Managing Cisco Phones

This document outlines instructions for:
- Using the Cisco Call Manager
- Enable/Disable Call Forwarding
- Voicemail Setup
- 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.

> **IMPORTANT:** You can only access the *Cisco Call Manager* URL *from **within the State network**.* If you have remote access estabished to the State network, you must first connect via RDP to your work computer to access the *Cisco Call Manager*.

Using Cisco Call Manager

Use *Cisco Call Manager* to update your password and establish your PIN.

Setting Up for the First Time in Call Manager

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**
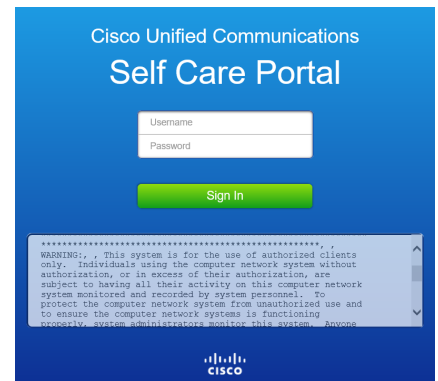
Update your Password

After signing in to *Call Manager* at https://callmanager.state.de.us/ucmuser/
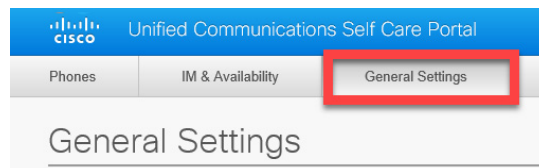
1. Select the **General Settings** tab

2. In the Client/Portal Password section, enter a **New Password** (1-256 characters, no spaces), then re-enter it in **Confirm New Password**
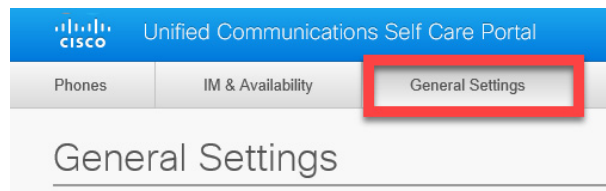
Update your PIN # in *Call Manager* at https://callmanager.state.de.us/ucmuser/

1. Select the **General Settings** tab

2. In the **Phone Services PIN** section, enter a **New Phone PIN** (1 to 128 numeric characters long only, no spaces, letters or special characters), then re-enter to **Confirm New Phone PIN.**


Enabling/Disabling Call Forwarding

> **NOTE: When forwarding your Desk Work Phone to another phone, *voice messaging will not be available* in your Outlook email account, but will instead be recorded on the receiving phone's voice mail service.**

Enable/Disable Call Forwarding in *Call Manager* at https://callmanager.state.de.us/ucmuser/

1. Click the **Phones** tab and select **Call Forwarding**

2. Click the phone number dropdown arrow (Administrative support may have multiple phone numbers)

3. Check the box to **Forward all calls to**:

4. 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.
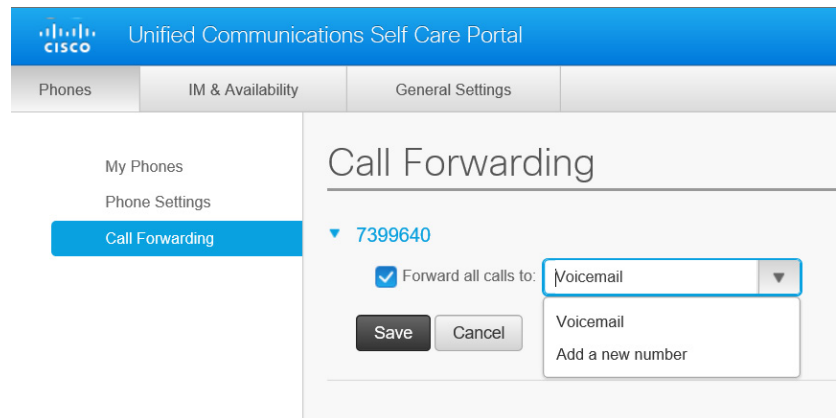

5. Click **Save. To Turn off Call Forwarding,** uncheck the **Forward all calls** box and click **Save**.

Enable/Disable Call Forwarding on Your Work Desk Phone

Instructions for Cisco Phone Models 79xx

1. Select **CFwdAll** button **(**you may need to select "more" to see **CFwdAll**).

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.

4. To unforward, select the **CFwdAll** button again (you may need to select "more" to see **CFwdAll** button).
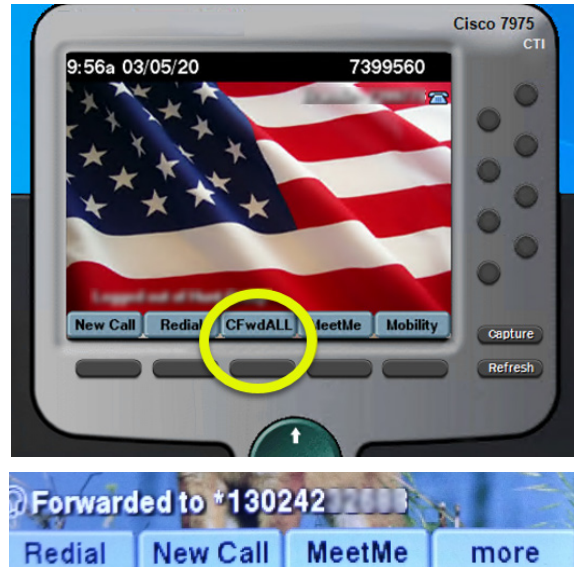
Instructions for Cisco Phone Models 88xx

1. Select **..** soft key

2. Select the **Forward All** softkey. You will hear two beeps.

3. Enter *1Area Code, and the number you want the calls forwarded to

4. Once forwarding is enabled the phone display indicates the forwarding.

5. To cancel Call Forwarding select the **..** soft key, select **Forward off** soft key.
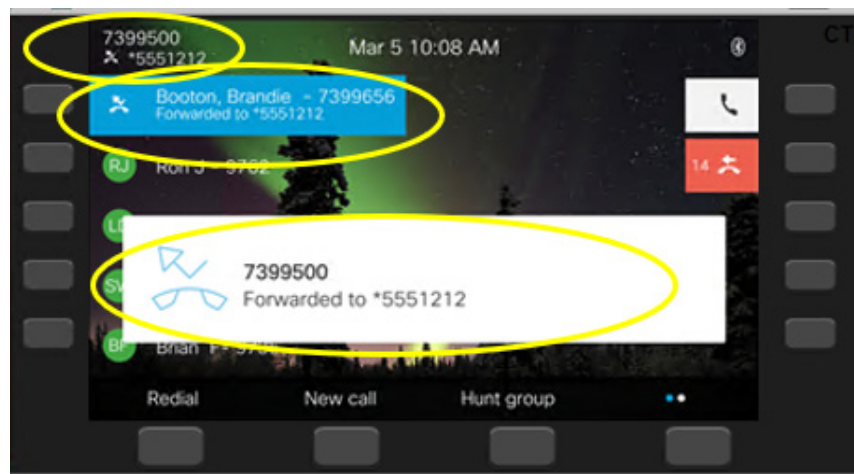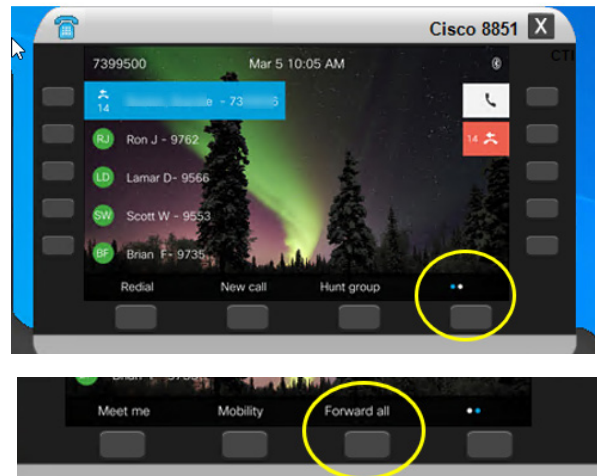
Voicemail Greetings Setup Instructions

From Your Own 79xx or 88xx Desk Phone

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 79xx or 88xx 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.

> **NOTE:** If you have f*orwarded your Cisco desk phone calls* to a cell or home phone. callers will hear the voicemail greeting on that cell or home phone, NOT your Cisco greeting.

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 Cisco Voicemail Instructions

From Your Own 79xx or 88xx Desk Phone

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

From a 79xx or 88xx 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 #

> **NOTE:** If you have *forwarded your Cisco desk phone calls* to a cell or home phone, access your voicemail messages on that cell or home phone, NOT through Cisco.

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