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Application

Please submit CF78 (click PBX extension lines > Self-service portal) for using the self-service portal for managing the settings of the IP phones being used in departments.

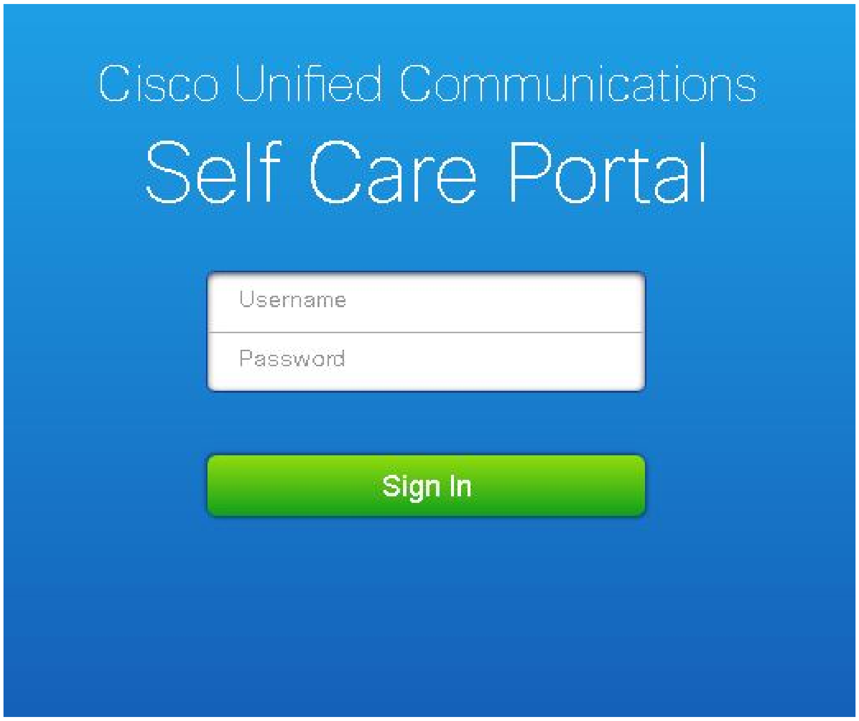
User Guide

I. Login

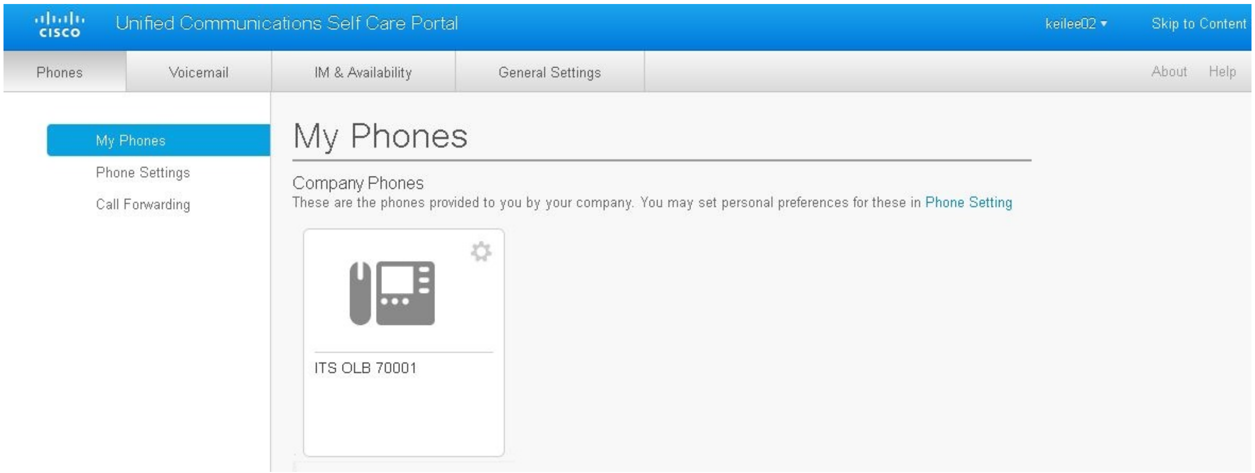
1) Visit the URL **https://cm.uc.hku.hk/ucmuser** using a browser.

[Note: The above URL is accessible within HKU campus network only. If you are accessing this page outside the campus network, please connect to HKUVPN beforehand.]

2) Login using your HKU Portal UID and the predefined password assigned by your department upon submission of CF78 (or your assigned password if you have changed the predefined one).



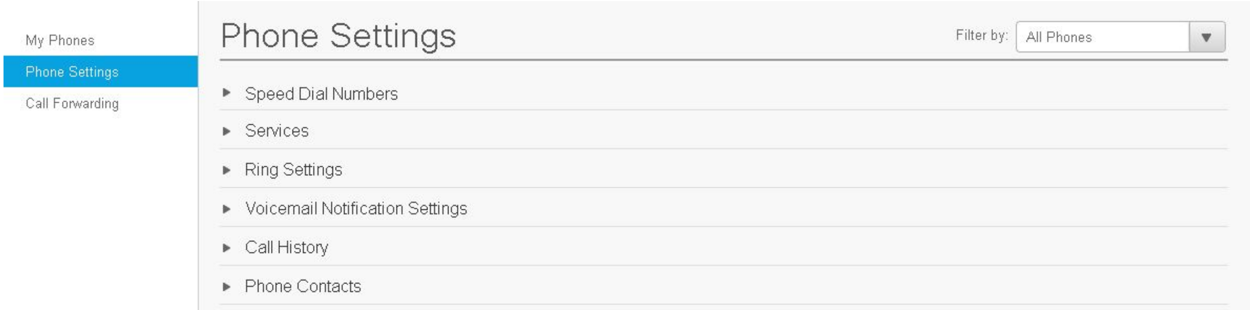
3) After a successful login, you will see the following page listing the IP phone(s) and phone number(s) that can be managed under your account.


cisco
Unified Communications Self Care Portal
keilee02 ▾
Skip to Content
Phones
Voicemail
IM & Availability
General Settings
About
Help
My Phones
Phone Settings
Call Forwarding
My Phones
Company Phones
ITS OLB 70001

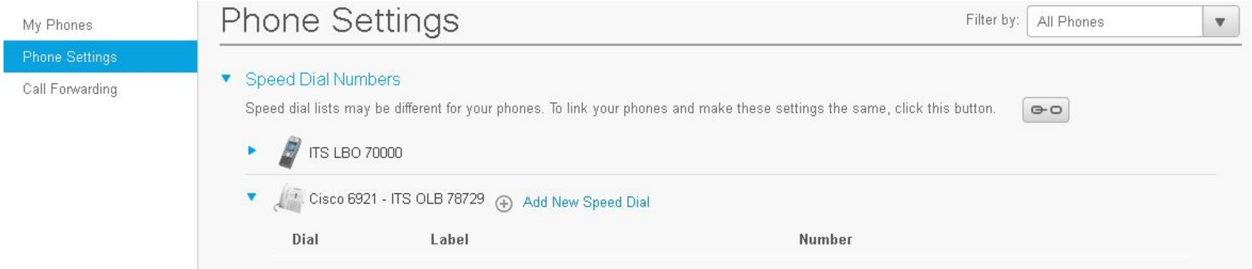
These are the phones provided to you by your company. You may set personal preferences for these in Phone Setting

II. Update Personal Speed Dial on IP Phone

1) Click **'Phone Settings'** > **'Speed Dial Numbers'**.


My Phones
Phone Settings
Call Forwarding
Phone Settings
Filter by:
All Phones ▼
▸ Speed Dial Numbers
▸ Services
▸ Ring Settings
▸ Voicemail Notification Settings
▸ Call History
▸ Phone Contacts

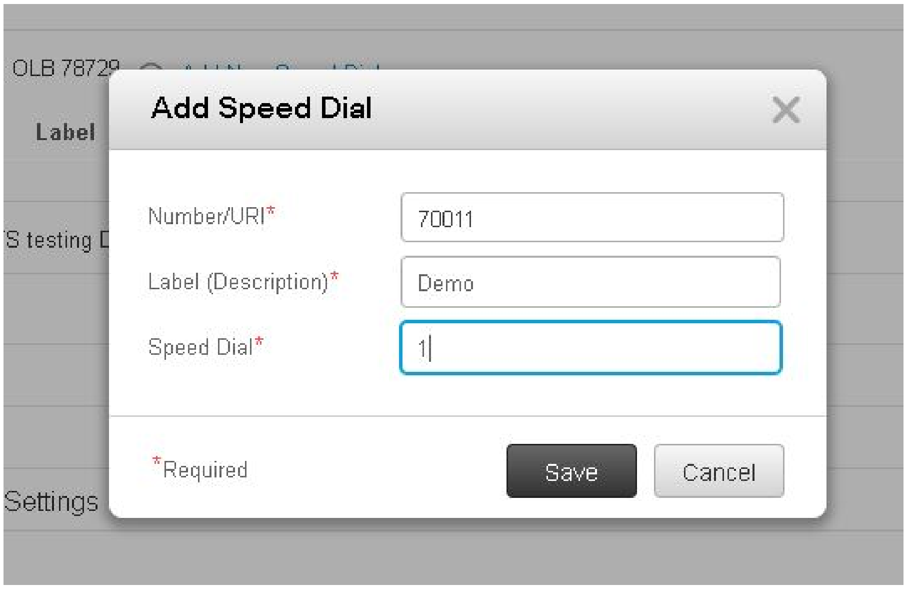
2) Select the **phone number** you wish to edit, click **'Add New Speed Dial'**.


My Phones
Phone Settings
Call Forwarding
Phone Settings
Filter by:
All Phones ▼
▾ Speed Dial Numbers
▸ ITS LBO 70000
▾ Cisco 6921 - ITS OLB 78729
Add New Speed Dial
Dial
Label
Number

Speed dial lists may be different for your phones. To link your phones and make these settings the same, click this button.

3) Enter the **phone number**, **label** and **Speed Dial Number**, then click **'Save'**.

- For non-IP phone lines (non-3917 xxxx/3910 2xxx/3910 3xxx), add "9" before the phone no.
- For IP phone lines (3917 xxxx/3910 2xxx/3910 3xxx), enter the last 5 digits (e.g. 3917 0011 > enter 70011)
- A total of 199 Speed Dial numbers (1-199) can be saved.


OLB 78729
Label
S testing D
Settings
×
Save
Cancel

Add Speed Dial

Number/URI* 70011

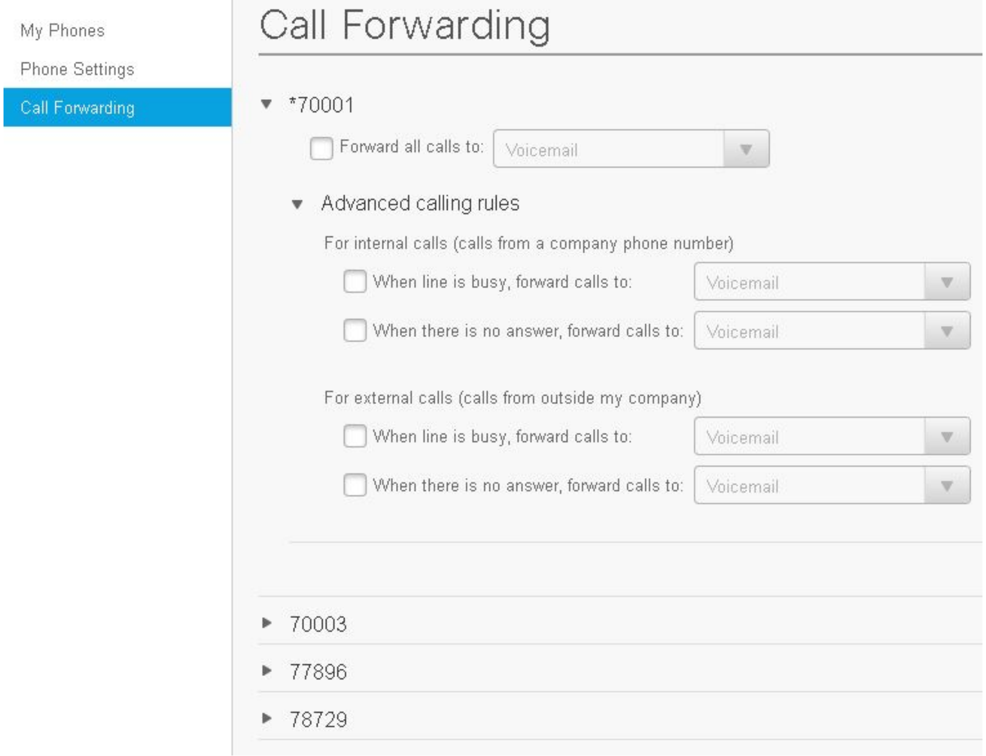
Label (Description)* Demo

Speed Dial* 1

*Required

III. Set up Call Forwarding

1) Click **'Call Forwarding'** and select the **phone number** for setting up the call forwarding. Under 'Forward all calls to', enter the **destination phone number**.


My Phones
Phone Settings
Call Forwarding
▼
▶ 70003
▶ 77896
▶ 78729

Call Forwarding

▼ *70001

☐ Forward all calls to: Voicemail

▼ Advanced calling rules

For internal calls (calls from a company phone number)

☐ When line is busy, forward calls to: Voicemail

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

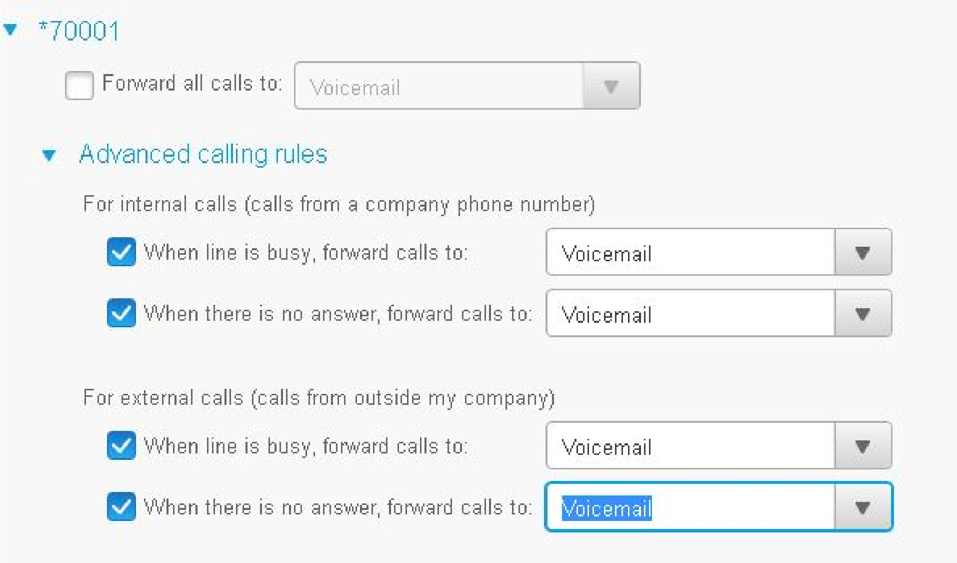
For external calls (calls from outside my company)

☐ When line is busy, forward calls to: Voicemail

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

2) If you want to edit the call forward busy/no answer rules, click **'Advanced calling rule'** to open the option list.

To change an option, such as Voicemail, delete **'Voicemail'** and enter the destination number. Then click **'Save'**.



▾ *70001

☐ Forward all calls to: Voicemail

▾ Advanced calling rules

For internal calls (calls from a company phone number)

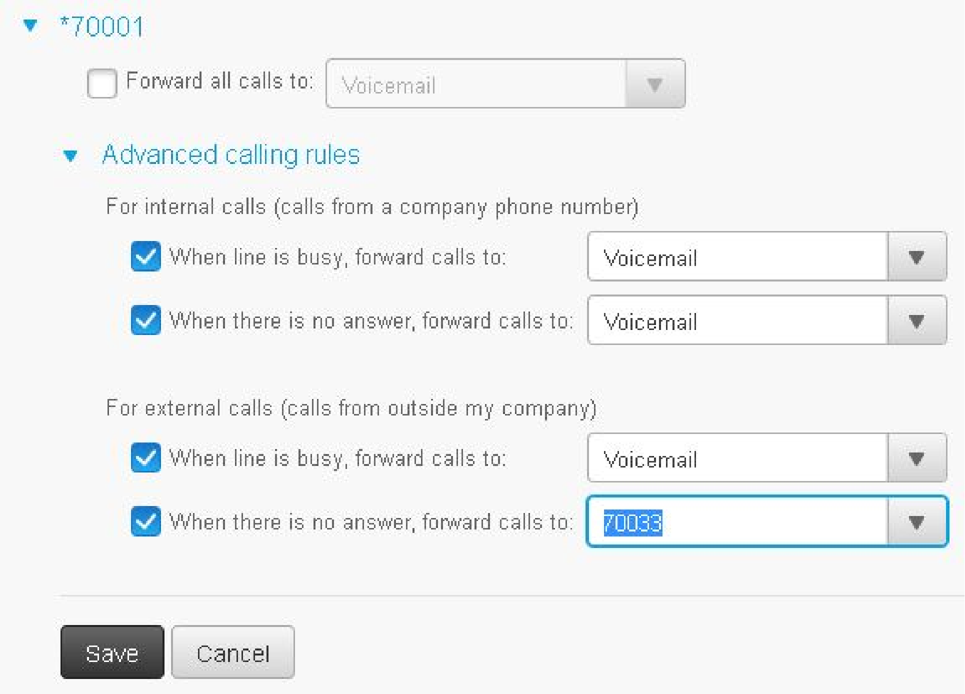
☑ When line is busy, forward calls to: Voicemail

☑ 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



▾ *70001

☐ Forward all calls to: Voicemail

▾ Advanced calling rules

For internal calls (calls from a company phone number)

☑ 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)

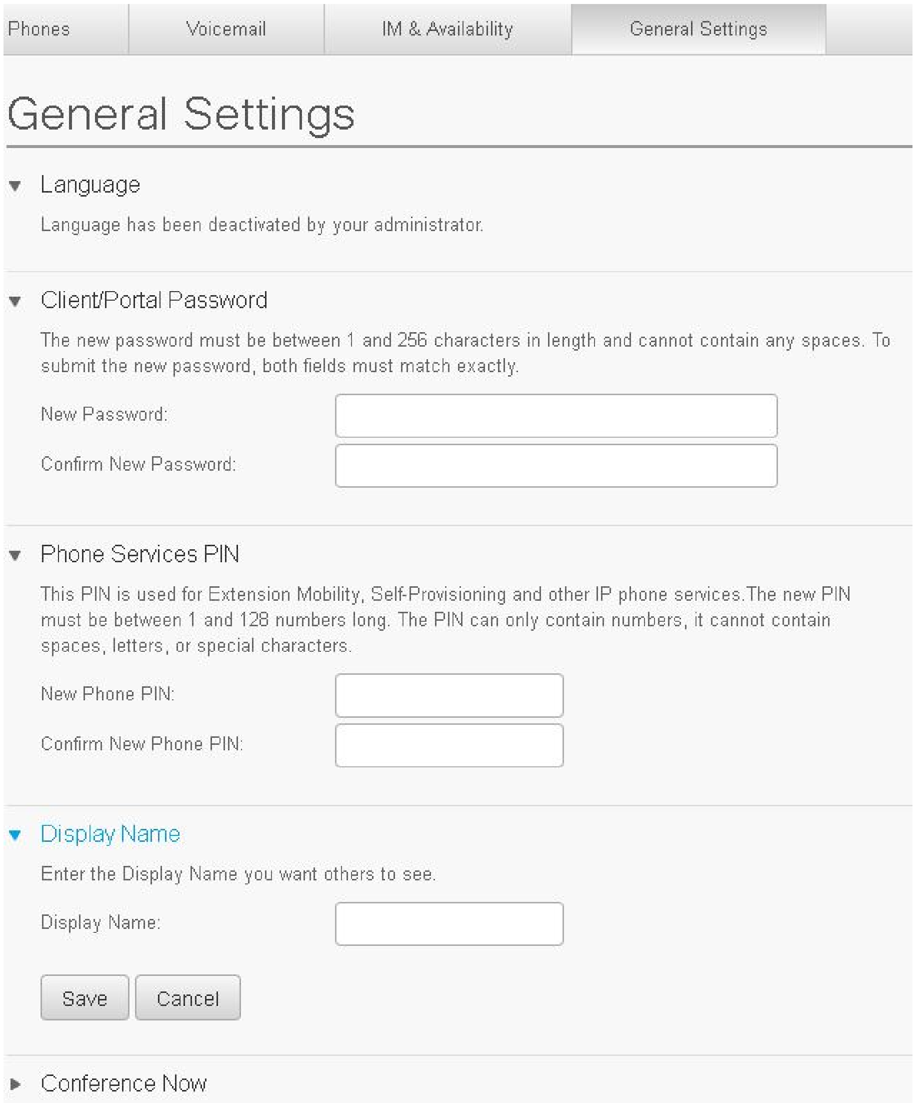
☑ When line is busy, forward calls to: Voicemail

☑ When there is no answer, forward calls to: 70033

IV. Change Self-service Portal Password, Phone Services PIN and Display Name

1) Click **'General Settings'**.
2) You can change the self-service portal password, Phone Services PIN and display name. Click **'Save'** to execute the change.

(Note: Client/Portal Password is for browser access and Phone Services PIN is for accessing the Phone Contacts via the IP phone.)



General Settings

▼ Language

Language has been deactivated by your administrator.

▼ 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:

▼ Display Name

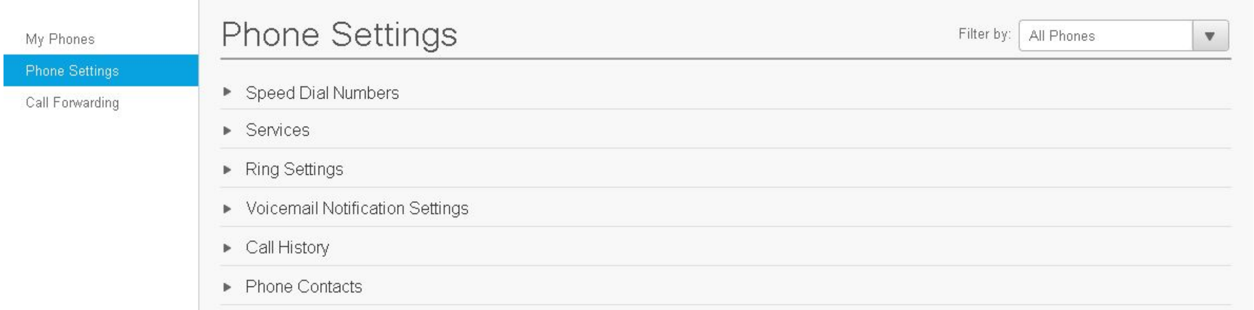
Enter the Display Name you want others to see.

Display Name:

▶ Conference Now

V. Set up Phone Contacts (Personal Address Book)

1) Click **'Phone Setting'** > **'Phone Contacts'**.

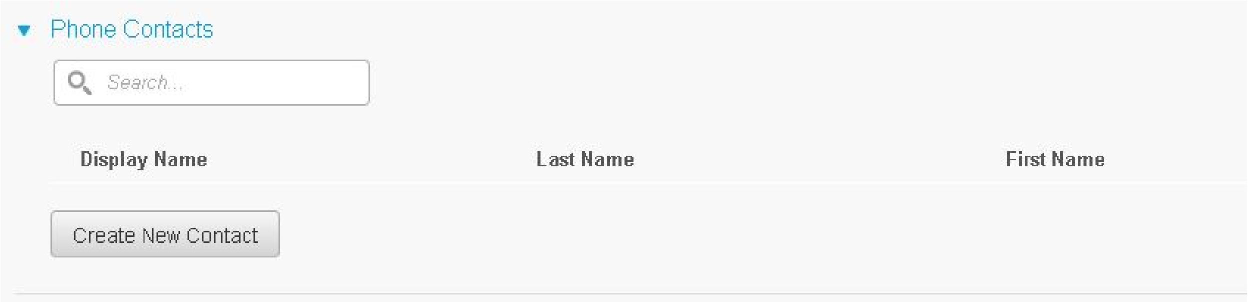


Phone Settings

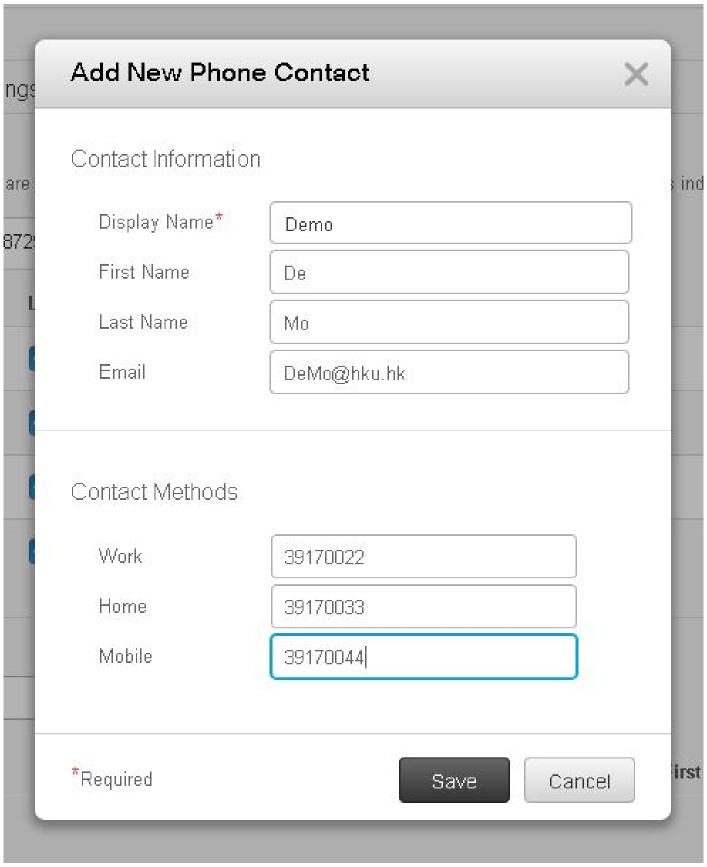
Filter by: All Phones

▶ Speed Dial Numbers
▶ Services
▶ Ring Settings
▶ Voicemail Notification Settings
▶ Call History
▶ Phone Contacts

2) Click **'Create New Contact'**.


Phone Contacts
Search...
Display Name
Last Name
First Name
Create New Contact

3) Enter the **contact information** and click **'Save'**.


Add New Phone Contact

Contact Information

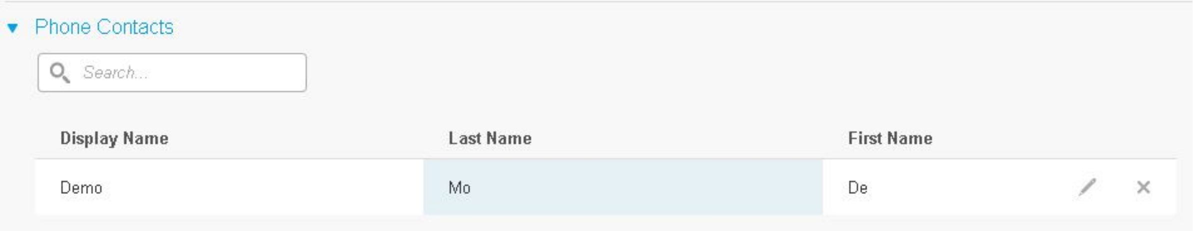
Display Name*: Demo
First Name: De
Last Name: Mo
Email: DeMo@hku.hk

Contact Methods

Work: 39170022
Home: 39170033
Mobile: 39170044

*Required
Save
Cancel

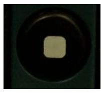
4) Saved contacts will be shown. You can edit (using the pen icon) or delete (using the x icon) them.


Phone Contacts
Search...

Display Name	Last Name	First Name
Demo	Mo	De

5) To access the Personal Address Book on your phone, please refer to the user guide of your phone based on its model. Below is an illustrative example of Cisco 6921 IP phone:

a. Press the **Phone book** button .

b. Select **'Personal directory'** > click the **'Enter'** button .

c. Enter **'UserID'** and **'PIN'**, press the **'Submit'** button .