



# CHAPTER 19

## Department Settings

### Impacted GUIs: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can add, edit, and delete departments. [Table 19-1](#) describes the settings that display on the Department page (**Users/Phones > Department**), which allows you to add and edit a department.

The system defines a department as a type of user that is exclusively used for public-space phones. If you use public-space phones, you must create department(s). Creating departments allows you to group together public-space phones that use common functionality and features; for example, if you want all phones in break rooms to use the same phone features, create departments for break rooms. Departments do not get assigned to specific users; they are intended for phones in public spaces.

**Table 19-1** Settings on the Department Page

Setting	Description
Name	Enter the name of the department. This name describes the purpose of the department, and the name displays in the Departments search page. Enter up to 64 characters, except for quotation marks (").
Usage Profile	Select the usage profile that you want to assign to the department. Assign a usage profile that is intended for phones that are in public spaces; for example, to restrict the type of calls that can be made on public-space phones, make sure that you select a usage profile that restricts that type of call.
Department ID	<p>Enter the unique identification name for the department. For example, enter lobby_dept, cafeteria_dept, and so on.</p> <p>Some companies have unique department IDs that contain digits, and so on. If you have a department ID from your company, enter it in this field. The value that you enter displays in the call detail records (CDRs).</p> <p>Enter up to 64 characters, except for quotation marks (").</p>

**Table 19-1** Settings on the Department Page (continued)

Setting	Description
Line Number External Caller ID Call Forward All	<p>For lines that you want to add to this department user, perform the following tasks:</p> <ol style="list-style-type: none"> <li>1. In the Line Number field, enter the extension for the line. The value that you enter must exist within the extension range that is specified in the dial plan (<b>System Settings &gt; Dial Plan</b>).</li> <li>2. In the External Caller ID field, enter the phone number that identifies the public-space phone when a user makes an outgoing call over the PSTN.</li> <li>3. To forward all incoming calls for the phone to another number, enter the phone number, including an outside dial code, area code, and so on, in the Call Forward All field. (Enter a phone number as if you were placing a call on the phone.)</li> </ol> <p>The first row specifies the primary line for the phone. To make a secondary line the primary line, click the arrow icon. The secondary line moves to the top of the list and becomes the new primary line, and the former primary line becomes the secondary line and displays immediately after the new primary line.</p> <p>To add more rows, click the plus icon. To delete a row, select the row and click the minus icon.</p> <p><b>Tip</b> The phone button template that is assigned in the usage profile determines the order of buttons on the phone. If the phone model does not support all of the buttons that are specified in the phone button template, only the number of buttons that the phone supports display on the phone.</p>
Show Department's Phones	<p>To identify a list of phones that associate with the assigned lines for the department, click <b>Show Department's Phones</b>. After you view the list, click <b>OK</b>.</p> <p><b>Note</b> This field displays in the Line Numbers section on the Edit Departments page.</p>

**Table 19-1**      **Settings on the Department Page (continued)**

Setting	Description
Phone Label Phone Number	<p>You can only set speed dials for a public-space phone in these fields. (Users can update their speed dials in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface.) For speed dials, perform the following tasks:</p> <ol style="list-style-type: none"> <li>1. Enter the phone label and associated phone number in the rows. In the Phone Label field, enter any characters. In the Phone Number field, enter a phone number that includes an outside dial code, area code, and so on. (Enter a phone number as if you were placing a call on the phone.)</li> <li>2. To reorder the speed dials, click the arrows.</li> <li>3. Save your changes.</li> </ol> <p><b>Tip</b> To clear the data that you entered for a speed dial, click the <b>x</b> button; then, click <b>Save</b> to save your changes.</p> <p><b>Tip</b> The phone button template that is assigned in the usage profile determines the order of buttons on the phone. If the phone model does not support all of the buttons that are specified in the phone button template, only the number of buttons that the phone supports display on the phone.</p>

