Location: Boyer Building   Phone: 717-871-7777   Email: help@millersville.edu

Web-Ex Phone Guide | Quick – Start
Advance User Settings

Join a meeting

- Call 5067 internally or 717-871-5067 externally.
- Enter the meeting number (commonly the meeting hosts extension) followed by #.
- If the meeting has a PIN (password) you will be prompted for this information and asked to press # when done.

Being a host of a meeting, you may be asked to use your pin (For setting your pin please continue below).

*Please note below (changing your PIN) you will be directed to your phone's web interface called **Self Care Portal** for more detail instructions for this portal, please refer to your Web - Ex Phone Self Portal listed on our wiki page*

Setting Changing your PIN

From a campus computer or when you're connected to campus virtually follow the steps below.
1. Click this link https://cucm1.muad.local/
2. Select Cisco Unified Communications Self Care Portal.

CISCO

Installed Applications

- Cisco Unified Communications Manager
- Cisco Unified Communications Self Care Portal

Cisco Unified Communications
Self Care Portal

| |
Password

Sign In

3. Enter your short username and password that you use for all MU software.
4. Select sign in.

Note: *Some users may be prompted to set a pin at first login. If this happens to you, enter your pin and verify pin then select Change Pin (as seen below). It is recommended your pin be at-least 4 digits long. (Please remember your new* **PIN***) ***

5. Now click on the tab called General settings located at top of page.

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6. Change your pin, start typing in the new phone PIN: field (shown below). A save box will appear allowing you to confirm the change. (must be at least 4 digits).

▼ 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.
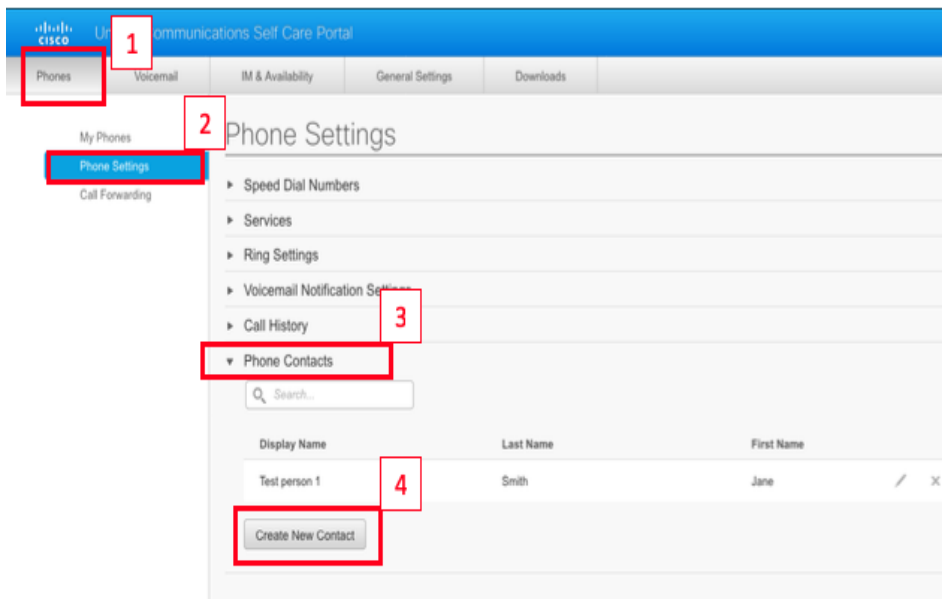
New Phone PIN: ••••

Confirm New Phone PIN:

Save   Cancel

Setting up your Personal Phone Directory

1. Select phones (as seen as step 1 below).
2. Select phone setting (as seen as step 2 below).
3. Select phone contacts (as seen as step 3 below).
4. Select create new contact (as seen as step 4 below).

5. Now add the contact information in the form field provided.

Add New Phone Contact   ✕

Contact Information

Display Name*	Search by name, or enter display name
First Name	
Last Name	
Email	

Contact Methods

Work	
Home	
Mobile	

6. Select Save and your contact is now saved.

*Required   Save   Cancel

Accessing your phone book on your phone

1. Press Phonebook icon on your phone. ▪▪
2. Select personal directory

(*note *first time use only, you will be asked to log in. to log in you will enter your short user name and the PIN you just created in the steps prior and submit*. *)

3. Once logged in you now can search or access your
    a. Personal Address Book
    b. Personal Fast dials

(*note you also have the option to log out of your personal contacts at any time. *)

4. Enter last name, first name or nickname
5. Submit

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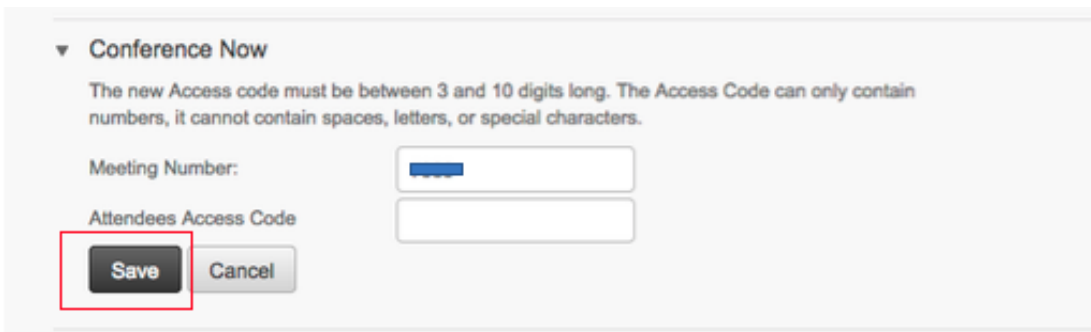
Storing your speed dials on your phone
(*note depending on how many lines are open on your phone will determine how many speed dials can be stored. The default number is 9 lines. *)

1.   Press and hold for 3 seconds, an empty line icon on your phone.
2.   Enter the name you want to appear on your screen.
3.   Enter the internal extension or external number please enter 8 plus 10-digit phone number.
4.   Press the Apply *(* Note when stored this will turn a lighter grey *.)*
5.   When complete select exit to return to the main screen.

Setting your Conference Now Access Now Code

1.   Change your Access Now Code below your meeting number (please remember your access code).
2.   Select save.

▼ Conference Now

The new Access code must be between 3 and 10 digits long. The Access Code can only contain numbers, it cannot contain spaces, letters, or special characters.

Meeting Number:

Attendees Access Code

[Save]   [Cancel]

Remember, if you run into any issues or just need a little assistance please contact us by one of the following ways below.

1.   By creating a help desk ticket by following this link here:
     https://millersvilleuniversity.sysaidit.com/servicePortal/
2.   Calling the help line at 717-871-7777
3.   Emailing the help desk team at help@millersville.edu