



CISCO PHONES

Purpose and Scope

This document outlines:


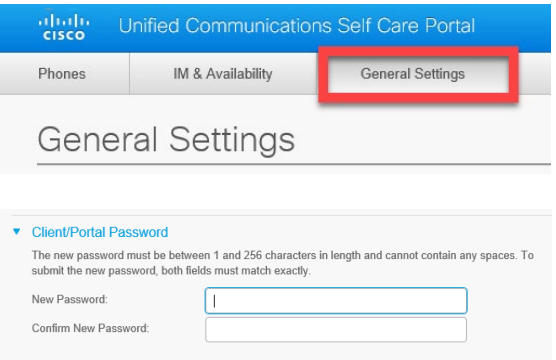
- Using CISCO Call Manager
- Forwarding your Desk Work Phone Calls
- Setup your CISCO Voicemail Message
- Accessing Voice Mail

Call Center (Finesse) users should work with their Team Manager regarding phone procedures. Avaya phone users, please contact your Agency Help Desk.

Using CISCO Call Manager

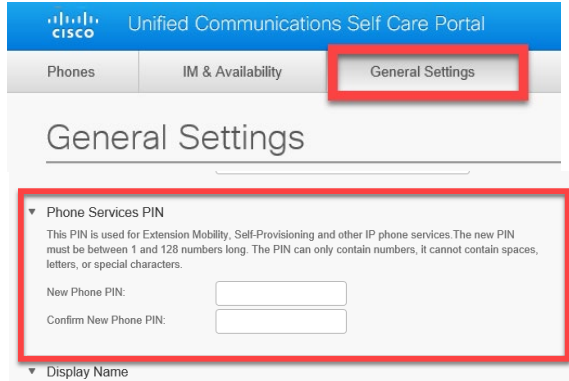
Use CISCO Call Manager to update your password and establish your PIN.

Important: Call Manager URL is not accessible outside the state network. If you have remote access established from home, you may remote into your work computer and access call manager in that method.

<p><i>Setting Up for the First Time in Call Manager</i></p> <ol style="list-style-type: none"> 1. Navigate to https://callmanager.state.de.us/ucmuser/ 2. Enter your State Username (first.lastname) 3. Enter your password (If you are signing in for the first time or do not recall your password contact the DTI Service Desk at 302-739-9560.) 4. Click Sign In 	
<p><i>Update your Password</i></p> <ol style="list-style-type: none"> 1. After signing in to Call Manager 2. Select the General Settings tab 3. In the Client/Portal Password section: <ol style="list-style-type: none"> a. Enter a New Password: b. Confirm New Password: 	

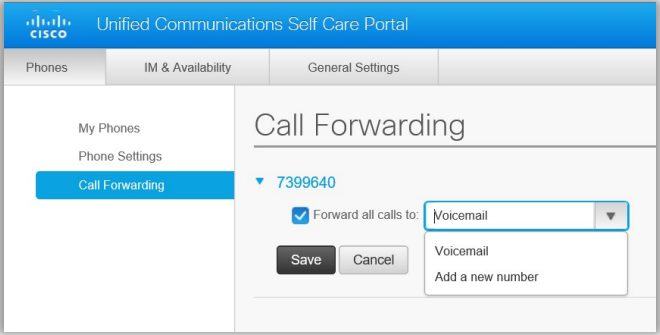


CISCO PHONES

<p>Update your PIN #</p> <ol style="list-style-type: none"> 1. After signing in to Call Manager 2. Select the General Settings tab 3. In the Phone Services PIN section: <ol style="list-style-type: none"> a. Enter a New Phone PIN: b. Confirm New Phone PIN: 	 <p>The screenshot shows the 'Unified Communications Self Care Portal' with tabs for 'Phones', 'IM & Availability', and 'General Settings'. The 'General Settings' tab is selected. Under 'Phone Services PIN', there are two input fields: 'New Phone PIN:' and 'Confirm New Phone PIN:'. A red box highlights the 'General Settings' tab and the 'Phone Services PIN' section.</p>
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Procedure for Forwarding your Desk Work Phone

When forwarding your Desk Work Phone to another phone, voice messaging will not be available in your Outlook email account.

<p>Using CISCO Call Manager <i>Call Forwarding</i></p> <ol style="list-style-type: none"> 1. Click the Phones tab 2. Click Call Forwarding 3. Click the phone number dropdown arrow (Administrative support may have multiple phone numbers) 4. Check the box to Forward all calls to: 5. Highlight Voicemail using the drop-down arrow 6. Or highlight Add a new number to send calls to an alternate extension or a new number and you will receive a prompt to type the phone number. 7. External destination number must begin with the asterisk and should include 1- area code. Example: *13026741212. 8. Click Save 	 <p>The screenshot shows the 'Unified Communications Self Care Portal' with tabs for 'Phones', 'IM & Availability', and 'General Settings'. The 'General Settings' tab is selected. Under 'Call Forwarding', the phone number '7399640' is selected. The 'Forward all calls to:' checkbox is checked, and 'Voicemail' is selected in the dropdown menu. There are 'Save' and 'Cancel' buttons. A red box highlights the 'Call Forwarding' section.</p> <p>NOTE: Voice Messages will be recorded on the Forwarded Phones messaging service. Messages will not be available in your Outlook email.</p> <p>NOTE: To remove the Call Forward, uncheck the Forward all calls to box and Save.</p>
<p>From your 79xx CISCO Desk Phone <i>Call Forwarding</i></p> <ol style="list-style-type: none"> 1. Select CFwdAll button (you may need to select "more" to see CFwdAll) 	

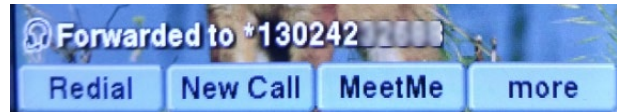
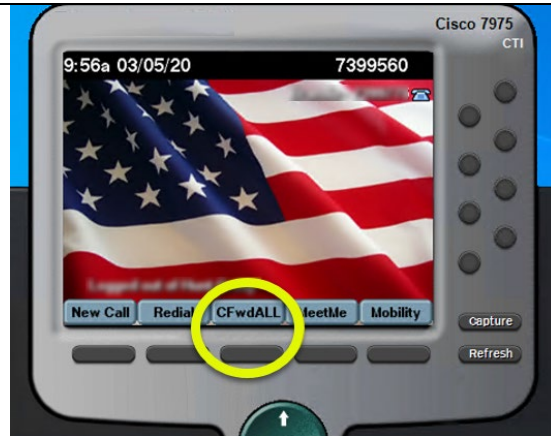


CISCO PHONES

2. Enter ***1Area Code**, and the **number** you want the calls forwarded to
3. The **Forwarded to #** will display at the bottom of the CISCO phone screen

NOTE:

To remove Call Forwarding **select** the CFwdAll button again (you may need to select "more" to see CFwdAll button).

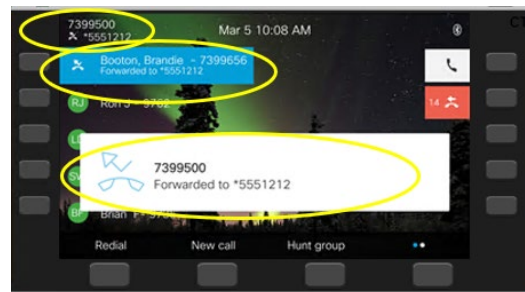
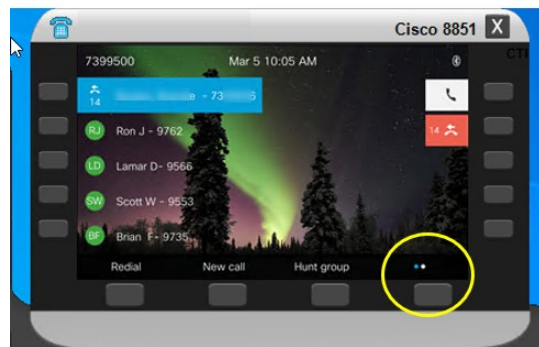


From your 88xx CISCO Desk Phone *Call Forwarding*

1. Select .. soft key
2. Select the **Forward All** softkey
3. You will hear two beeps
4. Enter ***1Area Code**, and the **number** you want the calls forwarded to
5. Once forwarding is enabled you will see indicators on the phone display of the forwarding.

NOTE:

To cancel Call Forwarding select the .. soft key, select **Forward off** soft key.





CISCO PHONES

Procedure to Setup your CISCO Voicemail Greeting

<p>From your 79xx or 88xx CISCO Desk Phone <i>Setup Voicemail Greeting</i></p> <ol style="list-style-type: none"> 1. Dial 1001 or press Messages button 2. Enter your PIN 3. Press # 4. Select Setup Options (press 4) 5. Select Record your Greeting (press 1) 6. Follow the instruction of the voicemail attendant 	<p>From another 79xx or 88xx CISCO Desk Phone <i>Setup Voicemail Greeting</i></p> <ol style="list-style-type: none"> 1. Press Messages or Dial 1001 2. Immediately Press * 3. Enter your ID (your seven digit phone number) 4. Enter your PIN 5. Press # 6. Select Setup Options (press 4) 7. Select Record your Greeting (press 1) 8. Follow the instruction of the voicemail attendant
<p>From an outside Phone line <i>Setup Voicemail Greeting</i></p> <ol style="list-style-type: none"> 1. Dial 1-302-739-9706 2. Enter PIN 3. Press # 4. Select Setup Options (press 4) 5. Select Record your Greeting (press 1) 6. Follow the instruction of the voicemail attendant 	<p>NOTE: If you have forwarded your phone calls to a cell or home phone the voicemail greeting on that cell or home phone will be heard by the caller.</p>

Procedure for Accessing Voice Mail

<p>From your 79xx or 88xx CISCO Desk Phone <i>Access Voicemail</i></p> <ol style="list-style-type: none"> 1. Press Messages button or Dial 1001 2. Enter PIN 3. Press # 	<p>From another 79xx or 88xx CISCO Desk Phone <i>Access Voicemail</i></p> <ol style="list-style-type: none"> 1. Press Messages or Dial 1001 2. Immediately Press * 3. Enter your ID (your seven digit phone number) 4. Enter your PIN 5. Press #
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CISCO PHONES

From an outside Phone line

Access Voicemail

1. Dial **1-302-739-9706**
2. Enter **PIN**
3. Press **#**
4. Follow the instruction of the voicemail attendant

NOTE: If you have forwarded your phone calls to a cell or home phone you will access voice mail from that phones voicemail system.