

CBTS Kurmi Training Guide

NGTS Kurmi Self-Service Portal:
<https://portal.ngtsohio.com/Kurmi/>

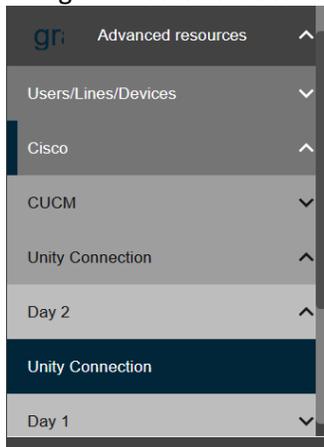
Video 1 -

Voicemail PIN Reset
Voicemail PCA Password Reset
Voicemail Remove
Voicemail to Email Notifications
Password Reset on My Phone Self Care Portal
Phone PIN Reset
Password Unlock on My Phone Self Care Portal

Voicemail PIN reset/PCA reset

Way 1:

Navigate to Advanced Resources > Cisco > Unity Connection > Day 2



Redefine the filters to search for the line or voicemail user in question

UNITY CONNECTION



Filter: Predefined [50]

Equipment of the Unity Connection account: Equals (Choose from the list) X

Identifier of the Unity Connection account: Contains 16147636190 X

First Name of the Unity Connection account: Contains X

Last Name of the Unity Connection account: Contains X

Add a filter

Account ID	Equipment	First name	Last name
16147636190	Voicemail Cluster C1 0	Sara	Seymour

1 page(s) 1 element(s)

Click into the account, click on the pencil and PIN can be updated from Account Status

PCA can also be updated from this section as well

Subscriber Object Id : 78a5a3b4-882c-438b-aba6-4f541989eac9

Status	>
Notification Devices	>
Account Status	▼
Pin Code lock update : (unchanged) ▼	
Web Access Password lock update : (unchanged) ▼	
Alternate Greeting	>

Password/PIN update from Self Care

1. Sign into the user's self-care portal (or substitute into the user if you have Admin access)
2. Select the 'Update my account' button on the landing page
3. Under Web Password/ you can remove the check to change the password, under Telephone Password you can remove the check to change the PIN.
4. Press Apply at the top right
5. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Voicemail To Email

Follow steps 1-3 to the side
Once in the account, click on "Notification Devices"

Status >

Notification Devices v

SMTP Notification

Activation of SMTP notification :

Recipient of SMTP notification : sara.seymour@cbts.com 

HTML Notification

Activation :

Recipient : _____ 

HTML Template : Default_Actionable_Links_Only ▼

Outdial Number : _____

HTML Scheduled Summary Notification

Here, you can edit the email address(s) for the SMTP device (voicemail notification for email)

For Voicemail to .wav - Select "Message Actions" and you will be able to modify the email address for the voicemail to .wav file

Message Actions v

Voicemail : Accept and relay the message ▼

Email : Accept the message ▼

Fax : Accept the message ▼

Receipt : Accept the message ▼

Relay Address : sara.seymour@cbts.com 

Remove Voicemail Account

Follow steps 1-3 to the side

Click into the account and click on the "x" button to delete the voicemail account

UNITY ACCOUNT INFORMATION



Unity C Delete Account Information

Allocate site : **MRA**

Equipment : **Voicemail Cluster C1 0**

Subscriber profile :

First name : **Sara**

Last name : **Seymour**

Display name : **Sara Seymour - CBTS**

Account ID * : **16147636190**

Employee ID :

[Video 2 -](#)

Name Update
Line Update (add or remove)
Call Forward All
Call Pickup Group
External Phone Number Mask
No Answer Ring Duration
Search Line Detail (MAC address lookup)

Name Update

1. Search for and select the user
2. Click the pencil icon at the top left to modify
3. Update the First Name and Last Name
4. Click Apply at the top right
5. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Line Update (remove)

1. Search for and select the user
2. Go down to Package of the user, click the drop-down arrow on the left next to Cisco – Desk phones
3. Click on the phone you want to update
4. Click the pencil icon at the top left to modify
5. Next to Associated lines do one of the following

6. Click the (X) to delete an existing line
7. Click Apply at the top right
8. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Line Update (add or remove)

6. Search for and select the user
7. Go down to Package of the user, click the + to the right of Cisco – User line members
8. Go down to Service Cisco – User line members New
9. Search for the 11-digit number in the Cisco – Lines * field and press Enter to add it
 - a. If you need to only apply it to some phones, you can remove a line from specific phones by clicking the (X) next to the number on the phone you don't want it to be on.
10. Click Apply at the top right
11. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Call Forward All

1. Search for and select the user
2. Go down to Package of the user, click on “Cisco – Lines”
3. Click the pencil icon at the top left to modify
4. Click to enable the check box for “Update call forwards” if not already checked
5. Do one of the following:
 - a. Click the checkbox for “Call forward all to voicemail of the line to send it to voicemail
 - b. Type in the number you want to forward to on the line next to “Destination for Call Forwarding – All Calls”
6. Click Apply at the top right
7. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Call Pickup Group

1. Search for and select the user
2. Go down to Package of the user, click on the + (plus) to the right of “Cisco – Pickup Group Member”
3. Type the Pickup Group on the line next to “Cisco – Pickup groups*”, you can type partial names to search for the correct one, and click on the one you want
4. Click Apply at the top right
5. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

External Phone Number Mask

1. Search for and select the user
2. Go down to Package of the user, click on “Cisco – Lines”
3. Click the pencil icon at the top left to modify

4. On the line next to “Displayed Number”, type in either:
 - a. 11 “X” to display the actual number
 - b. The 11-digit number you want to show as the mask
5. Click Apply at the top right
6. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

No Answer Ring Duration

1. Search for and select the user
2. Go down to Package of the user, click on “Cisco – Lines”
3. Click the pencil icon at the top left to modify
4. On the line next to “Duration” under “Destination for call forward busy (Internal)”, change the value of the No Answer Ring Duration to what you want, this is measured in seconds. (4 seconds is about 1 ring)
5. Click Apply at the top right
6. Wait for the Operation to complete, you should get a green toast at the top left saying it completed successfully.

Search Line Detail (MAC Address Lookup)

1. Search for and select the user
2. Go down to Package of the user, click the drop-down arrow on the left next to Cisco – Desk phones

Alternatively, to lookup an existing MAC not tied to a user, just type it in the search box instead of the user.

Video 3 –

<i>Speed Dials</i>
<i>Busy Lamp Fields / Sidecar entry</i>
<i>Sidecar Module (Enable / Disable)</i>
<i>Phone Button Template</i>
<i>Do Not Disturb (DND) (on/off)</i>
<i>Single Number Reach</i>

Speed dials –

1. Search for and select your user
2. Scroll down to Package of the user and select the service ‘Cisco – Desk phones’
3. Click the device in question
4. Select Speed Dials under the ‘Functionalities’ tab

5. Edit Speed Dials as required with a Number and Description
6. Apply
7. Confirm the 'Keys Updated' message in the top left

BLF / Sidecar Entry –

Sidecar example E8BA7006FA1C

1. Search for and select your user or search by MAC address
2. Scroll down to Package of the user and select the service 'Cisco – Desk phones'
3. Click the device in question
4. Select Busy Lamp Fields under the 'Functionalities' tab
5. Edit BLFs as required with a Number and Description
6. Apply
7. Confirm the 'Keys Updated' message in the top left

Sidecar Enable/Disable –

Sidecar example E8BA7006FA1C

8. Search for and select your user or search by MAC address
9. Scroll down to Package of the user and select the service 'Cisco – Desk phones'
10. Click the device in question
11. Click the pencil to modify
12. Select the Expansion module type (or leave blank to disable)
13. Apply
14. Confirm the 'Modification Completed Successfully' message in the top left

Phone Button Template –

1. Search for and select your user
2. Scroll down to Package of the user and select the service 'Cisco – Desk phones'
3. Click the device in question
4. Click the pencil to modify
5. Select a new Phone Button template from the dropdown menu
6. Apply
7. Confirm the 'Modification Completed Successfully' message in the top left

Do Not Disturb (DND) (on/off) –

1. Search for and select your user
2. Scroll down to Package of the user and select the service ‘Cisco – Desk phones’
3. Click the device in question
4. Click the pencil to modify
5. Toggle the DND checkbox on/off
6. Apply
7. Confirm the ‘Modification Completed Successfully’ message in the top left

Single Number Reach –

1. Search for and select your user
2. In functionalities tab Select ‘Remote Destinations’
3. Edit the Remote destination for the alternate number (i.e.. Cell phone)
4. On the user, scroll down to Package of the user and Select ‘Single Number Reach’
5. Apply
6. Confirm the ‘Modification Completed Successfully’ message in the top left

[Video 4 -](#)

Add Cisco Jabber
Jabber Certificate Push
Phone Hot Swap
Owner Associations (add or remove)
Hunt Group Members (add or remove)

Add Cisco Jabber

8. Search for and select your user
9. Ensure that they have the proper Package to allow Jabber
10. Under ‘Package of the user’ click the plus (+) next to ‘Cisco Jabber - Collaboration for desktops’ or the intended device
11. The settings will auto populate based on the user profile, but take a look to confirm they are correct
12. Click ‘Apply’

Jabber Certificate Push

Start with the home menu:
Click on Manage a User

1. Enter the 11-digit phone number, select the user, and click Ok
2. Scroll down to package of the user and click Cisco Jabber - Collaboration for desktops

3. Click Modify and CAPF Operations, select Operations List
4. Change Certificate Operation: Install/Upgrade
5. Operation completes by (yyyy:MM:dd:HH:mm) to a future date, ex 6 months out, click Ok
6. Click Apply to preserve your changes

Phone Hot Swap (like for like or a new model number)

Start with the home menu:

Click on Manage a User

1. Enter the 11-digit phone number, select the user, and click Ok
2. Scroll down to package of the user and click Cisco – Desk phones
3. Click Pencil and enter the new MAC Address “SEPABCDEF121234” or if a new model enter the model number “Cisco 8865”
4. Click Apply to preserve your changes

Owner User ID

Start with the home menu:

Click on Manage a User

1. Enter the 11-digit phone number, select the user, and click Ok
2. Scroll down to package of the user and click Cisco – Desk phones and click Modify
3. Go to Owner User ID and enter the 11-digit phone number
4. Click Apply to preserve your changes

Hunt Group Add or Remove Member

Start on the Daily Management menu:

Shared Services > Cisco – Line groups

1. Find and select the correct group
2. Click on the gear on the top to Manage Lines of the Line Group Service
3. Click x to delete and remove and/or enter 11-digit phone number to add
4. Click Apply to preserve your changes