

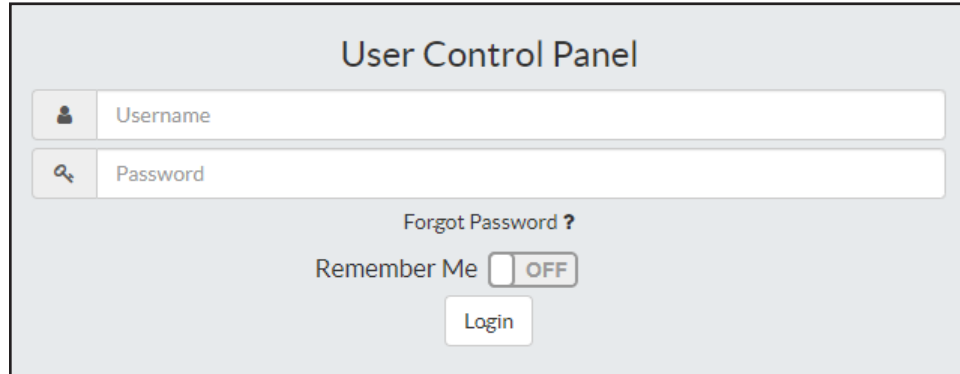
# User Control Panel (UCP) Quick Reference Guide

## Login to the User Control Panel

Got to: **phones.nazarene.org/ucp/**

Enter your Network **Username** & **Password**

Click **Login**

The image shows the login page of the User Control Panel. It has a light gray background with the title "User Control Panel" at the top. Below the title are two input fields: "Username" and "Password". To the right of the "Password" field is a link that says "Forgot Password?". Below these fields is a "Remember Me" checkbox, which is currently set to "OFF". At the bottom center is a "Login" button.

**Note:** Your Network Username & Password are the same you use for Email and Signing-In to your computer.

**Important:** The "Forgot Password?" link will not work to reset your password. Your password is managed with our Active Directory system and is tied to the same account used to sign-in to your computer, email, Nubo, etc. Contact the Help Desk for assistance with your password.

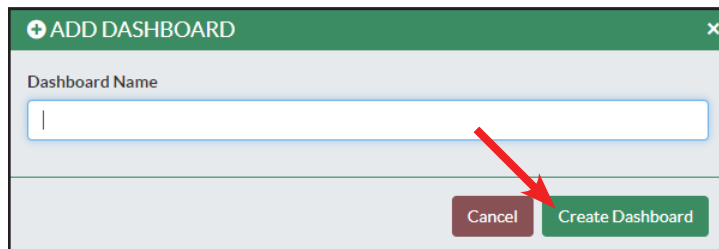
## Logout of the User Control Panel

Click on the Logout button in the lower left corner.



## Create a Dashboard

Click on the + icon in the **upper right** corner. Give it a name and click **Create Dashboard**.

A dialog box titled "ADD DASHBOARD" with a green header bar. It contains a text input field labeled "Dashboard Name". At the bottom are two buttons: "Cancel" and "Create Dashboard". A red arrow points to the "Create Dashboard" button.

## Add Widgets

Click on the + icon in the **upper left** corner.

Select the Widget you want and click on the + icon to add it.

There are Widgets for the **Dashboard** and **Side Bar**. Some are available on both and some are only available on the Dashboard.

### Dashboard Widgets

- Call Forwarding
- Call Waiting
- Call History
- Contacts
- Do Not Disturb
- Device Management
- Voicemail

### Side Bar Widgets

- Call Forwarding
- Call Waiting
- Do Not Disturb

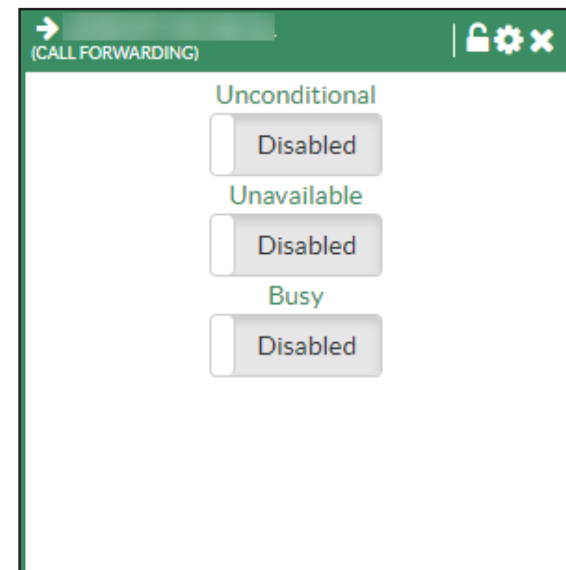
## Call Forwarding Widget

To **Set** Call Forwarding;

1. Click on the type you wish to enable
2. Enter the **Destination** and click **Save**

To forward calls to **Voicemail**; select **Unconditional**, type an \* followed by your **Extension**. Ex. \*2000

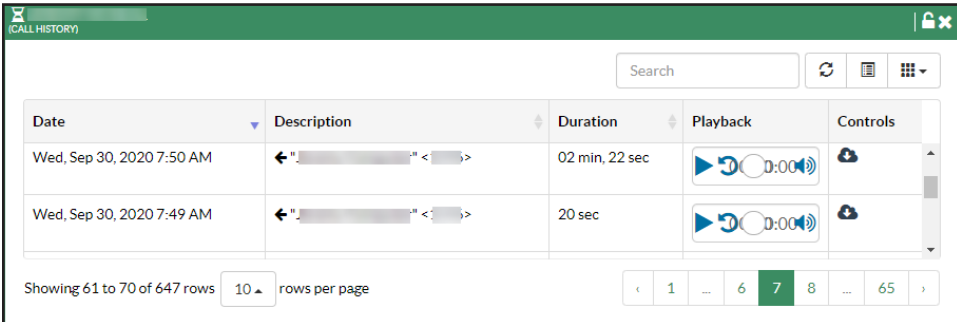
To **End** Call Forwarding, click on the Enabled type.

The image shows the "CALL FORWARDING" widget interface. It has a green header bar with a right-pointing arrow, a lock icon, and a close icon. Below the header, there are four options: "Unconditional", "Unavailable", "Busy", and "Enabled". Each option has a corresponding button. The "Unconditional" button is currently selected and highlighted in green. The other buttons are gray.

## Call History Widget

This Widget shows all calls received and make from your Extension.

If you recorded a call, the recording will appear here. You can listen to the recording from the Widget and also Download it to your computer.

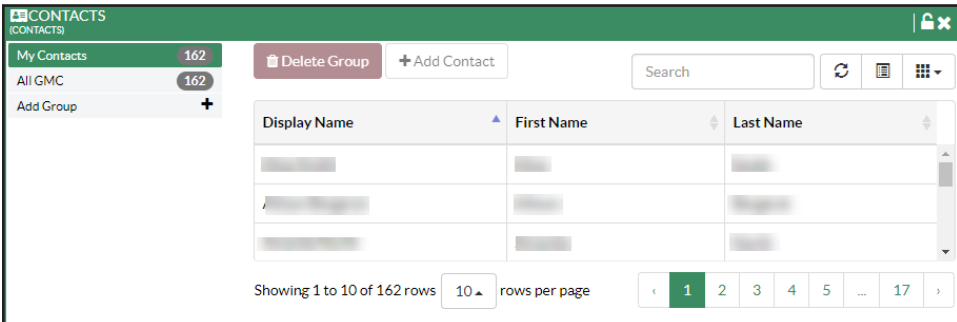


The screenshot shows the 'CALL HISTORY' widget with a search bar and a table of call records. The table has columns for Date, Description, Duration, Playback, and Controls. Two rows are visible, both dated 'Wed, Sep 30, 2020'. The first row has a duration of '02 min, 22 sec' and the second row has a duration of '20 sec'. Both rows have a playback button and a download icon in the Controls column. At the bottom, it says 'Showing 61 to 70 of 647 rows' and '10 rows per page'.

Date	Description	Duration	Playback	Controls
Wed, Sep 30, 2020 7:50 AM	"[REDACTED]" <[REDACTED]>	02 min, 22 sec	[Play] [Pause] 0:00	[Download]
Wed, Sep 30, 2020 7:49 AM	"[REDACTED]" <[REDACTED]>	20 sec	[Play] [Pause] 0:00	[Download]

## Contacts Widget

This Widget shows most Employees of the GMC who have a Desk Phone. Some people are excluded from this list.

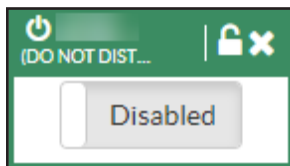


The screenshot shows the 'CONTACTS' widget with a sidebar on the left listing 'My Contacts' (162), 'All GMC' (162), and 'Add Group'. The main area has a search bar and a table with columns for Display Name, First Name, and Last Name. The table is currently empty. At the bottom, it says 'Showing 1 to 10 of 162 rows' and '10 rows per page'.

Display Name	First Name	Last Name
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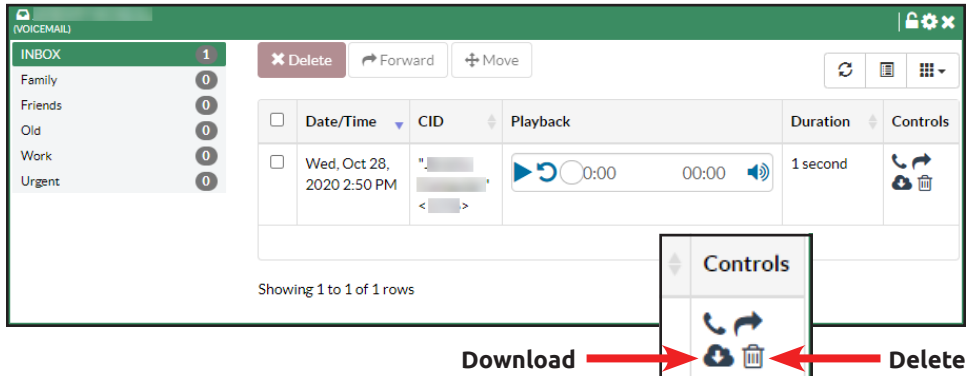
## Do Not Disturb Widget

This Widget allows you to turn on & off **Do Not Disturb** for your Extension. This status shows up in the Operator Panel used by the Front Desk and on other phones configured with a BLF Line Key for your Extension.



## Voicemail Widget

This Widget give you access to any Voicemails you receive. You can Listen To, Delete, Download and Forward to others.

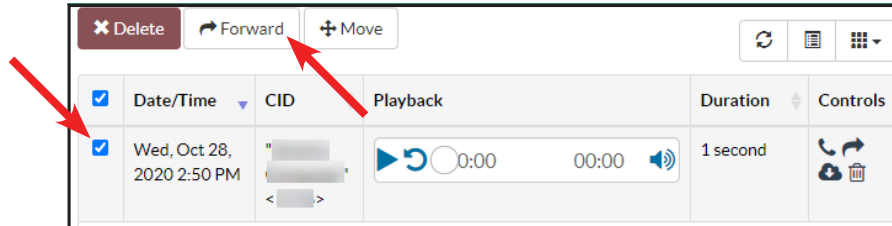


The screenshot shows the 'VOICEMAIL' widget with an 'INBOX' list on the left and a table of voicemail records. The table has columns for Date/Time, CID, Playback, Duration, and Controls. One row is visible, dated 'Wed, Oct 28, 2020 2:50 PM'. The Controls column has icons for Listen, Forward, Download, and Delete. A red arrow points from the 'Download' label to the download icon, and another red arrow points from the 'Delete' label to the delete icon.

Date/Time	CID	Playback	Duration	Controls
Wed, Oct 28, 2020 2:50 PM	"[REDACTED]" <[REDACTED]>	[Play] [Pause] 0:00 00:00	1 second	[Listen] [Forward] [Download] [Delete]

To **Forward** a Voicemail;

1. Check the Box on the left of the Voicemail you want to transfer
2. Click Forward at the top of the Widget
3. Enter the Extension and click Forward

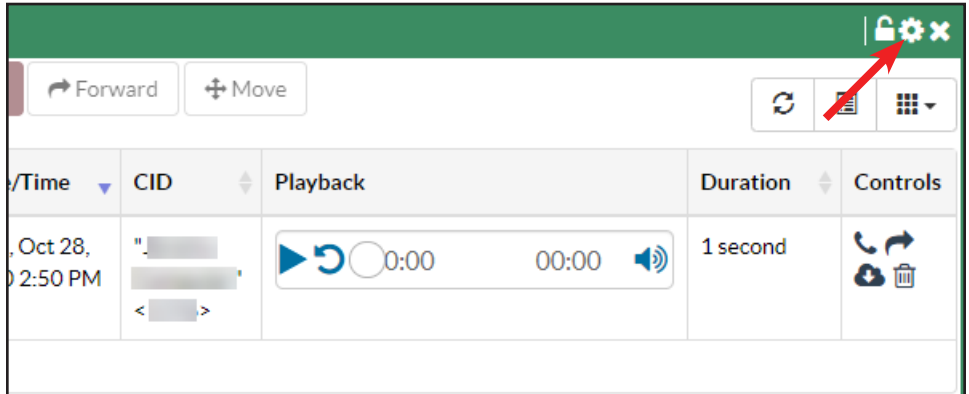


The screenshot shows the 'VOICEMAIL' widget with the 'Forward' button highlighted by a red arrow. The table has a checkbox in the first column, which is checked for the first row.

	Date/Time	CID	Playback	Duration	Controls
<input checked="" type="checkbox"/>	Wed, Oct 28, 2020 2:50 PM	"[REDACTED]" <[REDACTED]>	[Play] [Pause] 0:00 00:00	1 second	[Listen] [Forward] [Download] [Delete]

## Voicemail Settings

Click on the Gear icon in the upper right corner of the Widget to access Voicemail Settings.



The screenshot shows the 'VOICEMAIL' widget with the gear icon in the upper right corner highlighted by a red arrow. The table has columns for Date/Time, CID, Playback, Duration, and Controls. One row is visible, dated 'Wed, Oct 28, 2020 2:50 PM'.

Date/Time	CID	Playback	Duration	Controls
Wed, Oct 28, 2020 2:50 PM	"[REDACTED]" <[REDACTED]>	[Play] [Pause] 0:00 00:00	1 second	[Listen] [Forward] [Download] [Delete]

The Phone System is setup to send out an email notification of a received Voicemail. By default the Voicemail recording will be attached to this email. You can change the following settings:

**Voicemail Pin** - PIN used to access your voicemail from a desk phone.

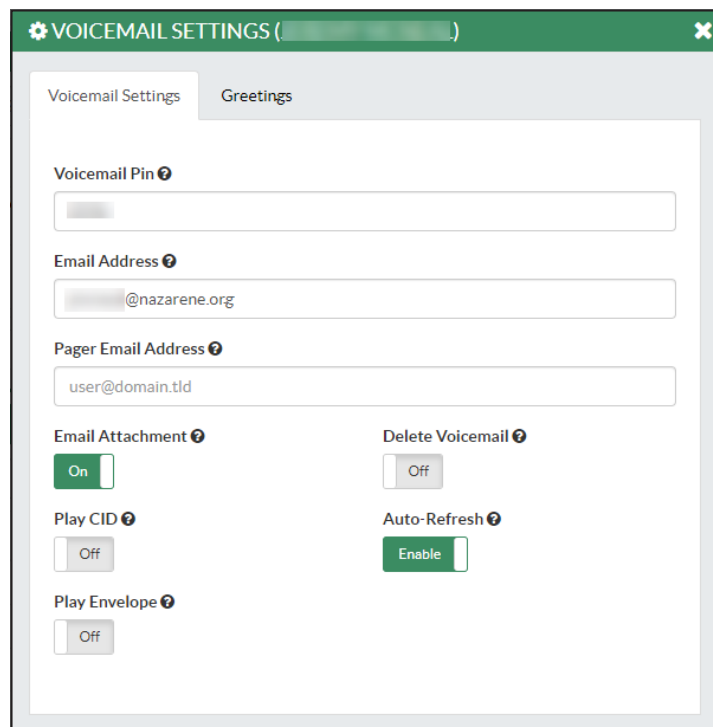
**Email Attachment** - Choose whether the Phone System will attach the Voicemail recording to the email notification sent out. **Default = On**

**Delete Voicemail** - If set to "yes" the message will be **deleted** from the Voicemailbox (after having been emailed). **CAUTION: You MUST HAVE "Email Attachment" SET TO "YES", OTHERWISE YOUR MESSAGES WILL BE LOST FOREVER.** **Default = On**

**Auto-Refresh** - Choose whether UCP will refresh automatically when a new voicemail is received. **Default = Off**

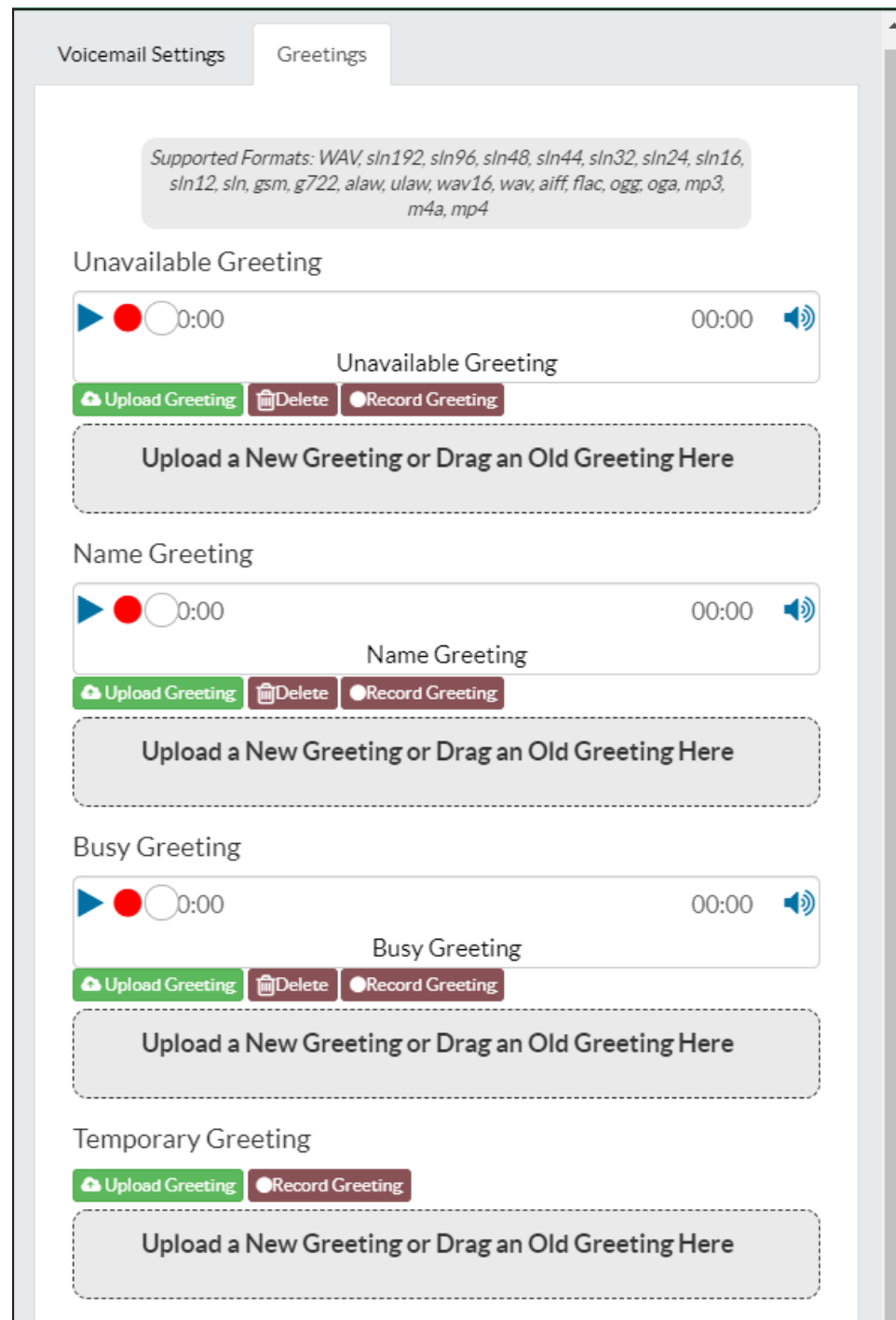
**Play CID** - Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left. **Default = Off**

**Play Envelope** - Envelope controls whether or not the Voicemail system will play the message envelope (date/time) before playing the Voicemail message. This setting does not affect the operation of the envelope option in the advanced Voicemail menu. **Default = Off**



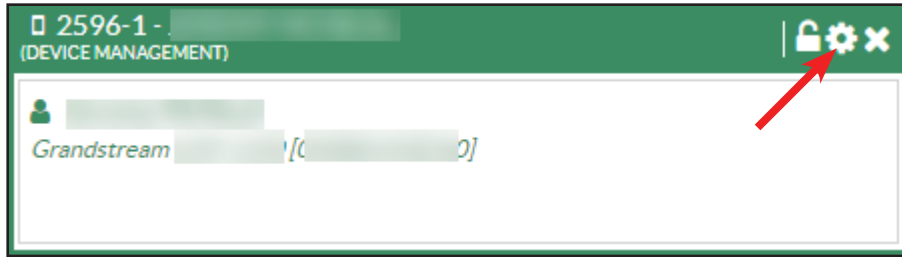
Please do not change your Email Address here. Send an email to [helpdesk@nazarene.org](mailto:helpdesk@nazarene.org) to request a change.

On the **Greetings** tab you can listen to, delete, record and upload Greetings for the available types. These changes take effect immediately and cannot be undone.



## Device Management

This Widget allows you manage the Line Keys on your Desk Phone.



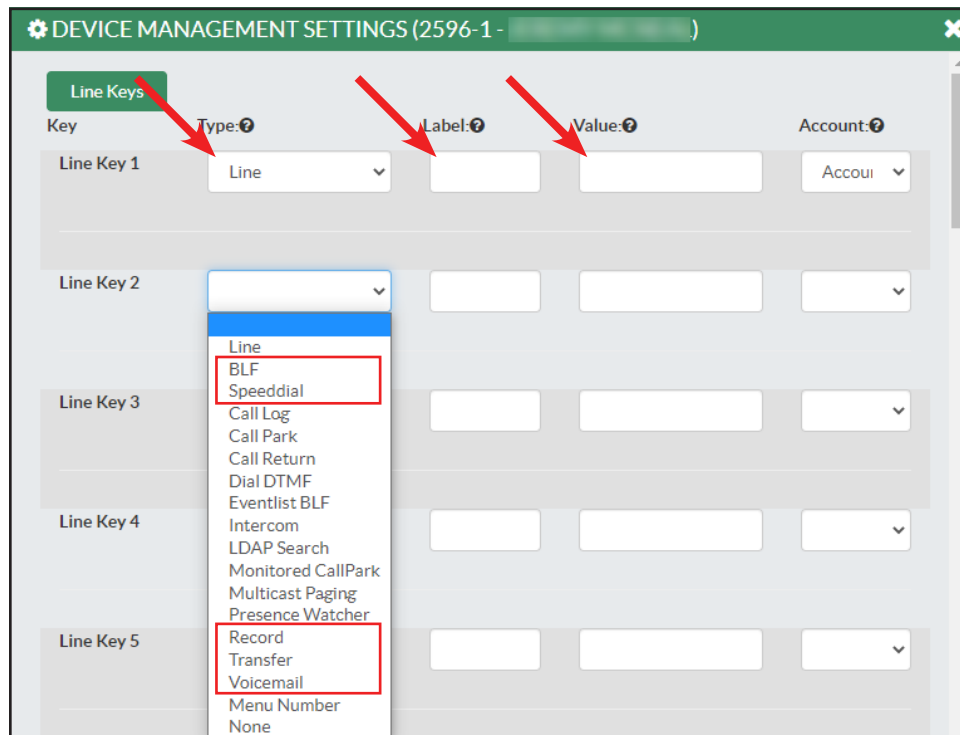
**Add a SD, BLF or Transfer Line Key on your Phone;**

1. Click on the **Gear** icon
2. Select the key Type. Please only choose from those indicated below.

**Speeddial (SD)** - Allows you to dial a number with a single button.

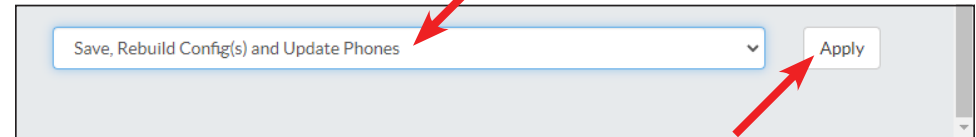
**BLF (Busy Lamp Field)** - Allows you to see if the person is available or not as well as call them with one click. (GMC Extensions Only)

**Transfer** - Allows you to transfer a call with a single button.



3. Define a **Label** (this will be what you see on the phone screen)
4. Define the **Value** - Number to be dialed when the key is pressed
5. The **Account** should always be **Account 1**

6. Scroll to the bottom and change the Dropdown to "**Save, Rebuild Config(s) and Update Phones**"
7. Click **Apply**
8. Your Phone should then reboot itself and have the new buttons when it finishes.



**Remove a Line Key on your Phone;**

1. Click on the **Gear** icon
2. Clear all the fields for the **Line Key** to be removed
3. Scroll to the bottom and change the Dropdown to "**Save, Rebuild Config(s) and Update Phones**"
4. Click **Apply**
5. Your Phone should then reboot itself and the button will be gone when it finishes.

**Update a Line Key on your Phone;**

1. Click on the **Gear** icon
2. Change what needs updated for the Line Key; **Label**, **Value** or **Type**
3. Scroll to the bottom and change the Dropdown to "**Save, Rebuild Config(s) and Update Phones**"
4. Click **Apply**
5. Your Phone should then reboot itself and the button will be gone when it finishes.

**Note:** There are a total of 32 programable Keys on your phone, 8 Line Keys per page. Each page is numbered from the top down on the left then the top down on the right. E.g. 1-8 on page 1, 9-16 on page 2, etc.

