

Voice Services Self Care Portal

Logging In

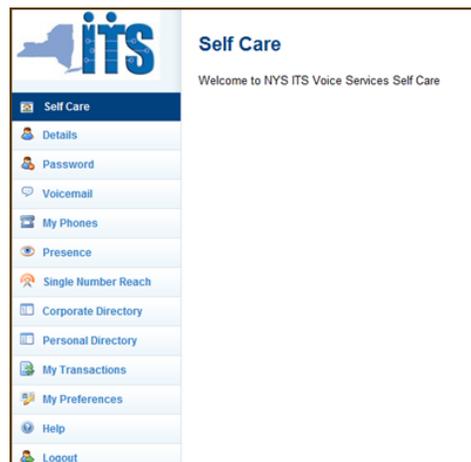
1. From your Internet browser, enter the following URL: <http://selfcare.ucc.ny.gov>



2. Choose **End User Self Care**.
3. Enter your **username** and **password**:
 - a. Username: Enter your LDAP user ID. (same ID used to logon to your PC)
Examples: *dallen* or *Ozm438*
 - b. Password: Cisco123
4. Click **Login**.

Welcome to the Self Care Portal

Note that your name will appear at the top, in the blue menu bar.



The most commonly used options are:

- Password
- Voicemail
- My Phones
 - Busy Lamps
 - Abbreviated/Speed Dial
 - Call Forwarding
 - Change ring time, in seconds
- Personal Directory

Voice Services Self Care Portal

Change Password

1. Select **Password** from the Self Care Menu.

Change Password

Current Password: ⓘ

New Password: ⓘ

Confirm New Password: ⓘ

The password must be a minimum of 8 characters long.
It must not be similar to any password used on the account in the last 0 days.
It should not be based on a dictionary word or sequence (e.g. abc, 123, qwerty).

Change

Change Password

Current Password: ⓘ

New Password: ⓘ

Confirm New Password: ⓘ

The password must be a minimum of 8 characters long.
It must not be similar to any password used on the account in the last 0 days.
It should not be based on a dictionary word or sequence (e.g. abc, 123, qwerty).

Change

Processing Complete

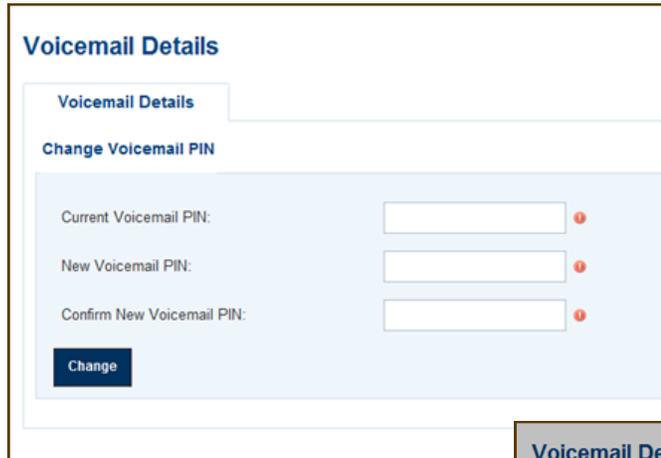
ⓘ Password changed.

OK

Voice Services Self Care Portal

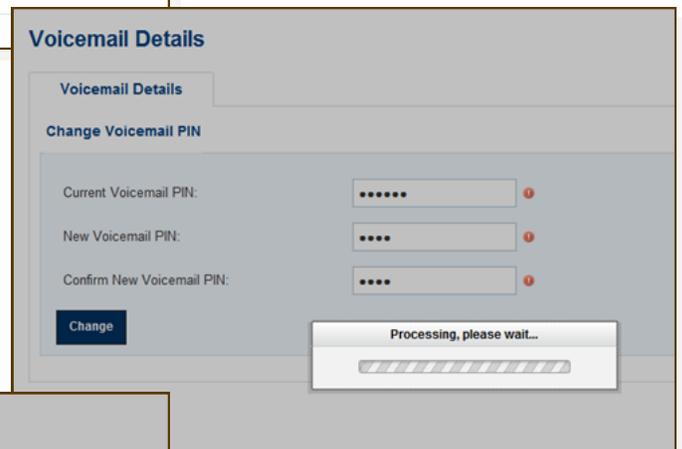
Change Voicemail PIN

1. Select **Voicemail** from the Self Care Menu.

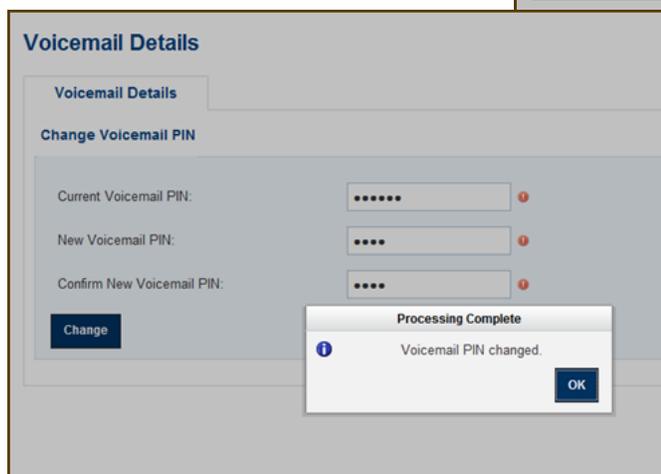


The screenshot shows the 'Voicemail Details' page with a tab for 'Voicemail Details'. Below the tab is the 'Change Voicemail PIN' section. It contains three input fields: 'Current Voicemail PIN:', 'New Voicemail PIN:', and 'Confirm New Voicemail PIN:'. Each field has a red exclamation mark icon to its right. A blue 'Change' button is located at the bottom left of the form.

2. Enter **Current Voicemail PIN**.
3. Enter **New Voicemail PIN**, and **Confirm**.
4. Click **Change**. Voicemail PIN is changed.



This screenshot shows the 'Change Voicemail PIN' form with the input fields filled with asterisks. A blue 'Change' button is visible. A white dialog box with a grey border is overlaid on the bottom right, containing the text 'Processing, please wait...' and a progress bar.



This screenshot shows the 'Change Voicemail PIN' form with the input fields filled with asterisks. A blue 'Change' button is visible. A white dialog box with a grey border is overlaid on the bottom right, containing the text 'Processing Complete' and 'Voicemail PIN changed.' with an 'OK' button.

Voice Services Self Care Portal

My Phones Menu

My Phones Menu Functions

- Busy Lamps
- Abbreviated/Speed Dials
- Common Line Settings

To Add a Busy Lamp:

1. Select **My Phones** from the Self Care Menu.
2. Remaining on the **Phone** tab, click the appropriate link under the **Unique Device Name** column.

Phone Type	Unique Device Name	Description
Cisco Unified Client Services Framework	CSF015185492336	ALLEN
Cisco 6941 SIP	SEP5475D02ADB28	ALLEN

3. On the **Phone Details** page, click **Busy Lamps**.

Phone Details

Phone

Line 1

Unique Device Name: SEP20BBC0DC921C
Date Registered: 2013-04-30 20:24:41

Phone Settings
Locale: English United States

Phone Features
SRST: 10.38.0.2

Apply

Busy Lamps Speed Dials Phone List

4. To **Add** busy lamps, click **Add** on the **Busy Lamps** page.

Busy Lamps for SEP5475D02ADB28

Busy Lamp Number	Name	ASCII Name	Telephone Number	Destination	Call Pickup
No records found.					

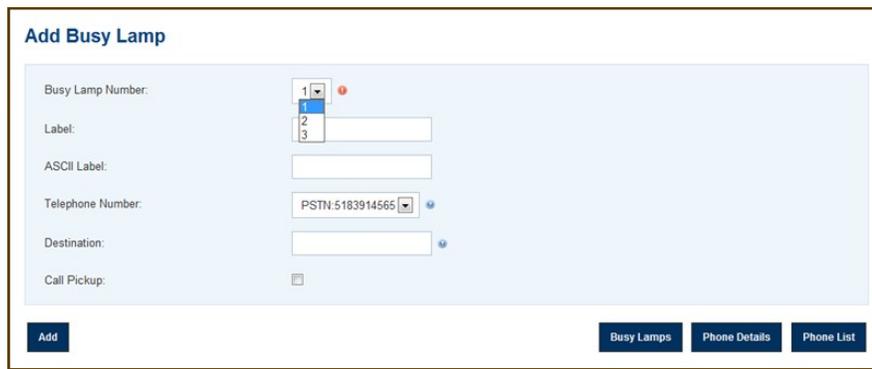
Add

Phone Details Phone List

Voice Services Self Care Portal

My Phones Menu

5. On the **Add Busy Lamp** page, select **Busy Lamp Number**. (Number **1** indicates the first available button after those already configured on your phone.)

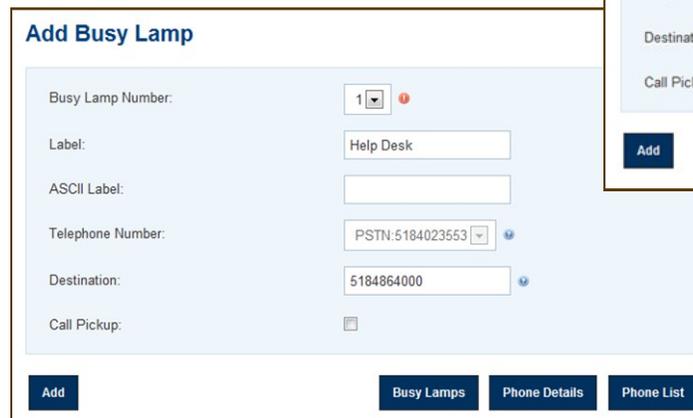


The screenshot shows the 'Add Busy Lamp' form with the following fields and values:

- Busy Lamp Number: 1 (dropdown menu is open showing options 1, 2, 3)
- Label: (empty)
- ASCII Label: (empty)
- Telephone Number: PSTN:5183914565 (dropdown menu)
- Destination: (empty)
- Call Pickup:

Buttons at the bottom: Add, Busy Lamps, Phone Details, Phone List.

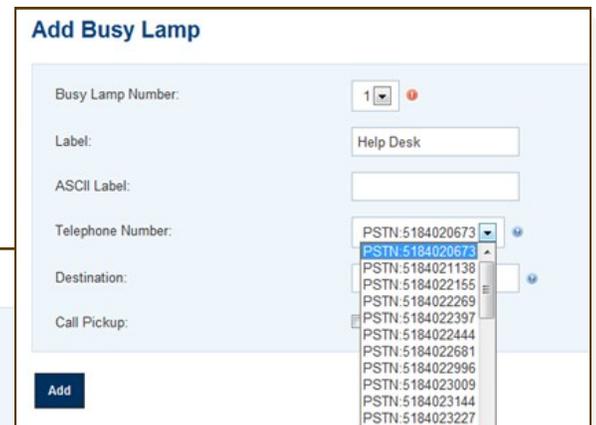
6. Enter a value in the **Label** field. This label will appear on your phone.
7. Enter the number in one of two fields:
 - a. Telephone Number: Populated with phone numbers within your cluster. Select one from the drop-down list.
 - b. Destination: If the number does not appear in the field above, enter the 10-digit number here.
8. Check the **Call Pickup** box if the number is in your call pickup group, which allows you to pickup the call using only the **Busy Lamp** button.
9. Click **Add**. Your phone will reboot, and you will see the label on your set display.
10. To place a call to one of your **Busy Lamp** numbers, press the corresponding **Busy Lamp** button.
11. To pick up a call from a **Busy Lamp** number in your **Call Pickup** group, press the flashing **Busy Lamp** button. (The **Call Pickup** box should have been checked when creating the **Busy Lamp**.)



The screenshot shows the 'Add Busy Lamp' form with the following fields and values:

- Busy Lamp Number: 1
- Label: Help Desk
- ASCII Label: (empty)
- Telephone Number: PSTN: 5184023553 (dropdown menu)
- Destination: 5184864000
- Call Pickup:

Buttons at the bottom: Add, Busy Lamps, Phone Details, Phone List.



The screenshot shows the 'Add Busy Lamp' form with the 'Telephone Number' dropdown menu open, displaying a list of PSTN numbers. The 'Label' field is set to 'Help Desk'.

- Busy Lamp Number: 1
- Label: Help Desk
- ASCII Label: (empty)
- Telephone Number: PSTN: 5184020673 (dropdown menu is open showing a list of numbers including PSTN: 5184021138, PSTN: 5184022155, PSTN: 5184022269, PSTN: 5184022397, PSTN: 5184022444, PSTN: 5184022681, PSTN: 5184022996, PSTN: 5184023009, PSTN: 5184023144, PSTN: 5184023227)
- Destination: (empty)
- Call Pickup:

Buttons at the bottom: Add, Busy Lamps, Phone Details, Phone List.

Voice Services Self Care Portal

My Phones Menu

To Delete a Busy Lamp:

1. On the **Busy Lamps** page, click the **Delete** link for the busy lamp to be deleted.

Busy Lamp Number	Name	ASCII Name	Telephone Number	Destination	Call Pickup
1	Debbie	Debbie	5185490209	None	Disabled [Enable] [Delete]

[Add] [Delete All] [Phone Details] [Phone List]

2. On the next page, confirm your selection by clicking **Delete**.

Delete a Busy Lamp

Please confirm that you want to delete this busy lamp entry.

Unique Device Name: SEP20BBC0DC921C
Busy Lamp Number: 1
Name: Debbie
Telephone Number: 5185490209
Destination: None

[Delete] [Busy Lamps] [Phone Details] [Phone List]

3. Busy lamp is deleted.

Delete a Busy Lamp

Please confirm that you want to delete this busy lamp entry.

Unique Device Name: SEP20BBC0DC921C
Busy Lamp Number: 1
Name: Debbie
Telephone Number: 5185490209
Destination: None

[Delete]

Processing Complete
Phone busy lamp deleted.
[OK]

Voice Services Self Care Portal

My Phones Menu

To Add Abbreviated/Speed Dial:

1. Select **My Phones** from the Self Care Menu.



Phone Type	Unique Device Name	Description
Cisco Unified Client Services Framework	CSF015185492336	ALLEN
Cisco 6941 SIP	SEP5475D02ADB28	ALLEN

2. Remaining on the **Phone** tab, click the appropriate link under the **Unique Device Name** column.
3. On the **Phone Details** page, click **Speed Dials**.



Phone Details

Phone | Line 1

Phone Details

Unique Device Name: SEP20BBC0DC921C
Date Registered: 2013-04-30 20:24:41

Phone Settings

Locale: English United States

Phone Features

SRST: 10.38.0.2

Apply | Busy Lamps | Speed Dials | Phone List

4. To **Add** Abbreviated/Speed Dial, click **Add** on the **Speed Dials** page.



Speed Dials for SEP20BBC0DC921C

Speed Dial Number	Name	ASCII Name	Telephone Number
No records found.			

Add | Phone Details | Phone List

Voice Services Self Care Portal

My Phones Menu

5. On the **Add a Speed Dial** page:

Add a Speed Dial

Speed Dial Number: 1

Label: Debbie Allen

ASCII Label: Debbie Allen

Telephone Number: 518-123-4567

Add Speed Dials Phone Details Phone List

6. Enter the Speed Dial number (1-99).
7. Enter a label.
8. Enter the 10-digit phone number,
9. Click **Add**.
6. **Abbreviated/Speed Dial** has been added.

Add a Speed Dial

Speed Dial Number: 1

Label: Debbie Allen

ASCII Label: Debbie Allen

Telephone Number: 5185495555

Add Speed Dials Phone Details Phone List

Processing, please wait...

Speed Dials for SEP20BBC0DC921C

Speed Dial Number	Name	ASCII Name	Telephone Number	
1	Debbie Allen	Debbie Allen	5185495555	Delete

Add Delete All Phone Details Phone List

Voice Services Self Care Portal

My Phones Menu

To Delete Abbreviated/Speed Dial:

1. On the **Speed Dials** page, click the **Delete** link for the busy lamp to be deleted.

Speed Dials for SEP20BBC0DC921C

Speed Dial Number	Name	ASCII Name	Telephone Number	
1	Debbie Allen	Debbie Allen	5185495555	Delete

[Add](#) [Delete All](#) [Phone Details](#) [Phone List](#)

2. On the next page, confirm your selection by clicking **Delete**.

Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
Speed Dial Number: 1
Name: Debbie Allen
Telephone Number: 5185495555

[Delete](#) [Speed Dials](#) [Phone Details](#) [Phone List](#)

3. Abbreviated/Speed Dial is deleted.

Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
Speed Dial Number: 1
Name: Debbie Allen
Telephone Number: 5185495555

[Delete](#) [Speed Dials](#) [Phone Details](#) [Phone List](#)

Processing, please wait...

Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
Speed Dial Number: 1
Name: Debbie Allen
Telephone Number: 5185495555

[Delete](#)

Processing Complete
Phone speed dial deleted.
[OK](#)

Voice Services Self Care Portal

My Phones Menu

To Configure Common Line Settings:

1. Select the tab for the line to be configured from the Self Care Menu, e.g., **Line 1, Line 2**.
2. In the **Common Line Settings** section, specify the appropriate settings, depending on your needs:
 - a. **Call forward all calls to voicemail:** Checking this box prevents the phone from ringing when a call is made to this line, and all calls to this line are forwarded to voicemail.
 - b. **Call forward - always:** All incoming calls made to this line are forwarded to the phone number entered. The line does not ring and calls will NOT go to voicemail.

Phone Details

Phone Line 1

Line Details

Extension	5185492236
Shared	Yes
Cloned	0

Common Line Settings

Call forward all calls to voicemail	<input type="checkbox"/>
Call forward - always	<input type="text"/>
Call forward calls on busy to voicemail	<input checked="" type="checkbox"/>
Call forward when busy	<input type="text"/>
Call forward on no answer to voicemail	<input checked="" type="checkbox"/>
Call forward if no answer	<input type="text"/>
No Answer Ring Duration	20
Alerting Name	DEBBIE ALLEN

Private line settings and Shared device settings

Display name (Caller Line ID)	DEBBIE ALLEN	Copy
Line Mask	5183914565	Default line mask: [5185492236]
Message waiting lamp policy	Use System Policy	<input type="checkbox"/>

Multiple Call/Call Waiting Settings

Max calls waiting	4
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- c. **Call forward calls on busy to voicemail:** Checking this box forwards all incoming calls, made to this line, to voicemail when the line is busy.
- d. **Call forward when busy:** All incoming calls made to this line are forwarded to the phone number entered, when the line is busy. Calls will NOT go to voicemail when this line is busy.
- e. **Call forward on no answer to voicemail:** Checking this box forwards all incoming calls, made to this line, to voicemail when the line is not answered.
- f. **Call forward if no answer:** All incoming calls made to this line are forwarded to the phone number entered, when the line is not answered. Calls will NOT go to voicemail.
- g. **No Answer Ring Duration:** Specify a value, IN SECONDS.

Voice Services Self Care Portal

Personal Directory

To Add an Entry:

1. Select **Personal Directory** from the Self Care Menu.
2. On **Personal Telephone Directory** page, click **Add** to add an entry to your personal directory.



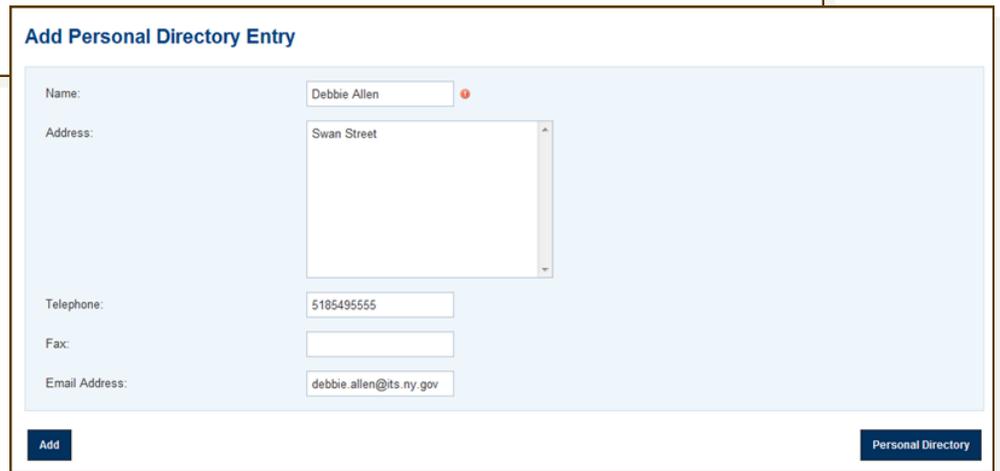
Personal Telephone Directory

Search by: Search for:

Search Results

Name	Address	Telephone	Facsimile	Email Address
No records found.				

Add



Add Personal Directory Entry

Name:

Address:

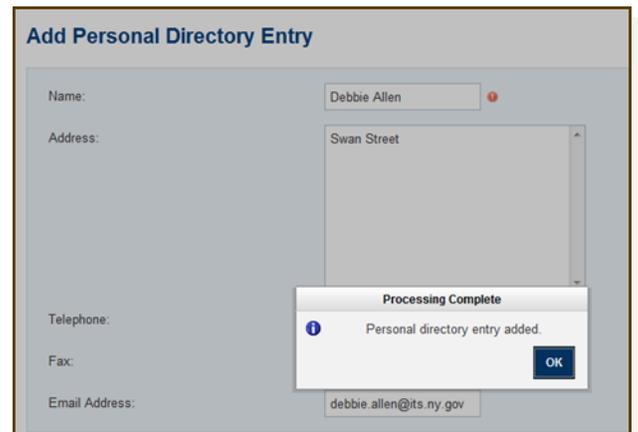
Telephone:

Fax:

Email Address:

Add **Personal Directory**

3. On the **Add Personal Directory Entry** page, enter the following:
 - Name
 - Address
 - Telephone number (no hyphens)
 - Fax
 - Email address
4. Click **Add**. Entry is added to personal directory.



Add Personal Directory Entry

Name:

Address:

Telephone:

Fax:

Email Address:

Processing Complete

Personal directory entry added.

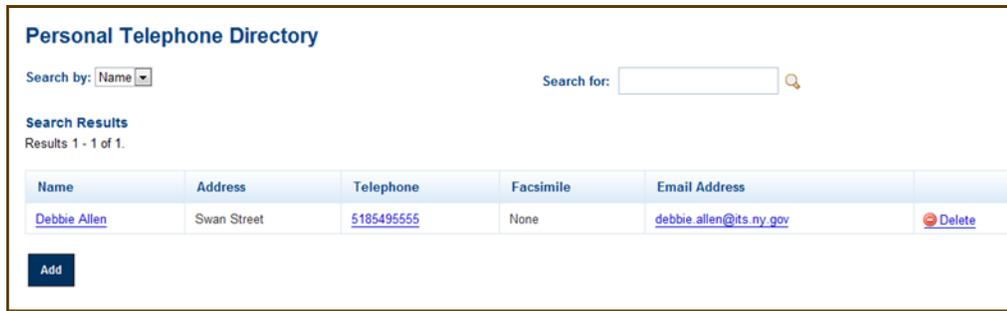
OK

Voice Services Self Care Portal

Personal Directory

To Delete an Entry:

1. Select **Personal Directory** from the Self Care Menu.
2. On the **Personal Telephone Directory** page, click the **Delete** link for the entry to be deleted.



Personal Telephone Directory

Search by: Name ▾ Search for:

Search Results
Results 1 - 1 of 1.

Name	Address	Telephone	Facsimile	Email Address	
Debbie Allen	Swan Street	5185495555	None	debbie.allen@its.ny.gov	Delete

[Add](#)

3. On the next page, confirm your selection by clicking **Delete**.



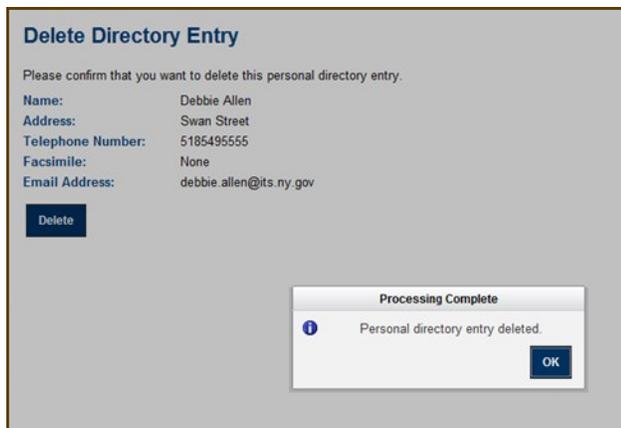
Delete Directory Entry

Please confirm that you want to delete this personal directory entry.

Name: Debbie Allen
Address: Swan Street
Telephone Number: 5185495555
Facsimile: None
Email Address: debbie.allen@its.ny.gov

[Delete](#) [Modify](#) [Personal Directory](#)

4. The selected personal directory entry is deleted.



Delete Directory Entry

Please confirm that you want to delete this personal directory entry.

Name: Debbie Allen
Address: Swan Street
Telephone Number: 5185495555
Facsimile: None
Email Address: debbie.allen@its.ny.gov

[Delete](#)

Processing Complete

i Personal directory entry deleted.

[OK](#)