



CHAPTER 5

Configuring Features and Users

After you install Cisco Unified IP Phones in your network, configure their network settings, and add them to Cisco Unified Communications Manager, you must then use the Cisco Unified Communications Manager Administration application to configure some telephony features, and assign users.

This chapter provides an overview of these configuration and set up procedures. Cisco Unified Communications Manager documentation provides detailed instructions for these procedures.

You configure most telephony features on the phone itself. For additional information, refer to *Cisco Unified SIP Phone 3911 User Guide*.

This chapter includes following topics:

- [Telephony Features Available for the Cisco Unified IP Phone, page 5-1](#)
- [Adding Users to Cisco Unified Communications Manager, page 5-5](#)

Telephony Features Available for the Cisco Unified IP Phone

After you add Cisco Unified IP Phones to Cisco Unified Communications Manager, you can add functionality to the phones. [Table 5-1](#) includes a list of supported telephony features, many of which you can configure using Cisco Unified Communications Manager Administration. The Reference column lists Cisco Unified Communications Manager and other documentation that contains configuration procedures and related information.

For information about using most of these features on the phone, refer to *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager*.

Table 5-1 Telephony Features for the Cisco Unified IP Phone

Feature	Description	Configuration Reference
Anonymous Call Block	Allows users to reject calls from anonymous callers.	For more information, refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “SIP Profile Configuration” chapter.
Call Forward All	Forwards all calls sent to the phone to the number specified.	Requires no configuration. Users forward their calls by entering the target number.
Call Hold Ringback	When you complete a call while another call is on hold, causes the phone to ring as a notification that a call is on hold.	For more information, refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “SIP Profile Configuration” chapter.
Call Waiting	Indicates (and allows a user to answer) an incoming call that is received while the user is on another call. Call waiting also displays incoming call information on the phone screen.	Requires no configuration.
Caller ID Blocking	Allows users to block their phone numbers from phones that have caller identification enabled.	For more information, refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “SIP Profile Configuration” chapter.

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

Feature	Description	Configuration Reference
Conference	Allows a user to talk simultaneously with up to two other parties (for a total of three participants) by calling each participant individually.	Requires no configuration. Conferencing is initiated by the user on the Cisco Unified SIP Phone 3911 itself and does not use Cisco Unified Communications Manager resources, so the user must remain in the conference for the two other parties to stay connected and interact with one another.
Message Waiting Indicator	Refers to the light (or "lamp") on the phone that blinks or glows to indicate an incoming call or new voice message.	For more information refer to: • <i>Cisco Unified Communications Manager Administration Guide</i>, "Message Waiting Configuration" chapter. • <i>Cisco Unified Communications Manager System Guide</i>, "Voice Mail Connectivity to Cisco Unified Communications Manager" chapter.
Personal Directory	Allows a user to store names and phone numbers in a personal directory.	For more information on storing names and phone numbers in a personal directory, refer to <i>Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager</i> .
Redial	Allows users to call the most recently dialed phone number by pressing a button.	Requires no configuration.

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

Feature	Description	Configuration Reference
Shared line	Allows a user to have multiple phones that share the same phone number or allows a user to share a phone number with a coworker.	For more information refer to <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.  Note For the Cisco Unified SIP Phone 3911, this feature has limited support. Incoming calls will ring on both phones. The call then goes to whichever phone picks up the call, but the phone cannot perform any of the other functions that are associated with the shared-line feature.
Speed Dial	Allows a user to access a menu with a list of up to 4 speed dialed numbers.	For more information, refer to <i>Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager</i> .
Stutter Msg Waiting	Indicates whether a user hears a stutter tone when the phone goes offhook and a message is waiting for the user.	For more information, refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “SIP Profile Configuration” chapter.
Transfer	Allows users to redirect connected calls from their phones to another number.	Requires no configuration.

Adding Users to Cisco Unified Communications Manager

Adding users to Cisco Unified Communications Manager allows you to display and maintain information about users. You can add users to Cisco Unified Communications Manager using either of these methods:

- To add users individually, choose **User Management > End User** from Cisco Unified Communications Manager Administration.

Refer to *Cisco Unified Communications Manager Administration Guide* for more information about adding users. Refer to *Cisco Unified Communications Manager System Guide* for details about user information.

- To add users in batches, use the Bulk Administration Tool. This method also enables you to set an identical default password for all users.

Refer to *Cisco Unified Communications Manager Bulk Administration Guide* for details.

