



User/Phone Add Configuration

The End User, Phone, DN, and LA Configuration window in Cisco Unified CallManager Administration provides a single window that allows the administrator to perform the basic steps that are required to add a new user and assign the user to a new phone. While you add a new end user and associate the end user with a new phone, you can also use this window to configure a new directory numbers (DN) and line appearance (LA) information for the new end phone.



Note

The End User, Phone, DN, and LA Configuration window does not allow you to enter existing end users, phones, or directory numbers.

The End User, Phone, DN, and LA Configuration window adds records of the following types:

- End users
- Phones
- Directory numbers
- Device profiles



Note

You can modify end user information only if synchronization with an LDAP server is not enabled. To check whether synchronization with an LDAP server is enabled, use the **System > LDAP > LDAP System** menu option. In the LDAP System window that displays, ensure that the Enable Synchronizing from LDAP Server check box is not checked. If synchronization is enabled, you can view end user data, but you cannot modify the end user data.

The following topics contain information on adding end users, phones, directory numbers, and line appearances by using the End User, Phone, DN, and LA Configuration window:

- [Adding an End User and Phone, page 90-2](#)
- [User and Device Configuration Settings, page 90-2](#)

Additional Information

See the [“Related Topics” section on page 90-4](#).

Adding an End User and Phone

The following procedure provides instructions on adding an end user and phone and associating the user and phone with a directory number and device profile.

Procedure

Step 1 Choose **User Management > User/Phone Add**.

The End User, Phone, DN, and LA Configuration window displays.



Note

Before you proceed, you can use the links in the Related Links drop-down list box at the top, right of the End User, Phone, DN, and LA Configuration window to determine whether an end user or phone already exists.

To find out which end users already exist, choose **Back to Find List Users** in the Related Links drop-down list box and click **Go**. Use the Find and List Users window that displays to search for the end user ID that you plan to add. If the end user ID already exists, you cannot use the User/Phone Add menu option to add this end user.

To find out which phones already exist, choose **Back to Find List Phones** in the Related Links drop-down list box and click **Go**. Use the Find and List Phones window that displays to search for the phone that you plan to add. If the phone already exists, you cannot use the User/Phone Add menu option to add this phone.

If you use either of the Related Links, repeat [Step 1](#) to return to the End User, Phone, DN, and LA Configuration window.

Step 2 Enter the appropriate settings as described in [Table 90-1](#).

Step 3 When you complete the end user and device addition and have associated the user and device with a directory number, save your changes and add the end user and device by clicking **Save**.

Additional Information

See the [“Related Topics” section on page 90-4](#).

User and Device Configuration Settings

[Table 90-1](#) describes the end user configuration settings. For related procedures, see the [“Related Topics” section on page 90-4](#).

Table 90-1 User and Device Configuration Settings

Field	Description
User Information	
LDAP Sync Status	This field displays the LDAP synchronization status, which is set with the System > LDAP > LDAP System menu option.

Table 90-1 **User and Device Configuration Settings (continued)**

Field	Description
User ID	Enter the end user identification name. Cisco Unified CallManager does not permit modifying the user ID after it is created. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Password	Enter five or more alphanumeric or special characters for the end user password. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Confirm Password	Enter the end user password again.
PIN	Enter five or more numeric characters for the Personal Identification Number.
Confirm PIN	Enter the PIN again.
Last Name	Enter the end user last name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Middle Name	Enter the end user middle name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
First Name	Enter the end user first name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Device Associations	
Product Type	This list box displays the types of devices that are available for association with this end user. From the drop-down list box, choose the type of device to associate with this end user.
MAC Address	Enter a unique MAC address for the new device that you are associating with the new user. The MAC address comprises exactly 12 hexadecimal digits (0 to 9, A to F).
Calling Search Space DN	From the drop-down list box, choose the calling search space for the directory number that you are associating with this user and device.
Calling Search Space Phone	From the drop-down list box, choose the calling search space for the phone that you are associating with this user and device.

Table 90-1 **User and Device Configuration Settings (continued)**

Field	Description
External Phone Number Mask	Specify the mask that is used to format caller ID information for external (outbound) calls that are made from the associated device. - The mask can contain up to 24 characters. Valid characters specify 0 to 9, *, #, and X. - Enter the literal digits that you want to appear in the caller ID information and use Xs to represent the directory number of the associated device. - See the following examples: If you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234 if the Use External Phone Number Mask option is checked on the route pattern that is used to make the external call. If you specify a mask of all literal digits, such as 9728135000 to represent a main attendant number, that literal number (9728135000) displays as the caller ID for an external call from any associated device.
Extension	This field represents the primary directory number for the end user. End users can have multiple lines on their phones. Enter an extension for the new user and phone. You may use the following characters: 0 to 9, ?, [,], +, -, *, ^, #, !.
Partition	From the drop-down list box, choose a partition for the directory number that you specified in the Extension field.
Voice Mail Profile	From the drop-down list box, choose a voice-mail profile for the directory number. Choose <None> to use the system default.
Enable Extension Mobility	Check this check box to enable extension mobility. After you have added the new user, you can use the User Management > End User menu option to choose an Extension Mobility profile.

Additional Information

See the “[Related Topics](#)” section on [page 90-4](#).

Related Topics

- [Adding an End User and Phone, page 90-2](#)
- [User and Device Configuration Settings, page 90-2](#)
- [Application Users and End Users, Cisco Unified CallManager System Guide](#)
- [Cisco Unified IP Phones, Cisco Unified CallManager System Guide](#)
- [Understanding Directory Numbers, Cisco Unified CallManager System Guide](#)
- [Finding an End User, page 87-1](#)
- [Adding an End User, page 87-3](#)

- [End User Configuration Settings](#), page 87-5
- [Changing an End User Password](#), page 87-8
- [Changing an End User PIN](#), page 87-9
- [Associating Devices to an End User](#), page 87-10
- [Associating Cisco Extension Mobility Profiles](#), page 87-12
- [LDAP System Configuration](#), page 12-1
- [Directory Number Configuration](#), page 49-1
- [CTI Route Point Configuration](#), page 67-1
- [Cisco Unified IP Phone Configuration](#), page 70-1
- [Cisco Extension Mobility](#), *Cisco Unified CallManager Features and Services Guide*
- [Associating a User Device Profile to a User](#), *Cisco Unified CallManager Features and Services Guide*

