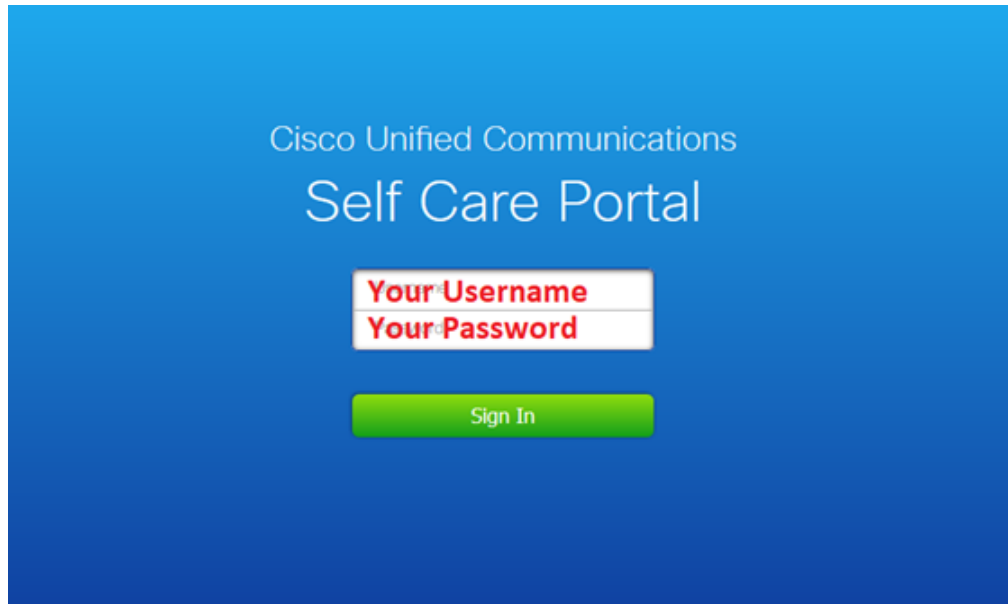


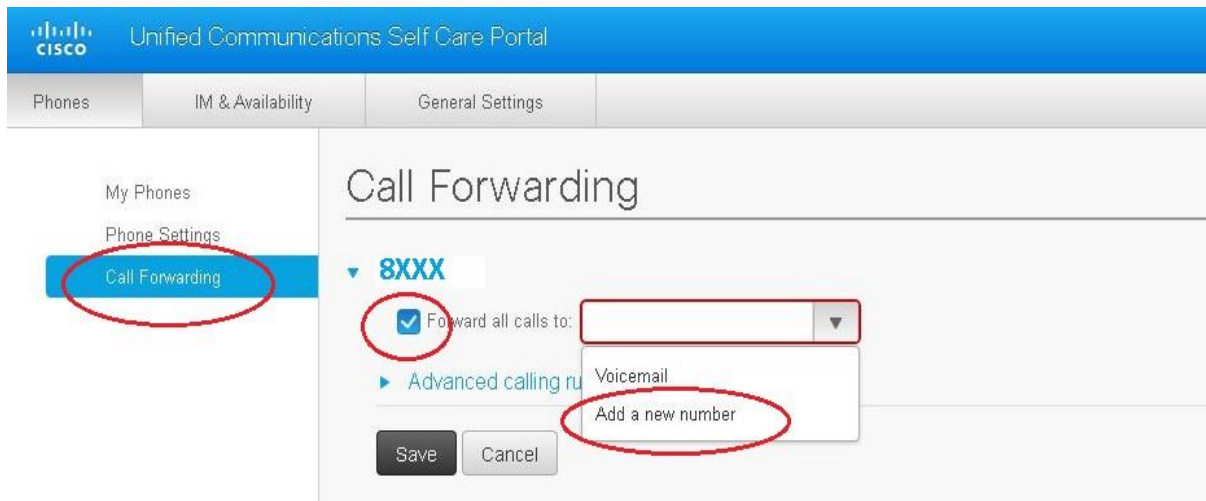
Using Cisco Self Care Portal

1. Setup forwarding all call to another number

1.1 Visit <https://phone.ln.edu.hk/ucmuser> and enter your Username (i.e. your email without @ln.edu.hk) and Password to login.

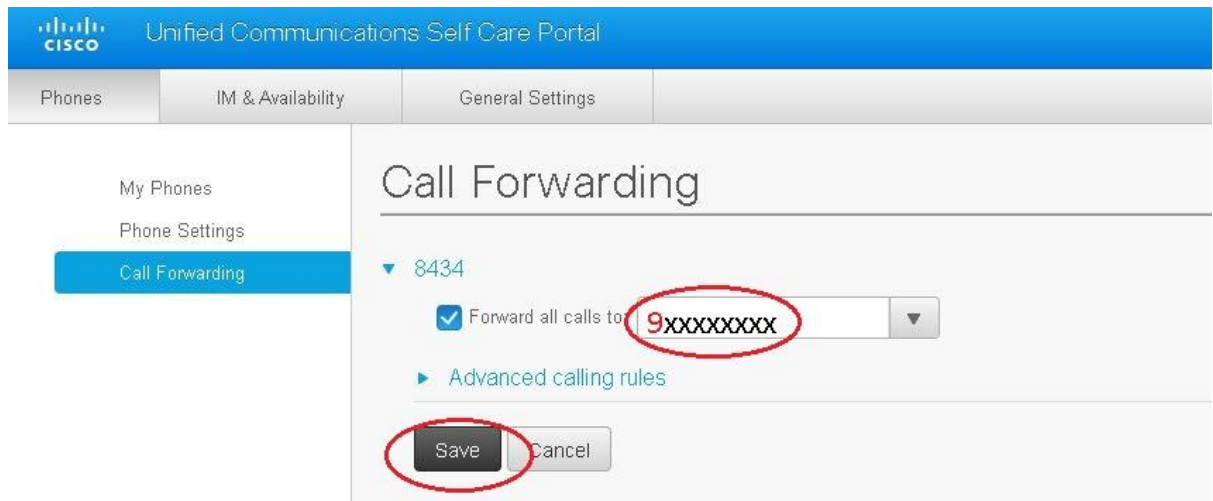


1.2 Click "Call Forwarding", click the check box and choose "Add a new number".



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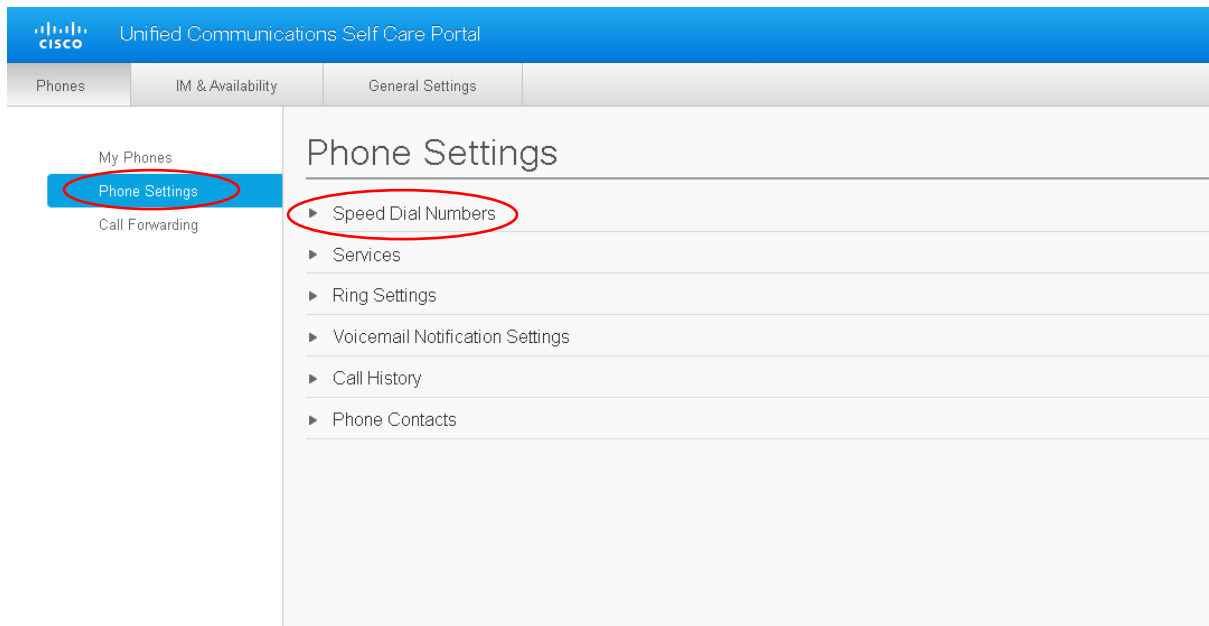
1.3 Enter your external phone number with the dial-out prefix “9” for call forwarding, then click “save”.



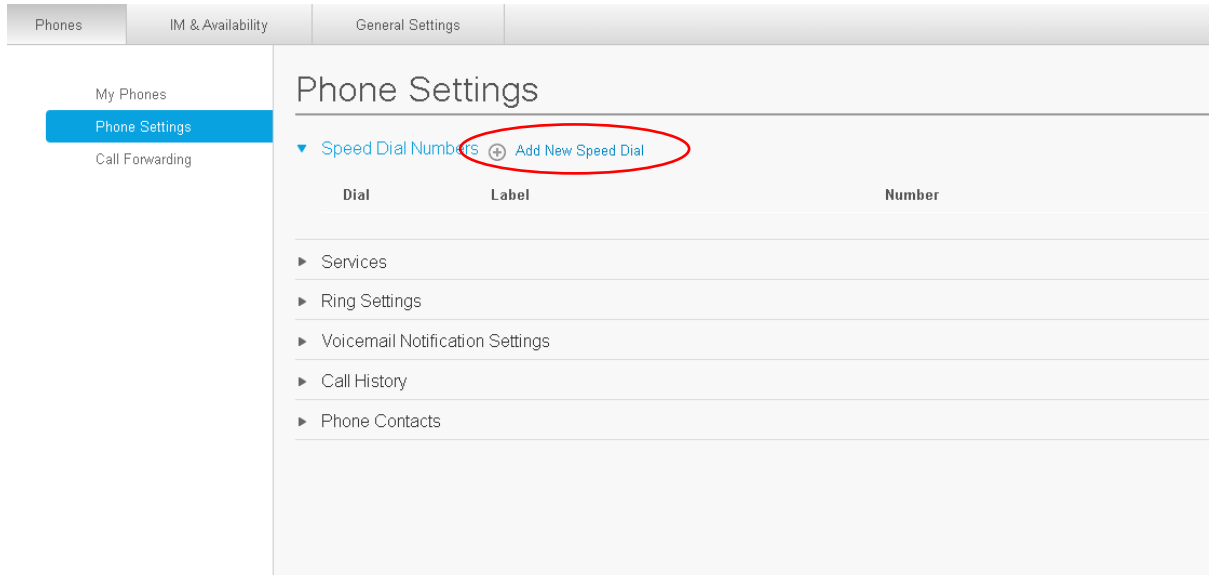
The screenshot displays the Cisco Unified Communications Self Care Portal interface. The top navigation bar includes the Cisco logo and the title "Unified Communications Self Care Portal". Below this, a secondary navigation bar contains tabs for "Phones", "IM & Availability", and "General Settings". On the left side, a sidebar menu lists "My Phones", "Phone Settings", and "Call Forwarding", with "Call Forwarding" currently selected and highlighted in blue. The main content area is titled "Call Forwarding" and shows a dropdown menu for the phone number "8434". Under this dropdown, there is a checkbox labeled "Forward all calls to" which is checked. To the right of the checkbox is a text input field containing the placeholder text "9XXXXXXXX", where the "9" is highlighted with a red circle. Below the input field is a link labeled "Advanced calling rules". At the bottom of the form, there are two buttons: "Save" and "Cancel", with the "Save" button highlighted by a red circle.

2. Setup Speed Dial

2.1 Click “Phone Settings”, click “Speed Dial Numbers” to showing the settings.



2.2 Click “Add New Speed Dial” to open the dialog box.



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2.3 Enter the number, label and speed dial number in the dialog box and then click “Save” to confirm the setting. In this example, we add ITSC hotline as the first speed dial, so enter “7995” for Number, “ITSC Hotline” for label and “1” for “Speed Dial”

The screenshot shows the 'Phone Settings' page in the Cisco Self Care Portal. On the left, a sidebar contains 'My Phones', 'Phone Settings' (highlighted), and 'Call Forwarding'. The main content area is titled 'Phone Settings' and includes a section for 'Speed Dial Numbers' with a '+ Add New Speed Dial' link. Below this is a table with columns 'Dial', 'Label', and 'Number'. A modal dialog box titled 'Add Speed Dial' is open in the center. It contains three input fields: 'Number/URI*' with the value '7995', 'Label (Description)*' with the value 'ITSC Hotline', and 'Speed Dial*' with the value '1'. At the bottom of the dialog, there is a '*Required' label and two buttons: 'Save' and 'Cancel'. Red circles are drawn around the input fields and the 'Save' button to highlight the required information and the confirmation step.

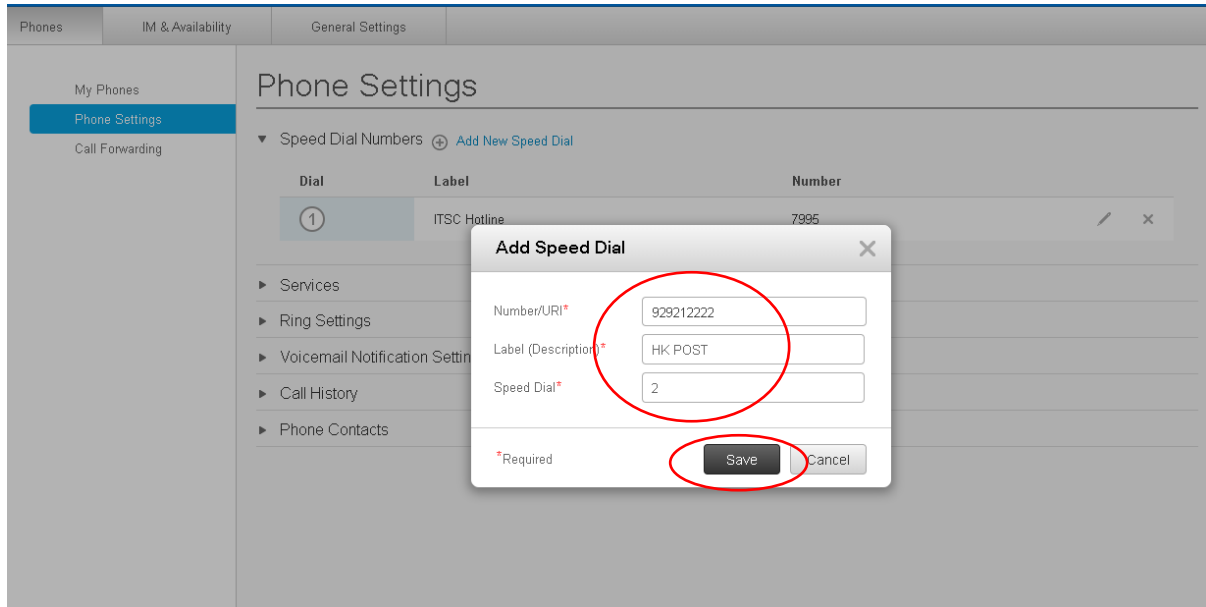
2.4 To add another speed dial, click “Add New Speed Dial” to open the dialog box.

This screenshot shows the 'Phone Settings' page after the first speed dial has been added. The 'Speed Dial Numbers' section now contains a table with one entry: a dial button labeled '1', the label 'ITSC Hotline', and the number '7995'. The '+ Add New Speed Dial' link is circled in red, indicating where to click to add a second speed dial. The sidebar and other page elements remain the same as in the previous screenshot.

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2.5 In this example, we add Hong Kong Post Office hotline as the second speed dial, so enter “929212222” for Number, “HK POST” for Label and “2” for Speed Dial. Click “Save” to confirm the setting.

P.S. To adding external phone number, remember add the prefix “9”.



2.6 If you want to modify the setting, you can click the edit symbol. Click the cross symbol if you want to remove the setting.

