Creating Users, Phones, and Associations in Cisco CallManager

Document ID: 13937

Contents

Introduction

This document describes how to create a new user, add an IP phone and associate the user with the new phone.

Prerequisites

Requirements

Readers of this document need to have knowledge of these topics:

- Cisco CallManager 3.3x or 4.0x administration
- IP Telephony hardware

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Version 4.0x or later
- Cisco 7960 IP telephone

Note: While a Cisco 7960 IP telephone is used for an example in this document, Cisco CallManager is compatible with many IP phones. This document applies to all of them.

Note: Although the screen shots in this document are from Cisco CallManager version 4.01, the same procedure applies for Cisco CallManager versions 3.3x and later. This document highlights the differences between these versions when it is applicable.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Register and Configure a Phone

Complete these steps in order to configure a phone with its associated user and phone number:
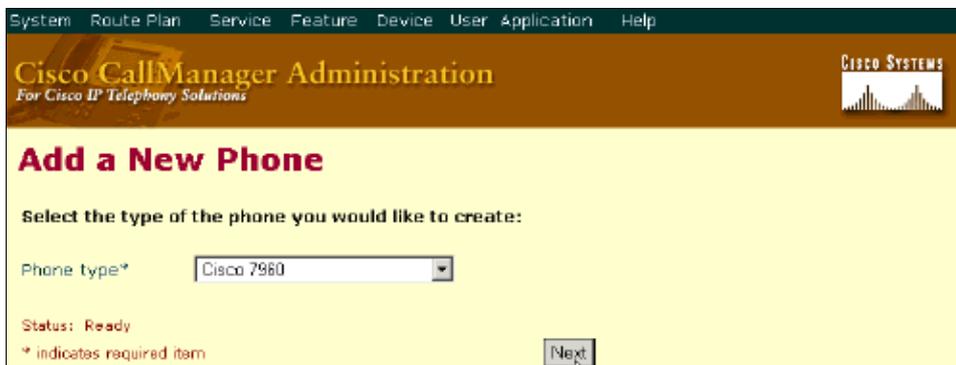
1. Connect to the Administration tool on your Cisco CallManager server. Enter the **http://<name of your CallManager or IP address>/ccmadmin/** URL in the browser.
2. Select **Device** > **Phone** from the main Cisco CallManager menu.

3. Click the **Add a New Phone** link.

4. Select the phone type. In this example, a Cisco 7960 is added. Click **Next**.

5. Enter the MAC address of the phone, and fill in the rest of the parameters as required.

   Note: The MAC address of the phone can be found on the back of the unit on the label next to the word MAC. It can also be found with the help of the **Settings** button on the phone (79xx), and the selection of **Network Configuration**. The MAC address is the third field.

In this case, the selections are the Default device pool and the Default 7960 Button Template. As this screen indicates, other parameters are left at default settings.

Note: With Cisco CallManager 3.3x there is no Multilevel Precedence and Preemption (MLPP) information, no Device Security Mode, Built In Bridge, Privacy, or Owner User ID options.

Phone Configuration

Directory Numbers

Lines can be added after the new phone is inserted in the database.

Phone: New

Status: Ready

[Insert]

Phone Configuration (Model = Cisco 7960)

Device Information

MAC Address*	003094C25D4E
Description	SEP003094C25D4E
Owner User ID	jdoe (Select User ID)
Device Pool*	Default (View details)
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
User Hold Audio Source	< None >
Network Hold Audio Source	< None >
Location	< None >
User Locale	< None >
Network Locale	< None >
Device Security Mode	Use System Default
Built In Bridge	Default
Privacy	Default

Phone Button Template Information

Phone Button Template*	Standard 7960 (View button list)

Softkey Template Information

Softkey Template	< None >

Expansion Module Information

Module 1	< None >
Module 2	< None >

Firmware Load Information (leave blank to use default)

Phone Load Name	
Module 1 Load Name	(Module 1 selection required)
Module 2 Load Name	(Module 2 selection required)

Cisco IP Phone - External Data Locations (leave blank to use default)

Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	

Multilevel Precendence and Preemption (MLPP) Information

MLPP Domain	(e.g., "0000FF")
MLPP Indication	Default
MLPP Preemption	Default

Product Specific Configuration ℹ

Disable Speakerphone	☐
Disable Speakerphone and Headset	☐
Forwarding Delay*	Disabled
PC Port*	Enabled
Settings Access*	Enabled

Note: For Cisco CallManager 4.0x, in order to select **Owner User ID** you must first create a user. See the *Creating a User* portion of the Create a User and Associate the User to the Phone Number section.

6. Click **Insert** when you are done, and click **OK** in order to add a directory number when this page appears.
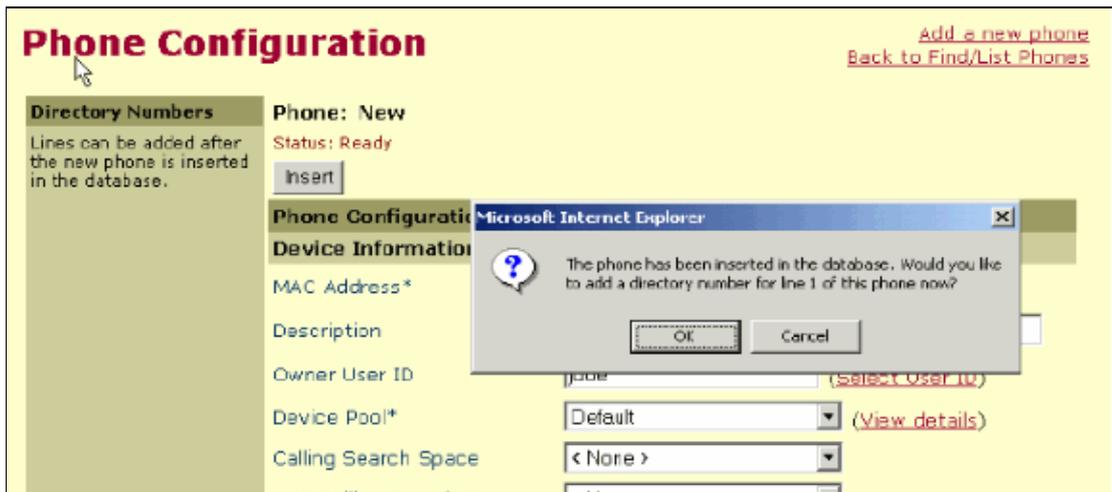
This or a similar page appears:

Directory Number Configuration   Configure Device (SEP003094C2504E)

Associated With

Directory Number: New

Status: Ready
Note: Any update to this Directory Number automatically resets the associated devices

[Add]

Directory Number

Directory Number*   7002

Partition   < None >

Directory Number Settings

Voice Mail Profile   < None >
                           (Choose <None> to use default)

Calling Search Space   < None >

AAR Group   < None >

User Hold Audio Source   < None >

Network Hold Audio Source < None >

Auto Answer   Auto Answer Off

Call Forward and Pickup Settings

                  Voice Mail Destination   Calling Search Space

Forward All   ☐   < None >

Forward Busy   ☐   < None >

Forward No Answer   ☐   < None >

No Answer Ring Duration   (seconds)

Call Pickup Group   < None >

MLPP Alternate Party Settings

Target (Destination)

Calling Search Space   < None >

No Answer Ring Duration   (seconds)

Line Settings for this Device

Display (Internal Caller ID)

Line Text Label

External Phone Number Mask

Message Waiting Lamp Policy   Use System Policy

Ring Setting (Phone Idle)   Use System Default

Ring Setting (Phone Active)** Use System Default

Multiple Call / Call Waiting Settings

Maximum Number of Calls*   4   (1 - 200)

Busy Trigger*   2   (<= Max. Calls)

Forwarded Call Information Display

☑ Caller Name   ☐ Caller Number

☐ Redirected Number   ☑ Dialed Number

* indicates required item; changes to Line or Directory Number settings require restart.
** Ring Setting (Phone Active) applies to this line when any line on the phone has a call in progress.

Note:
If you are using a language other than English for Display (Internal Caller ID) or Line Text Label text, make sure the correct character set (shown below) is selected. Text displays

Note: MLPP Alternate Party Settings, Multiple Call / Call Waiting Settings, and Forwarded Call Information Display are options only available in Cisco CallManager 4.0x.

7. Fill in the rest of the parameters as required. In the case shown in step 6, only the DN (7002) is entered. All other parameters are left at the default settings.

8. Click **Add** or, in Cisco CallManager 3.3x, click **Insert**.

9. Click **OK** on the message that appears.
10. Repeat steps 5 and 6 in order to add an optional second line.
11. Click **Update** when this page appears.

Status: Ready

[Copy] [Update] [Delete] [Reset Phone]

Phone Configuration (Model = Cisco 7960)

Device Information

MAC Address*	003094C25D4E
Description	SEP003094C25D4E
Owner User ID	jdoe (Select User ID)
Device Pool*	Default ▼ (View details)
Calling Search Space	< None > ▼
AAR Calling Search Space	< None > ▼
Media Resource Group List	< None > ▼
User Hold Audio Source	< None > ▼
Network Hold Audio Source	< None > ▼
Location	< None > ▼
User Locale	< None > ▼
Network Locale	< None > ▼
Device Security Mode	Use System Default ▼
Built In Bridge	Default ▼
Privacy	Default ▼

Phone Button Template Information

Phone Button Template*	Standard 7960 ▼ (View button list)

Softkey Template Information

Softkey Template	< None > ▼

Expansion Module Information

Module 1	< None > ▼
Module 2	< None > ▼

Firmware Load Information (leave blank to use default)

Phone Load Name	
Module 1 Load Name	(Module 1 selection required)
Module 2 Load Name	(Module 2 selection required)

Cisco IP Phone - External Data Locations (leave blank to use default)

Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	

Extension Mobility (Device Profile) Information

☐ Enable Extension Mobility Feature

Log Out Profile	— Not Selected — ▼
Log In User ID	jdoe
Log In Time	< None >
Log Out Time	< None >

Multilevel Precedence and Preemption (MLPP) Information

MLPP Domain	(e.g., "0000FF")
MLPP Indication	Default ▼
MLPP Preemption	Default ▼

12. This or a similar page appears. Click **OK** on the message that appears and then click **Reset phone**.
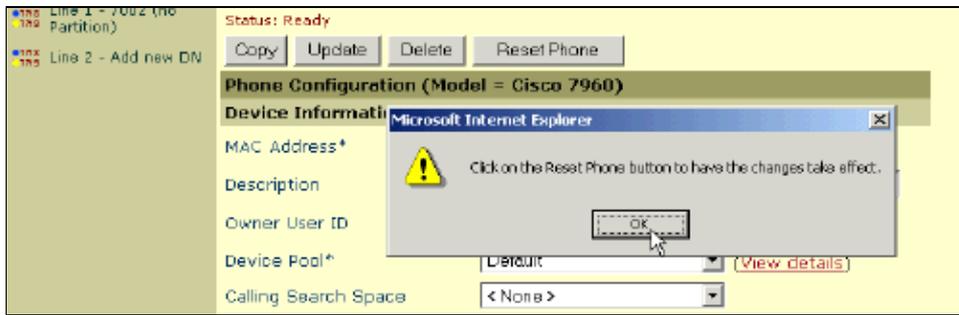
13. Click **Reset**.
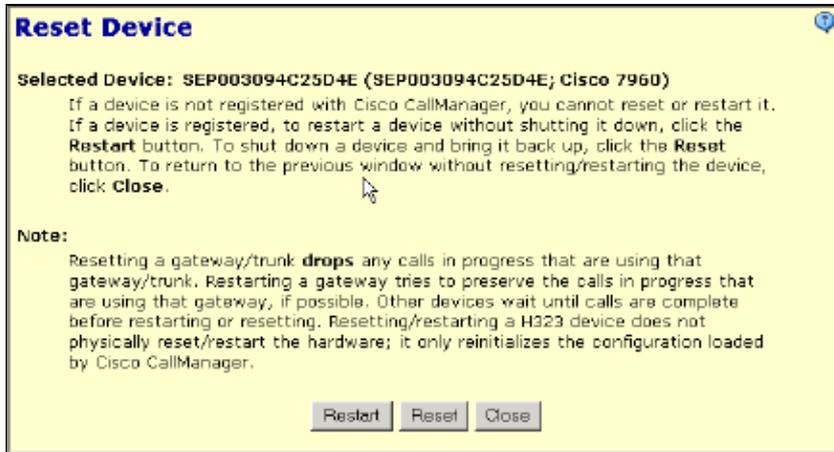
This procedure is now complete. Proceed to the Create a User and Associate the User to the Phone Number procedure.

Create a User and Associate the User to the Phone Number

Complete these steps:

1. Select **User** > **Add a New User** from the main Cisco CallManager menu.

2. Enter the user information as required on the Add a New User page, and click **Insert** when you are done.

3. Click **Device Association**.

This page appears.

Note: In the example shown, a filter is used to limit the responses to the devices that start with directory number 700. Then the **Select Devices** option is used.

4. Select the device that you want to associate with this user.

   In this case, the device name is SEP003094C25D4E.

   Note: You must select the **Primary Extension** option in order for the IP AutoAttendant Spell by Name feature to work, even if the user only has a single extension (DN).

   Note: If you add a second DN to the phone, it appears on this screen. You also need to associate the second DN with this user.

   When you are done, click **Update Selected**.

5. You see a screen similar to this screen. The Controlled Devices field reflects the association that you made.

   Note: The controlled device is the phone itself, not the DNs.

This procedure is now complete. Your new phone and new user is now functional.

Troubleshoot

Unable to Add users through CCMAdmin Page

The user is unable to add any users through Cisco Callmanager administration page and the error message `could not update user` is received as shown here:

To resolve this issue, perform these steps on the Callmanager server:

1. Open the **C:\dcdsrvr\DirectoryConfiguration.ini** directory, and verify that **UseSSL=false** is in the file content.
2. Open the **C:\dcdsrvr\Config\UMDirectoryConfiguration.ini** directory, and verify that **UseSSL=false** is in the file content.
3. Restart IIS, WWW Publishing, Cisco Tomcat, and Cisco CAR services from Windows services.

Related Information

- **Cisco CallManager Version 4.0**
- **Cisco IP Phone 7960 eLearning Tutorial**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony** ⬈
- **Technical Support – Cisco Systems**