

SED International

Cisco IP Communications Admin Document

Administrator Guide

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11

Cisco IP Communications Admin Document

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Artifact Overview

Date: November 11

Client: SED International

Objective: System Administration

Purpose

The purpose of this document is to clearly define the Administration of the Cisco Phone system on its most common components needed for its operation

SED International IP Solution Overview

The SED International IP Communication Solution consists of two active applications.

1. Cisco Call Manager = IP PBX (Call Processer Application)
2. Cisco Unity Connection = IP Voicemail Application
3. Cisco 2921 Routers = PRI Voice Gateways Hardware
4. Cisco VG224 Analog Voice Gateway Hardware = Analog Ports

Both of the above applications reside on two Cisco C200 Servers running as VMware VMs servers which are located in the SED International Computer Room, as well as the gateways that support the 4 PRIs coming into the location. These devices and the applications that reside on them are the control center for the entire solution.

- As of November 11 the following is the current version of the Servers
 - System version: 8.6.2.20000-2 - VMware Installation: 2 vCPU Intel(R) Xeon(R) CPU E5506 @ 2.13GHz, disk 1: 160Gbytes, 4096Mbytes RAM
- As of November 11 the following is the current version of the Gateways
 - Cisco IOS Software, C2900 Software (C2900-UNIVERSALK9-M), Version 15.2(1)T, ROM: System Bootstrap, Version 15.0(1r)M8, RELEASE SOFTWARE (fc1)

User Administration Defined

This guide is to present the phone system tools that will help with the day to day administration of the phone system functionalities in relation to Moves, Adds and Changes (MACs).

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Overview of what can be managed with this document

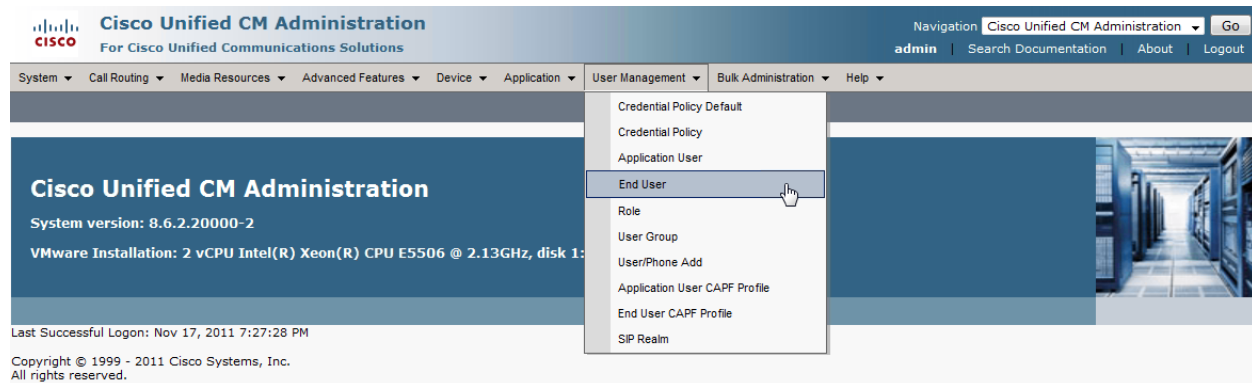
The phone system has different tools to work with different sections and components and this document will be used to show each tool and how it will be used to do the following tasks:

- Add or update an extension to the phone system
- Add or update a phone to the phone system
- Add or update the lines to the phones
- Add or update Users to Phone System
- Add or update Users to Voicemail System
- Change Users Voicemail Password
- Connect those lines to the User in the Voicemail System
- Setup Voicemail to Email for the user
- Save the Configuration

Access to Servers

Please review the Site Blueprint document for login details - this is for security reasons

End User Setup



- Once Logged in select the End User menu item from the User Management menu item

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The screenshot shows the 'Find and List Users' interface. At the top, there are navigation tabs: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. Below the tabs, the page title is 'Find and List Users'. There are four buttons: '+ Add New', a grid icon 'Select All', a grid icon 'Clear All', and a grid icon with a red 'X' 'Delete Selected'. A status bar shows '1 records found'. Below that, a table header for 'User (1 - 1 of 1)' is visible. The search criteria are 'Find User where First name begins with bi'. The table has columns for 'User ID', 'First Name', and 'Last Name'. One record is listed with User ID 'bdigby', First Name 'Bill', and Last Name 'Digby'. At the bottom, there are buttons for '+ Add New', 'Select All', 'Clear All', and 'Delete Selected'.

- Use the FIND function to find the user you wish to edit or select ADD NEW

The screenshot shows the 'End User Configuration' page. At the top, there are three buttons: 'Save', 'Delete', and '+ Add New'. A status bar shows 'Status: Ready'. Below that, the 'User Information' section is displayed. It contains a list of fields with corresponding input boxes:

User ID*	bdigby
Password
Confirm Password
PIN
Confirm PIN
Last name*	Digby
Middle name	
First name	Bill
Telephone Number	1326
Mail ID	bdigby@sedintl.com
Manager User ID	
Department	
User Locale	English, United States
Associated PC	
Digest Credentials	
Confirm Digest Credentials	
Name Dialing	DigbyBill

- Screen 1 - Here are the items you should enter the user information as listed
- Full detail of every entry is listed under **Help** --> **This Page**

Device Information

Controlled Devices	SEP64D98969040E	Device Association
Available Profiles	DEVPRO_LVGA_7965 testuser1	
▼ ▲		
CTI Controlled Device Profiles	DEVPRO_LVGA_7945	▼ ▲

Extension Mobility

Available Profiles	DEVPRO_LVGA_7945 DEVPRO_LVGA_7965 testuser1	▼ ▲
▼ ▲		
Controlled Profiles		▼ ▲
Default Profile	-- Not Selected --	▼
Presence Group*	PG_LVGA	▼
SUBSCRIBE Calling Search Space	CSS_LVGA_International	▼
<input checked="" type="checkbox"/> Allow Control of Device from CTI		
<input type="checkbox"/> Enable Extension Mobility Cross Cluster		

- Screen 2 - Both the Device and End User screen have cross over information and may not have "Controlled Devices" until after the phone has been setup.
- Extension Mobility is not used within SED - Please do not change any settings in this section
- Full detail of every entry is listed under **Help --> This Page**

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Directory Number Associations
Primary Extension
IPCC Extension

Mobility Information
 Enable Mobility
Primary User Device
 Enable Mobile Voice Access
Maximum Wait Time for Desk Pickup*
Remote Destination Limit*
Remote Destination Profiles
[View Details](#)

CAPF Information
Associated CAPF Profiles
[View Details](#)

Permissions Information
Groups
Roles
[View Details](#)
[View Details](#)

- Screen 3 - Directory Number Associated will be populated when the LINE is created or added
- Mobility Information - This will be detailed in a addendum at a later time
- Permissions - Please select "Standard CCM End Users"

Phone Setup

Phone Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Reset Apply Config Add New

Status
 Status: Ready

Association Information

[Modify Button Items](#)

1	Line [1] - 1326 in PT_LVGA_Internal
2	Line [2] - 1761 in PT_LVGA_International
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
----- Unassigned Associated Items -----	
7	Line [3] - Add a new DN
8	Add a new SD
9	Add a new SURL
10	Add a new BLF SD
11	Add a new BLF Directed Call Park
12	CallBack
13	Call Park
14	Call Pickup
15	Conference List

Phone Type

Product Type: Cisco 7965
Device Protocol: SCCP

Device Information

Registration: Registered with Cisco Unified Communications Manager 10.20.7.21
 IP Address: [10.20.7.246](#)
 Active Load ID: SCCP45.9-2-1S
 Device is Active
 Device is trusted
 MAC Address*: 001D70FCC6E6
 Description: SEP001D70FCC6E6
 Device Pool*: DP_LVGA [View Details](#)
 Common Device Configuration: < None > [View Details](#)
 Phone Button Template*: Standard 7965 SCCP
 Softkey Template: Standard SED Mobility User
 Common Phone Profile*: Standard Common Phone Profile
 Calling Search Space: CSS_LVGA_Internal
 AAR Calling Search Space: < None >
 Media Resource Group List: MRL_LVGA
 User Hold MOH Audio Source: < None >
 Network Hold MOH Audio Source: < None >
 Location*: LOC_LVGA

- Screen 1 - Please update the Phone Device as listed for LV.GA. Site for current and New users

16	Conference	AAR Group	< None >
17	Do Not Disturb	User Locale	English, United States
18	End Call	Network Locale	United States
19	Forward All	Built In Bridge*	Default
20	Group Call Pickup	Privacy*	Default
21	Hold	Device Mobility Mode*	On
22	Hunt Group Logout	Owner User ID	Settings
23	Intercom [1] - Add a new Intercom	Phone Personalization*	bdigby
24	Malicious Call Identification	Services Provisioning*	Enabled
25	Meet Me Conference	Phone Load Name	Default
26	Mobility	Single Button Barge	Default
27	New Call	Join Across Lines	Default
28	Other Pickup	Use Trusted Relay Point*	Default
29	Quality Reporting Tool	BLF Audible Alert Setting (Phone Idle)*	Default
30	Redial	BLF Audible Alert Setting (Phone Busy)*	Default
31	Remove Last Participant	Always Use Prime Line*	Default
32	Transfer	Always Use Prime Line for Voice Message*	Default
33	Video Mode	Calling Party Transformation CSS	< None >
34	Privacy	Geolocation	GL_LVGA
35	None	<input checked="" type="checkbox"/> Use Device Pool Calling Party Transformation CSS	
		<input checked="" type="checkbox"/> Retry Video Call as Audio	
		<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	
		<input checked="" type="checkbox"/> Allow Control of Device from CTI	
		<input checked="" type="checkbox"/> Logged Into Hunt Group	

- Screen 2 - Please update the Phone Device as listed for LV.GA. Site for current and New users

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<input type="checkbox"/> Remote Device
<input type="checkbox"/> Protected Device ****
<input type="checkbox"/> Hot line Device *****

Protocol Specific Information

Packet Capture Mode*	None
Packet Capture Duration	0
Presence Group*	Standard Presence group
Device Security Profile*	Cisco 7965 - Standard SCCP Non-Secure Profile
SUBSCRIBE Calling Search Space	< None >

Unattended Port
 Require DTMF Reception
 RFC2833 Disabled

Certification Authority Proxy Function (CAPF) Information

Certificate Operation*	No Pending Operation
Authentication Mode*	By Null String
Authentication String	
<input type="button" value="Generate String"/>	
Key Size (Bits)*	1024
Operation Completes By	2011 11 27 12 (YYYY:MM:DD:HH)

Certificate Operation Status: None
Note: Security Profile Contains Addition CAPF Settings.

- Screen 3 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Please select Device Security Profile and select the NON option

☞

Expansion Module Information	
Module 1	< None >
Module 1 Load Name	
Module 2	< None >
Module 2 Load Name	

External Data Locations Information (Leave blank to use default)

Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	
Secure Authentication URL	
Secure Directory URL	
Secure Idle URL	
Secure Information URL	
Secure Messages URL	
Secure Services URL	

- Screen 4 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

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Extension Information

Enable Extension Mobility

Log Out Profile -- Use Current Device Settings --

Log in Time < None >

Log out Time < None >

MLPP Information

MLPP Domain < None >

MLPP Indication* Default

MLPP Preemption* Default

Do Not Disturb

Do Not Disturb

DND Option* Use Common Phone Profile Setting

DND Incoming Call Alert < None >

Secure Shell Information

Secure Shell User

Secure Shell Password

- Screen 5 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

Product Specific Configuration Layout

	Param	Override Common Settings
<input type="checkbox"/> Disable Speakerphone		
<input type="checkbox"/> Disable Speakerphone and Headset		
Forwarding Delay*	Disabled	
PC Port *	Enabled	
Settings Access*	Enabled	<input type="checkbox"/>
Gratuitous ARP*	Disabled	
PC Voice VLAN Access*	Enabled	
Video Capabilities*	Disabled	<input type="checkbox"/>
Auto Line Select*	Disabled	
Web Access*	Disabled	<input type="checkbox"/>
Days Display Not Active	Sunday Monday Tuesday	<input type="checkbox"/>
Display On Time	07:30	<input type="checkbox"/>
Display On Duration	10:30	<input type="checkbox"/>
Display Idle Timeout	01:00	<input type="checkbox"/>
Enable Power Save Plus	Sunday Monday Tuesday	<input type="checkbox"/>
Phone On Time	00:00	<input type="checkbox"/>
Phone Off Time	24:00	<input type="checkbox"/>
Phone Off Idle Timeout*	60	<input type="checkbox"/>
<input type="checkbox"/> Enable Audible Alert		<input type="checkbox"/>
EnergyWise Domain		<input type="checkbox"/>
EnergyWise Endpoint Security Secret		<input type="checkbox"/>

- Screen 6 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

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<input type="checkbox"/> Allow EnergyWise Overrides	
Span to PC Port*	Disabled
Logging Display*	PC Controlled
Load Server	
Recording Tone*	Disabled
Recording Tone Local Volume*	100
Recording Tone Remote Volume*	50
Recording Tone Duration	
Display On When Incoming Call*	Disabled
RTCP*	Disabled
"more" Soft Key Timer	5
Auto Call Select*	Enabled
Log Server	
Advertise G.722 Codec*	Use System Default
Wideband Headset UI Control*	Enabled
Wideband Headset*	Enabled
Peer Firmware Sharing*	Enabled
Cisco Discovery Protocol (CDP): Switch Port*	Enabled
Cisco Discovery Protocol (CDP): PC Port*	Enabled
Link Layer Discovery Protocol - Media Endpoint Discover (LLDP-MED): Switch Port*	Enabled
Link Layer Discovery Protocol (LLDP): PC Port*	Enabled
LLDP Asset ID	
LLDP Power Priority*	Unknown
Wireless Headset Hookswitch Control*	Disabled

- Screen 7 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

IPv6 Load Server	
IPv6 Log Server	
802.1x Authentication*	User Controlled
Detect Unified CM Connection Failure*	Normal
Minimum Ring Volume*	0-Silent
HTTPS Server*	http and https Enabled
Handset/Headset Monitor*	Enabled
Enbloc Dialing*	Enabled
Switch Port Remote Configuration*	Disabled
PC Port Remote Configuration*	Disabled
Automatic Port Synchronization*	Disabled
SSH Access*	Disabled
FIPS Mode*	Disabled
80-bit SRTCP*	Disabled

- Screen 6 - Please update the Phone Device as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

Line Setup

Directory Number Configuration

Save Delete Reset Apply Config Add New

Status

Status: Ready

Directory Number Information

Directory Number* 1326

Route Partition PT_LVGA_Internal

Description Bill Digby 1326

Alerting Name Bill Digby 1326

ASCII Alerting Name Bill Digby 1326

Allow Control of Device from CTI

Associated Devices SEP001D70FCC6E6
RDP_LVGA_BDIGBY

[Edit Device](#)

[Edit Line Appearance](#)

▼ ▲

Dissociate Devices

Directory Number Settings

Voice Mail Profile Default (Choose <None> to use system default)

Calling Search Space CSS_LVGA_International

Presence Group* PG_LVGA

User Hold MOH Audio Source < None >

Network Hold MOH Audio Source < None >

Auto Answer* Auto Answer Off

- Screen 1 - Please update the Line as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items
- The phone that will be used that you have created or updated will be placed in the Associated Device section (Not Added Here)

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Associated Remote Destinations			
Name	Destination Number	Owner	
RDI_LVGA_BDIGBY	97708451956	bdiqby	

AAR Settings			
AAR	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/> or	<input type="text"/>	< None >
<input checked="" type="checkbox"/> Retain this destination in the call forwarding history			

Call Forward and Call Pickup Settings			
	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			Use System Default
Forward All	<input type="checkbox"/> or	<input type="text"/>	CSS_LVGA_Local-LD
Secondary Calling Search Space for Forward All			CSS_LVGA_Local-LD
Forward Busy Internal	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
Forward Busy External	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer Internal	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer External	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input checked="" type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	23		
Call Pickup Group	CPG_LVGA_1980 in PT_LVGA_Internal		

- Screen 2 - Please update the Line as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

Park Monitoring			
	Voice Mail	Destination	Calling Search Space
Park Monitoring Forward No Retrieve Destination External	<input type="checkbox"/> or	<input type="text"/>	< None > A blank value means to call the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	<input type="checkbox"/> or	<input type="text"/>	< None > A blank value means to call the parker's line.
Park Monitoring Reversion Timer	<input type="text"/> A blank value will use value set in Park Monitoring Reversion Timer service parameter		

MLPP Alternate Party Settings	
Target (Destination)	<input type="text"/>
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	<input type="text"/>

Line Settings for All Devices	
Hold Reversion Ring Duration (seconds)	<input type="text"/> Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)	<input type="text"/> Setting the Hold Reversion Notification Interval to zero will disable the feature
Party Entrance Tone*	Default

- Screen 3 - Please update the Line as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items

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Line 1 on Device SEP001D70FCC6E6

	Value	Update Shared Device Settings
Display (Internal Caller ID)	Bill Digby 1326 <small>Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.</small>	<input type="checkbox"/>
ASCII Display (Internal Caller ID)	Bill Digby 1326	<input type="checkbox"/>
Line Text Label	Bill Digby 1326	<input type="checkbox"/>
ASCII Line Text Label	Bill Digby 1326	<input type="checkbox"/>
External Phone Number Mask		<input type="checkbox"/>
Visual Message Waiting Indicator Policy*	Use System Policy	<input type="checkbox"/>
Audible Message Waiting Indicator Policy*	Default	<input type="checkbox"/>
Ring Setting (Phone Idle)*	Use System Default	<input type="checkbox"/>
Ring Setting (Phone Active)	Use System Default <small>Applies to this line when any line on the phone has a call in progress.</small>	<input type="checkbox"/>
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	
Monitoring Calling Search Space	< None >	

- Screen 4 - Please update the Line as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items
- You will need to do a Manual Copy of the first 4 items on this screen

Multiple Call/Call Waiting Settings on Device SEP001D70FCC6E6

Note:The range to select the Max Number of calls is: 1-200

Maximum Number of Calls*

Busy Trigger* (Less than or equal to Max. Calls)

Forwarded Call Information Display on Device SEP001D70FCC6E6

Caller Name

Caller Number

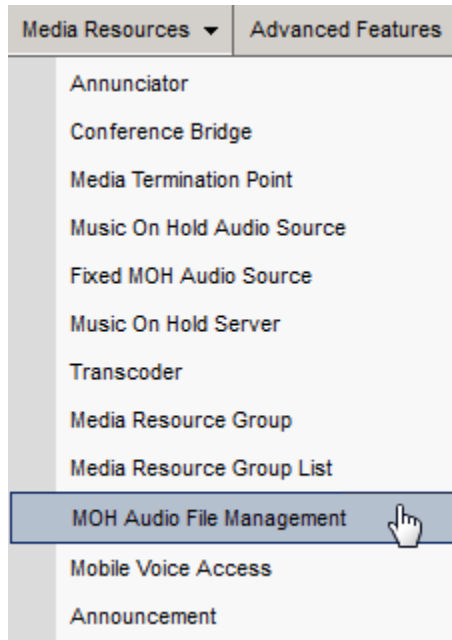
Redirected Number

Dialed Number

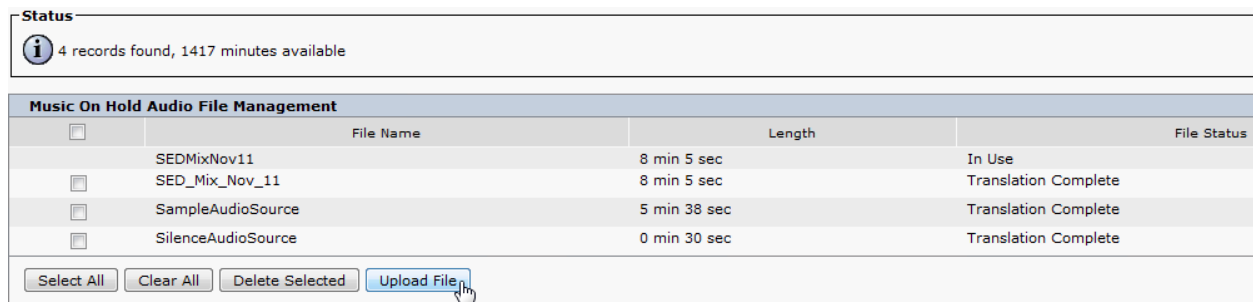
Users Associated with Line

- Screen 5 - Please update the Line as listed for LV.GA. Site for current and New users
- Leave these items blank or with the current settings - the Defaults will be used for blank items
- Multiple Call / Call Waiting is used to control how calls are handled on each line.

Music On Hold (MOH) Setup

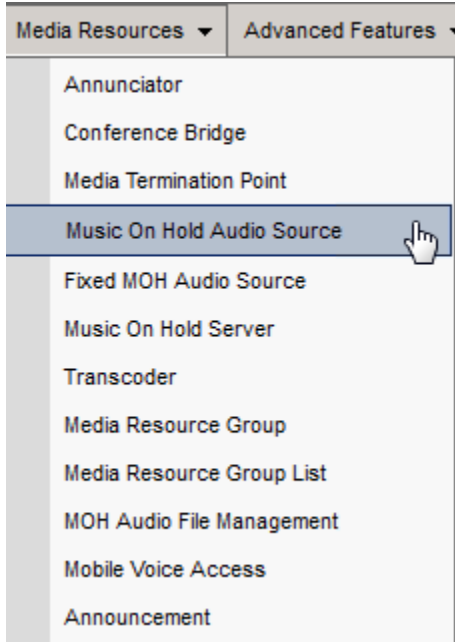


- Screen 1 - Select MOH Audio File Management menu item under Media Resources

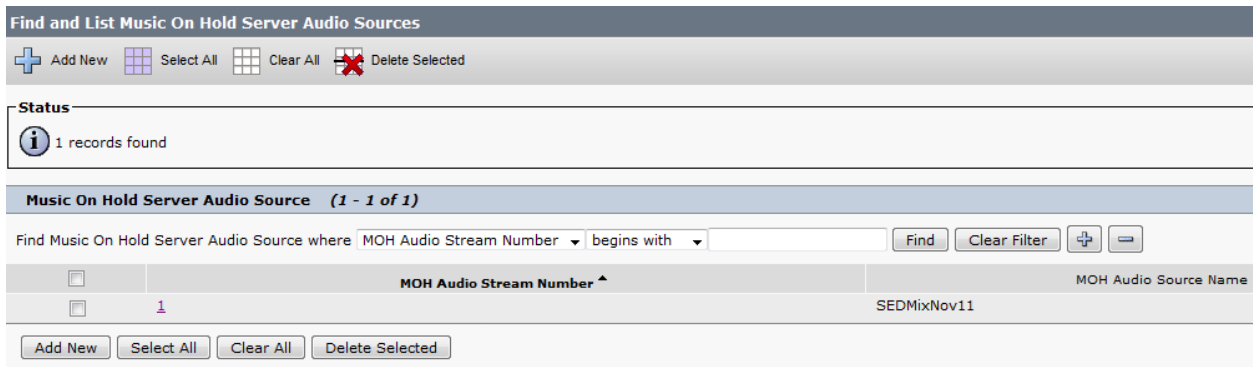


- Screen 2 - Upload the audio file supplied from your audio vendor

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- Screen 3 - After Uploading the file to the servers select the MOH Audio Source
 - Must upload to ALL CUCM Servers




- Screen 4 - Select "1" to go to the next screen

Music On Hold Audio Source Configuration

Save  Delete  Add New  Upload File

Status

 Status: Ready

Music On Hold Server Audio Source Information

MOH Audio Stream Number* 1

MOH Audio Source File

MOH Audio Source Name*


Play continuously (repeat)

Allow Multi-casting

MOH Audio Source File Status

```
InputFileName: SEDMixNov11
ErrorCode: 0
ErrorText: Translation Complete
DurationSeconds: 485
DiskSpaceKB: 23244
LowDateTime: 1320513767
HighDateTime: 0
DateTimeReadable: 2011-NOV-05 17:22:47UTC
OutputFileList:
  SEDMixNov11.ulaw.wav
  SEDMixNov11.alaw.wav
```

MOH Audio Sources

 1 :: [SEDMixNov11](#)

Save Delete Add New Upload File

Music On Hold Server Audio Source Information

MOH Audio Stream Number* 1

MOH Audio Source File

MOH Audio Source Name*

Play continuously (repeat)

Allow Multi-casting

SEDMixNov11
SED_Mix_Nov_11
SampleAudioSource
SilenceAudioSource
-- Not Selected --

- Screen 5 - After Uploading the file to the servers select the new file from the pull down menu

Cisco Unity Connection (Voicemail System)

Attention

The Cisco Unity Connection cluster subscriber server has changed to Primary Status (failover has occurred). To review server status for the cluster, go to the Tools > Cluster Management page of Cisco Unity Connection Serviceability.

Cisco Unity Connection Administration

Version 8.6.1.20000-109

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

For Cisco Technical Support please visit our [Technical Support](#) web site.

- Screen 1 - Select the Users option under Users

Search Users

User Refresh Help

Status

Found 1 User(s)

Search Limits

Limit search to: All

Users (1 - 1 of 1) Rows per Page 25

Find Users where Extension begins with 1326 Find

<input type="checkbox"/>	Alias	Extension	First Name	Last Name	Display Name
<input type="checkbox"/>	bdigby	1326	Bill	Digby	Digby, Bill

Delete Selected Add New Bulk Edit Show Dependencies

Key:

- Local User
- Remote User
- Cisco Unity User

- Screen 2 - Use the find function or select Add New button

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Phone System ▾

Class of Service ▾

Active Schedule ▾

Set for Self-enrollment at Next Sign-In

List in Directory

Send Non-Delivery Receipts on Failed Message Delivery

Skip PIN When Calling From a Known Extension
Caution! Security risk. See Help for This Page for details.

Use Short Calendar Caching Poll Interval

Recorded Name

Location

Address

Building

City

State

Postal Code

Country ▾

Use System Default Time Zone

Time Zone ▾

Language Use System Default Language

▾

Department

Manager

Billing ID

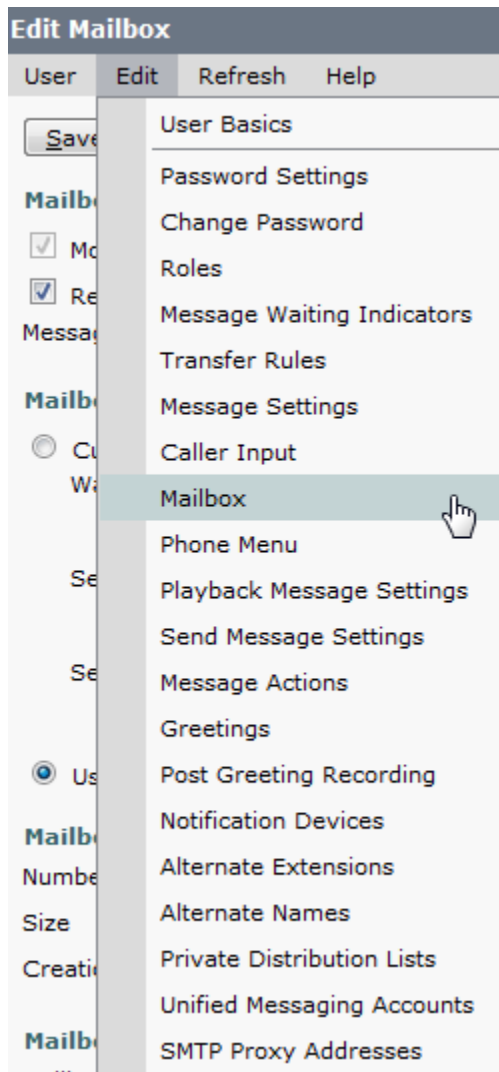
Corporate Email Address

Generate SMTP Proxy Address From Corporate Email Address

Corporate Phone Number

- Screen 3 - Please update the Line as listed for LV.GA. Site for current and New users

Change Voicemail Box



- Screen 4 - Please select Mailbox under the User Menu

Edit Mailbox

User Edit Refresh Help

Mailbox Settings

Mounted

Respond to Requests for Read Receipts

Message Aging Policy

Mailbox Quotas

Custom

Warning Quota Custom Megabytes

System Maximum (2 Gigabytes)

Send Quota Custom Megabytes

System Maximum (2 Gigabytes)

Send/Receive Quota Custom Megabytes

System Maximum (2 Gigabytes)

Use System Settings

Mailbox Information

Number of Messages

Size Bytes

Creation Time

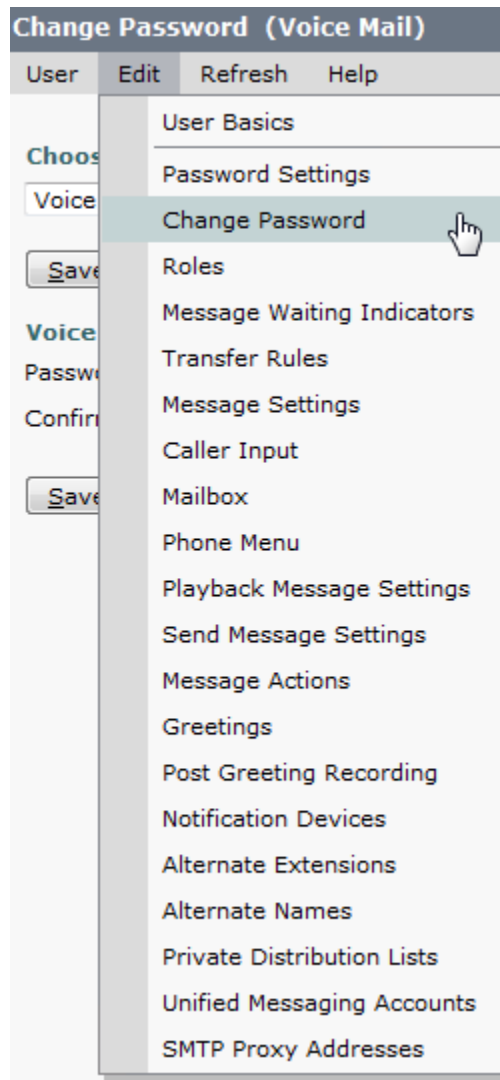
Mailbox Store Information

Mailbox Store

All dates and times displayed in (GMT-05:00) Eastern Time (US & Canada)

- Screen 5 - Please update the Line as listed for LV.GA. Site for current and New users

Change Voicemail Password



- Screen 6 - Please update the Line as listed for LV.GA. Site for current and New users

Change Password (Voice Mail)

User Edit Refresh Help

Choose Password

Voice Mail

Save

Voice Mail Password

Password

Confirm Password

- Screen 7 - Change Password for the user

Caller Input

User Edit Refresh Help

Save

Caller

*

0
1
2
3
4
5
6
7
8
9

Wait for

Prepe

En
Di

Save

- User Basics
- Password Settings
- Change Password
- Roles
- Message Waiting Indicators
- Transfer Rules
- Message Settings
- Caller Input
- Mailbox
- Phone Menu
- Playback Message Settings
- Send Message Settings
- Message Actions
- Greetings
- Post Greeting Recording
- Notification Devices
- Alternate Extensions
- Alternate Names
- Private Distribution Lists
- Unified Messaging Accounts
- SMTP Proxy Addresses

- Screen 8 - Please Select Caller Input from the User Menu

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Caller Input Search Users ▶ Edit User Basics (bdigby)

User Edit Refresh Help

Key	Action	Target	Status
*	Send caller to	Sign-In	Locked
#	Skip greeting		Locked
0	Send caller to	Operator	Unlocked
1	Ignore key		Unlocked
2	Ignore key		Unlocked
3	Ignore key		Unlocked
4	Ignore key		Unlocked
5	Ignore key		Unlocked
6	Ignore key		Unlocked
7	Ignore key		Unlocked
8	Ignore key		Unlocked
9	Ignore key		Unlocked

Wait for Additional Digits milliseconds

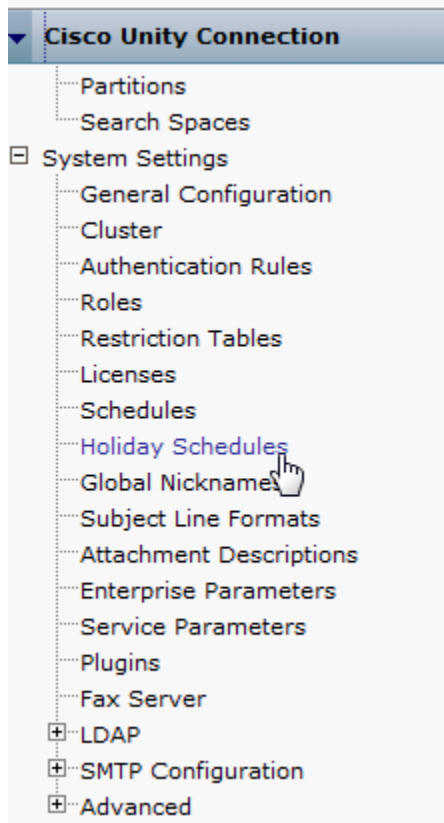
Prepend Digits to Dialed Extensions

Enable

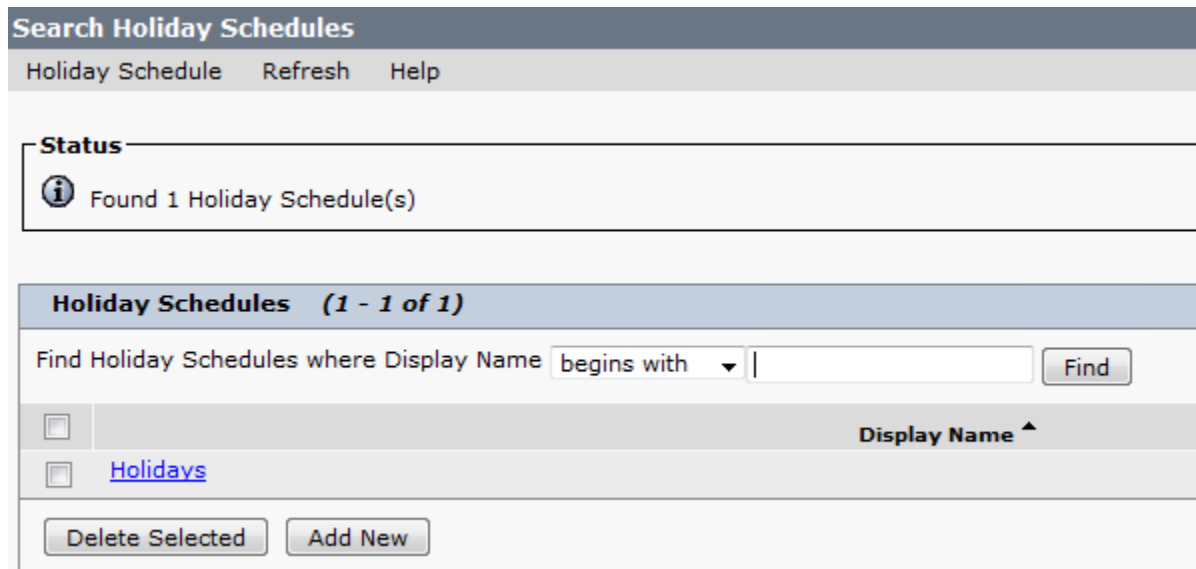
Digits to Prepend

- Screen 9 - Please update the Line as listed for LV.GA. Site for current and New users
 - Select "0" to redirect to Department Line for that team

Changing Auto-Attendant Holiday Schedule



- Screen 10 - Please select the Holiday Schedules Menu Item



- Screen 11 - Please select the Holiday Schedules Link

Cisco IP Communications Admin Document

Edit Holiday Schedule Basics (Holidays) Search Holiday Schedules ▶ Edit Holiday Schedule Basics (Holidays)

Holiday Schedule [Edit](#) [Refresh](#) [Help](#)

Holiday Schedule
Display Name*

Holidays

<input type="checkbox"/>	Holiday Name	Start Date	End Date	Start Time	End Time
<input type="checkbox"/>	Edit "Christmas Day"	Dec 26, 2011	Dec 26, 2011	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Day after Thanksgiving"	Nov 25, 2011	Nov 25, 2011	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Thanksgiving Day"	Nov 24, 2011	Nov 24, 2011	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "New Year's Day"	Jan 2, 2012	Jan 2, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Independence Day"	Jul 4, 2012	Jul 4, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Memorial Day"	May 28, 2012	May 28, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Labor Day"	Sep 3, 2012	Sep 3, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Thanksgiving Day"	Nov 23, 2012	Nov 23, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Day after Thanksgiving"	Nov 23, 2012	Nov 23, 2012	12:00 AM	End Of Day
<input type="checkbox"/>	Edit "Christmas Day"	Dec 25, 2012	Dec 25, 2012	12:00 AM	End Of Day

Fields marked with an asterisk (*) are required.

- Screen 12 - Please add or change the Holidays when needed.