C H A P T E R **3**

Working with the Cisco-Provided .xls Data Configuration File

This chapter contains information on the following topics:

When You Can Use the Cisco-provided .xls Data Configuration File

The data configuration file, which is a Cisco-provided .xls spreadsheet template where you can enter the majority of your configuration data, provides the following support:

- Allows you to plan your configuration before you begin your first day of deployment.
- Allows you to insert users and phones in bulk through the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface after your initial deployment.

To quickly import (add) your configuration data to Cisco Unified Communications Manager Business Edition 3000 after you plug in your Cisco Unified Communications Manager Business Edition 3000 server, you can enter your data and then upload the Cisco-provided .xls data configuration file to the server from a USB key or your desktop when you run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard. If you upload the file, you bypass the configuration pages in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, and the wizard immediately takes you to the Summary page where you can confirm your data.

After the server restarts at the end of the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, you can log into the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface and verify that your data got added to Cisco Unified Communications Manager Business Edition 3000. If you include user and phone data in the Cisco-provided .xls data configuration file, the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface allows you to import the users and phones and then informs you of import errors.

Tip If you do not want to upload the Cisco-provided .xls data configuration file when you run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, consider entering your data in the file and using it as a guide when you manually enter the information on the GUI pages.

For example, during your initial deployment, you inserted 25 users and phones; now, you must insert 25 more users and phones. To accomplish this task, you can modify the Cisco-provided .xls data configuration file that you used for automatic setup during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard or you can obtain a new Cisco-provided .xls data configuration file and add your new users and phones to that new spreadsheet.

Caution Do not use the Cisco-provided .xls data configuration file to modify your configuration data. Cisco Unified Communications Manager Business Edition 3000 only supports the Cisco-provided .xls data configuration file for the initial deployment and for bulk insertion (adding) of users and phones after the initial deployment. For example, if you attempt to update existing user and phone information through the Cisco-provided .xls data configuration file, the updates fail.

Considerations for Using the Cisco-provided .xls Data Configuration File

Before you complete the Cisco-provided .xls data configuration file, review the considerations in the following sections:

- For Both the Initial Deployment and Bulk Insertion of Users and Phones After Initial Deployment, page 3-2
- For the Initial Deployment Only, page 3-3
- For Bulk Insertion of Users and Phones After Initial Deployment, page 3-4

For Both the Initial Deployment and Bulk Insertion of Users and Phones After Initial Deployment

You must use the Cisco-provided .xls data configuration file, which is a Microsoft Excel spreadsheet. You can rename the file, but do not change the .xls extension. The file is translated into multiple languages.

Tip To include your configuration data, you can use any tool that supports the .xls format. When add your data to the Cisco-provided .xls data configuration file, use only characters from the Modern Latin Alphabet or use Arabic numerals. For example, you can enter A-Z, a-z, 1, 2,3 and some special characters.

Do not delete or change the order of the settings in the file. Do not rename the settings in the file. Do not add more settings to the file. In these cases, the system cannot read the file.

Only add new tabs at the end of the file; for example, you may add a new tab at the end of the file to include your notes. Do not delete or rename the tabs in the file. Do not change the order of the tabs in the file. In these cases, the system cannot read the file.

Some configuration settings are not in the file. For settings that are not in the file, the system uses the default values. To change the default values for these settings, you must access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface and manually update the configuration.

Cisco Unified Communications Manager Business Edition 3000 does not check the integrity of the configuration data until after the Cisco-provided .xls data configuration file is inserted into the system.

For the Initial Deployment Only

When you use the file for automatic setup during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, the system automatically uses the default values for the settings that are not considered mandatory in the file. For the automatic setup to succeed, you must update the following settings in the file:

- Network tab—IP Address (Enter the IP address that you want the server to use after the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard completes. Do not enter the default IP address that comes with the preinstalled server.)

- PSTN Gateway tab—IP Address or Obtain an IP Address Automatically (you must configure one of these two options)

- Dial Plan tab—Extension Length (because you cannot change this value in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface)

- If adding users and phones (optional)—You cannot add a phone unless you also add a user with a user extension and assigned usage profile. After you add the user information under the User tab, add the phone information under the Phone tab. Make sure that you assign a user extension from the User tab to the Line cell under the Phone tab. If you do not do this task, the phone configuration does not get added to the system.

- After you upload the Cisco-provided .xls data configuration file and click Next in the Setup Mode page, the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard displays a progress bar while the upload is occurring. As the upload progresses, each page of the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard displays with the data from the spreadsheet. If you click Cancel under the progress bar, you can modify any data on the pages, and click Next until the FTS wizard displays the Summary page. If you do not click Cancel, the Summary page displays after the upload completes. After the Summary page displays, verify your data in the summary tabs.

- The system validates most of the data from the Cisco-provided .xls data configuration file when you upload it in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard. User and phone configuration is not validated until after the server restarts.

- If you add user and phone information to the Cisco-provided .xls data configuration file for your initial deployment, the Post-Setup wizard, which displays after you log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, allows you to insert the user and phone configuration immediately in the system. (The configuration does not get inserted in the system until you click the button that initiates the insertion.)

Timesaver Before you run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, you can copy the configure.xml file, licenses, Cisco-provided .xls data configuration file, Cisco-provided country pack, localized greeting for auto attendant, and music on hold source audio file to a single USB key. Insert the key, and then run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard. After you run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and the server restarts, you may keep the USB key inserted in the server, which allows you to perform additional tasks, such as uploading the greeting and music on hold source audio file to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

For More Information

- USB Support, page 1-4

For Bulk Insertion of Users and Phones After Initial Deployment

If you use the Cisco-provided .xls data configuration file to insert phones and users in bulk after the initial deployment, the system ignores all tabs except for the Users and Phones tabs.

To import users and phones in bulk after the initial deployment, you access the Search Users or Search Phones pages in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. (Click **Import Users/Phones**.)

You cannot add a phone unless the following criteria are met:

- A user with an assigned extension is already configured in the system

- A user with an assigned extension is added to the Cisco-provided .xls data configuration file (Make sure that you select a usage profile for the user, too.)

- Always verify that the user and assigned extension exist. If you plan to add a phone through the Cisco-provided .xls data configuration file, make sure that you add at least one user extension to the Line cell under the Phone tab. Otherwise, the phone configuration fails to get inserted into the system.

Network Tab Settings

The Network tab allows you to specify the hostname and IP address for the Cisco Unified Communications Manager Business Edition 3000 server, the subnet mask, default gateway, and DNS settings (if you plan to use DNS). To update the Link Speed and MTU size, as described in the "Network Settings" section on page 27-1, select **Connections > Network** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-1 describes the settings that display under the Network tab.

Table 3-1   Settings on the Network Tab

Setting	Description
System Host Name	Specify the hostname for the server. This value is an alias that is assigned to an IPv4 address to identify the server. The hostname cannot be more than 63 characters, can only contain alphanumeric characters (a, b, 1, 2) and hyphen (-), and must start with a letter. **Tip** To use DNS, make sure that you map the IPv4 address of the Cisco Unified Business Appliance server to the hostname on the DNS server. Cisco recommends that you update the DNS server before you add the hostname or IP address on the Network page.
System IP Address	You can only set a static IP address for the server. Enter an IPv4 address that identifies the server on this network. The IP address must be in the format ddd.ddd.ddd.ddd where ddd can be a value between 0 and 255 (except 0.0.0.0). ⚠ **Caution** Do not enter the default IP address that comes with your preinstalled server. Instead, enter the IP address that you want the server to use after the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard is complete.
Media Resource IP Address	Enter an IP address that identifies the internal gateway on the network. The Media Resource IP address must be in the same subnet as the System IP address.
Subnet Mask	Enter the subnet mask, which allows you to identify the part of an IP address reserved for the network. The subnet mask must be in the format ddd.ddd.ddd.ddd where ddd can be a value between 0 and 255 (except 0.0.0.0).
Default Gateway	Enter the default gateway, which represents a network point that acts as the entrance to another network. The default gateway must be in the format ddd.ddd.ddd.ddd where ddd can be a value between 0 and 255 (except 0.0.0.0).
Enable DNS Resolution	If you plan to use DNS for hostname resolution, select **Enable** to configure your Domain Name System (DNS) client and have one or more available DNS servers.

Table 3-1   Settings on the Network Tab (continued)

Setting	Description
Primary DNS Server	If you selected Enable for the Enable DNS Resolution setting, enter the IP address of the primary DNS server.The IP address must be in the format ddd.ddd.ddd.ddd where ddd can be a value between 0 and 255 (except 0.0.0.0).
Alternate DNS Server	If you selected Enable for the Enable DNS Resolution setting, enter the IP address of the secondary DNS server (optional). The IP address must be in the format ddd.ddd.ddd.ddd where ddd can be a value between 0 and 255 (except 0.0.0.0).
Domain	Enter the name of the domain where this node is located.

Date and Time Tab Settings

The Date and Time tab allows you to specify the country and time zone where your central site is located. This tab does not allow you to configure the date and time for the server. To update the date and time for the server, as described in the "Date and Time Settings" section on page 18-1, select **System Settings > Date/Time** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-2 describes the settings for the Date and Time tab.

Table 3-2   Settings on the Date and Time Tab

Setting	Description
Country	Select the country that you want to configure for the system. Select the country where your central site (server) is located.
System Time Zone	From the drop-down list box, select the time zone that supports your central site. Time Zone comprises a list of time zones for the selected region. Scroll through the list to select the appropriate time zone.

PSTN Gateway Tab Settings

The PSTN Gateway tab allows you to configure basic settings for the gateway, including the hostname, IP address, and the basic settings for the ports.

Table 3-3 describes the settings for the PSTN Gateway tab.

Table 3-3   Settings on the PSTN Gateway Tab

Setting	Description
Port 0/0/0 and Port 1	
Protocol Type	Select the communications protocol for the span. T1 PRI spans provide several options, depending on the carrier or switch. Determine the switch to which you are connecting and the preferred protocol.
PCM Type	Specify the digital encoding format. Select one of the following formats: • a-law: Use for Europe and other countries, except North America, Hong Kong, Taiwan, and Japan. • mu-law: Use for North America, Hong Kong, Taiwan, and Japan.
Line Coding	Select whether the line coding is Binary 8-zero substitution (B8ZS) or Alternate mark inversion (AMI).
Framing	Select the multiframe format of the span as Extended Superframe Format (ESF) or Superframe Format (SF).
Clock	Select Internal or External for the clock source.
Echo Cancellation Enable	Select whether to enable or disable echo cancellation.
Echo Cancellation Coverage (ms)	If an issue occurs with echo cancellation, select a value to address the issue.

Dial Plan Tab Settings

The Dial Plan tab allows you to configure the main business number for the company, the local area codes, the extension length and extension range, and access codes that the user presses to perform certain tasks, such as accessing the operator. To update these settings, as described in the "Dial Plan Settings" section on page 22-1, select **System Settings > Dial Plan** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-4 describes the settings for the Dial Plan tab.

Table 3-4   Settings on the Dial Plan Tab

Settings	Description
Main Number	Enter the main board or business number. This number cannot be lesser than the value selected for Extension Length. For example, if the Main Number is 24564 and the Extension Length is 8, you have to either change this number or the Extension Length value. The maximum length allowed is 11 digits.
Local Area Codes	Enter the local area code for your main number. You can enter multiple area codes separated by commas (,). The number should have a minimum of two digits and can have a maximum of four.
Extension Length	Select the value of the extension from the drop-down list. The values are from 4 to 11. The length of Main Number cannot be lesser than the value selected here. You cannot update this field in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.
Additional Allowed Extensions	Enter, if required, additional extension number range. For example, 5000-5999. You can enter more than one range separated by commas.
Voicemail and Auto Attendant	Enter the pilot extension that you want to use for voicemail and auto attendant. This value must exist in the dial plan, but it cannot be assigned to a user or department.

Dialing Prefixes

Dialing prefixes are the first digits that the user presses on the phone when the user contacts the operator, places a call over the PSTN, and uses some phone features. Ensure that each code is unique.

Operator Dial Code	Select the number that the user presses on the phone to contact the operator.
Outside Dial Code	Select the number that the user presses on the phone to place external calls (calls that are placed outside the company that go through PSTN).
Feature Dial Code	Select the number that the user must press on the phone when the user uses some features, such as call park, call pickup, and Meet-Me conferences.

Sites Tab Settings

Sites are the geographical locations where users (employees) work.

- Central Site—In most cases, the central site is the location where the majority of users work; in most cases, the company headquarters is the central site. In all cases, the Cisco Unified Communications Manager Business Edition 3000 server is located at the central site. The central site is mandatory; therefore, you cannot delete it. You can have only 1 central site.

- Remote Sites—Remote sites, which are optional, are branch offices that work with the central site; a WAN link or internet connection and routers must exist between the central and remote sites. You must have dedicated subnets for remote sites. You can have up to 9 remote sites.

- Teleworker Site—A teleworker site, which is optional, is a site that is for workers that do not work only at the central site or branch offices; teleworkers use VPN connections to connect to the central site, and no router is required to contact the central site because their internet connection provides access to the central site. You can have 1 teleworker site.

To update the advanced settings, as described in the "Sites Settings" section on page 36-1, select **System Connections > Sites** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. For more information on sites, see the "Sites" section on page 1-36.

Table 3-5 describes the settings for the Sites tab.

Table 3-5   Settings on the Sites Tab

Field	Description
Support Offsite Phones	If you plan to include a teleworker site, select **Enable**.
Name	Enter the name of the site. Enter alphanumeric characters, period (.), underscore (_), hyphens, or spaces.
Description	Enter the description of the site. Enter up to 128 characters, except for quotation marks ("), brackets (<>), ampersand (&), or percent sign (%).
Time Zone	The teleworkers site and central site do not require time zones. (You set the time zone for the central site in the Date and Time tab.) If you are configuring a remote site, select the time zone.
Calls Between Sites	
Bandwidth Between Sites	Select the amount of span that you are leasing from your service provider for your internet and intranet connectivity.
Bandwidth Allocation for Audio	Select the percentage of span that you want to make available for audio between sites; for example, between the central and remote site. The rest of the span gets used for data communication between sites.

Table 3-5   Settings on the Sites Tab (continued)

Field	Description
Quality/Quantity Tradeoff	Determine whether the quality of calls or the number of total calls is more important for calls between the sites; for example, between the central and teleworkers site or central and branch sites. The higher the value that you select, the better the quality of calls.
Calls Within Sites	
Quality/Quantity Tradeoff	Determine whether the quality of calls or the number of total calls is more important for calls within the site that you are configuring. The higher the value that you select, the better the quality of calls.
Call Privileges	
Access to PSTN	Select **Enable** to allow calls over the PSTN from this site. If you select Disable, users cannot place outgoing calls that go through the PSTN, and users cannot receive incoming calls that go through the PSTN.
Highest Privilege Allowed	Select the calling privileges for this site. The order goes from lowest privilege to highest privilege. For example, if you do not want the users at the sites to be able to make international calls but the users can make long distance calls, select Long Distance Calls.
	This value applies to the entire site, so select a value that accommodates all users. Because this setting applies to the entire site, you restrict whether some users can make certain types of calls by updating the Highest Level of Calls Allowed setting in the usage profile and then applying the usage profile to the users. If the value for the Highest Privilege Allowed does not match the value that you set for the Highest Level of Calls, the lowest level that is configured for the settings get applied to the users.
Emergency Calls	Select **Enable** to allow making emergency call from this site. Emergency calls are made to the center that addresses emergencies for your municipality.

Usage Profiles Tab Settings

Under the Usage Profiles tab, you can configure basic settings for the usage profiles, including the name, description, highest level of calls allowed, whether emergency calls are allowed, calling feature support, and phone security settings, such as PC port access.

To update other settings in the usage profile, as described in the "Usage Profiles Settings" section on page 40-7, select **Users/Phones > Usage Profiles** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-6 describes the settings for the Usage Profile tab.

Table 3-6   Settings on the Usage Profiles Tab

Setting	Description
Name	Enter a name that uniquely identifies the profile. The value that you enter displays in the Usage Profile drop-down list box on the Department and User pages in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.
	Enter up to 30 alphanumeric characters, periods (.), underscores (_), or hyphens.
Description	Enter a description of the profile. The description displays on the Search Usage Profile page.
	Enter up to 128 characters, except for quotation marks ("), brackets (<>), ampersand (&), or percent sign (%).
Highest Level of Calls Allowed	From the drop-down list box, choose the highest level of calls that are allowed for the users that use this usage profile. The list is ordered from lowest to highest privilege with International Calls being the highest level of calls that a user can place.
	This setting works in conjunction with the Highest Privilege Allowed setting that is on the Sites page. The Highest Privilege Allowed setting applies to the entire site. The Highest Level of Calls Allowed in the usage profile applies to specific users. If the values do not match for the usage profile and the site, the value for the settings that is the lowest level takes precedence and applies to the user.
Emergency Calls	To allow the user to make emergency calls to the local center that handles emergencies in your municipality, select **Enable**. In the United States, emergency calls use 911 or 9911.
	This setting works in conjunction with the Allow Emergency Calls setting on the Sites page. The Allow Emergency Calls setting on the site page applies to the entire site. The Emergency Calls setting in the usage profile applies to specific users. To allow certain users to make emergency calls, select **Enable**.

Table 3-6   Settings on the Usage Profiles Tab (continued)

Setting	Description
The available call features include Call Barge, Call Divert, Call Park, Call Pickup, Reach Me Anywhere, Cisco Extension Mobility, voicemail, and Call Forwarding functionality.	Select **Enable** for the features that you want to enable. For a description of the features, see the "Phone Features" section on page 5-1. **Tip** Enabling Cisco Extension Mobility in the Cisco-provided .xls data configuration file enables Cisco Extension Mobility on the phone. To allow a user to use Cisco Extension Mobility on the phone, access the usage profile in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface to enable rights for the user.
PC Port Access	For security purposes, you can prevent access to the PC port on the phone. To enable access to the PC port on the back of the phone, select **Enable**.
Web Access	For security purposes, you may want to disallow access to the web pages on the phone. To allow the phone to accept connections from a web browser or other HTTP client, select **Enable**. If this setting is disabled, the user cannot access the internal web pages on the phone.
Span to PC Port	Select **Enable** to allow the phone to forward packets that have been transmitted and received on the phone port to the PC port. You must enable this setting if you are running an application on the PC port that monitors traffic on the phone.

Table 3-6   Settings on the Usage Profiles Tab (continued)

Setting	Description
Forward Busy Calls/Divert To	Enter the phone number, including outside dial codes, area codes, and so on, where you want calls forwarded when the line is busy. (Enter a phone number as if you were placing a call from the phone.)
	Note If you enable call divert, you must enter a phone number or select voicemail where the call can be forwarded.
	For call divert, the user must press the divert softkey/button on the phone for the call to get transferred to the destination. For call forward busy, Cisco Unified Communications Manager Business Edition 3000 automatically transfers the call to the destination when the line is busy.
	Enter Voice Mail or enter a phone number, which may include up to 50 digits, asterisk, or octothorpe (#).
Forward No Answer Calls To	Enter the phone number, including outside dial codes, area codes, and so on, where you want calls forwarded when the user does not answer a call. (Enter a phone number as if you were placing a call from the phone.)
	If you leave the phone number blank, the phone continues to ring until the caller hangs up the phone.
	Enter Voice Mail or enter a phone number, which may include up to 50 digits, asterisk, or octothorpe (#).

Phones Tab Settings

The Phones tab allows you to configure the name of the phone, a description for the phone, the phone model, and extensions that you want to associate with the lines on the phone. To configure other settings, such as Do Not Disturb, as described in the "Phones Settings" section on page 28-1, select **Users/Phones > Phones** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Tip   Before you configure the settings in the Phone tab, configure the settings in the User tab. You cannot add a phone unless a user exists either in the Cisco-provided .xls data configuration file or in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. (The user must have a usage profile and at least one extension assigned to it).

Table 3-7 describes the settings for the Phones tab.

Table 3-7 **Settings on the Phones Tab**

Setting	Description
Name	This setting correlates to the MAC Address, Identifier, and Gateway MAC Address fields that display on the Phone page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.
	For most phones, for example, the Cisco Unified IP Phone 6961, enter SEP followed by the MAC address for the phone; for example, SEP123456789012. (Do not include a space or special characters in the name.) You can find the MAC address on the back of your phone hardware.
	For some phones, such as the Cisco IP Communicator or Cisco Unified Client Services Framework, you can enter any value up to a maximum of 16 characters.
	For the Cisco VG224 Analog Phone Gateway, enter AN:*<MAC address of the gateway>*:*<port numbe*r>. Enter a port number from 0 to 23. For the MAC address, enter 12 hexadecimal characters.
	Note Refer to http://www.cisco.com/en/US/docs/routers/access/vg224/software/configuration/guide/scgvoip.html for information on VG224 configuration.
	You cannot update this information on the Edit Phone page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.
Description	Enter a description that identifies the phone.
Model	From the drop-down list box, choose the phone model that you want to add. You cannot update this field on the Edit Phone page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-7   Settings on the Phones Tab (continued)

Setting	Description
Line	Enter at least one extension in the Extensions cell. The first extension that you enter in the cell assigns an owner to the phone. The user that is associated with that extension gets assigned to the phone, and if the phone supports the functionality in the usage profile, the user can use the features on the phone that the user owns. You can set up to six extensions. To create a shared line, which is a single extension that two or more phones share, enter an extension that will be assigned to two or more phones. To create a rollover line, which is the same line that is assigned to the same phone, enter the same extension more than once in the cell. ⚠ **Caution**　Always verify that the user and assigned extension exist. If you plan to add a phone through the Cisco-provided .xls data configuration file, make sure that you add at least one extension to the Line cell under the Phone tab. Otherwise, the phone configuration fails to get inserted into the system.In addition, if the extension is not assigned to a user, the phone configuration fails to get inserted into the system.

Users Tab Settings

Phones, users, and lines are closely related in Cisco Unified Communications Manager Business Edition 3000. A user, which is an employee from the company, uses the usage profile on a phone that is supported in Cisco Unified Communications Manager Business Edition 3000. Because phones and users are closely related, you cannot configure a phone without first configuring a user that has an extension (line) from the dial plan assigned to it.

In the Cisco Unified Communications Manager Business Edition 3000 system, a user becomes an owner of a phone when you assign the user extension to line 1 on the phone. If the user is an owner of the phone, the phone uses the usage profile that is assigned to the user.

To configure other settings, such as speed dials, external caller ID, and call forward all, as described in the "User Settings" section on page 41-17, select **Users/Phones > Users** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Table 3-8 describes the settings for the Users tab.

Table 3-8   Settings on the Users Tab

Setting	Description
User ID	Enter the unique identification name for the user. You can enter any character, including alphanumeric and special characters. No character restrictions exist for this field.
	Each user ID must be unique; that is, you cannot create two users that have the same user ID.
	Note Enter a user ID that identifies who the user is, not the function that the user performs. For example, enter an E-mail ID to identify the user. Do not enter a value that specifies a function, such as operator.
Password	The password that you enter in the Password cell is used the first time that the user logs in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface. Enter a password that contains alphanumeric or special characters.
	The system requires that the user change the password the first time that the user logs in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface. For the user to log in, you must communicate the user ID, password, and URL for the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface to the user.
	You can enter the same password for all users that you add.
First Name	Enter the first name of the user. Enter up to 64 characters, except for quotation marks (").
Last Name	Enter the last name of the user. Enter up to 64 characters, except for quotation marks (").
Usage Profile	Select the usage profile that you want to assign to the user. The usage profile that you select gives rights to the user, such as the ability to use certain calling features if the phone supports the feature.
Line Number	In the Line Number cell, enter a unique extension for the user. Enter an extension in the extension range as specified in the dial plan. (Extensions must be unique to this user.)
	For more information about extension length, see Dial Plan Tab Settings, page 3-7.
	Note You can configure a maximum of 10 line numbers for each user.