



## **Remote Cisco Phone Set Up:**

**To set up to take calls remotely, please make sure you have the following with you:**

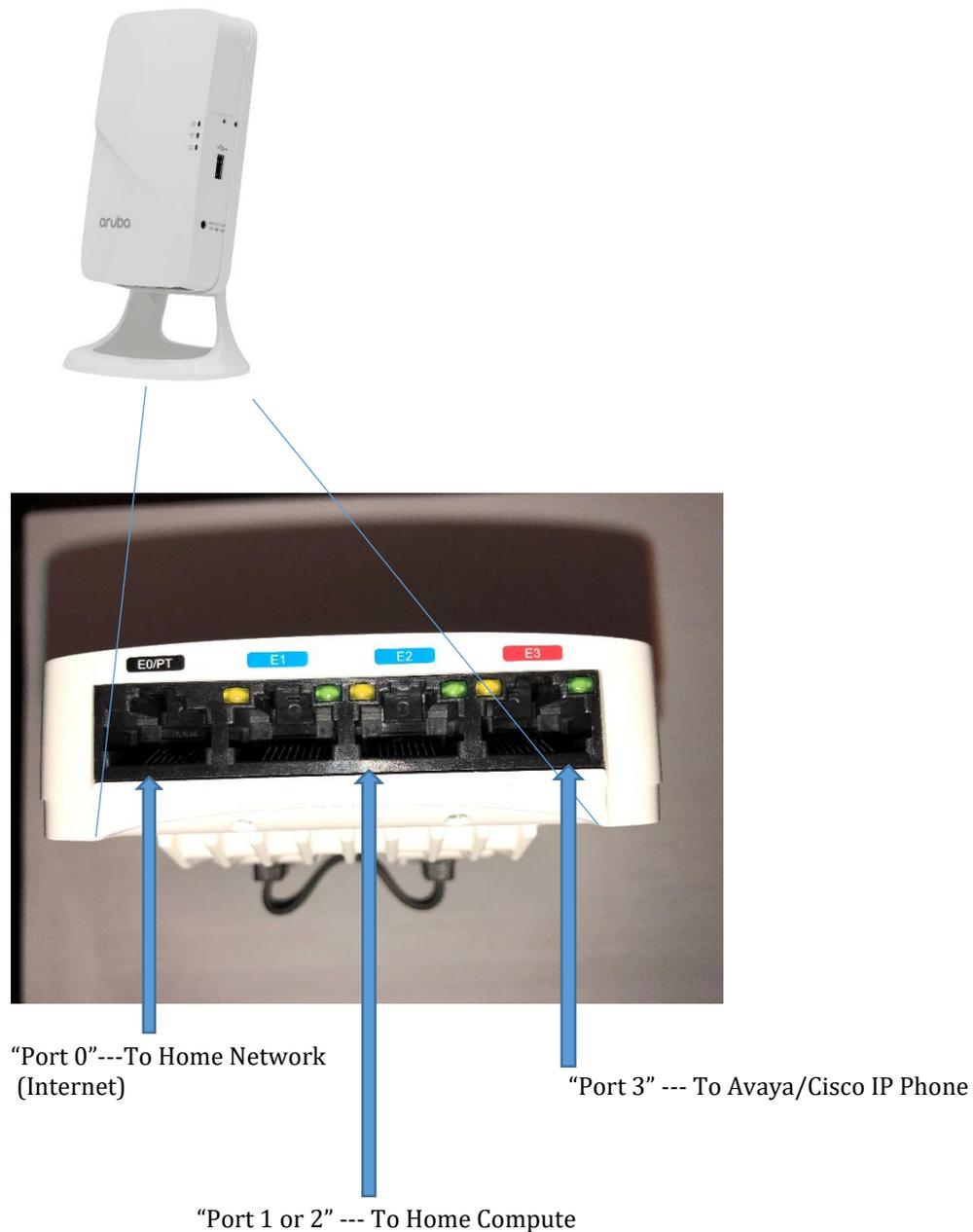
- Cisco Phone
- Aruba RAP
- 1 or 2 Ethernet cables Laptop can be Wireless.
- Laptop or Computer with internet access
  - o If your Laptop does not have an use Wireless, the RAR will present Mercury.

**In the guide below, you will see:**

- Steps 1- 2 will help you set up the Aruba RAP
- Steps 3- 4 will help you set up your CISCO phone line
- Step 5 will help you log in as an agent on your browser
- The last page includes a cheat sheet on agent log in information

**For any questions, please reach out to NYP Service Desk (212-746-7456).**

## **Step1: Connecting your Aruba Remote Access Point to your home network:**



### **Connecting the Required Cables:**

1. Connect one end of your Ethernet cable to port "0" on the device.
2. Connect the other end of your Ethernet cable to a free port on your home router or modem.
3. Attach the power adapter to the DC In port on the device.
4. Connect the other end of the power adapter to a power outlet

## **Step 2: Verifying the Aruba Device has Successfully Booted**

Once the device's Power LED has come up, the device will take 2 to 3 minutes to complete its boot cycle.

When the Power LED changes from a steady blinking state to a solid state, you will know the device has finished booting and successfully connected back to the NYPH/CUMC network.



Wait for Power LED to change to **Solid Green**

## **Step 3: Connecting to the NYPH/CUMC Wireless Network – “Mercury”**

1. Connecting to Mercury via the Aruba device works the same as it does while you are on campus.
2. Follow the instructions for “On-Boarding” Mac and PC clients found at:

For NYP employees with CWID (ex. Faa9047):

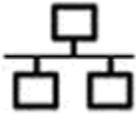
<https://cpass-guest.core.nyp.org/onboard/NYPRemoteClearPassOnboard.php? browser=1>

For CUMC Employees with UNI:

<https://cpass-guest.core.nyp.org/onboard/CUMCClearPassOnboard.php? browser=1>

## **Step 4: Connecting a Cisco VoIP Handset:**

1. Connect an Ethernet cable to port "3" on the Aruba device as illustrated in Step 1 (above)
2. Connect the other end of your Ethernet cable to the port on the back of the phone that depicts the LAN symbol:



3. The phone will take a few minutes to register, once it registers select the mobility button on the main screen which will prompt you to login with the login information below:

### **Additional Phone Login Information:**

*UserID: lowercase CWID (example: faa9047)*

*PIN: 1234*

**Once you log in to the phone, you will see a 144XXXX extension number, note this for Step 5**

 Cisco IP Phone 8800 Series Multiplatform Phones Quick Start Guide



**Your Phone**

- ① Incoming call or voicemail indicator
- ② Line and feature buttons
- ③ Softkeys
- ④ Back, Navigation, and Release
- ⑤ Hold, Transfer, and Conference
- ⑥ Headset, Speakerphone, and Mute
- ⑦ Voicemail, Applications, and Directory
- ⑧ Volume

**Line and Session Buttons**

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

**Place a Call**

Enter a number and pick up the handset.

**Answer a Call**

Press the flashing red button. If you have multiple lines on your phone, press the solid red button first.

**Put a Call on Hold**

1. Press **Hold** .
2. To resume a call from hold, press **Hold** again.

**View Your Recent Calls**

1. Select a line to view.
2. Press **Applications** .
3. Scroll and select **Recents**.

**Transfer a Call to Another Person**

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again (before or after the party answers).

**Add Another Person to a Call**

1. From an active call, press **Conference** .
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.

## **Step 5: Connecting a PC or Client Device:**

If you have VPN skip down to Step 5b, if you do not have VPN/remote access follow steps below, proceed with Step 5a.

### **Step 5a:**

1. Connect an Ethernet cable to port “1 or 2” on the Aruba device as illustrated in Step 1 above
2. Connect the other end of your Ethernet cable to your PC or Mac.
3. Turn off your laptop/computer’s wifi connection so the connection is via LAN
4. Launch a web browser (Google Chrome only) and navigate to a URL such as <http://www.nyp.org>
5. You will be redirected to this login portal:



6. Enter your NYPH (CWID) credentials and you will be granted access to the URL you typed in step 3 of this section.
7. You are now connected to normal Internet resources as well as the internal NYP network

### **Step 5b:**

Log into Cisco Finesse– only use Google Chrome as your browser:

<https://ccfinesse.nyp.org/>

if error message appears, clear all browser history and cache on your Google Chrome.

When accessing Finesse for the first time, you may be prompted by the browser to “Allow” or “Block” notifications from Finesse, please click “Allow”.

### **Agent Login:**

Username: lowercase CWID (ex. *faa9047*)

Password: lowercase CWID (ex. *faa9047*)

Extension: (Your 144XXXX from your CISCO phone screen above)

**DO NOT CLICK BOX** next to Sign in as Mobile Agent

Alternate URLs in the event that ccfinesse browser does not work:

[https://nypdrtccfinpb.nyp.org/desktop/container/?locale=en\\_US](https://nypdrtccfinpb.nyp.org/desktop/container/?locale=en_US)

[https://nypsgdccfinsb.nyp.org/desktop/container/?locale=en\\_US](https://nypsgdccfinsb.nyp.org/desktop/container/?locale=en_US)

**LOG-IN/LOG-OUT**

- Log-in** Phone Login: Press **Mobility Login**
- UserID: **CWID**, PIN: **1234**, Press **Submit**
- Access Finesse using Google Chrome: **ccfinesse.nyp.org**
- Username: **lowercase CWID**
  - Password: **lowercase CWID**
  - Phone Extension: **144xxxx**
- Note - Do not check "Sign in as Mobile Agent"*

**Finesse Available State** - Change **Not Ready** status to **Ready** to accept calls

**Finesse Not Ready Codes** - Click the status **drop-down menu** to review the various **Not Ready codes** and select the appropriate one

- Whenever leaving your desk choose an appropriate **Not Ready code** so calls do not ring at your position

- Log-out** *Note - Finesse must be logged out first*
- Finesse**
- Select **Not Ready – End of Shift**
  - Click **Sign Out**
- Phone**
- Press **Mobility Logout**
  - Phone displays **Logout (your CWID)? Press Yes**

**FINESSE FUNCTIONS**

*Note - All calling functions must be done through Finesse*

**Incoming Calls** - Click **Answer**

**Agent to Agent Transfer**

During a call click **Consult**, click **Agent Transfer** (located in the Phone Book), **1660001** will appear in the keypad field (Do not delete this number), click **Call**  
Enter the **7-digit extension** of the agent in **keypad**, click **Transfer**  
*Note - Receiving agent must be in the **Ready** state to receive a call*

**Conference** During a call click **Consult**  
Dial the **phone number** in **keypad** field to be conferenced in, click **Call**  
Once the other party has answered click **Conference**  
*Note - You can now click **End** and the other 2 parties will still be connected*

**Warm Transfer** - During a call click **Consult**  
Dial the **phone number** in **keypad** field to be transferred to, click **Call**  
Once the second call is answered, speak to the person dialed, then click **Transfer**  
*Note - Use **Agent to Agent Transfer** for agents in your department*

**Placing Calls** Click **Make a New Call**, dial the **phone number** in **keypad** field, click **Call**

**Ending Calls** Click **End** in Finesse

**Call Hold** Click **Hold**, to retrieve a held call, click **Retrieve**  
*Note - If you are speaking with an **irate patient** it is recommended to use **Mute** instead, so they will not hear the music on hold while you address their problem*