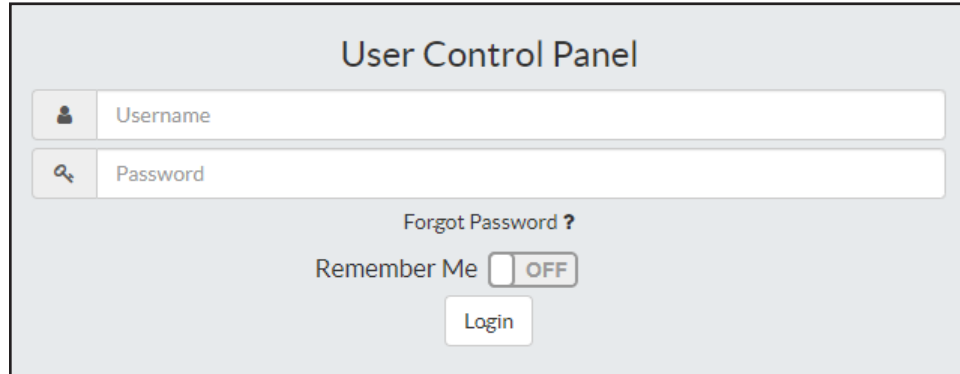# User Control Panel (UCP) Quick Reference Guide

Login to the User Control Panel

Got to: **phones.nazarene.org/ucp/**
Enter your Network **Username** & **Password**
Click **Login**

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.
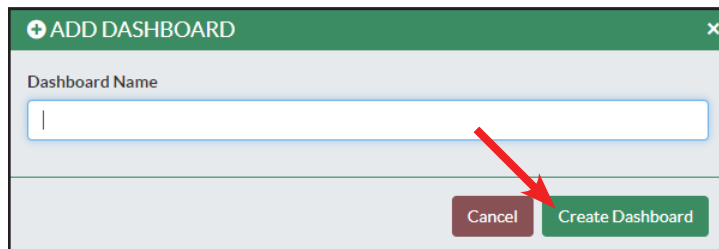
Logout of the User Control Panel

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**.

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.

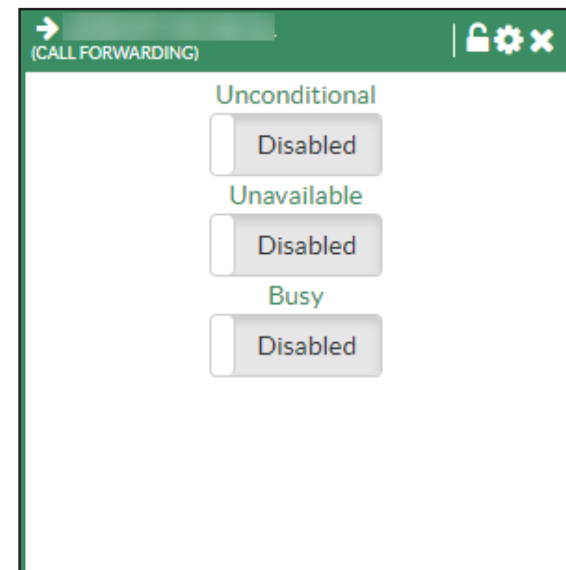| Dashboard Widgets	Side Bar Widgets
• Call Forwarding	• Call Forwarding
• Call Waiting	• Call Waiting
• Call History	• Do Not Disturb
• Contacts	
• Do Not Disturb	
• Device Management	
• Voicemail	

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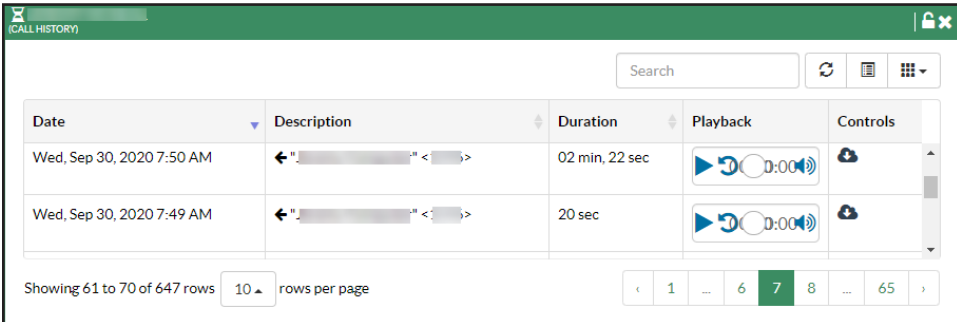
To **End** Call Forwarding, click on the Enabled type.

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.
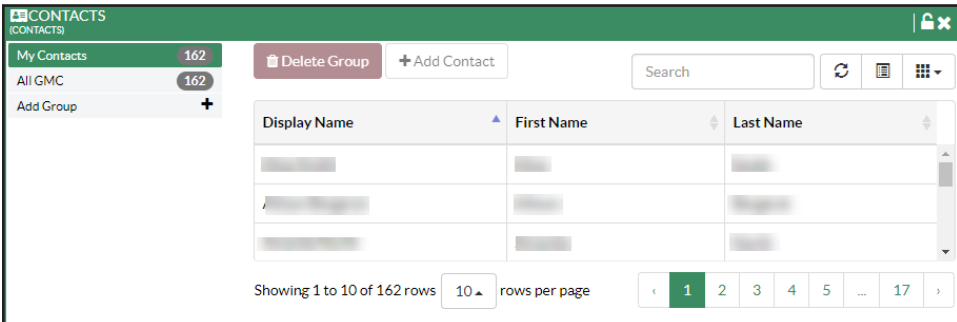

Contacts Widget

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

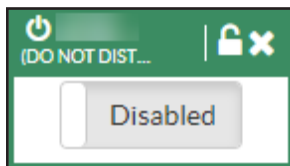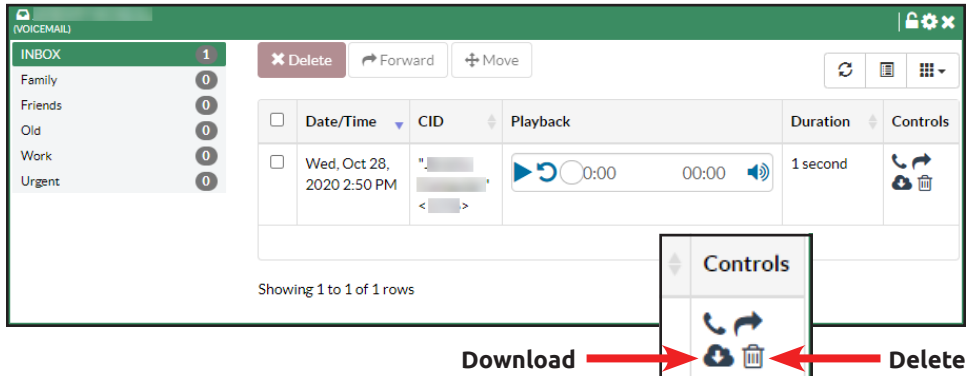## Do Not Disturb Widget

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.
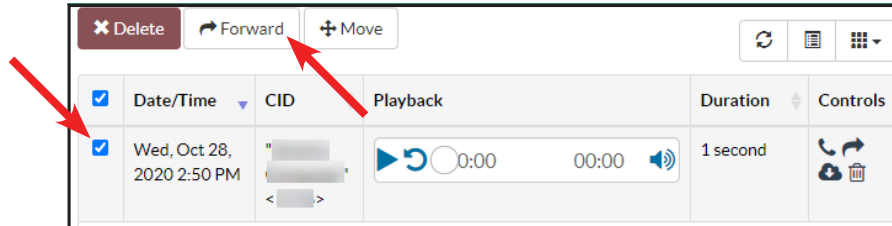
Download ➝ | Controls | ⬅ **Delete**

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

Voicemail Settings

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

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:
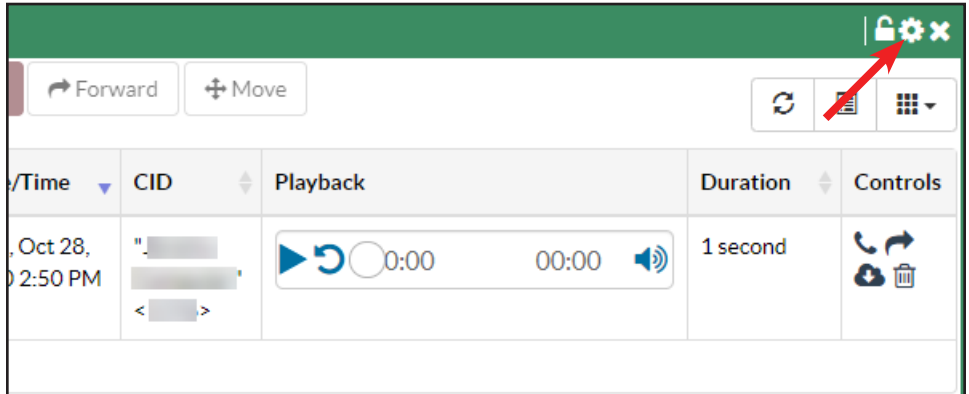
Voicemail Pin - PIN used to access your voicemail from a desk phone.
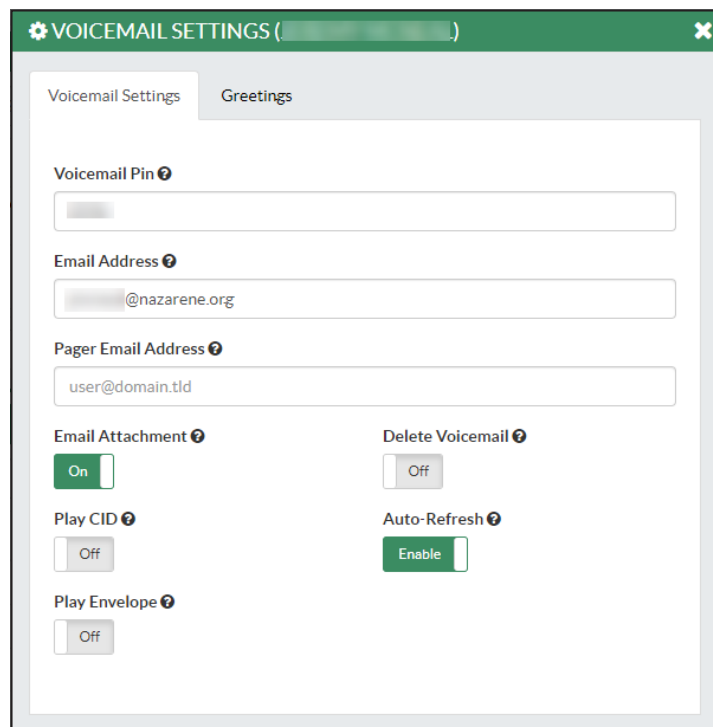
Email Attachment - Choose whether the Phone System will attach the Voicemail recording to the email notification sent out. *Default = On*

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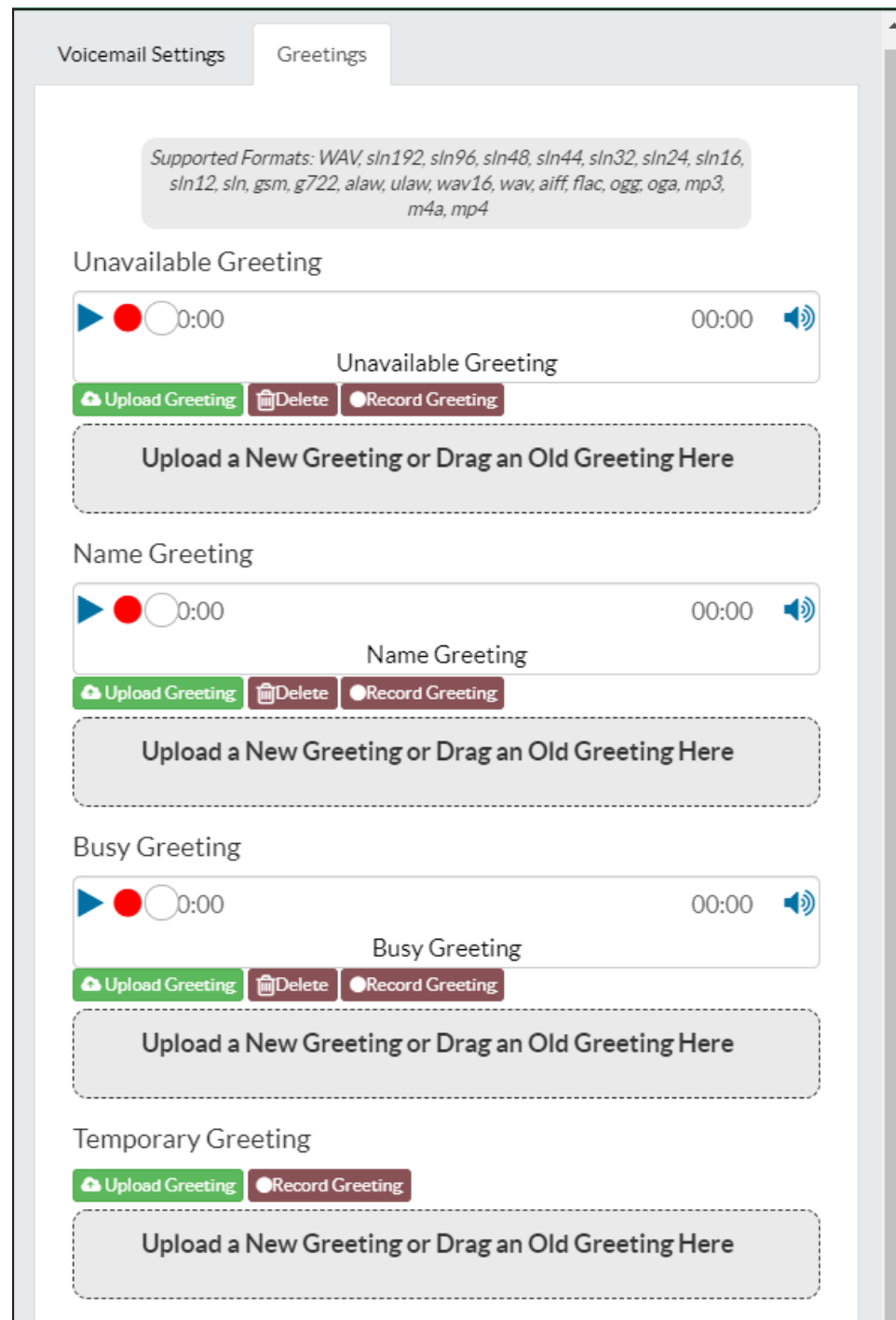
Play CID - Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left. *Default = Off*

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 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
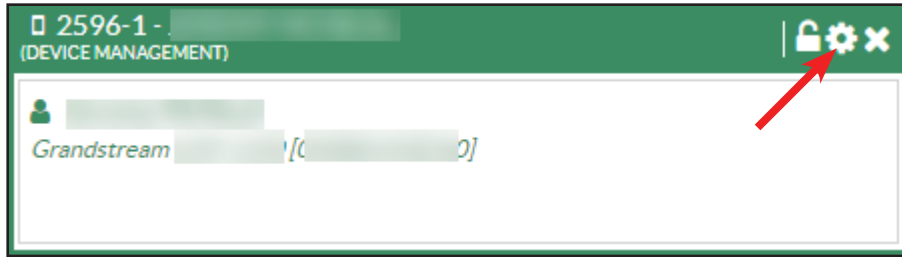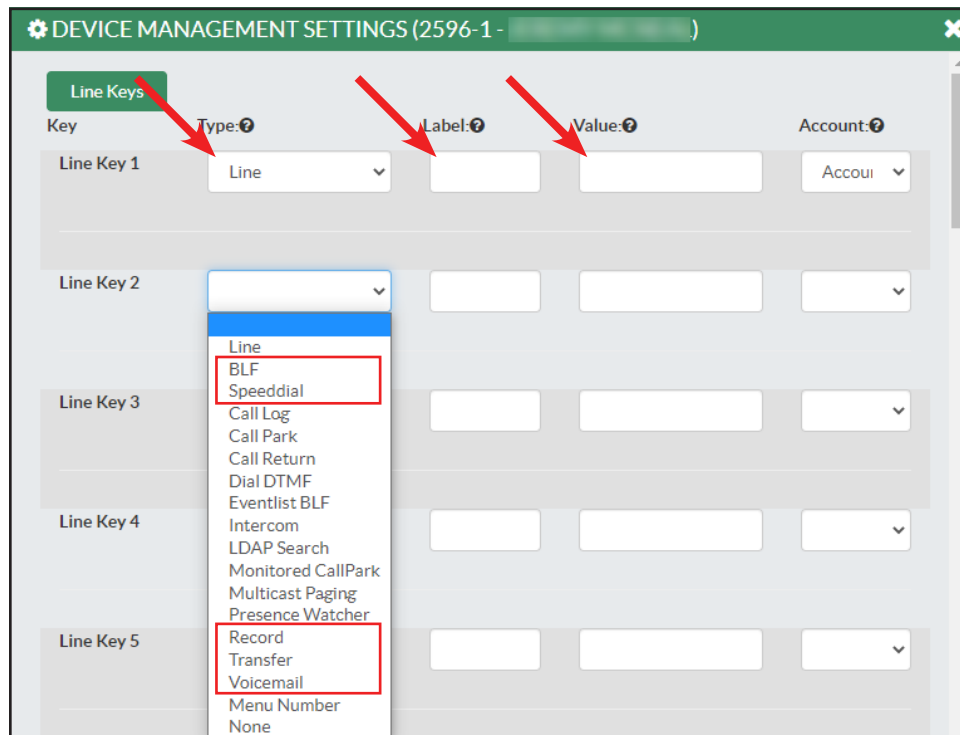2. Select the key Type. Please only choose from those indicated below.

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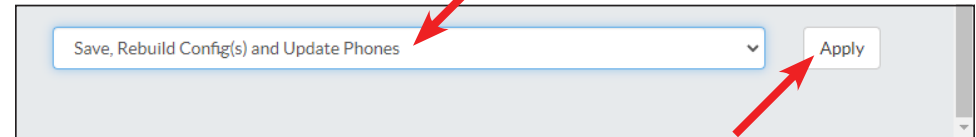
Remove a **Line Key** on your Phone;

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.