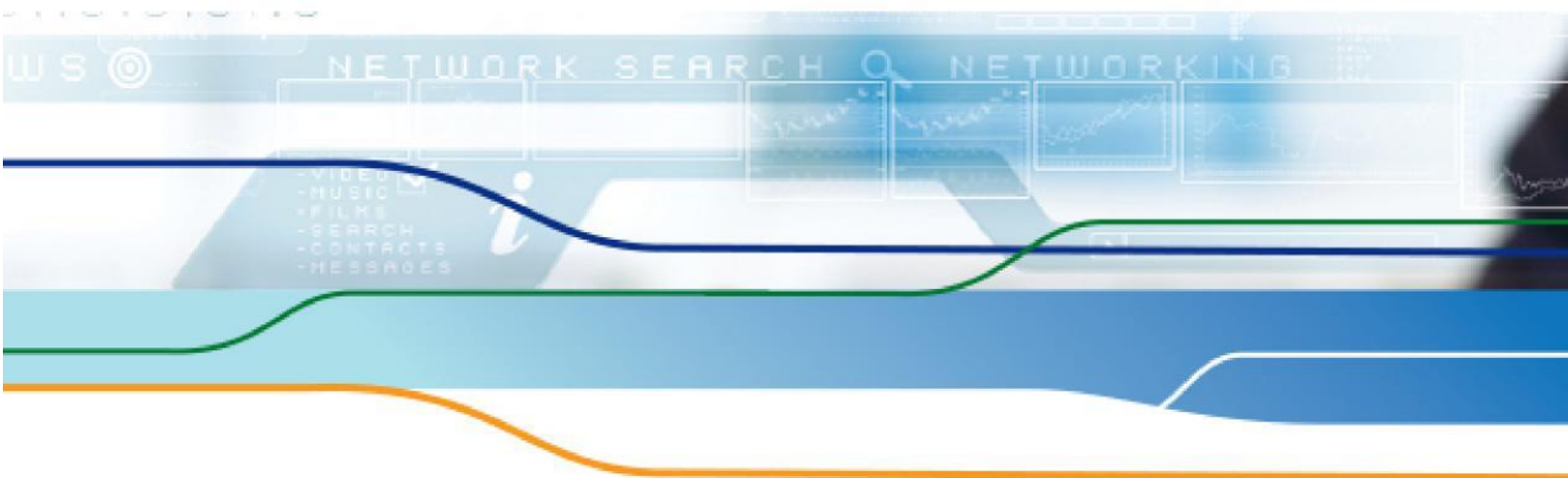




Self-care Users Guide to NWN SmartComm-Control (SCC)



Contents

Overview	3
Logging in to SmartComm-Control	3
Home Page.....	\$
Services Store
My Account.....	/
My Call Forwards.....	0
Speed Dials	12
Busy Lamp Fields	13
Single Number Reach	13
Directory.....	14
Revision History	91

Overview

The SmartComm Control Self-care Portal allows you to directly manage many of your telephony services. This includes the ability to choose which services you would like to provision or activate. For example, you may wish to add speed dials to your desk phone. Or, you may find that you need to manage your call forward settings when you're out of the office. Or perhaps you need to reset your voicemail PIN.

Logging in to SmartComm-Control

The NWN SmartComm-Control Self-care portal can be accessed directly from the internet. The URL for SmartComm is <https://nwn-selfcare.nwncloud.com/>. You will need to log in utilizing your email address and your Active Directory password

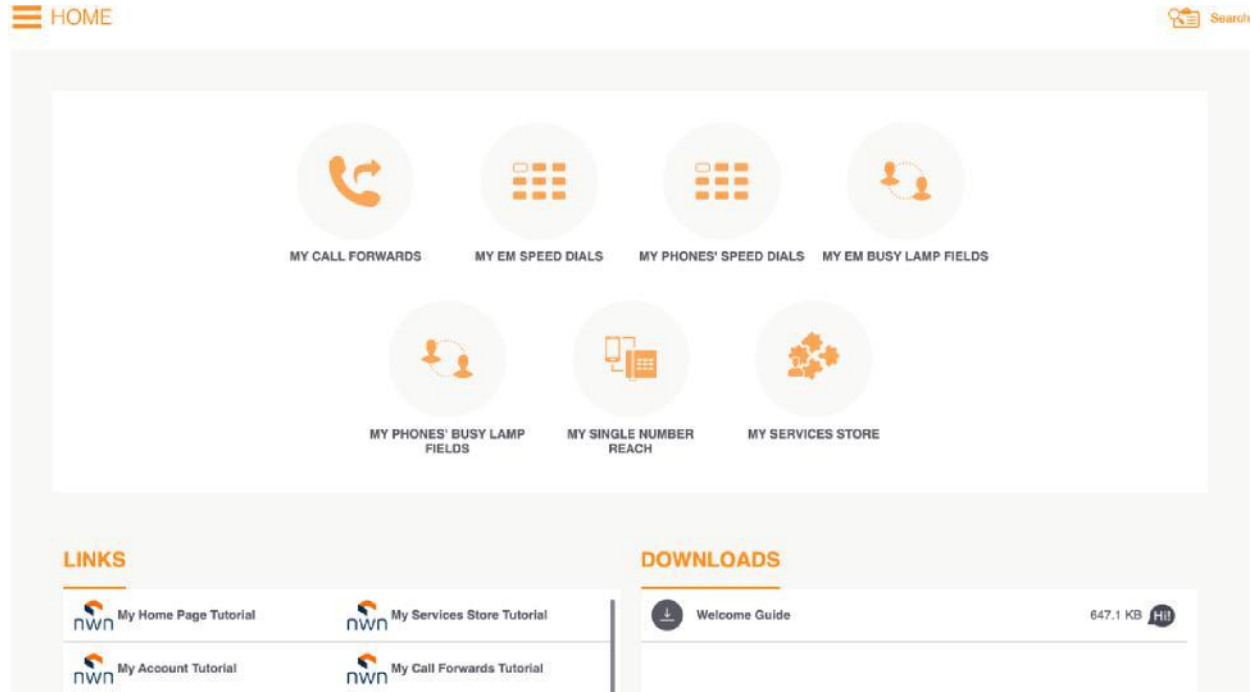
- O. Browse to <https://nwn-selfcare.nwncloud.com/>



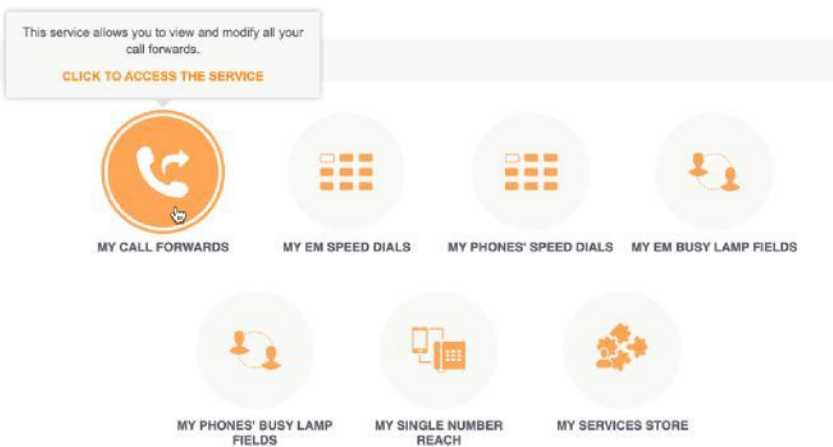
- Q. Enter your Self-Care Account Login ID, your Log in ID will [be username@domainname.com](#).
- T. Enter Your Self-Care Account Password which will be the same as your AD account password if you are LDAP integrated. If your instance is not LDAP integrated use the password supplied by NWN or your I.T. Help Desk.
- V. Click Enter

Home Page

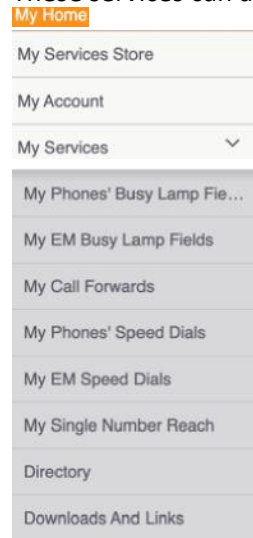
When you first login to the portal, you are directed to the Home page.



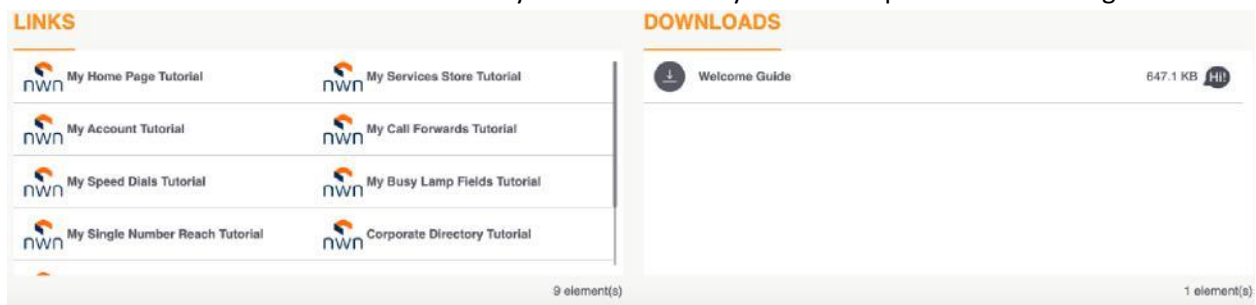
The Home page provides quick access to your phone management services via tiles. When you hover over a tile, a tooltip displays with a brief description of the service's function, as well as with the direction to "click to access the service". (Note: Tiles may vary depending on which services are available to you)



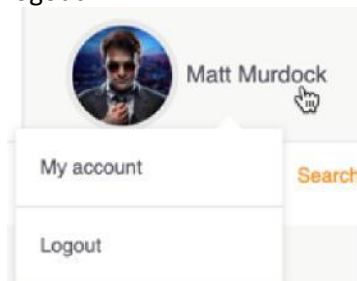
These services can also be accessed from the left navigation pane.



Below the tiles you will find sections for Links and Downloads. The Links section provides access to the training videos and other relevant links. The Downloads section provides access to documentation. You can also access Downloads and Links at any time from the My Service dropdown in the Navigation Pane.



In the upper-right hand corner of the portal you have quick access to your account settings and to logout

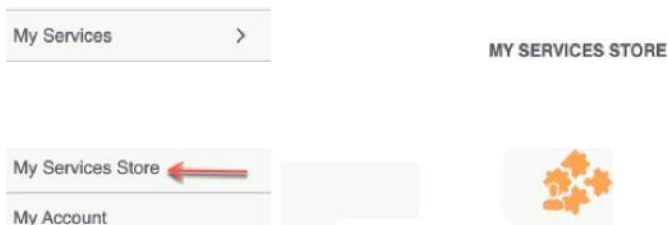


Services Store

The services Store (if available to you), allows you to enable, disable or modify your services. The availability of services in the Services Store is dependent on the license model your organization has purchased.

- Note that many of the services are prefaced with collaboration. These refer to the Jabber applications for different platforms (Desktops, iPhones, iPads, and Android phones and tablets).
- With the Telephony service you can turn Extension Mobility, sometimes referred to as Hoteling, on or off.
- Voicemail – Provides ability to manage Voicemail enrollment
- Single Number and Fixed Mobile Convergence – Enables and defines the phone number for Single Number Reach

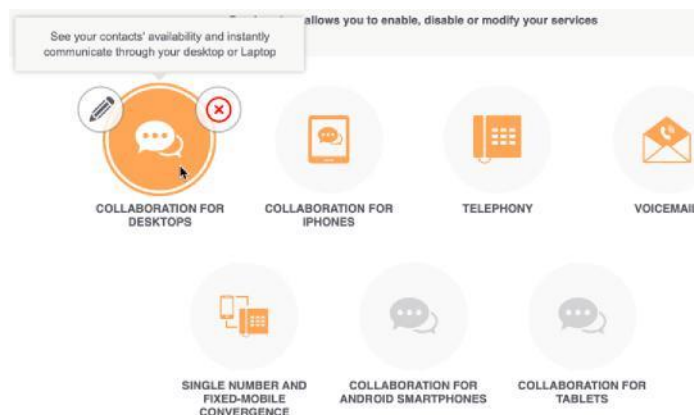
To access the Services Store Click My Services Store from the Home page or, click the Show/Hide icon and select My Services Store from the navigation Pane.



or

The Services Store page will display with tiles for your available services.

Notice how when you hover over a tile, a tooltip displays with a brief description of the service's function.





&

1. If the service is inactive, click the tile to activate the service
 - a. The Providing a Service page displays with a description of the service activation
 - b. Click Apply to confirm activation of the service.
 - c. You will be returned to the Home page and a banner will confirm completion.
 - d. To return to the Services Store page, click the Services Store tile.
2. If the service is active, you can modify the service by clicking the pencil icon
 - a. The Modify Service page displays and allows you to make changes to your service settings
 - b. Once you are finished with your changes, click Apply to save changes.
 - c. You will be returned to the Home page and a banner will confirm completion.
 - d. To return to the Services Store page, click the Services Store tile.
3. You can also deactivate the service by clicking the red x icon
 - a. The Delete Service page displays with a description of the service removal
 - b. Click Apply to confirm deletion of the service.
4. You will be returned to the Home page and a banner will confirm completion.

My Account

My Account allows you to view and manage your account settings.

To access your account settings:

- O. Select My Account from the Navigation Pane.

The screenshot shows the 'ACCOUNT SETTINGS' page in the SUNCOM portal. The left navigation pane has 'My Account' selected. The main content area is titled 'General information' and contains several sections:

- Personal information:** Name: Matt Murdock, Login: mmurdock, Package: UCaaS Standard, Email: mmurdock@demo.mwncld.com
- Business phone number(s):** Internal phone number: 3205, Number displayed during external call: +18604063205, Internal phone number: 3207, Number displayed during external call: +18604063207
- PIN:** Pin #: Keep current value
- Language of your applications:** Language: English



- Q. The Personal Information section displays your full name, login id, assigned configuration package and email address. This information is read only.

 Personal information

Name : Matt Murdock
Login : mmurdock
Package : UCaaS Standard
Email : mmurdock@demo.nwncloud.com

- T. The Business phone numbers section displays your extension or extensions, along with the number that is displayed for Caller ID when you place external calls. This information is read only.

 Business phone number(s)


Internal phone number : 3205
Number displayed during external call : +18604063205
Internal phone number : 3207
Number displayed during external call : +18604063207

- V. The PIN section allows you to manage your PIN. Note that your phone and voicemail PINs are synchronized.

 PIN

Pin * : Keep current value
Confirmation of the Pin * :

- a. To change your PIN:
- Uncheck the Keep current value checkbox
 - Enter the new PIN and then confirm the PIN
 - Click Apply to save your changes.
 - A banner will confirm that your account has been modified successfully.
- e. In the Language of your applications section you can localize your portal by choosing a language from the drop-down list.

 Language of your applications

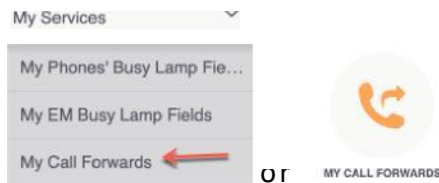
Language : English

My Call Forwards

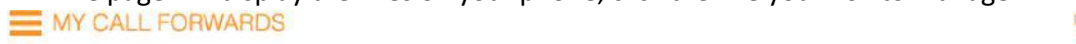
Call forwarding allows you to specify where a call is redirected to immediately. Calls can be forwarded to your voicemail box, an internal extension, or an external number.

To manage the Call Forwarding for your phone:

1. Select My Call Forwards from the Home page, or from the My Service dropdown in the Navigation Pane.



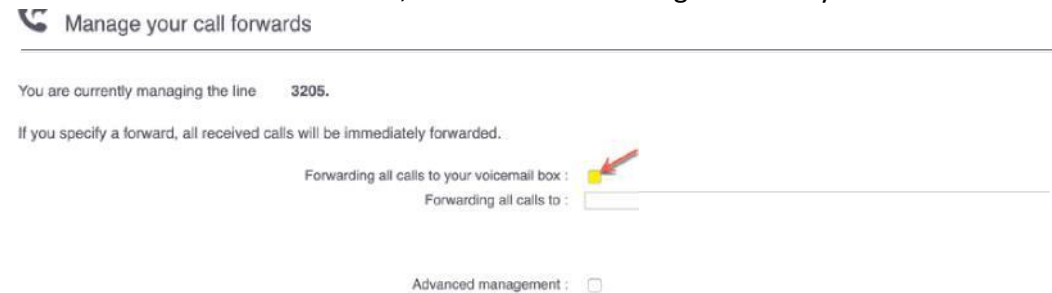
2. The page will display the lines on your phone, click the line you wish to manage.



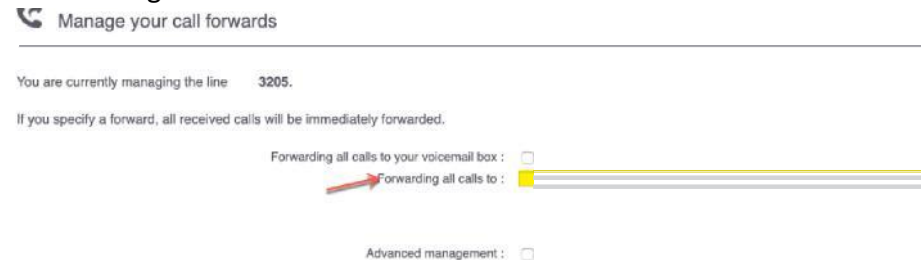
Select the object to modify

	Internal number	DDI number	Displayed Number	Description
	3205 ←		+18604063205	S-DMO11 Matt Murdock
	3206		+18604063206	S-DMO11 Sarah Conner
	3207		+18604063207	S-DMO11 Tony Stark

3. To forward calls to voicemail, check the “Forwarding all calls to your voicemail box” check box.




4. To specify an internal extension or external number, enter the number in the “Forwarding all calls to” text box.



Note: You must enter the phone numbers exactly how you would dial them from your phone (For example, 4-digits for internal contacts if your Organization uses 4 digit extensions, and 9 + 1 + 10 digits for external numbers if your Organization uses 9 as a Trunk Access Code.)

- To set up advanced call forwarding features, such as call forwarding behavior that is different for internal calls than for external calls, check the Advanced Management checkbox.


 Manage your call forwards

You are currently managing the line **3205**.


If you specify a forward, all received calls will be immediately forwarded.


Forwarding all calls to your voicemail box :

Forwarding all calls to :

Advanced management : 

- To save any of these changes, click **Apply** in the upper right hand corner of the window.

 CALL FORWARDS  Search

 **Apply** **Reset**

General information

- A banner will confirm that call forwarding has been updated

 MY CALL FORWARDS  Search

The line has been successfully updated

Select the object to modify

	Internal number	DDI number	Displayed Number	Description
	3205		+18604063205	S-DMO11 Matt Murdock
	3206		+18604063206	S-DMO11 Sarah Conner
	3207		+18604063207	S-DMO11 Tony Stark

Speed Dials

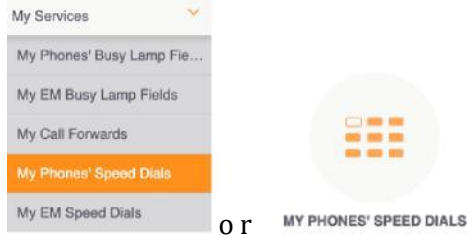
If provisioned, you can program the spare line keys on your phone as speed dials for frequently dialed numbers. These are referred to as SpeedDial Buttons. You can create additional speed dial numbers that you access with Abbreviated Dialing.

The My Phones' SpeedDials service allows you to create speed dials for each of your phones, including desktop phone and any Jabber phones. If you have Extension Mobility, also known as hoteling, you will also have the My EM SpeedDials service.

The steps to configure speed dials are the same for both services. In this example, we will be configuring a speed dial for a phone.

To manage the Speed dials for your phones:

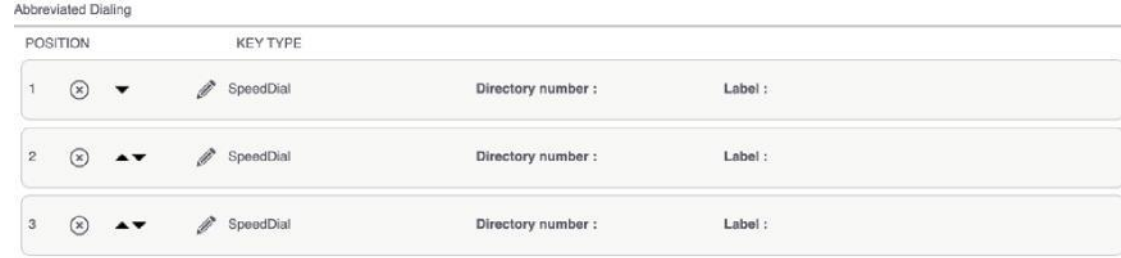
1. Select My Phones' SpeedDials from the Home page, or from the My Service dropdown in the Navigation Pane. The My Phones' SpeedDials page will display.



2. Click on the device name of the phone you want to modify.



3. A list of SpeedDial Buttons will display. The number of which depends on the configuration of your phone. In this scenario we have up to 3 spare line keys.



4. Click the Edit Key (pencil) button for the position of your choice.
 - a. The button will change to a green check mark to indicate that a speed dial is defined.
 - b. In the Key Type dropdown box, leave Speed Dial selected.
 - c. In the Directory Number text box, enter the number or extension you would like to assign. You must enter the phone numbers exactly how you would dial them from your phone (For example 4-digits for internal contacts if your Organization uses 4 digit extensions, and 9 + 1 + 10 digits for external numbers, etc.)
Note: If the number you want to configure is for an internal extensions that you also wish to monitor, you will program the extension as a Busy Lamp Field.
 - d. In the Label text box, enter a description for the speed dial number. Your phone will use this description to display the speed dial number.

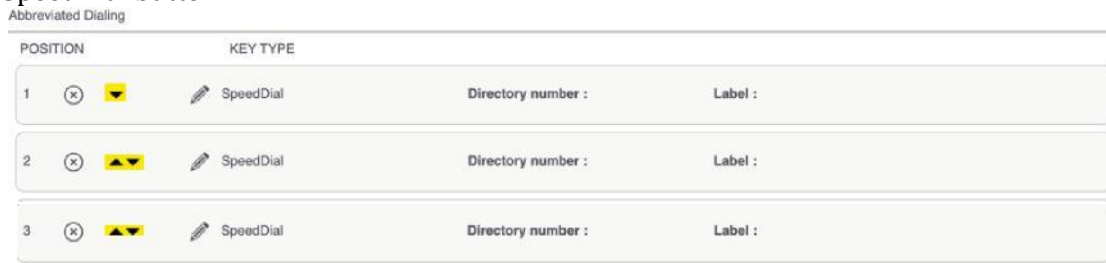


- At this point you can repeat the process for additional numbers. Keep in mind that the combined number of speed dial buttons and busy lamp fields should not exceed the number of available line keys on your phone.
- Click Apply.



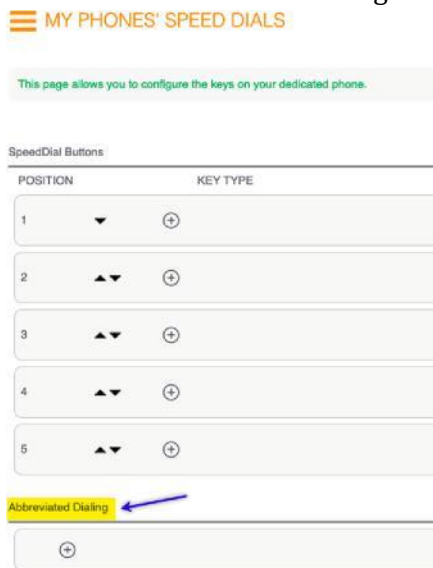
Note that the checkmark has changed to an edit button, and the delete button appears.

- At any time you can use the Move Up and Move Down buttons to change the position of your SpeedDial button.



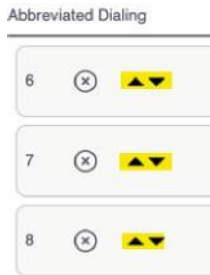
In addition to assigned SpeedDial buttons, you can create speed dial numbers using Abbreviated Dialing numbers. You can create up to a combined total of 99 numbers for SpeedDial and Abbreviated Dialing.

- To add an Abbreviated Dialing number, scroll down to the Abbreviated Dialing section.



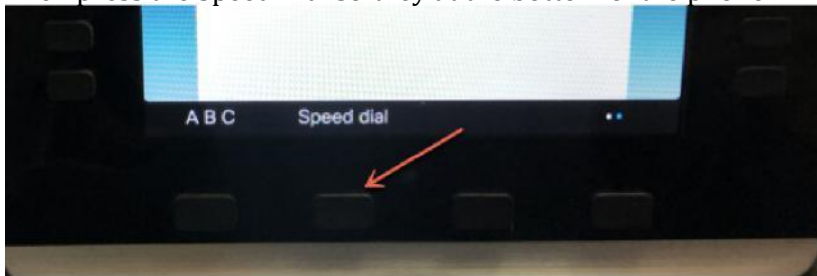
- Follow the same steps as for creating a SpeedDial Button.

3. You can use the Move Up and Move Down buttons to assign a specific number to an Abbreviated Dialing number.



To dial using Abbreviated Dialing numbers on your phone:

1. While on hook, enter the speed dial number
2. Then press the Speed Dial softkey at the bottom of the phone.



In the Directory section we will demonstrate how to quickly add a speed dial from a user's contact card.

Busy Lamp Fields

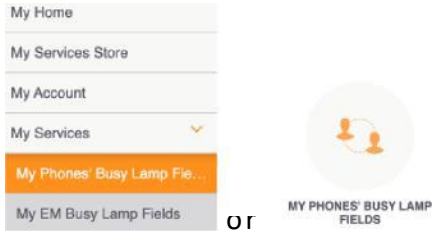
If provisioned, you can program spare line keys on your phone as Busy Lamp Field buttons for internal extensions. With a Busy Lamp Field button you can monitor as well as speed dial the extension.

The My Phones' Busy Lamp Fields service allows you to create and manage busy lamp field buttons for your desktop phone. If you have Extension Mobility, also known as hoteling, you will also have the My EM Busy Lamp Fields service.

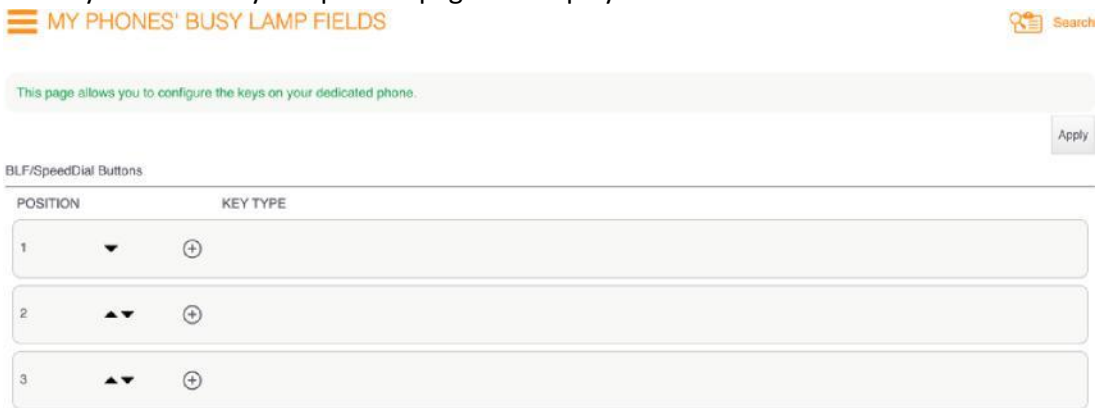
The steps to configure busy lamp fields are the same for both services.

To manage the Busy Lamp Fields for your phone:

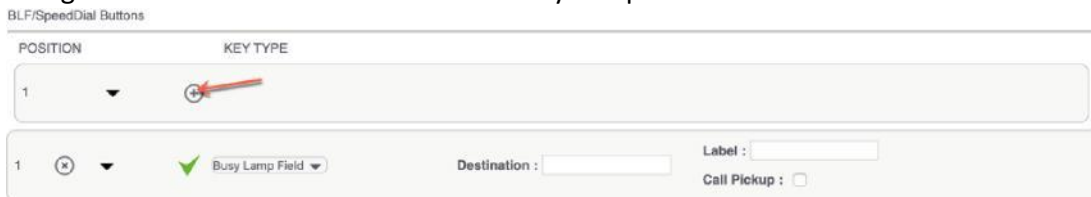
1. Select My Phones' Busy Lamp Fields from the Home page, or from the My Service dropdown in the Navigation Pane.



2. The My Phones' Busy Lamp Fields page will display.



3. In the section BLF/SpeedDial Buttons, click the Add Key button. The button will change to a green check mark to indicate that a Busy Lamp Field is defined.



- a. In the Key Type dropdown box, leave Busy Lamp Field selected.
- b. In the Destination text box, enter the extension you would like to assign.
- c. In the Label text box, enter a description for the Busy Lamp Field number. Your phone will use this description to display the Busy Lamp field number.
- d. To enable call pickup for this extension, check the Call Pickup box.



4. At this point you can repeat the process for additional numbers.
5. Keep in mind that the combined number of speed dial buttons and busy lamp fields should not exceed the number of available line keys on your phone.
6. Click Apply.



7. Note that the checkmark has changed to an edit button, and the delete button appears.
8. At any time you can use the Move Up and Move Down buttons to change the position of your Busy Lamp Field button.



In certain scenarios, the number of available Busy Lamp Field buttons may change. For example, your administrator may change your phone button layout, or you may create additional Speed Dial buttons. If there are not enough available line keys for a Busy Lamp Field button, it will disappear from your phone screen. However, the field will remain defined in the system. The definitions will shift to the Complementary BLF/SpeedDial section here.

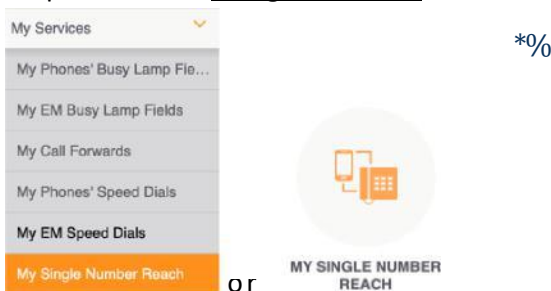
Single Number Reach

Using Single Number Reach you can add a personal phone to ring simultaneously when your desktop phone rings. Using Single Number Reach provides a number of benefits.

- First, it provides a single point of contact. goes unanswered or is busy, it will still
 - Second, it allows you to be mobile, as you your personal phone.
 - Third, it allows you to hand off an active away from your desk. When you return to your desk phone without losing the Likewise, you can hand off a call from
- Not only will both phones ring, but if the call route to your internal voicemail box. can answer a call from either your desk phone or call. You can answer on your mobile phone while your desk, you can then pick up the active line on connection or needing to transfer the call. your desk phone to your mobile phone.

To manage Single Number Reach for your phone:

- O. Select Single Number Reach from the dropdown in the Navigation Pane. Home page, or from the My Service



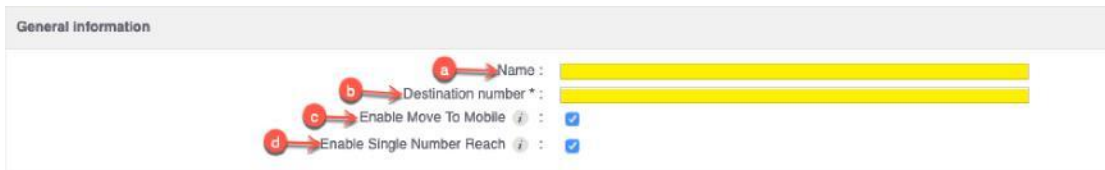
Note: If you do not see these options, you must first enable Single Number Reach from the Services Store.

Q. Click the Create a New Destination button (+).

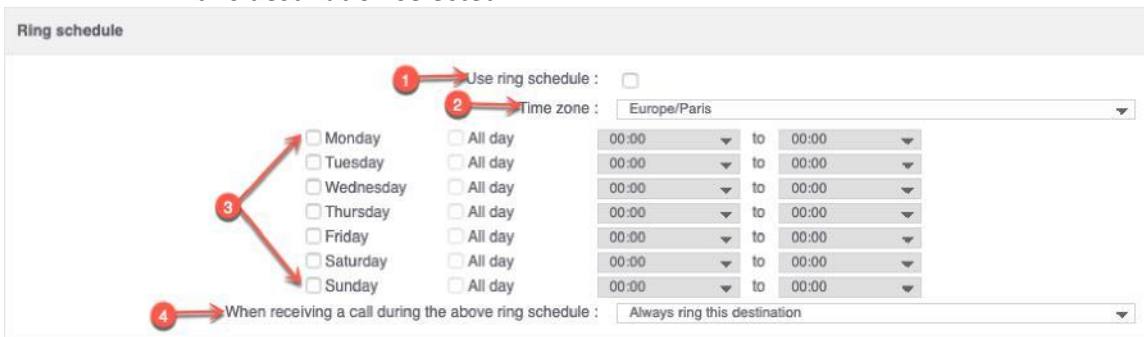


T. In the General Information section,

- a. Enter a name to describe your phone.
- b. Enter the destination number. You must enter the phone number exactly how you would dial it from your phone (For example 4-digits for internal contacts if your Organization uses 4 digit extensions, and n + 1 + 10 digits for external numbers, etc.)
- c. The Enable Move to Mobile checkbox is ticked by default. This allows you to transfer an active call to the mobile phone when the mobility button on your Cisco IP phone is pressed.
- d. The Enable Single Number Reach checkbox is ticked by default. To temporarily disable Single Number Reach, untick the checkbox.



- e. The Additional Information section allows you to change the timer settings. It is a best practice to not modify these settings unless advised by your administrator.
- f. In the Ring schedule section,
 - i. Tic the Use ring schedule checkbox to activate a ring schedule.
 - ii. Select your Time Zone from the drop-down box.
 - iii. Select the days and times for when Single Number Reach should be active.
 - iv. For When receiving a call during the above ring schedule, leave Always ring this destination selected.



V. Click Create.

e. A banner will confirm that the destination has been created successfully.



To modify the destination:

O. Click on the destination number.



Q. Then click the Edit button.



To delete the destination:

T. Check the check box for the destination number you wish to delete, then click the Delete Selected Destination button.



4. You will be prompted to Confirm Removal. Click the Confirm button.

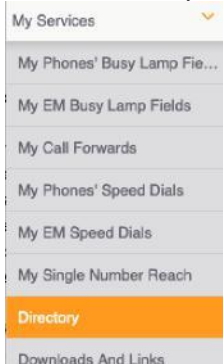
5. A banner will confirm that the destination was deleted successfully.

Directory

The directory gives you access to search your phone system's corporate directory by name, email address, extension or phone number. The directory results are actionable and allow you to directly dial or email the user. You can also click to add the user to a speed dial.

To access the Directory:

1. Select Directory from the My Service dropdown in the Navigation Pane.





2. Enter your search criteria. You can search using all or part of a name, phone number, extension, or email address.
3. Press enter, or click the search button. The results will display in a chart.




4. When you hover over the handset icon, the extension or phone number displays. If you click, it will use the softphone configured for your system.




5. When you hover over the email icon, the email address displays. If you click, it will use the email program configured for your system.

Last name	First name	Telephone Number	Email
Stark	Tony		
			tstark@demo.nwncloud.com 1 page(s) 1 element(s)

6. Click on either the last or first name value to see the user's details. From here you can perform a number of actions:
 - a. To call the user, click the handset icon.
 - b. To add the user to your speed dials, click the star icon. This is a quick way to assign speed dials.
 - c. If you have more than one phone, a dialog-box will display. Choose the phone you wish to add the speed dial to.
 - d. A new window will open. Follow the instructions for creating a Speed Dial
 - e. You may use the Move Up and Move Down buttons to change the position of the number. Click Apply to save the Speed Dial and close the window.
 - f. To email the user, click the email icon.
 - g. You can export the contact's information to vcf (vCard format) or xml.
 - h. You can also print the contact's information.
 - i. You can use your mobile device to scan the QR code and add the user to your contacts.

DIRECTORY Search  Back






Common Name : Tony Stark

Identifier : tstark


Last name : Stark

First name : Tony

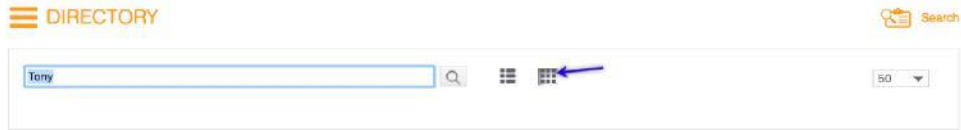
Telephone Number : +18604063207  

Email : tstark@demo.nwncloud.com 

Fax Number :



7. To go back to your search results, use the Back button at the top right of the page.
8. You can also view the results as photo tiles, by clicking the Photo Gallery Mode button.



Tony Stark

9. Click on the photo for details.

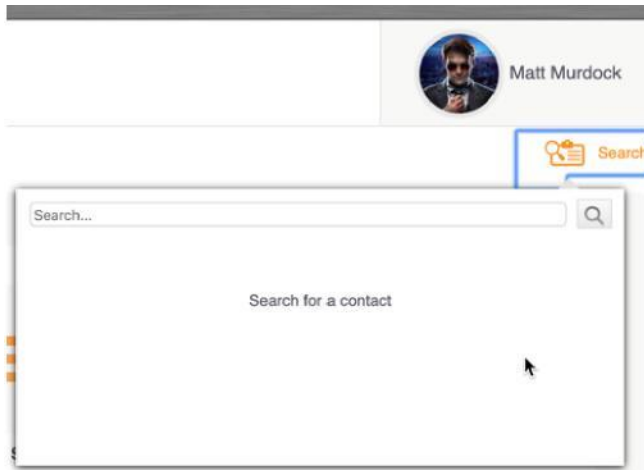
You can access the directory search at any time using the Search button at the top right of the page. This opens a pop-up window for the search and results. Once you click on a user, it redirects to the Directory page.



HOME



Search



Revision History

Ver	Date	Author	Details
1.0	2020-03-17	Doug von Holtz	Document Created