C H A P T E R **41**

User Settings

GUI: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

Tip User settings also display in the Cisco-provided .xls data configuration file.

In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can add, edit, and delete user configuration. Table 41-1 describes the settings that display on the User page (**Users/Phones > Users**), which allows you to add and edit user configuration.

Before you add a user, determine whether the user can act as an administrator of the system. All users can use the phones and access the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface where they can manage some phone features and functionality, such as speed dials and so on. Administrators, though, can administer the entire system, including but not limited to monitoring the system, and adding, updating, and deleting phones, users, and so on. Administrators can access all pages in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface and Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface and perform all duties that are necessary to administer the system. When you configure a user, you specify whether the user is an administrator.

Tip Before you can add a phone (**Users/Phones > Phones**), you must add an extension to the user.

Table 41-1   Settings on the Users Page

Setting	Description
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 (").
E-mail Address	Enter the email address of the user. In this field, enter a valid email address that includes the domain for the user; for example, *<user>@<domain>*.com. This email address works with the Reset Credentials button, which displays in the Edit User page.

Table 41-1   Settings on the Users Page (continued)

Setting	Description
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.
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; 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 email ID to identify the user. Do not enter a value that specifies a function, such as operator.

Table 41-1   Settings on the Users Page (continued)

Setting	Description
Password Confirm Password Reset Credentials User Must Change Password At Next Login	To create a password for the user, enter a password that contains alphanumeric or special characters in the Password field. In the Confirm Password field, enter the password again.
	When you enter a password, the password displays as encrypted dotted text. After you save the configuration, the password fields display as blank.
	If the user must change the password the next time that the user logs in to the GUI, check **User Must Change Password At Next Login**. (This applies to any interface that the user can access. If the user has not changed the password, the check box remains checked.)
	In the Edit User page, the Reset Credentials button displays. To change the password and Phone PIN at the same time for the user, click **Reset Credentials**. In a dialog box, an autogenerated password and Phone PIN display. You can send an email to the user if a valid email address displays in the Email Address field. If you want the user to change the password on next login, check the check box and click **OK**. (Before you reset the credentials, you are asked to save any changes that you made to the page.)
	A non-trivial password meets the following criteria: • Does contain three of the four allowable characteristics: uppercase character, lowercase character, number, symbol. • Does not use a character or number more than three times consecutively. • Does not repeat or include the alias, username, or extension. • Does not consist of 3 consecutive characters or numbers (for example, passwords such as 321 or ABC).

Table 41-1   Settings on the Users Page (continued)

Setting	Description
Phone PIN Confirm Phone PIN	If the user is allowed to use Cisco Extension Mobility, as indicated in the assigned usage profile, the user enters this Phone PIN upon logging in to a Cisco Extension Mobility-enabled phone. To create a PIN for the user, enter a PIN that includes numerals only in the Phone PIN field. In the Confirm Phone PIN field, enter the PIN again. **Tip** The user can change this PIN in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface. Enter up to 64 characters, except for quotation marks ("). A non-trivial PIN meets the following criteria: • Does not use the same number more than two times consecutively. • Does not repeat or include the user extension or mailbox or the reverse of the user extension or mailbox. • Does contain three different numbers; for example, a PIN such as 121212 is trivial. • Does not match the numeric representation (that is, dial by name) for the first or last name of the user. • Does not contain groups of repeated digits, such as 408408, or patterns that are dialed in a straight line on a keypad, such as 2580, 159, or 753.
Enable Administrator Access	If you want this user to be able to log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, check the **Enable Administrator Access** check box. If you check this check box, the user can access any page in the interfaces and perform all tasks in the interfaces. No restrictions apply.

Table 41-1   Settings on the Users Page (continued)

Setting	Description
Line Number External Caller ID Call Forward All	For extensions (lines) that you want to associate with this user, perform the following tasks: 1. In the Line Number field, enter a unique extension for the user. Enter an extension that is within the extension range that is specified in the Dial Plan page (**System Settings > Dial Plan**). (Line numbers must be unique to this user.) **Note** You can configure a maximum of 10 line numbers for each user. 2. In the External Caller ID field, enter a phone number that identifies the user when the user makes an outgoing call that goes through the PSTN. By default, the main business number from the dial plan displays. 3. To forward all incoming calls for the user to another phone number or to voicemail, check the **Call Forward All** check box; then select **To VoiceMail**, if available, or enter the phone number, including access codes, area codes, and so on, in the Call Forward All field. (Enter a phone number as if you were placing a call on the phone. Do not enter hyphens.) If the user updates the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface for call forwarding, the update displays in this field. (The voicemail option only displays if the usage profile that is assigned to the user has voicemail enabled.) 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. 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. The primary line displays on a Cisco Extension Mobility-enabled phone when a user is logged into that phone. The primary line is also used with call forward all and Reach Me Anywhere.

Table 41-1   Settings on the Users Page (continued)

Setting	Description
	To add more rows, click the **Plus** icon. To delete a row, click the **Minus** icon for the row that you want to delete.
Show User's Phones	To identify a list of phones that are associated with the assigned lines for the user, click **Show User's Phones**. After you view the list, click **OK**. (The user owns a phone when line 1 is assigned to the phone.) **Tip** The Show User's Phones link displays only in the Edit User page. You can reorder the entries after the entries display.
Phone Label Phone Number	For speed dials, perform the following tasks: **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 access code, area code, and so on. (Enter a phone number as if you are placing a call on the phone.) **2.** To reorder the speed dials, click the arrows. **3.** Save your changes. **Tip** To clear the data that you entered for a speed dial, click **x**; then, save your changes. **Tip** 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. **Tip** The speed dials that the user enters in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface displays in this section. In addition, the speed dials that you enter display in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface.

When a user who does not have administrator access tries to log in, the system displays an error message. In such a case, the user can perform the following actions:

- If the user is using Internet Explorer 8 or later, the user must close the browser, reopen it, and then log in.

- If the user is using Mozilla Firefox, the user can either clear the browser cache and log in or close the browser, reopen it, and then log in.