



WEB PORTAL CALL MANAGEMENT
SETTING UP SPEED DIALING
Tutorial Seven

The purpose of this module is to introduce you to Speed Dials available on your Cisco IP phone and within your personal web portal.

SETTING SPEED DIALS

You can program speed dials on your phone using the Web Portal by selecting Call Management > Speed Dials.

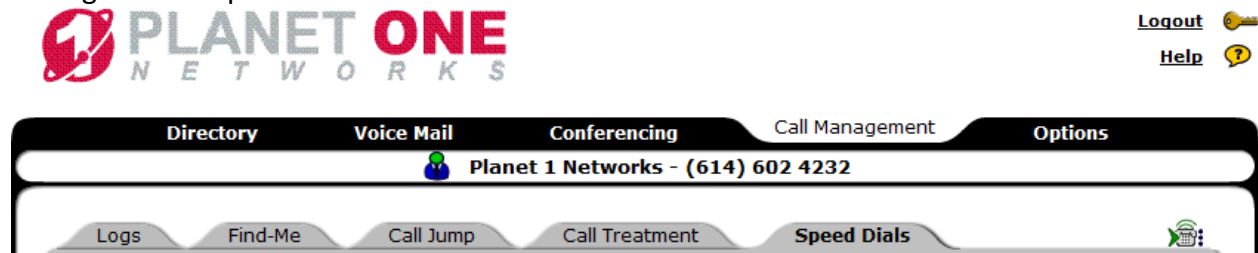


Figure 1 - Call Management – Speed Dials

The Web Portal provides two ways to program speed dials, provided your system administrator has assigned at least one speed dial button on your phone. The difference between the two is the location where you are able to view the speed dial;

- **Set a Speed Dial** displays on the Menu of your phone after selecting the more button on a Cisco IP 7960 Series phone (this option depends on the VoIP phone of the individual user establishing the speed dial(s)) and the speed dial within the personal Voice Assistant window of the web portal user.
- **Set Speed Dial Button** puts the speed dial on your phone as a button and on the Voice Assistant window.

Set Speed Dial Allows programming of speed dial buttons on your phone via the Web Portal. The number of speed dials you can program is limited to the number of speed dial buttons configured on your phone. Therefore, your phone must have at least one button on it that is configured to be a speed dial button in order to use this feature.

Set Speed Dial Button This is the same as programming a speed dial button from the telephone. You must be near your phone when using this feature, as it will dial the access number for the speed dial setup menu (544) and you will be prompted what to enter to set up the speed dial number.

NOTE: When you make changes to your speed dials and your prime or shared line appearances in on an active call, the update will not take effect until ALL line appearances are INACTIVE. The phone will reboot and the new changes can be seen.

SET A SPEED DIAL

- <Click> on the Call Management tab, then Speed Dials.
- <Click> Set a Speed Dial button, the following screen appears (Figure 2).
- <Enter> Name and phone number (Remember to use the outside access digit if the speed dial number is an external number).

- <Click> Save or Cancel to exit without saving.

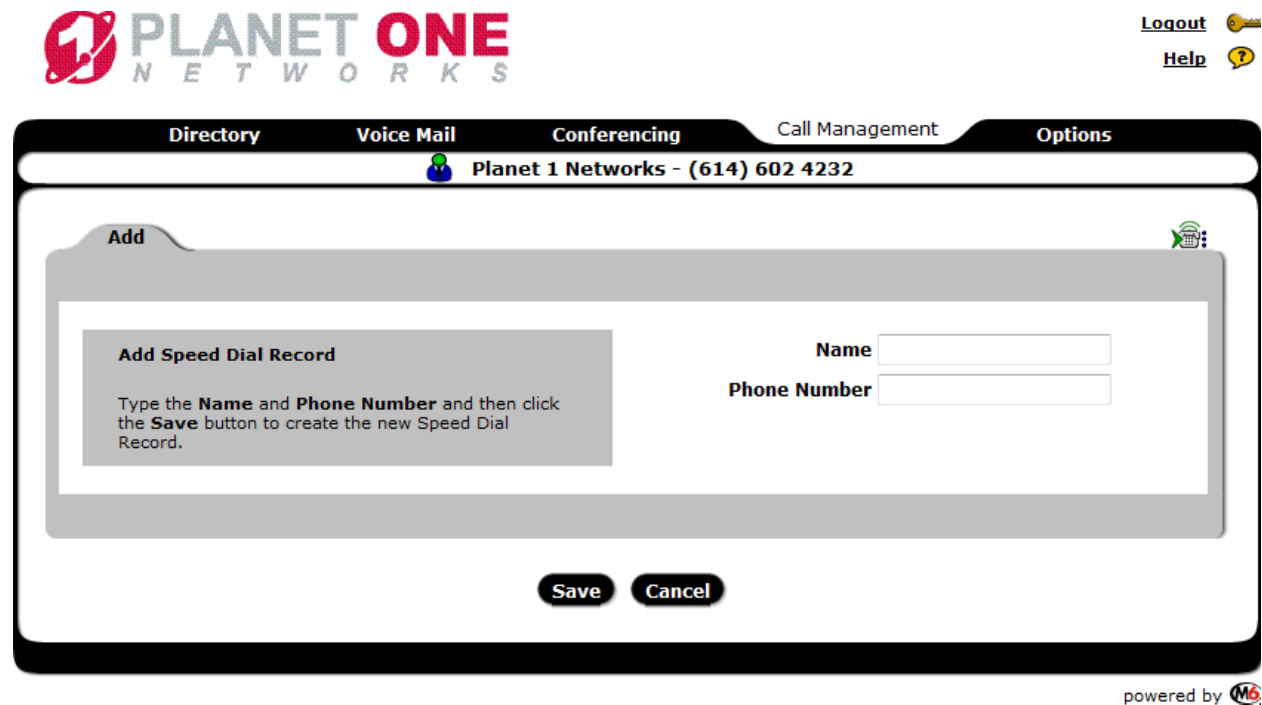


Figure 2 – Call Management – Setting a Speed Dial Record

- <Click> on the Call Control button to bring up your Voice Assistant window.
- <Click> Options.
- <Click> Update Speed Dial Buttons (See Figure 3)

NOTE: If you are using Call Control (without the Voice Assistant) your Call Control window will automatically update with your speed dial.

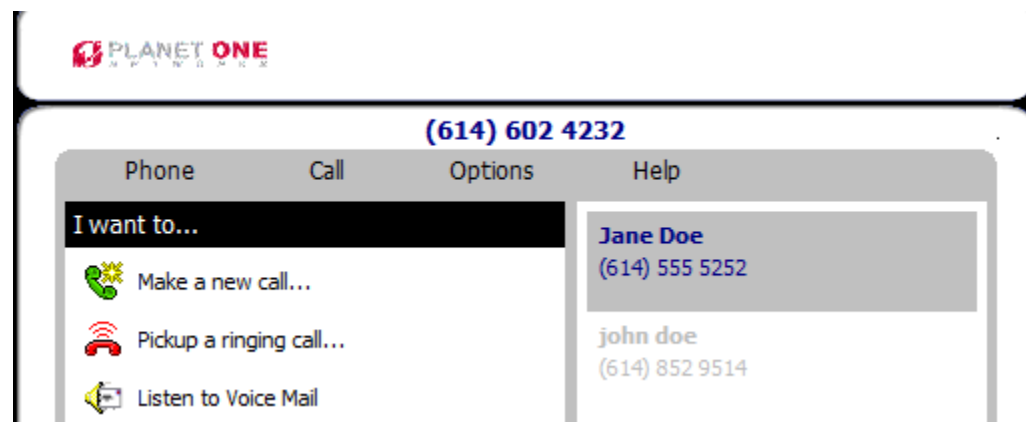


Figure 3 –Voice Assistant Window – with Speed Dials

SET A SPEED DIAL BUTTON

- <Click> on the Call Management tab.
- <Click> Speed Dials. (You must be near your phone)
- <Click> Set a Speed Dial button.

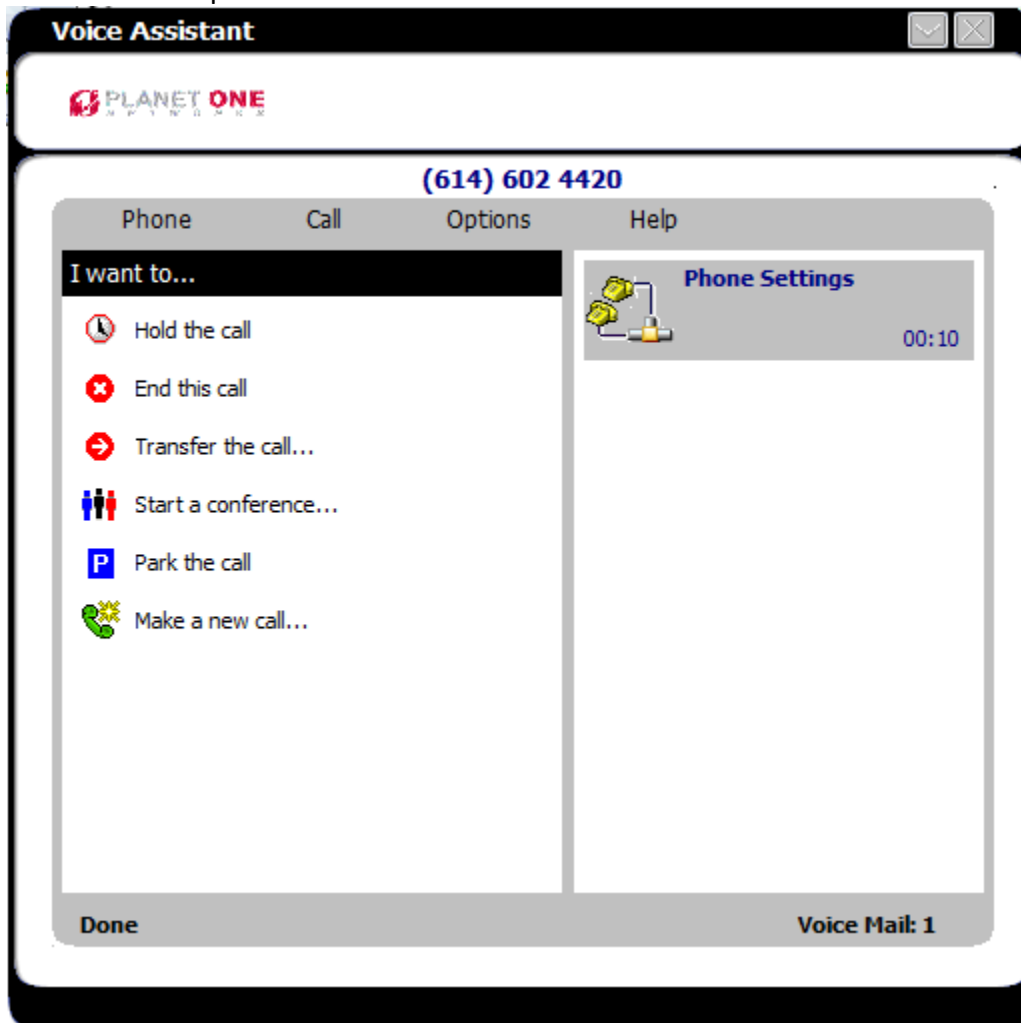


Figure 4 – Call Management – Setting Speed Dial Button – to appear on your phone

- The Voice Assistant window pops up (Figure 4) and your IP speakerphone comes on.
- Follow the Voice prompts on the phone and use the phone keypad to enter the speed dial information. Your phone will refresh and you should be able to see your speed dials.
- Go to the Voice Assistant>Options>Update speed dial buttons to see the new speed dial button in the list.

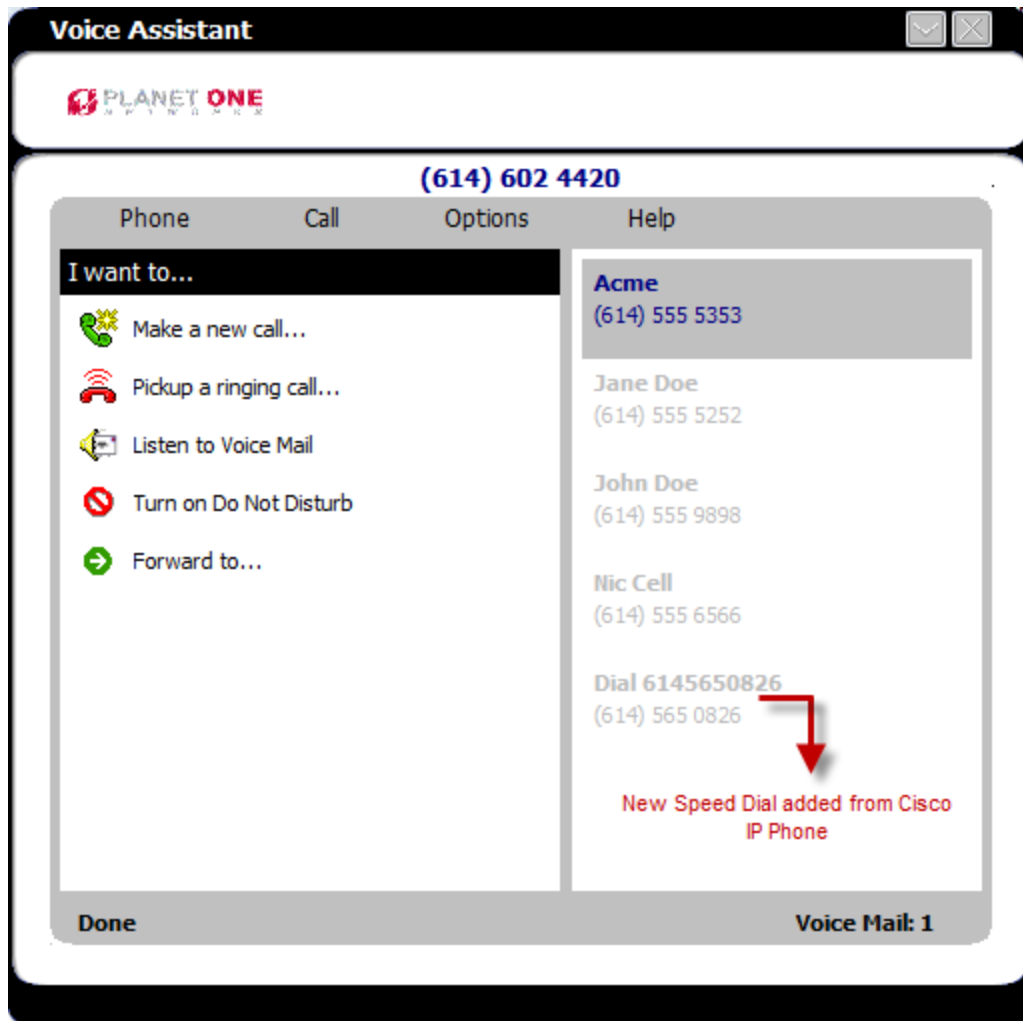


Figure 5 – Updated Speed dials to reflect new one added

Notice that the speed dials on your phone and Voice Assistant are displayed as DIAL and the number. To change dial to something more meaningful, i.e.; the person's name or business select the Call Management tab, <Select> Speed Dials.

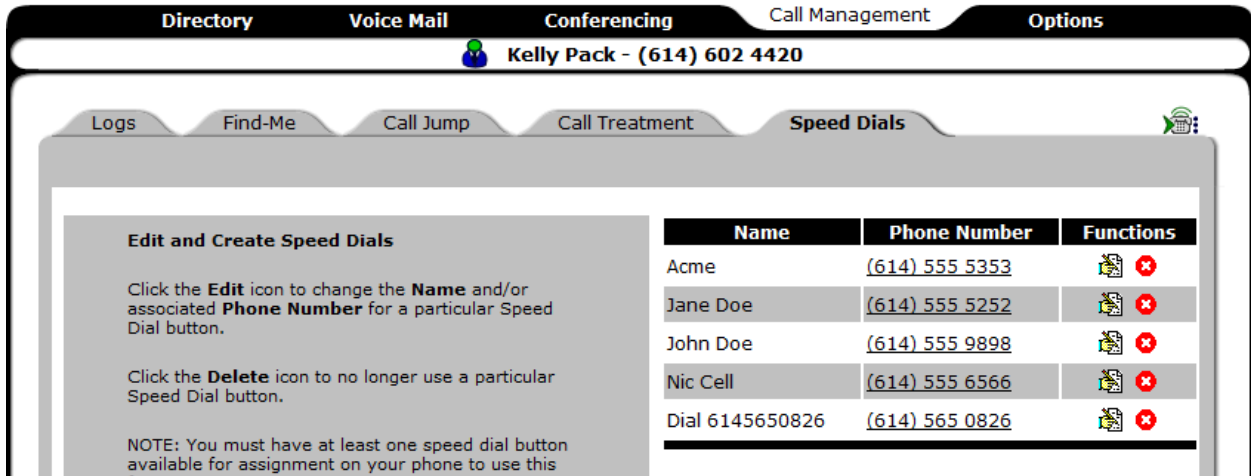



Figure 6 – Using the Edit function in Speed Dials

Then select the  (Edit Icon) and enter the name you would prefer to use for the speed dial. (Figure 7)

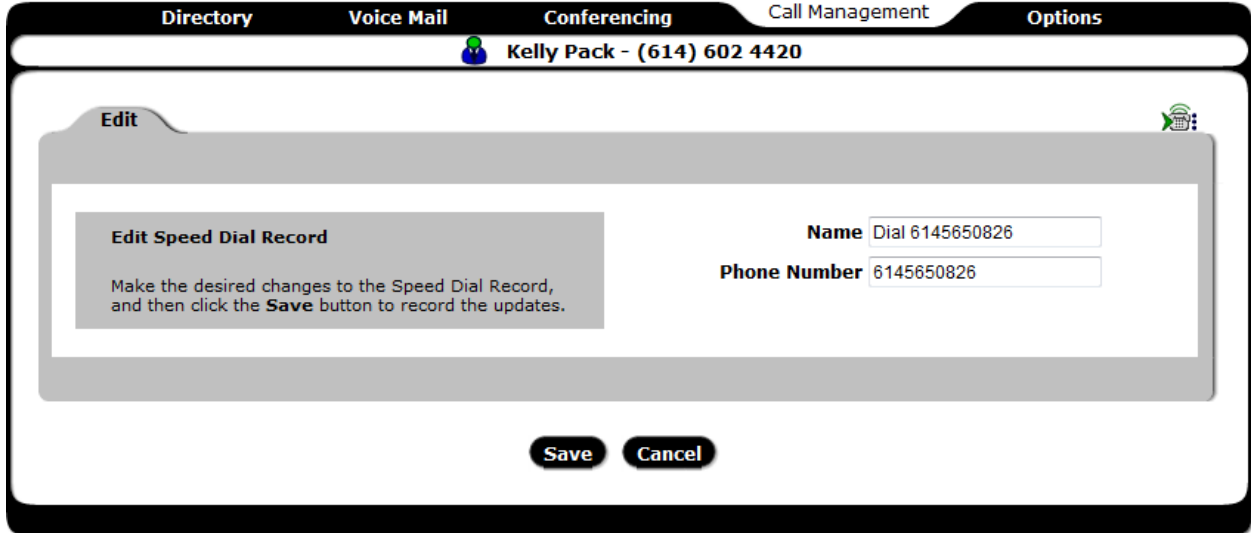


Figure 7 – Modifying the Speed Dial name


<Click> in the name field- Modify the name as you would like it to appear

<Click> Save


Go to the Call Control window>Select Options

Select Update Speed Dial button

Directory
Voice Mail
Conferencing
Call Management
Options

 **Kelly Pack - (614) 602 4420**

• Speed Dial updated

Logs
Find-Me
Call Jump
Call Treatment
Speed Dials


Edit and Create Speed Dials











Click the **Edit** icon to change the **Name** and/or associated **Phone Number** for a particular Speed Dial button.

Click the **Delete** icon to no longer use a particular Speed Dial button.

NOTE: You must have at least one speed dial button available for assignment on your phone to use this feature.

Option 1: **Set Speed Dial Button** - Setting a speed dial button requires the use of your phone. You must be near your phone before clicking **Set Speed Dial Button**.

Option 2: **Set Speed Dial** - This option does not require the use of your phone. Use this option to configure a speed dial for use in web portal without assigning it to a particular button on your phone.

Name	Phone Number	Functions
Acme	(614) 555 5353	 
Jane Doe	(614) 555 5252	 
John Doe	(614) 555 9898	 
Nic Cell	(614) 555 6566	 
Kelly Cell	(614) 565 0826	 


Set Speed Dial Button
Set Speed Dial

Figure 7 - Speed dial updated with name –

Your Cisco IP phone should automatically refresh and show the new speed dial. You can also manually refresh your phone. To manually refresh reset your Cisco IP phone press the *****#**** command reboot and refresh. Once the refresh is finished your phone should now show the Name and the Number on the Speed Dial Button.

TO DELETE A SPEED DIAL SETTING

<Click> on Call Management > Speed Dials.

<Click> on the delete icon  next to the speed dial entry you wish to delete.

NOTE: There is no confirmation screen on delete. The entry will be deleted without asking if you really want to delete it.

USING SPEED DIALS

The Speed Dials list in the Call Control Window or the Voice Assistant Window lists the numbers that are programmed into the speed dial buttons on your telephone. The numbers in this list can be used when dialing, transferring a call, or conferencing in. See "Setting Speed Dials" on how to program the speed dial buttons.

TO USE THE SPEED DIAL LIST:

1. If desired, pick up the handset on your telephone. (Otherwise, the speakerphone will be activated).
2. <Click> the desired speed dial number in the list. The number is displayed to the right in three of the fields.
3. Do one of the following:
 - Dial to dial the number
 - Transfer to transfer a call to the number
 - Conference to conference that party in to a currently active conference call.