

User Extension Portal

The User Extension Portal is an individual access portal provided for every extension configured on the UCx with a voice mail account enabled.

To access the **User Extension Portal**, perform the following steps:

1. From your Internet browser, enter the address of the UCx system followed by **/recordings** (e.g. **192.168.1.200/recordings** if the default IP address is used)
2. If you get a prompt that the website you are trying to access has a problem with its security certificate, select the option to proceed to the website. You may want to install the security certificates of the UCx system on your PC or add the UCx system's IP address to your browser's permanent exceptions list if you do not want to encounter this warning again (please refer to the browser documentation for more information).
3. The login page is displayed. Login using your voicemail extension number and password. For example, for extension 510 with the password 829510, you would enter the following values:
 - Login = **510**
 - Password = **829510**

Login

Login:

Password:

Remember Password

Use your **Voicemail Mailbox and Password**
This is the same password used for the phone

For password maintenance or assistance, contact your Phone System Administrator.



Access to the User Extension Portal is recommended only if a user requires some functionality that is available only via the portal. We highly recommend the administrator define strong passwords for the user's voice mail as it will be used to access the user extension portal.



For remote access to the user extension portal, see [Configure Port Forwarding for Remote Access](#).

Voicemail

The first page displayed after logging in is the Voicemail page. Here the user can view, download and organize all voicemail messages.

Voicemail for SIP 510 (510)

Search

delete move_to Folder forward_to Results 0

email_to

select: all none

Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Playback	Download
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Search

Call Monitor
Voicemail

Feature Codes
Follow Me
Phone Features

VmX™ Locator
Settings

Logout

Folders:

- INBOX (0)
- Old (2)
- Urgent (0)

Listen

There are 3 methods to listen to the voicemail message(s):

1. Click on the download icon under the **Download** column to save the message on your local PC and listen to the message from your PC.
2. Click on the phone icon under the **Playback** column and the system will ring your extension. When you answer the call, the message will be played back.
3. Click on the volume icon under the **Playback** column and your browser's audio plug-in will appear below. You can then play the message via the browser's audio plug-in.



Note: Depending on your browser and the plug-in installed for playing audio, this last method may not be supported by your browser.

Delete

To delete one or more messages, select the message(s) and click on the **delete** button.

Move

To move one or more messages to a different folder:

- Select the message(s)
- Select the destination folder from the **Folder** pull-down list
- Click on the **move_to** button

Forward

To forward one or more messages to another user's voicemail box:

- Select the message(s)
- Select the target user from the pull-down list next to the **forward_to** button
- Click on the **forward_to** button

Email

To send the message by email to an email address:

- Select the message(s)
- Enter the target email address in the blank text field next to the **email_to** button
- Click on the **email_to** button



Note: This function requires that your email service provider does not block port 25. If port 25 is blocked, setup and enable email services using a remote SMTP server. See [Remote SMTP](#) for configuration details.

Call Monitor

The Call Monitor page keeps details of calls made on this extension. If the extension is configured for call recording, this is where the user can view, listen and download call recordings associated with this extension, including ad-hoc conferences.

Call Monitor
Voicemail

Feature Codes
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Logout

Call Monitor for SIP 510 (510)

 duration Results 1 - 15 of 117
select: all none

	Date▼	Time	Caller ID	Source	Destination	Duration	Monitor
	2014-09-08	09:00:01	"Announcement"	Scheduler	510	12 sec	
	2014-09-01	09:00:01	"Announcement"	Scheduler	510	24 sec	
	2014-08-25	09:00:01	"Announcement"	Scheduler	510	24 sec	
	2014-08-18	09:00:01	"Announcement"	Scheduler	510	24 sec	
<input type="checkbox"/>	2014-08-13	10:03:17	"Wifi phone" <515>	515	510	8 sec	
	2014-08-11	09:00:01	"Announcement"	Scheduler	510	13 sec	
	2014-08-04	09:00:01	"Announcement"	Scheduler	510	24 sec	
<input type="checkbox"/>	2014-07-31	08:53:47	"SIP 509" <509>	509	*80510	5 sec	
<input type="checkbox"/>	2014-07-31	08:51:21	"SIP 509" <509>	509	*80510	5 sec	
	2014-07-31	08:51:04	"SIP 510" <510>	510	*54	4 sec	
<input type="checkbox"/>	2014-07-28	12:32:51	"SIP 509" <509>	509	510	21 sec	
<input type="checkbox"/>	2014-07-28	12:29:53	"SIP 510" <510>	510	vmu509	46 sec	
	2014-07-28	12:26:34	"SIP 510" <510>	510	*97	105 sec	
<input type="checkbox"/>	2014-07-21	13:56:10	"SIP 510" <510>	510	509	52 sec	
<input type="checkbox"/>	2014-07-21	12:50:19	"SIP 510" <510>	510	509	39 sec	

Page: 1 2 3 4 5 6 7 8 > Last

Filter

You can filter the call logs that appear in the list based on the call duration. Calls that are less than or equal to the specified duration will be ignored.

- Enter a number in seconds in the **duration** field.
- Click on the **ignore** button.

- The page is refreshed and only calls longer than the specified duration will be listed.

Call Recordings

If recording was enabled for a call, icons will appear under the **Monitor** column. There are 2 methods to listen to the recording:

1. Click on the download icon under the **Monitor** column to save the recording on your local PC and listen to the recording from your PC.
2. Click on the volume icon under the **Monitor** column and your browser's audio plug-in will appear below. You can then play the recording via the browser's audio plug-in.



Note: Depending on your browser and the plug-in installed for playing audio, this method may not be supported by your browser.

Delete

To delete one or more call recordings, select the entry with the call recording and click on the **delete** button. Note that the select checkbox will only appear for entries that have a call recording.

Feature Codes

The [Feature Codes](#) page provides a complete list of feature codes available to the user.

Call Monitor
Voicemail

Feature Codes
Follow Me
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VmX™ Locator
Settings

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Feature Codes for SIP 510 (510)

Handset Feature Code Action

*30	Blacklist a number
*31	Remove a number from the blacklist
*32	Blacklist the last caller
*52	Call Forward No Answer/Unavailable Activate
*520	Call Forward No Answer/Unavailable Prompting Activate
*53	Call Forward No Answer/Unavailable Deactivate
*72	Call Forward All Activate
*720	Call Forward All Prompting Activate
*73	Call Forward All Deactivate
*74	Call Forward All Prompting Deactivate
*740	Call Forward Toggle
*90	Call Forward Busy Activate
*900	Call Forward Busy Prompting Activate
*91	Call Forward Busy Deactivate
*92	Call Forward Busy Prompting Deactivate
*70	Call Waiting - Activate
*71	Call Waiting - Deactivate

Follow Me

If the [Follow Me](#) feature has been added to the extension, then the Follow Me list and its parameters can be managed by the user on this page.

- Call Monitor
- Voicemail
- Feature Codes
- Follow Me
- Phone Features
- VmX™ Locator Settings
- Logout

Followme Settings for SIP 510 (510)

Enable

Follow Me List:

Ring 510 First For: seconds

Ring Followme List for: seconds

Use Confirmation: Enable

Update

Phone Features

This page allows the user to configure some of the phone features like Call Waiting, Do Not Disturb (or Make Set Busy), Call Forwarding etc.

[Call Monitor Voicemail](#)

[Feature Codes](#)
[Follow Me](#)
[Phone Features](#)

[VmX™ Locator Settings](#)

[Logout](#)

Phone Features for SIP 510 (510)

Phone Features

- Call Waiting
- Do Not Disturb

Call Screening:

Ringtimer:

CallForward Ringtimer:

Call Forwarding

Unconditional: Enable

Unavailable: Enable

Busy: Enable

[Update](#)

VmX Locator Settings

If [VmX Locator](#) is enabled for the user, the settings can be configured by the user on this page.

[Call Monitor Voicemail](#)

[Feature Codes](#)
[Follow Me](#)
[Phone Features](#)

[VmX™ Locator Settings](#)

[Logout](#)

VmX Locator™ Settings for SIP 510 (510)

Use When: unavailable busy

Voicemail Instructions: Standard voicemail prompts.

Press 0: Go To Operator

Press 1: Send to Follow-Me

Press 2:

[Update](#)