



This document outlines instructions for:

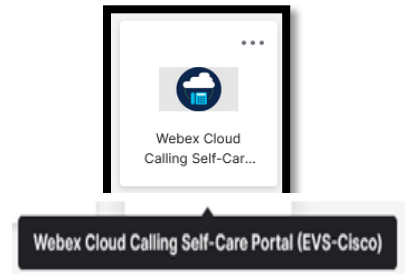
- Accessing the Cisco Webex Cloud Calling Self-Care Portal
- Update Voicemail PIN
- Voicemail Setup
- Call Forwarding
- Accessing Voice Mail

These instructions apply to agencies that have migrated to the new (Cisco) Webex Cloud Calling environment. If you are unsure whether your agency has moved to the Webex Cloud Calling environment, contact your Agency Help Desk.

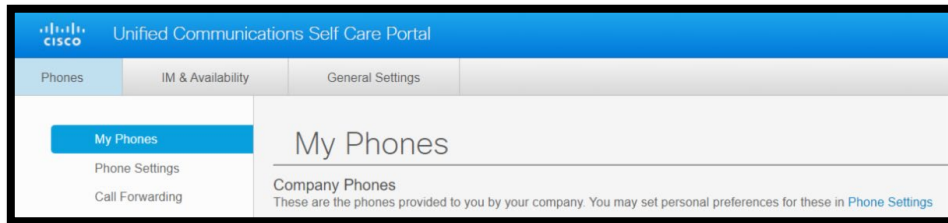
IMPORTANT: You can only access the **Webex Cloud Calling Self-Care Portal** from **within the State network or via AOVPN**. If you have remote access established to the State network, you must first connect via RDP to your work computer to access the **Webex Cloud Calling Self Care Portal**.

Accessing the Webex Cloud Calling Self-Care Portal to Update Voicemail PIN:

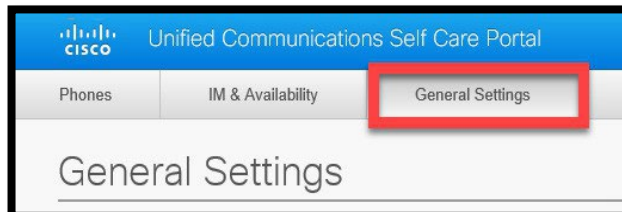
1. From the state network, navigate to <https://id.delaware.gov> - You will be signed into Okta.
2. Locate and click on the “Webex Cloud Calling Self-Care Portal (EVS-Cisco)” tile under My Apps:
(If you receive an error signing into the tile, contact the DTI Service Desk at 302-739-9560)



3. A new page will open up taking you to the Webex Cloud Calling Self-Care Portal:



4. Select the **General Settings** tab.



- In the **Phone Services PIN** section, enter a **New Phone PIN**, the new PIN needs to be at least **6 numbers and should not exceed 128 numbers**, which is the set standard length, then re-enter to **Confirm New Phone PIN**.

▼ Phone Services PIN

This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN should follow minimum credential length set by the administrator and should not exceed 128 numbers in length. The PIN can only contain numbers, it cannot contain spaces, letters, or special characters.

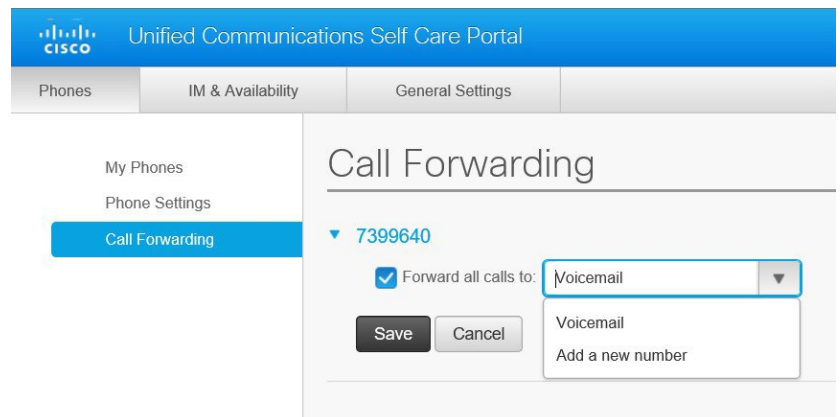
New Phone PIN:

Confirm New Phone PIN:

Enabling/Disabling Call Forwarding

Enable/Disable Call Forwarding in Webex Cloud Calling Self-Care Portal

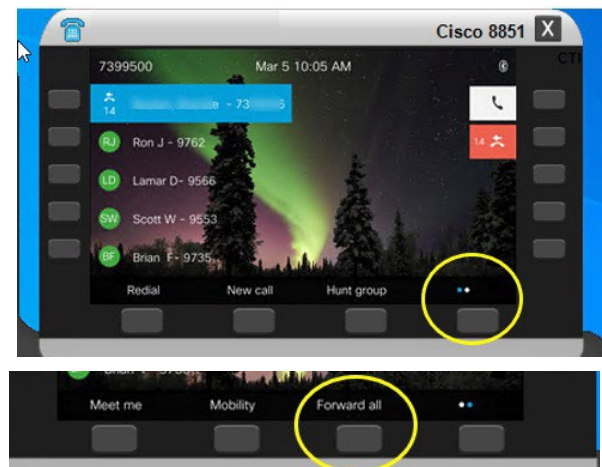
- Click the **Phones** tab and select **Call Forwarding**
- Click the phone number dropdown arrow (Administrative support may have multiple phone numbers)
- Check the box to **Forward all calls to:**
- In the drop-down menu, choose **Voicemail**, or **add a new number** to send calls to an alternate extension or a new number. you will receive a prompt to type the phone number. Any External destination number must begin with the asterisk and include 1+area code. *Example: *13026741212.*
- Click **Save**. **To Turn off Call Forwarding**, uncheck the **Forward all calls** box and click **Save**



Enable/Disable Call Forwarding on Your Work Desk Phone

Instructions for Cisco Phone Models 88xx

- Select **..** soft key
- Select the **Forward All** softkey. You will hear two beeps.
- Enter ***1Area Code**, and the number you want the calls forwarded to.
- Once forwarding is enabled the phone display indicates the forwarding.
- To cancel Call Forwarding select the **..** soft key, select **Forward off** soft key.



Voicemail Greetings Setup Instructions

From Your Own Cisco Desk Phone Model 88xx

1. Dial 1001 or press Messages button
2. Enter your PIN and Press #
3. Select Setup Options (press 4)
4. Select Record your Greeting (press 1) and follow the instruction of the voicemail attendant.

From a Cisco Desk Phone Other Than Yours

1. Press Messages or Dial 1001
2. Immediately Press *
3. Enter your ID (your seven-digit phone number)
4. Enter your PIN and Press #
5. Select Setup Options (press 4)
6. Select Record your Greeting (press 1) and follow the instruction of the voicemail attendant.

From an Outside Phone

1. Dial 1-302-739-9706
2. Immediately Press *
3. Enter your ID (your seven-digit phone number)
4. Enter your PIN and Press #
5. Select Setup Options (press 4)
6. Select Record your Greeting (press 1) and follow the instruction of the voicemail attendant

Accessing Voicemail Instructions (Voicemails are Also Delivered to Your Email)

From Your Own Cisco Desk Phone Model 88xx

1. Press Messages button or Dial 1001
2. Enter PIN and Press #

From a Cisco Desk Phone Other Than Yours

1. Press Messages or Dial 1001
2. Immediately Press *
3. Enter your ID (your seven-digit phone number)
4. Enter your PIN and Press #

From an Outside Phone

1. Dial 1-302-739-9706
 2. Immediately Press *
 3. Enter your ID (your seven-digit phone number)
 4. Enter PIN and Press #
 5. Follow the instruction of the voicemail attendant
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