# Single Number Reach (Simultaneous Ring)

Overview

The Single Number Reach feature is a method of configuring Cisco CallManager so that whenever a call is made to a user's University phone number it will simultaneously ring not only the number called but other numbers designated by the end user (for example, when enabled, Single Number Reach will ring both your desk phone and your cell phone simultaneously). Furthermore, by default if the call goes unanswered it will be directed to the users University voice mailbox.

To Enable Single Number Reach in the Self-Care Portal

1. Log into the Cisco CallManager Self-Care Portal
   - Kearney: https://phone.unk.edu/ucmuser (use your UNK username and password)
   - Lincoln: https://phone.unl.edu/ucmuser (use your UNL username and password)
   - Omaha: https://phone.unomaha.edu/ucmuser (use your NUID and password)

   NOTE: To access the above websites you must be on campus or be VPN'd into the campus network.

2. Click on "Phones" tab at top of page
3. Click on "My Phones"
4. Click on "Add an Additional Phone" button in the "Additional Phones" section towards the bottom of the page
5. Type in the phone number of the phone you would like calls to go to
   - Type the number as though you were dialing it from your desk (i.e. 94025551212) Or
   - If when you are calling others on campus that use Cisco CallManager from this number and would like their caller id to display your desk phone number, you may enter the number using the E.164 format (i.e. +14025551212)
6. Enter a Description, if you wish (i.e. Personal Mobile)
7. Check the box beside "Enable Single Number Reach"
8. Make sure a checkmark appears next to your University phone number.
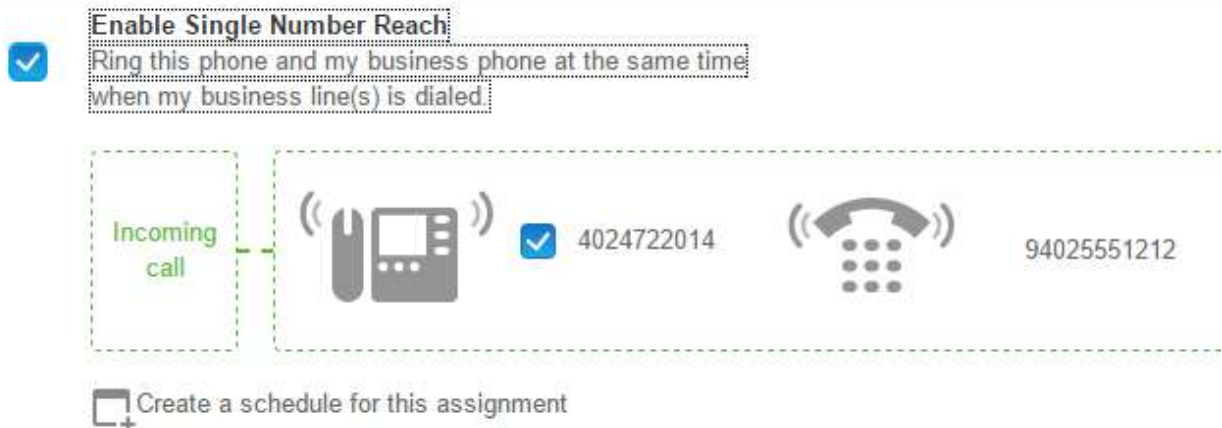
9. If you wish to create a schedule to designate specific times that your additional phone (i.e., cell phone) will ring, click on the box beside "Create a schedule for this assignment."
   - Follow the instructions in the pop-up box. Be mindful that the times are formatted in military time (24-hours vs. a.m. and p.m.)
   - Set the Time zone to the correct zone

Add a New Schedule   ✕

What would you like to call this Schedule?

Workday Schedule

◉ Ring only during specific times   ◯ Ring all the time

☑	Monday	07:45 ▼	to	17:00 ▼
☑	Tuesday	07:45 ▼	to	17:00 ▼
☑	Wednesday	07:45 ▼	to	17:00 ▼
☑	Thursday	07:45 ▼	to	17:00 ▼
☑	Friday	07:45 ▼	to	17:00 ▼
☐	Saturday	00:00 ▼	to	24:00 ▼
☐	Sunday	00:00 ▼	to	24:00 ▼

Time zone: (GMT-6:00) America/Chicago ▼   Save   Cancel

   - Click the Save button to save and close your schedule.
10. Click the Save button to save and close your additional number.

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To Disable Single Number Reach in the Self-Care Portal

1. Log into the Cisco CallManager Self-Care Portal
   a. Kearney: https://phone.unk.edu/ucmuser (use your UNK username and password)
   b. Lincoln: https://phone.unl.edu/ucmuser (use your UNL username and password)
   c. Omaha: https://phone.unomaha.edu/ucmuser (use your NUID and password)

   NOTE: To access the above websites you must be on campus or be VPN'd into the campus network.

2. Click on "Phones" tab at top of page
3. Click on "My Phones"
4. In the "Additional Phones" section click the button of the additional phone you wish to disable Single Number Reach on.
5. From the popup menu choose "Edit".
6. Uncheck the "Enable Single Number Reach" checkbox
7. Click Save

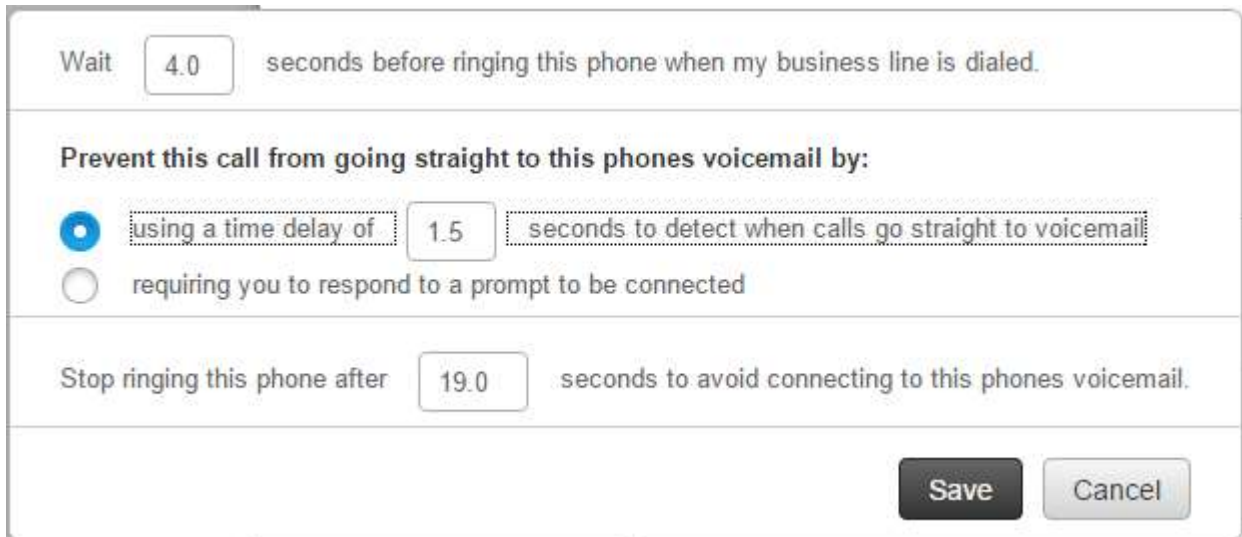The Single Number Reach feature is now disabled on this additional phone.

Be sure to log out of the Self-Care Portal and close the browser.

Advanced Options

There are a few additional options available to you if you need to control any of the timing delays used by Single Number Reach or if you would like to change the method of accepting Single Number Reach calls.

NOTE: Several of these settings by default are configured to prevent callers from reaching the voicemail of the additional phone. They instead try to guide callers back to the voicemail of the user's desk phone.

1. While creating, or editing an additional phone click on the "Advanced Timing" link at the bottom of the window.

2. If you would like to change how long CallManager waits after starting to ring your desk phone before it starts to ring the additional phone change the "Wait _____ seconds before ringing this phone …. ". By default, this is set to 4.0 seconds but can be reduced to 0.0 if you would like the additional phone to start ring immediately.
3. You can choose between two methods of preventing calls from going immediately to the additional phones voicemail.

    Option 1: Using a time delay of _____ seconds to detect when calls go straight to voicemail.

    Option 2: Requiring you to respond to a prompt to be connected

    NOTE: When a call is received on the additional phone there is no way to tell if the person called the additional phone directly or if the call came via Single Number Reach. Option 2 allows you to know what way a call reached the additional phone and then allows you to choose if you want to accept the call or send it to voicemail.
4. Generally, if CallManager stops ringing an additional phone after 19 seconds it will avoid the call going to the additional phone's voicemail. If this is not the case you can reduce the "Stop ringing this phone after _____ seconds … " timer.
5. Press the save button at the bottom of the advanced call timing window.
6. Press the save button at the bottom of the Additional Phone window.