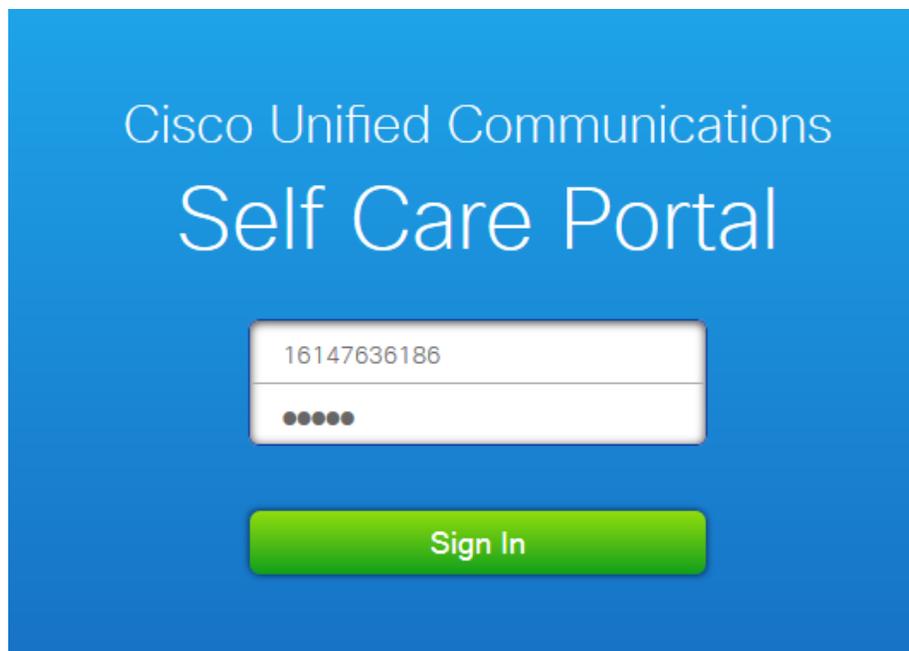


Cisco Unified Communications Self Care Portal For Non Call Center User

Open a web browser (preferably Internet Explorer or Mozilla Firefox) and got to :

<https://myphone1.ngtsohio.com/ucmuser/>

Login using your 11-Digit phone number and your old CCMUSER pin



Cisco Unified Communications
Self Care Portal

16147636186
●●●●●

Sign In

Phone Options

Once logged in you will come to the main page. This will show your available devices.

Phones Voicemail IM & Availability General Settings Downloads

My Phones

Phone Settings
Call Forwarding

My Phones

Company Phones
These are the phones provided to you by your company. You may set personal preferences for these in [Phone Settings](#)

- Cisco IP Communicator - ...
16147636186 Bert Wall
- Cisco 8941 - Test SCCP - ...
16147636186 Bert Wall
- Cisco IP Communicator - ...
16147636186 Bert Wall
- Cisco Jabber for Desktop
16147636186 Bert Wall

Additional Phones
Add other phones such as your home office phone or personal mobile phone.

- Bert Wall - Cell
1614555555
- Add an additional phone so you can be reached when you are not at your desk.

Here are some of the settings you can change using the Self Care Portal.

1.) Speed Dials:

- To add a speed dial to your devices, select phone settings. Hit the Arrow next to Speed Dial Numbers and then Select Add Speed New Dial. The following will pop up.

Add Speed Dial

Number/URI* 1614555555

Label (Description)* Bert's Cell Phone

Speed Dial* 1

*Required

Ok Cancel

- Fill in the required information and Click Ok then Save.

- 2.) The Next option you will see is services.
 - a.) You have the option on modifying your intercom settings or extension mobility.
 - b.) Please submit a ticket prior to making changes to these settings as they have to be provisioned by CBTS Engineers first.
- 3.) Ring Settings has been deactivated by your administrator.
- 4.) Voicemail Notification Settings
 - a.) This allows you to select flash, ring or both.
- 5.) Next you can toggle on or off your call history log
 - a.) We recommend you keep it on, this allows you to return calls quickly.
- 6.) The last option is the Phone Contact List.
 - a.) Used to add off net contacts for easy access.
- 7.) Call Forwarding
 - a.) Once you select call forwarding this allows you to send calls directly to voicemail or to another phone number on or off net:

Call Forwarding

▼ 16147636186

Forward all calls to: 1614555555 ▼

▼ Advanced calling rules

For internal calls (calls from inside my company)

When line is busy, forward calls to: Voicemail ▼

When there is no answer, forward calls to: Voicemail ▼

For external calls (calls from outside my company)

When line is busy, forward calls to: Voicemail ▼

When there is no answer, forward calls to: Voicemail ▼

Save Cancel

General Settings

- 1.) General Settings allows you, Select Your Display Language, Change your Self Care Portal password, and your Phone Services Pin. (Extension Mobility Pin)

General Settings

▼ Language

Use the dropdown to set the phone display language.

Display Language:

English, United States



▼ Client/Portal Password

The new password must be between 1 and 256 characters in length and cannot contain any spaces. To submit the new password, both fields must match exactly.

New Password:

Confirm New Password:

▼ Phone Services PIN

This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters, or special characters.

New Phone PIN:

Confirm New Phone PIN: