



Device Profile Configuration

A device profile comprises the set of attributes (services and/or features) that are associated with a particular device. Device profiles include name, description, phone template, add-on modules, softkey templates, multilevel precedence and preemption (MLPP) information, directory numbers, subscribed services, and speed-dial information. Two kinds of device profiles exist: autogenerated and user. You can assign the user device profile to a user, so, when the user logs in to a device, the user device profile that you have assigned to that user loads onto that device as a default login device profile. After a user device profile is loaded onto the phone, the phone picks up the attributes of that device profile.

You can also assign a user device profile to be the default logout device profile for a particular device. When a user logs out of a phone, for instance, the logout device profile loads onto the phone and gives that phone the attributes of the logout device profile. In the Cisco CallManager Administration windows, you can create, modify, or delete the user device profile. If a user device profile is used as the logout device profile, you cannot delete the user device profile.

The autogenerated device profile, which is a special device profile, gets generated when you configure a phone for Cisco CallManager Extension Mobility and choose “Use Current Device Settings” from the Phone Configuration window. The autogenerated device profile then associates with a specific phone to be the logout device profile.

Cisco CallManager also supports a device profile default. Use the device profile default for whenever a user logs on to a phone model for which no user device profile exists. To create a device profile default for each phone model that supports Cisco Extension Mobility, use the Device Profile Default Configuration window. The maximum number of device profile defaults cannot exceed the number of phone models that support Cisco CallManager Extension Mobility. For more information about the device profile default, see the [“Default Device Profile Configuration” section on page 74-1](#).

Use the following topics to configure and locate device profiles:

- [Finding a Device Profile, page 75-2](#)
- [Configuring a New User Device Profile, page 75-2](#)
- [Deleting a User Device Profile, page 75-5](#)
- [Updating Autogenerated Device Profiles, page 75-6](#)
- [Directory Number Configuration Overview, page 49-1](#)
- [Directory Number Configuration Settings, page 49-6](#)

Finding a Device Profile

This topic describes how to use the Find and List Device Profile window. The Find and List lookup function allows you to search for user and autogenerated device profiles or both types. The function searches every type of device profile against the following categories:

- Profile name
- Description
- Device type

Procedure

Step 1 Choose **Device > Device Settings > Device Profile**.

The Find and List Device Profile window displays.

Step 2 From the drop-down lists, choose your search text for the type of device profiles that you want listed and click **Find**.



Note To find all device profiles that are registered in the database, click **Find** without entering any text.

The window refreshes and then displays the device profiles that match your search criteria.

To Jump to an Autogenerated Device Profile or User Device Profile:

Step 3 From the Find drop-down list box, choose either **User**, **Autogenerated** or **All** and then click **Find**.

Step 4 Choose the user or autogenerated device profile from the list of records that match your search criteria.

To Delete Device Profiles:

Step 5 Use the check box in the first column to delete multiple device profiles at once. Check the first check box in the list and click **Delete Selected**. You can also choose individual user device profiles to delete them separately.



Note You cannot delete autogenerated device profiles. You cannot delete user device profiles if phones are using them as a logout profile.

Additional Information

See the [“Related Topics” section on page 75-8](#).

Configuring a New User Device Profile

The user device profile contains attributes such as device profile name, description, phone template, user locale, expansion modules, softkey template, MLPP information, directory numbers, subscribed services, and speed-dial information. Perform the following procedure to add or update a user device profile.

Before You Begin

Make sure that phone button template(s) are already configured before proceeding with the steps. See the [“Configuring Phone Button Templates”](#) section on page 76-2 for more information.

Procedure

Step 1 Choose **Device > Device Settings > Device Profile**.

The Find and List Device Profile window displays.

Step 2 Perform one of the followings tasks:

- To add a new device profile, click the **Add New** button. The User Device Profile Configuration window displays. Continue with [Step 3](#).
- To update an existing user device profile, locate the appropriate device profile as described in [“Finding a Device Profile”](#) section on page 75-2, and continue with [Step 5](#).



Note Before updating a user device profile, make sure that the device profile that you want to update is configured in Cisco CallManager.

Step 3 From the Device Profile Type drop-down list box, choose a device type. Click **Next**.

Step 4 From the Select the device profile protocol drop-down list box, choose the protocol for the device profile. Click **Next**.

Step 5 In the User Device Profile Name field, enter a unique name. This name can comprise up to 50 characters in length.

Step 6 In the Description field, enter a description of the user device profile. For text, use anything that describes this particular user device profile.

Step 7 To specify the audio source that plays when a user initiates a hold action, choose an audio source from the User Hold Audio Source drop-down list box.

If you do not choose an audio source, Cisco CallManager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID.



Note You define audio sources in the Music On Hold Audio Source Configuration window. For access, choose **Media Resources > Music On Hold Audio Source**.

Step 8 From the User Locale drop-down list, choose the language in which the device displays.

Step 9 To configure call display restrictions and ignore any presentation restriction that is received for internal calls, check the “Ignore Presentation Indicators (internal calls only)” check box.



Note Use this configuration in combination with the calling line ID presentation and connected line ID presentation configuration at the translation pattern-level. Together, these settings allow you to configure call display restrictions to selectively present or block calling and/or connected line display information for each call. For more information about call display restrictions, refer to the [Call Display Restrictions](#) chapter in the *Cisco CallManager Features and Services Guide*.

Step 10 To allow CTI to control and monitor the device, check the Allow Control of Device from CTI check box.

Step 11 From the Phone Button Template drop-down list, choose a phone button template.



Tip

If you want to configure BLF/SpeedDials for the profile for presence monitoring, choose a phone button template that you configured for BLF/SpeedDials. After you save the configuration, the Add a New BLF SD link displays in the Association Information pane. For more information on BLF/SpeedDials, refer to [“Presence”](#) in the *Cisco CallManager Features and Services Guide*.

Step 12 From the Softkey Template drop-down list box choose the softkey template from the list that displays.

Step 13 You can configure one or two expansion modules for this device profile by choosing phone templates from the expansion module drop-down lists in the expansion module fields.



Note

You can view a phone button list at any time by choosing the View button list link next to the phone button template fields. A separate dialog box pops up and displays the phone buttons for that particular expansion module.

Step 14 From the Privacy drop-down list box, choose **On** for each phone on which you want privacy. For more information, refer to [“Barge and Privacy”](#) in the *Cisco CallManager Features and Services Guide*.

Step 15 If this user device profile will be used for MLPP precedence calls, choose the MLPP Domain from the drop-down list box.

Step 16 If this user device profile will be used for MLPP precedence calls, assign an MLPP Indication setting to the device profile. This setting specifies whether a device that can play precedence tones will use the capability when it places an MLPP precedence call.

From the drop-down list box, choose a setting to assign to this device profile from the following options:

- **Default**—This device profile inherits its MLPP indication setting from the associated device’s device pool.
- **Off**—This device does not handle nor process indication of an MLPP precedence call.
- **On**—This device profile does handle and process indication of an MLPP precedence call.



Note

Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off or Default* (when default is *Off*) while MLPP Preemption is set to *Forceful*.

Step 17 If this user device profile will be used for MLPP precedence calls, assign an MLPP Preemption setting to the device profile. This setting specifies whether a device that can preempt calls in progress will use the capability when it places an MLPP precedence call.

From the drop-down list box, choose a setting to assign to this device profile from the following options:

- **Default**—This device profile inherits its MLPP preemption setting from the associated device’s device pool.
- **Off**—This device does not allow preemption of lower precedence calls to take place when necessary for completion of higher precedence calls.
- **On**—This device allows preemption of lower precedence calls to take place when necessary for completion of higher precedence calls.



Note

Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off or Default* (when default is *Off*) while MLPP Preemption is set to *On*.

Step 18 From the Login User ID drop-down list box, choose a valid login user ID.



Note If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.

Step 19 Click **Save**.

From Association Info, you can configure directory numbers and speed dials for the profile. Refer to the [“Directory Number Configuration Overview” section on page 49-1](#), [“Cisco IP Phone Configuration” section on page 70-1](#), of the Cisco CallManager Administration Guide, and the [“Presence”](#) section in the *Cisco CallManager Features and Services Guide* for the appropriate settings as described in these sections.

Step 20 Click **Save**.



Note You must log in to a device for changes to a user device profile to take effect.

Additional Information

See the [“Related Topics” section on page 75-8](#).

Deleting a User Device Profile

This section describes how to delete a user device profile.

Before You Begin

You cannot delete a device profile if it is assigned to devices. To find out which devices are using the device profile, choose **Dependency Records** link from the Related Links drop-down list box in the Device Profile Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#). If you try to delete a device profile that is in use, Cisco CallManager displays message. Before deleting a device profile that is currently in use, you must perform either or both of the following tasks:

- Assign a different device profile to any devices that are using the device profile that you want to delete.
- Delete the devices that are using the device profile that you want to delete.

Procedure

Step 1 Locate the user device profile that you want to delete. See the [“Finding a Device Profile” section on page 75-2](#).

Step 2 From the User Device Profile Configuration window, click **Delete**.

A message displays that states that this you cannot undo this action.

Step 3 To delete the device profile, click **OK** or to cancel the deletion, click **Cancel**.



Note

If a user device profile is configured as a default logout device profile, you cannot delete it. If you want to delete a logout device profile, you must change it from a logout device profile and configure another device profile as the logout device profile for that phone. After the user device profile is no longer a logout device profile, you can delete it.

Additional Information

See the [“Related Topics”](#) section on page 75-8.

Updating Autogenerated Device Profiles

This section describes how to update an autogenerated device profile. You can modify the autogenerated device profile but not delete it or change the profile name.

Before You Begin

Make sure that the autogenerated device profile(s) are configured before proceeding with the steps. See the [“Configuring Cisco IP Phones”](#) section on page 70-2 and the [“Autogenerated Device Profile”](#) section in the *Cisco CallManager Features and Services Guide* for more information.

Procedure

Step 1 Locate the autogenerated device profile that you want to update. See the [“Finding a Device Profile”](#) section on page 75-2.

Step 2 From the Autogenerated Device Profile Configuration window, make the desired changes to the autogenerated device profile; then, click **Save**.

Refer to [Configuring a New User Device Profile, page 75-2](#), for field descriptions, except for the following variations:

- To configure a SUBSCRIBE Calling Search Space, choose a SUBSCRIBE calling search space (for Presence feature only) from the drop-down list box. The SUBSCRIBE calling search space determines how Cisco CallManager routes presence requests that come from phones with this autogenerated device profile. This setting allows you to apply a calling search space separate from the call-processing search space for presence (SUBSCRIBE) requests for phones with this autogenerated device profile.

If you do not select a different calling search space for the end user from the drop-down list, the SUBSCRIBE Calling Search Space defaults to None.

For information on how to configure a calling search space, see the [“Calling Search Space Configuration”](#) section on page 43-1

- To configure a Presence Group, choose a Presence Group for the autogenerated device profile (for Presence feature only) from the drop-down list box. This group specifies the destinations that the phone with this autogenerated device profile can monitor.

Presence authorization works with presence groups to allow or block presence requests between groups. Refer to the [“Presence”](#) chapter in the *Cisco CallManager Features and Services Guide* for information about configuring permissions between groups and how presence works with extension mobility.

- To add or change BLF/SpeedDial buttons for monitoring directory numbers or SIP URIs, refer to the [“Presence”](#) chapter in the *Cisco CallManager Features and Services Guide*

The changes that you made should now appear in this autogenerated device profile.



Note You must log out of a device for changes to an autogenerated device profile to take effect.

Additional Information

See the [“Related Topics”](#) section on page 75-8.

Configuring New Directory Numbers for Autogenerated Device Profiles

Before You Begin

Make sure that the following prerequisites are met before proceeding with the steps:

- Make sure that the autogenerated device profile(s) are configured before proceeding with the steps. See the [“Configuring Cisco IP Phones”](#) section on page 70-2 for more information.
- You must add new directory numbers for an autogenerated device profile from the Autogenerated Device Profile Configuration window. See the [“Finding a Device Profile”](#) section on page 75-2 for more information.

Procedure

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- Step 1** From the Autogenerated Device Profile Configuration window, choose the line on which you want to add a new DN, from the directory number list on the left side of the window.

The Directory Number Configuration window displays. For information on configuring directory numbers, see the [“Directory Number Configuration Overview”](#) section on page 49-1.

- Step 2** Enter the appropriate settings as described in the [“Directory Number Configuration Settings”](#) section on page 49-6.

- Step 3** Click **Save**.

The window refreshes and displays the settings that you configured.



Note You can also update, delete, and restart devices from the Directory Number Configuration window by clicking the corresponding buttons for these functions. Deleting a directory number removes it from the line, and you cannot undo this action.

- Step 4** Return to the Autogenerated Device Profile window by clicking the Configure Device Profile link. The new directory number should appear on the appropriate line in the list on the left side of the window.

**Note**

When you update the configuration settings for a phone, if an autogenerated device profile has a different default setting than the phone, the setting of the device profile gets overwritten when you choose <User Current Device Setting> as the logout device profile from the Phone Configuration web window.

**Note**

Set the value of the Synchronization Between Auto Device Profile and Phone Configuration enterprise parameter to True (default). This ensures that, when a phone gets updated, the autogenerated device profile also gets updated.

Additional Information

See the [“Related Topics”](#) section on page 75-8.

Related Topics

- [Finding a Device Profile, page 75-2](#)
- [Configuring a New User Device Profile, page 75-2](#)
- [Deleting a User Device Profile, page 75-5](#)
- [Updating Autogenerated Device Profiles, page 75-6](#)

Directory Numbers

- [Directory Number Configuration Overview, page 49-1](#)
- [Directory Number Configuration Settings, page 49-6](#)

Presence

- [Presence, Cisco CallManager Features and Services Guide](#)