



CHAPTER 40

Usage Profiles Settings

Impacted GUIs: Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and Cisco Unified Communications Manager Business Edition 3000 Administrative Interface



Tip

Usage profile settings also display in the Cisco-provided .xls data configuration file.

A usage profile allows you to configure most of the usage settings for a phone in one place. You can edit an existing usage profile, duplicate it to create a new one, add an entirely new usage profile, or delete a usage profile. When you create a new or modified usage profile, you save it with a unique name. After you configure your usage profiles, you can assign them to users or departments, so that the settings in the usage profile apply to the phones that belong to an individual user or a department. (Users and Departments are configured in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.)



Note

You can have a maximum of 30 usage profiles in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface and a maximum of 10 usage profiles in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

The Usage Profiles settings comprise the following tabs:

- [General Tab, page 40-7](#)
- [Phone Button Template Tab, page 40-14](#)
- [Phone Features Tab, page 40-14](#)
- [Phone Application Tab, page 40-15](#)

General Tab

[Table 40-1](#) describes the settings on the General tab.

Table 40-1 Settings on the General Tab

Setting	Description
Profile Information	
Name	<p>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.</p> <p>Enter up to 30 alphanumeric characters, periods (.), underscores (_), or hyphens.</p>
Description	<p>Enter a description of the profile. The description displays on the Search Usage Profile page.</p> <p>Enter up to 128 characters, except for quotation marks ("), brackets (<>), ampersand (&), or percent sign (%). Do not copy or paste or press the tab key.</p>
Allowed Calls	
This section works in conjunction with the site where the phone is located.	
Highest Level of Calls Allowed	<p>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.</p> <p>This setting works in conjunction with the Highest Privilege Allowed setting that is in 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 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.</p>
Emergency Calls	<p>To allow the user to make emergency calls to the local center that handles emergencies in your municipality, select this check box. In the United States, emergency calls use 911 or 9911.</p> <p>This setting works in conjunction with the Allow Emergency Calls setting in the Sites page. The Allow Emergency Calls setting in the site page applies to the entire site. The Emergency Calls check box in the usage profile applies to users. To restrict certain users from making emergency calls, uncheck this check box.</p>

Table 40-1 **Settings on the General Tab (continued)**

Setting	Description
Call Features	
Select the check boxes for the features that you want to enable.	
Call Barge	<p>Barge allows a user to interrupt a call without the permission of the participants that are on the call. When a user barges into a call, the user presses the line button for the shared line or the barge softkey/button on the phone (depending on phone model). With barge, the system sets up a conference between the participants. When any participant leaves the call, the remaining participants may experience a brief interruption as the system sets up a point-to-point call.</p> <p>Note Barge requires the use of shared lines. You must set up shared lines between the participants for barge to work.</p>
Call Park	Call park allows users to park (temporarily store) a call and then retrieve the call on a different phone in the system. For call park, the user must press the transfer softkey or buttons on the phone and dial the call park extension from the dial plan.
Call Pickup	Call pickup allows a user to pick up calls for another user on the phone that the user owns. For call pickup, the user must press the buttons or softkeys on the phone and dial the call pickup extension from the dial plan.

Table 40-1 Settings on the General Tab (continued)

Setting	Description
Reach Me Anywhere	<p>Reach Me Anywhere associates other phones, such as a mobile phone, with line 1 from the desk phone of the user. Reach Me Anywhere only works for calls that occur on line 1. Reach Me Anywhere provides the following support:</p> <ul style="list-style-type: none"> • Receiving an outside call on desk phone or external phone—An outside caller dials the user extension. The desk phone and external phone ring simultaneously. When the user answers one phone, the other phone stops ringing. The user can switch from the desk phone to an external phone during a call without losing the connection. Switching gets supported for incoming and outgoing calls. • Moving back from an external phone to a desk phone—If a call was initiated to or from the desk phone and then shifted to the external phone, the call can get shifted back to the desk phone. • Using midcall features—During a call, users can perform midcall functions, including hold/resume, transfer, call park, and conference. The external phone cannot resume calls that Cisco Unified IP Phones put on hold. <p>Note If you enable Reach Me Anywhere, the call privileges for the Reach Me Anywhere call are always based on the highest calling privileges that are selected for the central site.</p>
Extension Mobility	<p>Cisco Extension Mobility allows users to temporarily access their primary phone configuration such as line appearances, services, and speed dials from a Cisco Extension Mobility-enabled phone. A user must log into the Cisco Extension Mobility-enabled phone to see the primary phone configuration.</p> <p>You enable Cisco Extension Mobility separately for the phone that can be logged in to and for the user that can log in to a Cisco Extension Mobility-enabled phone.</p>

Table 40-1 **Settings on the General Tab (continued)**

Setting	Description
Voicemail	<p>For voicemail support, your users can perform the following tasks:</p> <ul style="list-style-type: none"> • Call into the voice messaging system • Send voice messages by using the phone keypad • Check voice messages by using the phone keypad • Reply to voice messages by using the phone keypad • Forward voice messages by using the phone keypad • Manage receipts by using the phone keypad—Receipts indicate when a voice message was played by an intended recipient, when it was received by the intended recipient, and if it was received by the intended recipient. <p>Note Before you enable voicemail, verify whether you have installed licenses for voicemail. You must install voicemail licenses for each user that can use voicemail.</p>
Call Divert	<p>Call divert allows a user to transfer a ringing, connected, or held call directly to voicemail. After a call is diverted, the line becomes available to place or receive new calls. For call divert to work, the user must press the call divert softkey/button on the phone.</p> <p>You must enable voicemail in the usage profile for the user to use call divert.</p>

Table 40-1 **Settings on the General Tab (continued)**

Setting	Description
Forward Busy Calls	<p>For call forward busy, Cisco Unified Communications Manager Business Edition 3000 automatically transfers the call to the destination when the line is busy.</p> <p>Select the Forward Busy Calls check box; then, select To Voicemail, if available, or 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 on the phone.)</p> <p>A phone number may include up to 50 digits, asterisk, or octothorpe (#).</p> <p>The voicemail option only displays if you enable voicemail in the call features section of the usage profile.</p>

Table 40-1 **Settings on the General Tab (continued)**

Setting	Description
Forward No Answer Calls To	<p>For call forward no answer, Cisco Unified Communications Manager Business Edition 3000 automatically transfers the call to the configured destination when the called party does not answer the call.</p> <p>Select the Forward No Answer Calls To check box; then, select To Voicemail, if available, or 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 on the phone.)</p> <p>If you leave the phone number blank, the phone continues to ring until the caller hangs up the phone.</p> <p>A phone number, which may include up to 50 digits, asterisk, or octothorpe (#).</p> <p>The voicemail option only displays if you enable voicemail in the call features section of the usage profile.</p>
Audio for Hold	<p>The music on hold feature plays music to users when they are put on hold, so this setting impacts whether audio streams to the user when a call is put on hold. From the drop-down list box, select the source for audio for hold:</p> <ul style="list-style-type: none"> • Sample Audio Source—Audio streams to the user when the phone is put on hold. • Silence—When the phone is put on hold, music on hold does not play. • Audio Jack—This option requires a USB to audio jack assembly. <p>Tip Before you can use music on hold, you must enable music on hold on the Sites pages. To use an audio .wav file other than the sample audio source that is provided with your system, you can upload a .wav file through the Music On Hold page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (System Settings > Music On Hold).</p>

Phone Button Template Tab

Using the phone button template provides a fast way to assign a common button configuration to a large number of phones. The phone button template that is configured in the usage profile determines the order of line buttons and the types of functionality that displays next to the line buttons on the phone; for example, for all lines except line 1, which must be a line because of user-phone ownership, you can designate a line as a speed dial, line, or feature button (Mobility, Meet-Me Conference, and so on). In the usage profile, you must establish the purpose for 12 line buttons on the phone, even if the phone does not support 12 buttons.

Table 40-2 Settings on the Phone Button Template Tab

Button Number	Feature
Line Button 1	<p>Button Number 1 is automatically designated as a line by the system because button number 1 is used to correlate the phone and user when the user extension is assigned to line 1 on the phone.</p> <p>You cannot update Line Button 1.</p>
Line Buttons 2 through 12	<p>You can assign some phone features, lines, and speed dials to line buttons 2 through 8. To assign a feature to a line, perform the following steps:</p> <ol style="list-style-type: none"> 1. Double-click the name of the feature to display the drop-down list box. 2. Select the option from the drop-down list box. 3. Press Enter or click outside of the drop-down list box. 4. Click Save.

Phone Features Tab

Table 40-3 describes the settings on the Phone Features tab. The Phone Features tab displays phone functionality that relates to phone hardware; for example, the PC port, phone screen, headset, speakerphone, and so on.

Table 40-3 Settings on the Phone Features Tab

Setting	Description
Phone Features	
Speakerphone and Headset	<p>To enable or disable the speakerphone and headset, select one of the options from the drop-down list box. You can enable the headset only, disable the headset and the speakerphone, or enable the speakerphone and headset.</p> <p>Default: Enable Speakerphone and Headset</p>

Table 40-3 Settings on the Phone Features Tab (continued)

Setting	Description
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 this check box. Default: Enabled
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 this check box. If this check box is cleared, the user cannot access the internal web pages on the phone. Default: Enabled
Span to PC Port	Select this check box 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. Default: Disabled
Phone Display	
Power Save	To allow the phone to power down, check the Power Save check box.
Turn Off Phone Screen On:	To turn off the phone screen on specified days of the week, select the check boxes for the appropriate days. To specify the days, you must select the Power Save check box.
Turn Off Phone Screen Between:	To turn off the phone screen between specified times, click the field and select the times.
Turn Off Phone Screen After Idle for:	Determine the amount of time that the system waits before turning off the phone screen after it is idle. Select the hours and minutes that the system should wait before turning off the phone screen.

Phone Application Tab

Phone applications display interactive content, such as text and graphics, on some phone models. You can add customized phone applications that provide information on weather, stocks, company news, and so on. Users access these phone applications on the phone by using the services and directories buttons or menu options (availability varies by phone model). When a user presses the services button (or chooses the services menu item), a menu of configured phone applications displays. The user then chooses a phone application from the list, and the phone displays the phone application.

Table 40-4 describes the settings on the Phone Application tab. From this tab, you can assign or unassign phone applications to the usage profile and you can quickly add new phone applications, which automatically display in the Available section after they are added. To search for, edit, and delete phone applications, you must access the Phone Applications page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (**Users/Phones > Phone Applications**).

Table 40-4 Settings on Phone Application Tab

Setting	Description
Available	This section displays the applications that are available with your system but that are not currently being used by the usage profile. To assign a phone application to this usage profile, move it to the Selected section.
Selected	This section displays the applications that are currently being used by the usage profile.
Add Phone Application	To add a phone application to the Available section, click Add Phone Application , and perform the following tasks:
Name	<ol style="list-style-type: none"> 1. Enter the name of the phone application. You can enter up to 32 characters. The name that you enter displays on the phone where phone applications are accessed. 2. Enter a description of the service that the phone application provides. The description can include up to 100 characters, but it cannot include quotation marks (") or grave accent ('). 3. Enter the URL of the server where the phone application is located. Do not enter a URL from the Cisco Unified Communications Manager Business Edition 3000 server. For the applications to be available to the phones, the phones must have network connectivity to the server where the phone application is located. Enter up to 512 alphanumeric characters, spaces, or !#\$%&'()*+,-./:;<=>?@[^_{}~\-
Description	
URL	