



# Cisco Finesse - agent & supervisor setup

Last Updated: November 16, 2015

---

# Table of Contents

Finesse Agent Setup Procedure.....	2
Logging into Cisco IP Communicator (“Soft phone”) .....	3
Logging into Cisco IP Phone (“hard phone”) .....	11
Logging into Finesse .....	13
Resetting your Cisco “hard phone” .....	14
Additional Resources.....	16



# Finesse Agent Setup Procedure

Before logging into Finesse (<https://ccxpub1.campus.mcgill.ca:8445>), the following conditions must be met.

## For Cisco hard phone installations (Cisco IP Phone):

- 1- Cisco IP Phone has been installed at your workstation by a McGill NCS technician.
- 2- Agent has been logged into the Cisco IP Phone using his/her McGill Short Username

## For Cisco soft phone installations (Cisco IP Communicator):

- 1- [Jabra BIZ 2300](#) USB headset is connected to your PC.
- 2- Cisco IP Communicator is installed and properly configured.
- 3- Agent has been logged into IP Communicator using his/her McGill Short Username.

## Note:

You can only be logged into one Cisco phone, be it a hard phone or a soft phone, at any given time.



## Logging into Cisco IP Communicator (“Soft phone”)

STEPS:

1. **Double-click** Cisco IP Communicator **short-cut** on the Desktop



IP Communicator will now launch.

Notice the “4846XXX” extension in the upper right-hand corner (screen-shot below):  
This means no one has logged into this phone yet.



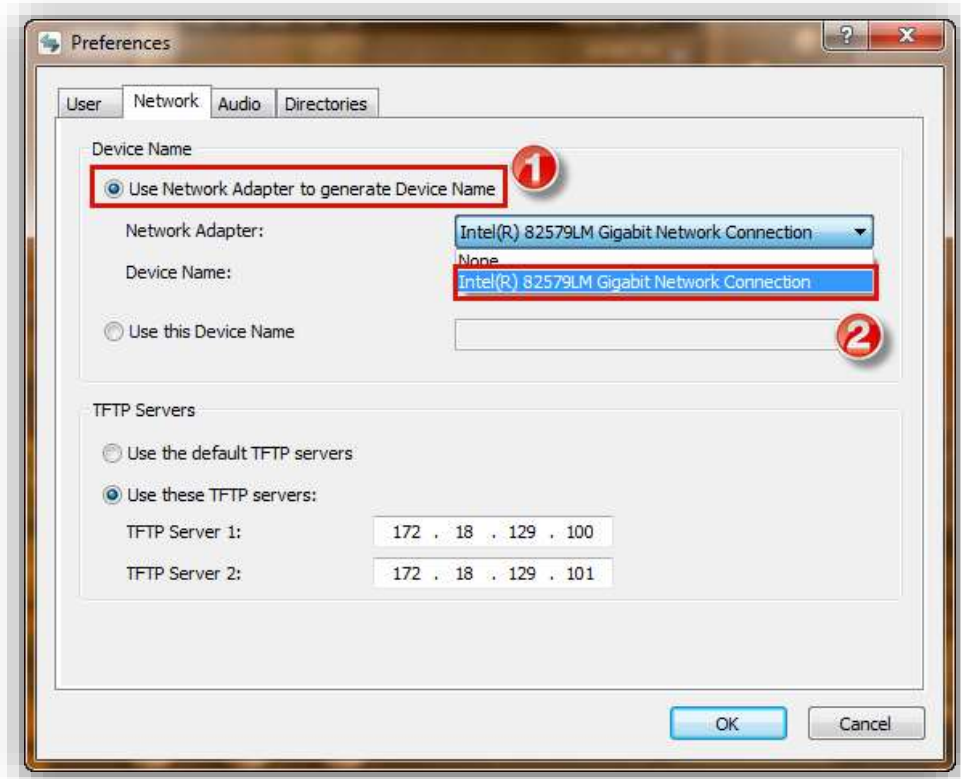
Note:

Before continuing, verify IP Communicator settings.

Right-click and select **Preferences..**



The first radio button (1) should be selected in the **Device Name** section.  
Your **network adapter** (2) should be selected in the drop-down list.



Click **OK**.



- To sign-in, click on the **second round button** on the top-right.



3. Now enter your **McGill short username** and your temporary password (**12345**).



Click **Submit**.

Note:

Use the **Tab** key to go to the next line.





You have successfully logged yourself into IP Communicator.  
Notice the “4848XXX” extension on the top-right.



Important:  
You must now change your temporary password.



4. To change your password, once again click the **second round button** on the top-right.

The following screen will appear:



To change your password (PIN), click **Set PIN**.



The following screen will appear:



5. Enter your **Current PIN** (12345).  
Now enter your **new PIN** (pick a secure password) and **confirm** your **PIN** once again.

Click **Change**.

Your software is now well configured and you can log into Finesse.



## Logging into Cisco IP Phone (“hard phone”)

### Pre-requisite:

IP phone has been setup at your desktop by an NCS technician.

The phone displays a **4846XXX** extension number in the upper-right hand corner of the screen.



### STEPS:

- 1- Click on the button located to the left of the “**Sign In/Out**” text.
- 2- Enter your [McGill short username](#) and default temporary password (**12345**) and click **Submit**.



### Note:

Use the “circle” navigation button to go to the next line.



The screen should display “login successful” and the phone will now re-boot.

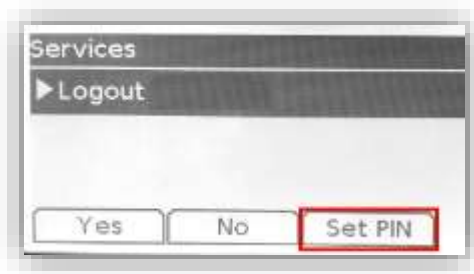


Your real extension number should now appear in the upper-right quadrant (**4848XXX**).



- 3- To change your default password, once again click on the button located to the left of the “**Sign In/Out**” text.

The following screen will appear:



Click on **Set PIN**

**Note:**

In some instances, you can be prompted to reset your PIN right after your initial login.

- 4- Enter your old PIN (**12345**) and new password twice.



Click on **Change**

Your hard phone is now well configured and you can log into Finesse.



# Logging into Finesse

## STEPS:

### Access Finesse URL

1. Open Internet Explorer and type the address of the McGill Finesse website:  
<https://ccxpub1.campus.mcgill.ca:8445>

### Typing in login credentials

2. Follow instructions below



The screenshot shows the Cisco Finesse login interface. On the left, the Cisco logo and 'Cisco Finesse' text are displayed. On the right, there is a login form with three input fields: 'ID\*', 'Password\*', and 'Extension\*'. A red box highlights these three fields. Below the fields is a 'Sign In' button.

### Legend:

- ID\*: Enter [McGill short username](#)
- Password\*: Enter your McGill password
- Extension\*: Enter your phone extension number

3. Click **Sign In**.



## Resetting your Cisco “hard phone”

If for some reason, your Cisco IP phone will not load up i.e. your phone is “turned-on” but never actually displays the regular main screen which should display a 4846XXX number (user is not logged into the phone) or 4848XXX number (user is logged into the phone), try resetting the phone manually.

### STEPS:

1. Locate the **Configure** button and click on it



2. Scroll down to the “5 Admin Settings” section (use “circle” navigation button) and select it by pressing the “inner circle” area of the “circle” navigation button.



3. Scroll down the list and select the “4 – Reset Settings” option by once again pressing the “inner circle” area of the “circle” navigation button.



4. Select the “All” option



5. The phone will now reboot and re-initialize.



The phone should now display the default main screen once again.





## Additional Resources

[CISCO IP COMMUNICATOR USER GUIDE](#)

[CISCO IP PHONE QUICK START GUIDE](#)

