure <b>Speed Dial</b> and <b>Speed Dial BLF</b> buttons. (For more information relating to these phone button types, please refer to your Cisco IP phone product documentation)
<b>Reset PIN</b>	The <b>Reset PIN</b> allows you to reset the <b>Personal Identification Number</b> that you use to log in to your phone.
<b>Pickup Group</b>	The <b>Pickup Group</b> page allows you to assign a pickup group to the first line of your phone. Users in the same pickup group can pick up each others incoming calls by lifting their handset and dialing the pickup code for their group. The <b>Pickup Group</b> page allows you to query the pickup group of another user by entering their extension. You can then assign the pickup group found to your line.
<b>Call Forwards</b>	The <b>Call Forwards</b> page allows you to edit the call forward settings on the first line of your phone. This includes <b>Call Forward All</b> , <b>Call Forward on Busy</b> , and <b>Call Forward on No Answer</b>
<b>Single No. Reach</b>	The <b>Single Number Reach</b> page allows you to modify the <b>Remote Destinations</b> (alternate numbers) associated with your identity in the call manager, and the times when the remote destinations will be active. By setting these numbers and times, callers will be able to contact you easily by calling your office line. Depending on the day and time, Call Manager will automatically reroute the calls to reach you.

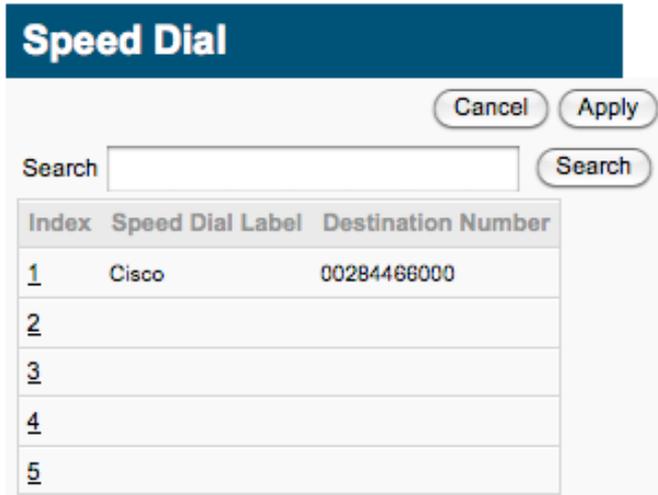
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### 4 Speed Dials

Your Cisco IP phone has the ability to have speed dials either on the phone buttons, or as what is called an Abbreviated Speed Dial. This is a Speed Dial that is not associated with a physical phone button, but can be dialed by an index number and then pressing the ABBR DIAL softkey that will appear on your phone screen. As Speed Dials on your phone buttons will overwrite other (non button associated Speed Dials) it may be worth configuring your phone button Speed Dials first (in the section below) before you come back to this page.

## 4.1 Adding Or Editing A Speed Dial

The screen below shows the speed dials that have already been configured for a user.



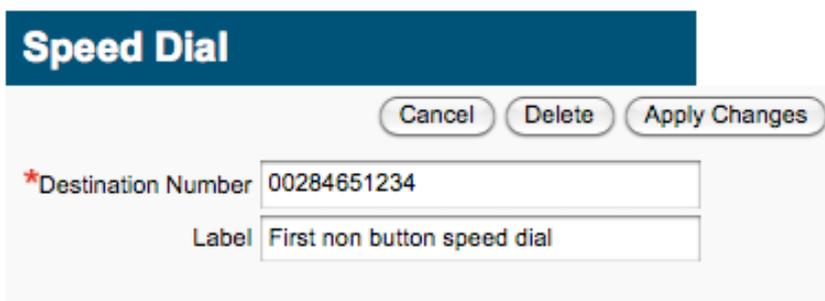
**Speed Dial**

Cancel Apply

Search  Search

Index	Speed Dial Label	Destination Number
<u>1</u>	Cisco	00284466000
<u>2</u>		
<u>3</u>		
<u>4</u>		
<u>5</u>		

In this case the user configured a Speed Dial on button two of their phone, therefore it has shown up here. Should you want to configure more speed dials than your phone supports (or you have Speed Dial - BLF's configured on the other buttons), you may want to configure them here. To add a Speed Dial here just click on the index number you want to use. In this example we will use index 5. (As our 8941 phone only has 4 buttons for putting Speed Dials on our new one can never be over-written). **Enter your speed dial exactly as you would if you were dialing it, including any outside line prefix.** In the example below we entered a Sydney number, including the outside line prefix of '0'. Note that the maximum number of characters for a label is 30.



**Speed Dial**

Cancel Delete Apply Changes

\*Destination Number

Label

Click on 'Apply Changes' to return to the main Speed Dials screen. From here you can either add or edit another speed dial or click on 'Apply' to submit the changes. You will know when you have updated successfully as you will be returned to the home page with the message 'Your speed dials have been updated! This can be seen in the screen shot below.

### Speed Dial

Search

Index	Speed Dial Label	Destination Number
<u>1</u>	Cisco	00284466000
<u>2</u>		
<u>3</u>		
<u>4</u>		
<u>5</u>	First non button speed dial	00284651234
<u>6</u>		
<u>7</u>		

## 5 Phone Buttons

Your phone will have buttons down either the right or left and side. The first button at the top will have your directory number that you can make and receive calls on. The other buttons can be made into either Speed Dials or Busy Lamp Fields (BLF's). The SSP allows you to configure these yourself without having to contact the help desk. It is recommended that you configure any Speed Dials you may want to use on these buttons before you configure other Speed Dials (see section above). The example below shows a six button 7962 phone profile for user 'duser114).

### Phone Profile

Current Phone Type

Index	Type	Extention	Ring Setting	Ring Duration	Label	BLF Extension	SD Destination
1	<u>Line</u>	<u>50009</u>	<u>Use System Default</u>	<u>12</u>	<u>Demo User114 - 50009</u>		
2	<u>none</u>						
3	<u>none</u>						
4	<u>none</u>						
5	<u>none</u>						
6	<u>none</u>						

1 - 6

Line 1 has already been configured on phone button 1 and there are 5 other buttons that can have Speed Dials or Speed Dial BLF's on them. Additionally you may want to change the Ring Setting or Line Text Label on your line.

## 5.1 Changing Settings On Your Primary Line

To change either the Ring Setting or Line Text Label on your phone line, click on the link below what you want to change. The example below shows the Line Text Label being edited.

Label

Enter New Line Label

The Line Text Label is the text that sits next to your line on phone button 1. The Line Text Label is local to your phone only and is not seen by anyone else. To change, type the text you want and click on 'Submit'.

Phone Profile

Current Phone Type

Index	Type	Extention	Ring Setting	Ring Duration	Label	BLF Extension	SD Destination
1	<a href="#">Line</a>	<a href="#">50009</a>	<a href="#">Use System Default</a>	<a href="#">12</a>	<a href="#">50009</a>		
2	<a href="#">none</a>						
3	<a href="#">none</a>						
4	<a href="#">none</a>						
5	<a href="#">none</a>						
6	<a href="#">none</a>						

1 - 6

In this case it has been changed to just show '50009'. To apply the setting click on the 'Apply' button. You will know when you have updated successfully as you will be returned to the home page with the message 'Your phone profile has been updated!'

## 5.2 Adding Or Editing A Speed Dial

To add or edit a speed dial on one of your phone buttons, click on the 'Type' link next to the button you want. Next you are presented with a drop down box with either Speed Dial or Speed Dial BLF. We have chosen 'Speed Dial' in the example below.

### Line Type

Select new Line Type

Clicking on 'Next' will take you to the screen where you can add or edit your speed dial. **Enter you speed dial exactly as you would if you were dialing it, including any outside line prefix.** In the example below we entered the number for Cisco, including the outside line prefix of '0'.

### Speed Dial

Enter New Speed Dial Destination

Label

Click on 'Submit' to return to your Phone Profile screen. From here you can either apply your changes or add or edit another phone button. In this case we will edit a BLF.

### 5.3 Adding Or Editing A Speed Dial - BLF

A Speed Dial BLF is a button on your phone that shows the presence of someone else's phone. It also allows you to pick up their calls and call them by just pressing the button. To add or edit a Speed Dial BLF, click on the link next to the phone button you want to put the SD-BLF on.

The Speed Dial Busy Lamp Field form allows you to select someone else's extension to monitor. Their extension can be chosen from a drop down box and a label can be applied to this which will show on your phone. In the example below we chose the extension 50002 and put on the label 'My Manager'.

### Speed Dial Busy Lamp Field

Extension

Label



Click on 'Submit' to return to your Phone Profile screen. From here you can either apply your changes or add or edit another phone button. In this case we will have the settings applied.

To apply the settings click on the 'Apply' button. You will know when you have updated successfully as you will be returned to the home page with the message 'Your phone profile has been updated! The example below shows the phone button screen now the settings have been applied.

**Phone Profile** Cancel

Current Phone Type

Index	Type	Extention	Ring Setting	Ring Duration	Label	BLF Extension	SD Destination
1	<a href="#">Line</a>	<a href="#">50009</a>	<a href="#">Use System Default</a>	<a href="#">12</a>	<a href="#">50009</a>		
2	<a href="#">Speed Dial</a>				<a href="#">Cisco</a>		<a href="#">00284466000</a>
3	<a href="#">none</a>						
4	<a href="#">none</a>						
5	<a href="#">none</a>						
6	<a href="#">Speed Dial BLF</a>				<a href="#">My Manager</a>	<a href="#">50002</a>	

1 - 6

## 5.4 Deleting A Speed Dial or Speed Dial - BLF

To remove a Speed Dial or Speed Dial - BLF, click on the link next to the phone button you want to edit. From the drop down box click 'None'. Click on 'Submit' to return to your Phone Profile screen.

From here you can either apply your changes or add or edit another phone button. To apply the settings click on the 'Apply' button. You will know when you have updated successfully as you will be returned to the home page with the message 'Your phone profile has been updated! The example below shows the phone button screen now SD-BLF has been removed from button six.

**Phone Profile** Cancel

Current Phone Type

Index	Type	Extention	Ring Setting	Ring Duration	Label	BLF Extension	SD Destination
1	<a href="#">Line</a>	<a href="#">50009</a>	<a href="#">Use System Default</a>	<a href="#">12</a>	<a href="#">50009</a>		
2	<a href="#">Speed Dial</a>				<a href="#">Cisco</a>		<a href="#">00284466000</a>
3	<a href="#">none</a>						
4	<a href="#">none</a>						
5	<a href="#">none</a>						
6	<a href="#">none</a>						

1 - 6

## 6 PIN Resets

The PIN Reset page allows you to reset your Cisco PIN's from a central point. Resetting a PIN here will reset the PIN across the phone, voicemail and conferencing systems.

Practically for you that means the following PIN's will change.

- Your Extension Mobility PIN. That is the PIN you login to your phone with
- Your voicemail PIN. This is the PIN you may have to enter to listen to messages and change voicemail settings
- Your MeetingPlace conferencing PIN

To reset your PIN simply enter the new PIN you would like and then re-enter for confirmation. Your PIN should be **x - y** digits in length and contain only numbers. Once you have entered your PIN twice click on 'Apply' to have the change take effect.



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### Reset PIN

Enter your new PIN

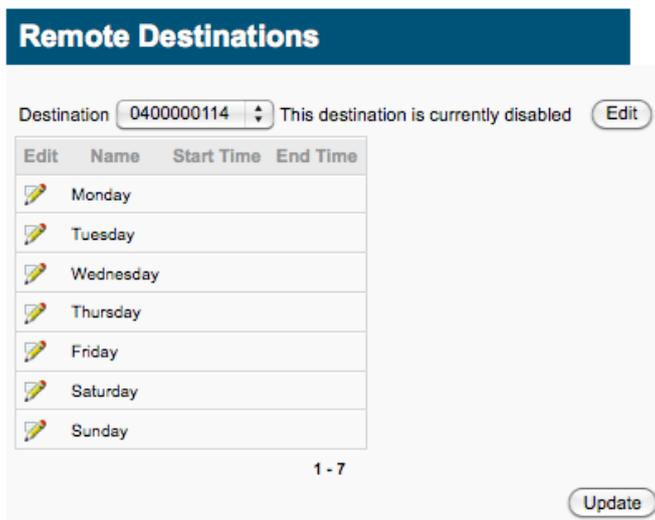
Re-enter your new PIN

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## 7 Single No Reach

The Single No Reach page allows you to update settings for your configured Remote Destinations. A Remote Destination is a number such as a mobile that will ring when your desk phone rings. Any of the destinations currently assigned to you can be selected using the Destinations drop down list to the left. The currently selected destination can be enabled or disabled by clicking the Enable/Disable button to the right of the destination name.

An example Remote Destination can be seen below;



**Remote Destinations**

Destination: 0400000114 This destination is currently disabled

Edit	Name	Start Time	End Time
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

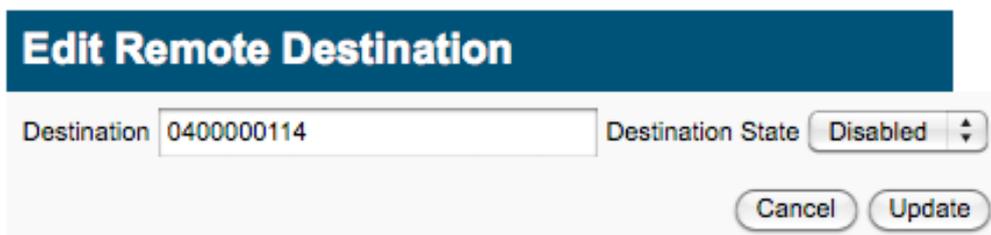
1 - 7

A table in the destination list also shows what days of the week the selected destination is enabled for.

If the selected destination is not enabled for a specific day, the start and end times will be blank. Otherwise, the selected destination is enabled for that day, starting at Start Time and ending at End Time. If the Start time is "00:00" and the end time is "24:00" then the destination is enabled for the entire day.

To edit a destination click on the 'Edit' button to the right of the destination number.

In the Edit Remote Destination screen it is possible to either enable or disable the destination or change the destination number.



**Edit Remote Destination**

Destination: 0400000114 Destination State: Disabled

Update applied successfully

### Remote Destinations

Destination  This destination is currently enabled

Edit	Name	Start Time	End Time
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

1 - 7

Note that it is NOT possible to add or remove a destination through the Self Service Portal.

To enable a destination select Enable from the drop down box and click on 'Update'. **IMPORTANT:** Once you have edited your settings you must click the Update button again for the changes to be applied. If you do not click Update the phone system will not be updated with your changes. You will know when you have updated successfully as you will be returned to the home page with the message 'Update Applied Successfully!'

To change the time of day settings for a Remote Destination, click on the pen icon to the left of the day you want to change. In the example below Monday was chosen.

### Edit Time Period

Day of Week

Start Time

End Time

To enable a destination for the whole day click on 'All Day'. Otherwise select a start and end time that suits you. To finish click on 'Update' again to take you back the main Remote Destination screen. In the example you can see that we chose 08:00 to 18:00 for Monday.

### Remote Destinations

Destination  This destination is currently enabled

Edit	Name	Start Time	End Time
<input type="button" value="✎"/>	Monday	08:00	18:00
<input type="button" value="✎"/>	Tuesday		
<input type="button" value="✎"/>	Wednesday		
<input type="button" value="✎"/>	Thursday		
<input type="button" value="✎"/>	Friday		
<input type="button" value="✎"/>	Saturday		
<input type="button" value="✎"/>	Sunday		

1 - 7

If you want to edit other days you can follow the same process for those days. When you want to submit your changes, click on 'Update' again. You will know when you have updated successfully as you will be returned to the home page with the message 'Update Applied Successfully!'

- End -