User Device Profiles

The User Device Profiles (UDP) option in Cisco Unified CallManager Bulk Administration (BAT) allows you to add or delete large numbers of user device profiles. In addition, you can add or update lines for user device profiles. The system uses UDPs in conjunction with the extension mobility feature.

The following topics explain the options for managing user device profiles in more detail:

Adding User Device Profiles

When you use BAT to add user device profiles to the Cisco Unified CallManager database, you can add multiple lines and other features.

Choose from two options for creating a CSV data file for user device profiles:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

To add user device profiles to the Cisco Unified CallManager database in bulk, use this procedure.

Procedure

Step 1   Choose **Bulk Administration > User Device Profiles > User Device Profile Template.**

The Find and List UDP Templates window displays. See the "Creating a Cisco Unified CallManager Bulk Administration (BAT) Template for User Device Profiles" section on page 33-2 for information about configuring UDP templates.

Step 2   Create the CSV data file by following the steps for one of these options.

   a.   **BAT Spreadsheet option**

Open the BAT spreadsheet and create the CSV data file. See the "Using the BAT Spreadsheet to Create User Device Profile CSV Data Files" section on page 32-2.

b. Text Editor option

– Choose **Create UDP File Format**.

The UDP File Format Query window displays. See the "Configuring User Device Profile File Formats" section on page 34-1 for information about configuring file formats for CSV data file.

– Use a text editor and create the CSV data file for user device profiles that follows the file format that you want to use. For more information about creating a text-based CSV file, see Appendix A, "Creating a Text-Based CSV File for User Device Profile."

– Choose **Add File Format**.

The Add File Format Configuration window displays. See the "Adding a File Format" section on page 35-1 for information about file formats.

Step 3   Choose **Validate User Device Profiles**.

The User Device Profiles Validation window displays. See the "Validating User Device Profiles" section on page 36-1 for information about validating user device profile records.

Step 4   Choose **Insert User Device Profiles**.

The User Device Profiles Insert Configuration window displays. See the "Inserting User Device Profiles for User Devices" section on page 37-1 for information about inserting user device profile records into the Cisco Unified CallManager database.

Additional Topics

See the "Related Topics" section on page 32-10.

Using the BAT Spreadsheet to Create User Device Profile CSV Data Files

When you are adding new user device profiles, you can use the BAT spreadsheet. You can define the file format within the spreadsheet, and the spreadsheet uses the data file formats to display the fields for the CSV data file.

For information about locating and using the BAT spreadsheet, see the "Using the BAT Spreadsheet for Gathering Data" section on page 1-8.

To create the CSV data file by using the BAT spreadsheet for adding new user device profiles, use the following procedure.

Procedure

Step 1   Download the **BAT.xlt** file from the Cisco Unified CallManager server. See the "Downloading a File" section on page 2-2.

Step 2   Open the BAT spreadsheet. When prompted, click **Enable Macros** to use the spreadsheet capabilities.

Step 3   To display the User Device Profiles options, click the **User Device Profile** tab at the bottom of the spreadsheet.

Step 4   To choose the device and line fields that you can define for each user device profile, click **Create File Format**. The Field Selection popup window displays.

Step 5   To choose the device fields, click a device field name in the Device Field box, and then click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Device Profile Name and Description; therefore, these fields always remain selected.

> **Tip**   You can select a range of items in the list by holding down the Shift key. To select random field names, hold down the Ctrl key and click field names.

Step 6   Click a line field name in the Line Field box and click the arrow to move the field to the Selected Line Fields box.

> **Tip**   You can change the order of the items in the Selected Line and Device boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list or chose the down arrow to move the item to the end of the list.

Step 7   To modify the CSV data file format, click **Create**. A message asks whether you want to overwrite the existing CSV format.

Step 8   Click **OK**. New columns for the selected fields display in the BAT spreadsheet in the order that you specified.

Step 9   To locate the Number of Phone Lines box, scroll to the right. The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template or an error will result when you insert the CSV data file and UDP template.

Step 10   You must enter the number of speed-dial buttons in the Number of Speed Dials box. After you enter the number, columns display for each speed-dial number.

> **Note**   Do not exceed the number of speed dials that are configured in the User Device Profile template, or an error will result when you insert the CSV data file and UDP template.

Step 11   Enter data for an individual user device profile on each line in the spreadsheet. Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. See Table 32-1 for descriptions of the fields in the BAT spreadsheet.

Step 12   To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles\ or to your choice of another existing folder on your local workstation. The filename is

     <tabname>-<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.

Upload the CSV file to Cisco Unified CallManager server using the

---

> **Note**   For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert User Device Profiles window in BAT.

Additional Topics

See the "Related Topics" section on page 32-10.

Field Descriptions for User Device Profile Fields in the BAT Spreadsheet

Table 32-1 describes all the user device profile fields in the BAT spreadsheet. For related procedures, see the "Related Topics" section on page 32-10

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Device Fields (Mandatory Fields)	
Device Profile Name	Enter a unique identifier for the device profile name.
Description	Enter a description such as "Conference Room A" or "John Smith" to help identify the phone or device.
Device Fields (Optional Fields)	
User Locale	Enter the country and language set that you want to associate with this group of IP phones.
	This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified CallManager user windows and phones.
Softkey Template	Enter the softkey template to be used for all phones in this group.
User ID	Enter the user ID for the phone user.
Login User ID	Enter the login user ID for a default profile.
	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.
User Hold Audio Source	Enter the user hold audio source that this group of IP phones or CTI ports should use.
	The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Phone Template	Enter the phone template name that you want to associate with this user device profile.
MLPP Indication	This setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.
MLPP Preemption	If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.
MLPP Domain	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFF.
Line Fields (Optional Fields)	
Directory Number	Enter the directory number for the phone.

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Route Partition	Choose a route partition to which the directory number belongs. The directory number can appear in more than one partition.
Display	Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1). **Note** If this filed is left blank the system uses the value that is entered in the Directory Number field. **Note** The default language specifies English.
Forward All CSS	Choose the calling search space to use when a call is forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy External CSS	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Forward Busy Internal CSS	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. **Note** This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward No Answer External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. **Note** This setting applies to all devices that are using this directory number.

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward No Answer Internal CSS	Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. **Note** This setting applies to all devices that are using this directory number.
Forward No Answer Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage External CSS	Enter the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. **Note** This setting applies to all devices that are using this directory number.
Forward No Coverage Internal CSS	Enter the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. **Note** This setting applies to all devices that are using this directory number.
Forward No Coverage Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage. **Note** This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward on Failure External/Internal	(CTI ports only) Enter the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system. **Note** This setting applies to all devices that are using this directory number.

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward on Failure Destination External/Internal	(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.
Call Forward No Answer Ring Duration	Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field. Leave this field blank to use the value that is set in the Cisco Unified CallManager service parameter, Forward No Answer Timer.
Route Filter	Enter a name in the Route Filter Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each route filter name is unique to the route plan. Use concise and descriptive names for your route filters. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a route filter. For example, CiscoDallasMetro identifies a route filter for toll free, inter-local access and transport area (LATA) calls from the Cisco office in Dallas.
E164	Always use a unique E.164 number. Do not use null value.
Voice Mail Profile	Enter this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server configured for this phone.
Line Calling Search Space	Enter partitions that are searched for numbers that are called from this directory number. **Note** Changes cause an update of the call pickup names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
AAR Group	Enter the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. Set AAR Group to <None> to prevent rerouting blocked calls.
Line User Hold Audio Source	Enter the music on hold audio source to be played when the user presses Hold and places a call on hold.
Line Network Hold Audio Source	Enter the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Auto Answer	Enter one of the following values to activate the Auto Answer feature for this directory number: • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone (Intercom) **Note** Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.
No Answer Ring Duration (CFNA)	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Call Pickup Group	Enter the Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialling the appropriate pickup group number. To use the BAT phone template entry, leave this field blank.
Target Destination (MLPP)	Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call. Values can include numeric characters, pound (#) ,and asterisk (*).
Target CSS (MLPP)	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration (MLPP)	Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call. Leave this setting blank to use the value that is set in the Cisco Unified CallManager enterprise parameter, Precedence Alternate Party Timeout.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. **Note** The default text specifies English
External Phone Number Mask	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Maximum Number of Calls	You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.
Busy Trigger	This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.
Message Waiting Lamp Policy	Use this field to configure the handset lamp illumination policy. Choose one of the following options: • Use System Policy (The directory number refers to the service parameter "Message Waiting Lamp Policy" setting.) • Light and Prompt • Prompt Only • Light Only • None

Table 32-1   Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Ring Setting (Phone Idle)	Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options: • Use system default • Disable • Flash only • Ring once • Ring
Ring Setting (Phone Active)	Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: • Use system default • Disable • Flash only • Ring once • Ring • Beep only

Related Topics