



BT One Cloud Cisco Self Service (OCC)

Add a new user

Physical device, single line
with voicemail

User guide

Administrator

There are six main steps to complete when creating a new local user in OCC Self Service Portal.

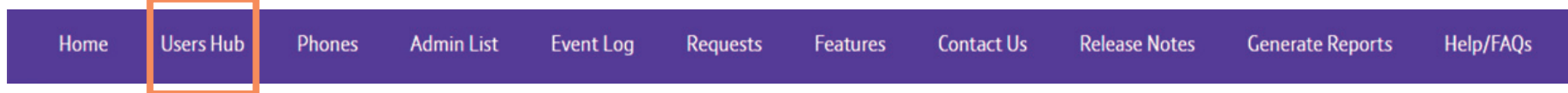
This guide will show you how to:

- Create a new user
- Add a single user with a physical device, a single line with voicemail
- Complete the 6 steps



Get started | Create a new user

Select and open the **Users Hub** to then, **select Add New User**.



Users Hub

Unassigned users Unassigned users list

Division: Site:

Bulk loader Add new user

Search for a user

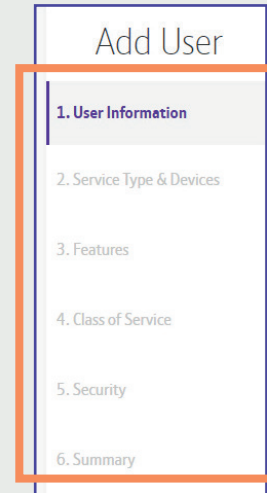
Search

Name	Login	Email	Service Type	Actions
> Scot Noel	100010	scotnoel@test.com	COLLABORATE	
> Ben Parkes	605435009	605435009@bt.com	ANYWHERE	
> Ali Jaffry	609439461		undefined	
> David Hodges	802919822	802919822@bt.com	ANYWHERE	
> BTD_ADASTRAL	80247802	80247802@bt.com	ANYWHERE	
> wireless phone	80247832_1	80247832@bt.com	COLLABORATE	



Step 1. | User Information

Here are the **6 steps** which need to be complete in order.



To start, you'll have to complete the **User Information** fields.

Select the **Division** and **Site** this user is associated to. Then, **enter** the **name** and **create a unique username**. (It can be letters and numbers).
**You'll get a green tick when the system has verified this username is available.*

Also, **add** their **email address**.



The **Self-care Access** enables the end user to access a self-service portal where they can manage certain settings and services for their own OCC devices.

When switched on a password will be sent to the email entered here.

If you would like to give this access to your user, then switch it on.

The screenshot shows the 'Add User' configuration page. On the left is a sidebar with a list of steps: 1. User Information (checked with a green checkmark), 2. Service Type & Devices, 3. Features, 4. Class of Service, 5. Security, and 6. Summary. The main area is titled 'Configure User Information' and contains several input fields: 'Division' (BT TRAINING ONLY), 'Site' (BTD_861_STOCKPORT), 'First Name' (Bob), 'Last Name*' (Stevens), 'Username*' (BobStevens), and 'Email*' (bob.stevens@bt.com). A 'Self-care Access' toggle switch is located below the email field and is highlighted with an orange rectangular box.

Select **Next** to confirm your changes

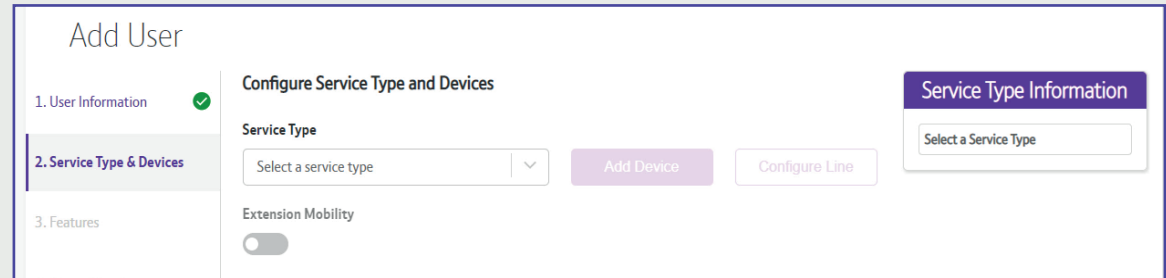
The screenshot shows three buttons in a horizontal row: 'Cancel', 'Save Draft', and 'Next'. The 'Next' button is highlighted with an orange rectangular box.



Step 2. | Service Type & Devices

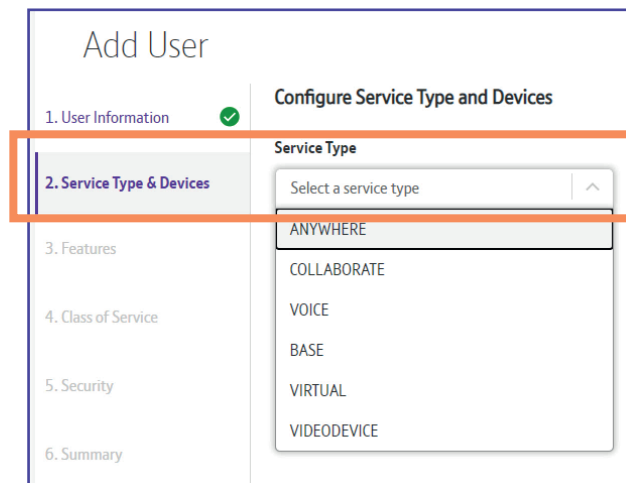
This is where you set up the service type and device.

There are several different *service types* and the *devices* available, will be determined by the **service type** you select.



The screenshot shows the 'Add User' form with the 'Configure Service Type and Devices' section active. The left sidebar has three items: '1. User Information' (checked), '2. Service Type & Devices' (selected), and '3. Features'. The main content area has a 'Service Type' dropdown menu with the text 'Select a service type', an 'Add Device' button, and a 'Configure Line' button. Below this is an 'Extension Mobility' toggle switch. On the right, there is a 'Service Type Information' box with a 'Select a Service Type' dropdown.

Select the **Service Type** from the drop down menu.



The screenshot shows the 'Add User' form with the 'Service Type' dropdown menu open. The dropdown menu is highlighted with an orange box and contains the following options: ANYWHERE, COLLABORATE, VOICE, BASE, VIRTUAL, and VIDEODEVICE. The left sidebar has six items: '1. User Information' (checked), '2. Service Type & Devices' (selected), '3. Features', '4. Class of Service', '5. Security', and '6. Summary'. The main content area has a 'Service Type' dropdown menu with the text 'Select a service type' and an upward arrow.



Add User

1. User Information

2. Service Type & Devices

3. Features

4. Class of Service

5. Security

6. Summary

Configure Service Type and Devices

Service Type: BASE

Add Device

Configure Line

Extension Mobility:

Service Type Information

Selected Service Type: BASE

Devices: Total Allowed: 1 Device

Physical Devices: 1

Soft Devices: None

Available Features: Cisco Voicemail

Features Not Included: Extension Mobility, MS Teams Enterprise Voice, Single Number Reach

As you go through these steps, you'll see a **summary** on the right-hand side.

It also highlights the available **Features** that are available and not included for this service type.

** this may incur a charge*

Now **select Add Device**.

Add User

1. User Information

2. Service Type & Devices

3. Features

4. Class of Service

Configure Service Type and Devices

Service Type: BASE

Add Device

Extension Mobility:

Select Add Physical Device.

To add a Device, select a Type

Add Physical Device

Add Soft Device: Jabber

Add Extension Mobility Profile

Copy Extension Mobility from Primary



Select **Device Type** from the **Device** drop down list.

Select and choose the **Phone Button Template**

Then, **enter** the **MAC Address** of the phone.
(You will find this at the back and the bottom of the phone)

Select **Submit** to confirm your changes.

Add Physical Device

Device
Cisco 6901_SIP

Phone Button Template
Standard 6901 SIP

MAC Address
CB:A3:21:4D:E9:F6

Back Submit

The device has been added, the next step is to configure the line.

Select **Configure Line**

Configure Service Type and Devices

Service Type
BASE

Add Device Configure Line

Extension Mobility

CB:A3:21:4D:E9:F6	Edit Delete
Device type: Cisco 6901_SIP	Button Template: Standard 6901 SIP

Lines attached to this device: 0/1 lines associated ⓘ



Select the required line.

Configure Line ✕

Private Number Public Number Free Configured Only

Selected Line: 8612111 / \+441358769111

	Private Number	Public Number	Status	Line Label
<input checked="" type="radio"/>	8612111	\+441358769111	Free	
<input type="radio"/>	8612112	\+441358769112	Free	
<input type="radio"/>	8612113	\+441358769113	Free	
<input type="radio"/>	8612114	\+441358769114	Free	
<input type="radio"/>	8612115	\+441358769115	Free	
<input type="radio"/>	8612120	None	Free	
<input type="radio"/>	8612121	None	Free	
<input type="radio"/>	8612122	None	Free	
<input type="radio"/>	8612123	None	Free	
<input type="radio"/>	8612124	None	Free	
<input type="radio"/>	8612125	None	Free	
<input type="radio"/>	8612126	None	Free	
<input type="radio"/>	8612127	None	Free	
<input type="radio"/>	8612128	None	Free	
<input type="radio"/>	8612129	None	Free	

◀ 1 | 2 ▶

You can use the search options to find a specific number, internal only numbers, or a used number for shared lines.

If you give them one without a Public Number, they'll only be able to dial internally.

Select Next to confirm



This is where you attach the line to the associated device.

Select the devices.

Configure Line

Attach Line: 8612111 / \+441358769111

- Cisco 6901_SIP - CB:A3:21:4D:E9:F6 (0/1)
- Voicemail (0/1)

Back Submit

Select Next to continue.

Add User

1. User Information

2. Service Type & Devices

3. Features

4. Class of Service

5. Security

6. Summary

Configure Service Type and Devices

Service Type: BASE [Add Device] [Configure Line]

Extension Mobility:

CB:A3:21:4D:E9:F6 [Edit] [Delete]

Device type: Cisco 6901_SIP Button Template: Standard 6901 SIP

Lines attached to this device: 1/1 lines associated

8612111 / \+441358769111	[Remove]	[Add]
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Cancel Save Draft Back Next

Service Type Information

Selected Service Type: BASE

Devices: Total Allowed: 1 Device

Physical Devices: 1	Soft Devices: None
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Available Features: Cisco Voicemail

Features Not Included: Extension Mobility, MS Teams Enterprise Voice, Single Number Reach



Step 3. | Features

The **Voicemail** is switched on, please review the features.

Select Next to continue.

Add User

- 1. User Information ✓
- 2. Service Type & Devices ✓
- 3. Features ✓**
- 4. Class of Service
- 5. Security
- 6. Summary

Configure Features

Single Number Reach

Voicemail

Voicemail

Lines attached to this device: 1/1 lines associated

8612111 / \+441358769111

MS Teams Enterprise Voice

Single Number Reach is not available for a Base User.

Service Type Information

Selected Service Type
BASE

Devices
Total Allowed: 1 Device

Physical Devices: 1
Soft Devices: None

Available Features
Cisco Voicemail

Features Not Included
Extension Mobility
MS Teams Enterprise Voice
Single Number Reach



Step 4. | Class of Service

This is where you associate the appropriate **class of service** or **calling search space** to the line.

This determines the types of calls the user can make and where they're able to dial to. *For example, local calls only, or National and mobile calls.*

The class of service will auto-populate with the site default.

*You can find an explanation of the calling search spaces in the **OCC Help section**.*

Select Next to continue.

Add User

1. User Information ✓
2. Service Type & Devices ✓
3. Features ✓
4. Class of Service ✓
5. Security
6. Summary

Configure Class of Service

Search

Search for Lines

8612111 / \+441358769111

Intl24HrsEnh-CSS-21

Service Type Information

Selected Service Type
BASE

Devices

Total Allowed: 1 Device

Physical Devices: 1
Soft Devices: None

Available Features
Cisco Voicemail

Features Not Included
Extension Mobility
MS Teams Enterprise Voice
Single Number Reach

Cancel Save Draft Back **Next**



Step 5. | Security

This is where you set up the passwords and PINs for the services you have selected.

The options that appear here will be dependent on the services you've selected.

For this scenario a PIN is required for the Voicemail.

Enter a 4 digit **PIN** that matches the security criteria, then **select Next**.

Add User

1. User Information ✓

2. Service Type & Devices ✓

3. Features ✓

4. Class of Service ✓

5. Security ✓

6. Summary

Configure Security

Avoid recently used passwords/PIN for this subscriber

Enter a secure PIN to use for Extension Mobility and Voicemail.

.....

- Be at least 4 digits long

And it must NOT contain:

- The primary extension or alternate extensions of the user.
- The reverse of the primary extension or alternate extensions of the user.
- Sequences of repeated numbers e.g. 408408 or 123123.
- Only two different digits e.g. 121212.
- More than two repeated numbers consecutively e.g. 28883.
- Ascending or descending sequence of digits e.g. 012345 or 987654.

Cancel Save Draft Back **Next**

Your PIN must meet the security criteria to proceed.

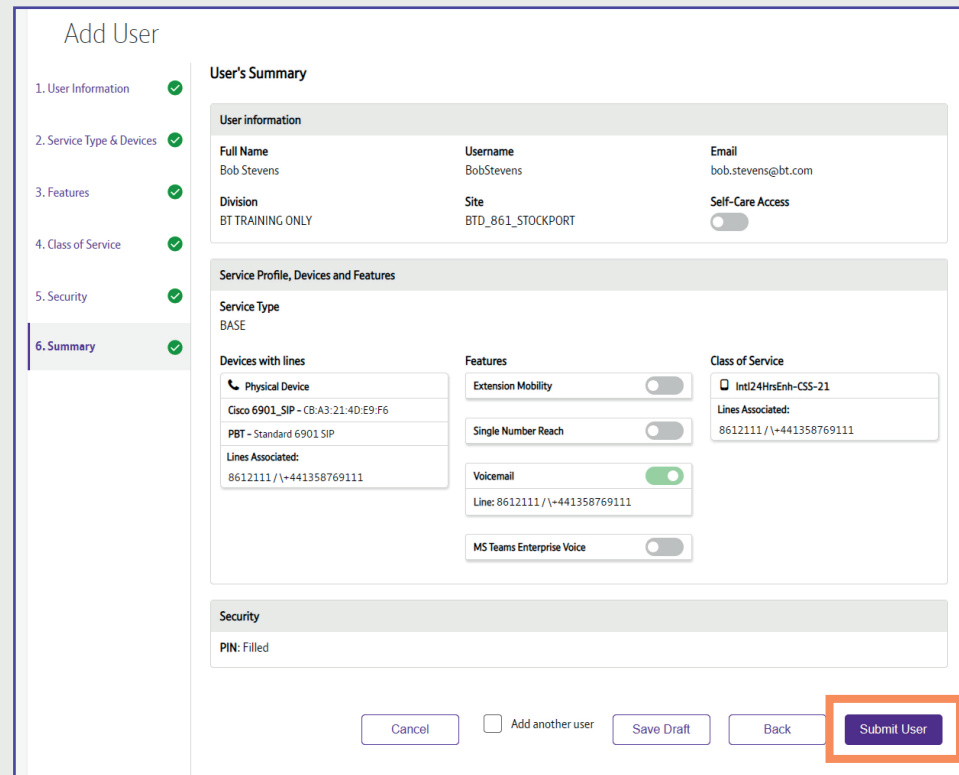


Step 6. | Summary

With the five steps complete, a full summary of the order will be displayed.

Once you have *checked the summary* and it's correct, **select Submit User** to complete the order.

If need be, you can navigate back to any of the previous steps to make any amendments by selecting the steps on the left hand menu.



Add User

User's Summary

User Information

Full Name Bob Stevens	Username BobStevens	Email bob.stevens@bt.com
Division BT TRAINING ONLY	Site BTD_861_STOCKPORT	Self-Care Access <input type="checkbox"/>

Service Profile, Devices and Features

Service Type
BASE

Devices with lines

- Physical Device
Cisco 6901_SIP - CB:A3:21:4D:E9:F6
- PBT - Standard 6901 SIP
- Lines Associated:
8612111 / \-441358769111

Features

- Extension Mobility
- Single Number Reach
- Voicemail
Line: 8612111 / \-441358769111
- MS Teams Enterprise Voice

Class of Service

- Int24HrsEnh-CSS-21
- Lines Associated:
8612111 / \-441358769111

Security

PIN: Filled

Cancel Add another user Save Draft Back **Submit User**

A confirmation message will appear showing that the order is being actioned.

Select OK to complete the process.

