



## Getting Started

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This chapter explains how to set up your system to use Cisco MobilityManager and add user accounts. Before you follow the procedures in this chapter, you must complete these tasks:

1. Install the Cisco MobilityManager application according to the procedures in the *Cisco MobilityManager Installation Guide*.
2. Configure Cisco CallManager to support Mobile Connect features according to the procedures in the *Cisco MobilityManager Installation Guide*.
3. Review the information about web browser, HTTPS, and security certificates in “[Administrative Web Interface](#)” section on page 1-9.

Refer to these topics in this chapter to begin administering Cisco MobilityManager:

- [Accessing Cisco MobilityManager Administration, page 2-2](#)
- [Configuring CallManager Links, page 2-3](#)
- [Setting Up User Accounts, page 2-11](#)

# Accessing Cisco MobilityManager Administration

From a supported web browser, follow these steps to open the Cisco MobilityManager administration application. See the “[Administrative Web Interface](#)” section on page 1-9 for browser requirements.

## Procedure

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- Step 1** Start a supported version of Internet Explorer or Netscape.
- Step 2** In the address bar of the web browser, enter the following URL:  
`http://<Mobility Server>:8080/cmmadmin`  
where *<Mobility Server>* equals the name or IP address of the server.
- If you have not saved the certificate authority (CA) root certificate on your local computer, a Security Alert dialog box. Click **Yes** to trust the certificate for the current session, or follow the procedures in “[Using Internet Explorer with Cisco MobilityManager Administration](#)” section on page 1-10 or “[Using Netscape with Cisco MobilityManager Administration](#)” section on page 1-11 to download and save the certificate.
- Step 3** Log in with the administrator ID and password. The default ID is **CMMAdmin** and the default password is **ciscocisco**.
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## Navigating the Administration Application

Use the menus at the top of the Cisco MobilityManager administration application to navigate to the individual configuration windows. Some windows also contain a Related Links pull-down list box in the upper right hand corner. Use the related links to return to the top window of a nested series of menus.

On the initial Cisco MobilityManager screen, the pull-down list box in the upper right corner includes an option to open the IPT platform administration pages. For information on using the IPT platform pages, see the IPT Platform online help system.

**Related Topics**

- [Administrative Web Interface, page 1-9](#)
- [Configuring CallManager Links, page 2-3](#)
- [Setting Up User Accounts, page 2-11](#)

## Managing Administrator Passwords

To change the password required to access the Cisco MobilityManager administration application, follow these steps:

**Procedure**

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- Step 1** Choose **System > Administrator Password Management**.
- Step 2** In the Password field, enter the new password. The password must be 6-30 characters in length. There are no restrictions on the types of characters used.
- Step 3** In the Confirm Password field, re-enter the password.
- Step 4** Click **Save**.
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**Related Topics**

- [Accessing Cisco MobilityManager Administration, page 2-2](#)
- [Navigating the Administration Application, page 2-2](#)

## Configuring CallManager Links

This section describes how to configure shared lines and outgoing port links in Cisco MobilityManager. The Shared Line User Link is a connection between Cisco MobilityManager and the CTI user in Cisco CallManager that was set up during installation to control all shared lines. The Outgoing Port User Link is a connection between Cisco MobilityManager and the CTI user in Cisco CallManager that was set up during installation to control all outgoing call CTI ports.

These links are necessary to complete the connection to Cisco CallManager for the purpose of supporting Mobile Connect features.

**Note**

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The Cisco CallManager Forced Authorization Code and Client Matter Code (FAC/CMC) feature does not work with Mobile Voice Access calls. JTAPI does not support the events required for FAC/CMC.

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Before setting up the shared line and outgoing port links as described in this section, you must have performed the following procedures in Cisco CallManager to support Mobile Connect features. Refer to the following sections in the *Cisco MobilityManager Installation Guide*:

1. Setting Parameters for the Mobile Connect Service
2. Creating a Partition for the Route Point
3. Creating the Calling Search Space
4. Creating a Pool of CTI Ports for Outgoing Calls
5. Creating a CTI Port for the Shared Line
6. Creating a Route Point
7. Creating Cisco MobilityManager CTI Users

After these procedures have been completed, complete these tasks to configure the Cisco CallManager links:

1. [Adding a New Shared Line User Link, page 2-5](#)
2. [Adding a New Outgoing Port User Link, page 2-8](#)

**Note**

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You must configure the shared link user link before configuring the outgoing port user link.

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## Adding a New Shared Line User Link

You must create a link between Cisco MobilityManager and the CTI user in Cisco CallManager that was set up as a shared line during installation. See the *Cisco MobilityManager Installation Guide* for more information.

To add a new Shared Line User Link from Cisco MobilityManager to Cisco CallManager, follow these steps:

### Procedure

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- Step 1** From the Cisco MobilityManager administration window, choose **System > CallManager Links > Shared Line User Links**.
  - Step 2** Click **Add New**.  
The Shared Line User Links Configuration window opens.
  - Step 3** Enter a unique name for the new link in the Name field. The maximum length is 50 characters.
  - Step 4** In the Primary CTI Manager IP Address field, enter the IP address of the Cisco CallManager in which the CTI manager is running.
  - Step 5** If a secondary CTI manager has been configured, enter its IP address in the optional Secondary CTI Manager IP Address field.
  - Step 6** Cisco recommends that you maintain the default setting of 6000 milliseconds for the CTI Provider In Service Timer field. This value controls timing for the communications link between Cisco MobilityManager and Cisco CallManager and should be modified only if there are connection problems between the two systems. The range of values is 1000-11000 milliseconds.
  - Step 7** In the Shared Line CTI User field, enter the exact ID of the CTI user that was defined in Cisco CallManager. The maximum length is 50 characters. For more information, see the section on creating CTI users in the *Cisco MobilityManager Installation Guide*.
  - Step 8** In the Shared Line CTI User Password field, enter the password of the CTI user as assigned in Cisco CallManager, and confirm the password. The maximum length is 50 characters.
  - Step 9** Click **Save**.
-

**Related Topics**

- [Adding a New Shared Line User Link, page 2-5](#)
- [Deleting a Shared Line User Link, page 2-7](#)

## Finding Existing Shared Line User Link Records

To find existing Shared Line User Link records, follow these steps:

**Procedure**

- 
- Step 1** From the Cisco MobilityManager administration window, choose **System > Call Manager Link > Shared Line User Links**.  
The Find and List Cisco CTI Manager Shared Line User Links window opens.
- Step 2** From the drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items to display per page.
-  **Note** To find all matching records in the database, click **Find** without entering any search text. To refine a search that was just completed, choose **Search Within Results** before clicking **Find**.
- 
- Step 4** From the list of records, click the item that matches your search criteria.  
The window displays the item that you choose.
-

**Related Topics**

- [Adding a New Shared Line User Link, page 2-5](#)
- [Deleting a Shared Line User Link, page 2-7](#)

## Deleting a Shared Line User Link

To delete a Shared Line User Link, follow these steps:

**Note**

It is not possible to modify a shared line user link. To make a change, you must delete the existing link and add a new one.

**Procedure**

**Step 1** From the Cisco MobilityManager administration window, choose **System > CallManager Links > Shared Line User Links**.

Find the user link or links that you want to remove. See “[Adding a New Shared Line User Link](#)” section on page 2-5.

**Step 2** Use either of the following methods to delete records:

From the list of records:

- a. Use the check boxes to select specific records, or click **Select All** to choose all records.
- b. Click **Delete Selected**.
- c. Click **OK** to confirm.

From an open record:

- a. Click **Delete**.
- b. Click **OK** to confirm.

**Related Topics**

- [Adding a New Shared Line User Link, page 2-5](#)
- [Adding a New Shared Line User Link, page 2-5](#)

## Adding a New Outgoing Port User Link

It is necessary to add a link between Cisco MobilityManager and the CTI user in Cisco CallManager that was set up as an outgoing port during installation. See the *Cisco MobilityManager Installation Guide* for more information.

To add a new outgoing port user link, follow these steps:

### Procedure

- 
- Step 1** From the Cisco MobilityManager administration window, choose **System > CallManager Links > Outgoing Port User Links**.
  - Step 2** Click **Add New**.  
The Outgoing Port User Links Configuration window opens.
  - Step 3** Enter a unique name for the new link in the Name field. The maximum length is 50 characters.
  - Step 4** In the Primary CTI Manager IP Address field, enter the IP address of the Cisco CallManager in which the CTI manager is running.
  - Step 5** If a secondary CTI manager has been configured, enter its IP address in the optional Secondary CTI Manager IP Address field.
  - Step 6** Cisco recommends that you maintain the default setting for the number of 6000 milliseconds in the CTI Provider In Service Timer field. This value should be modified only if there are connection problems between Cisco MobilityManager and Cisco CallManager. The range of values is 1000-11000 milliseconds.
  - Step 7** In the Outgoing Port CTI User field, enter the ID of the CTI user that was defined in Cisco CallManager.
-  **Note** The user ID must be identical to the ID configured in Cisco CallManager. For more information, see the section on adding CTI users in the *Cisco MobilityManager Installation Guide*.
- 
- Step 8** Enter the password of the CTI user as assigned in Cisco CallManager, and confirm the password. The maximum length is 50 characters.
  - Step 9** Click **Save**.
-

**Related Topics**

- [Finding an Existing Outgoing Port User Link Record, page 2-9](#)
- [Deleting an Outgoing Port User Link, page 2-10](#)

## Finding an Existing Outgoing Port User Link Record

To find an existing outgoing port user link record, follow these steps:

**Procedure**

- 
- Step 1** From the Cisco MobilityManager administration window, choose **System > Call Manager Link > Outgoing Port User Links**.
- The Find and List Cisco CTI Manager Outgoing Port User Links window opens.
- Step 2** From the drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with
  - is exactly
  - is empty
  - is not empty
- Step 3** Specify the appropriate search text, if applicable, and click **Find**.
-  **Note** To find all matching records in the database, click **Find** without entering any search text. To refine a search that was just completed, choose **Search Within Results** before clicking **Find**.
- 
- Step 4** From the list of records, click the item that matches your search criteria.
- Step 5** The window displays the item that you choose.
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You can delete multiple links from the Find and List window by checking the check boxes next to the appropriate items and clicking **Delete Selected**.

You can choose all the items in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

#### Related Topics

- [Adding a New Outgoing Port User Link, page 2-8](#)
- [Deleting an Outgoing Port User Link, page 2-10](#)

## Deleting an Outgoing Port User Link

To delete an outgoing port user link, follow these steps:



#### Note

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It is not possible to modify an outgoing port user link. If you want to make a change, you must delete the existing link and add a new one.

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#### Procedure

- 
- Step 1** From the Cisco MobilityManager administration window, choose **System > CallManager Links > Outgoing Port User Links**.
- Find the user link or links that you want to remove. See [“Adding a New Shared Line User Link” section on page 2-5](#).
- Step 2** Use either of the following methods to delete records:
- From the list of records:
- Use the check boxes to select specific records, or click **Select All** to choose all records.
  - Click **Delete Selected**.
  - Click **OK** to confirm.
- From an open record:
- Click **Delete**.
  - Click **OK** to confirm.
-

### Related Topics

- [Finding an Existing Outgoing Port User Link Record, page 2-9](#)
- [Adding a New Outgoing Port User Link, page 2-8](#)

## Setting Up User Accounts

A user's Mobile Connect profile consists of the following elements:

- The *user account* stores all the Mobile Connect information for a user and is identified by the Mobile Voice Access User ID.
- A *group* ties together a set of phone lines and remote destinations for the user.
- A *line appearance* is a desktop phone line or extension for the user.
- *Remote destinations* include the cellular phones that are available for Mobile Connect responses and pickup, and other phones that are used to reach Mobile Voice Access.

To set up user accounts, perform these tasks:

1. [Adding a New User Account, page 2-12](#)
2. [Adding a New Calling Group for an Existing User, page 2-15](#)
3. [Adding a New Line Appearance for an Existing User, page 2-16](#)
4. [Adding a New Remote Destination, page 2-17](#)

## Mobile Connect Parameters

Many of the Mobile Connect parameters can be defined at the system level or individual user level. When defining parameters for individual users, these rules apply:

- Parameters defined for individual users override the same parameters defined at the system level. To maintain system-level values, choose the <system default> option. To define a value for an individual user, choose the Enable option. To ignore the parameter, choose the Disable option. See [“Configuring System Parameters” section on page 3-1](#) for a description of system level parameters.

- Individual user parameters can be defined in the User Information windows in the Administrative application or by users in the User web pages. The last implemented user-level change applies, whether made in the Administrative application or User pages. For more information on the User pages, see the *Cisco MobilityManager User Guide*.

#### Related Topics

- [Configuring System Parameters](#)
- [Adding a New User Account](#)

## Mobile Voice Access

Mobile Voice Access allows users to access Mobile Connect features when they originate a call from a remote device. To originate a call from a remote device, the user dials the application from the remote device and enters the Mobile Voice Access User ID. The user is then prompted for the PIN assigned to the user in Cisco CallManager. Once authenticated, the user can make a call using the same mobility features that would be available if the user originated the call from the enterprise desktop phone.

#### Related Topics

- [Adding a New User Account](#)

## Adding a New User Account

To add a new user account, follow these steps:

#### Procedure

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- Step 1** From the Cisco MobilityManager administration window, choose **User > User Information**.
- Step 2** Click **Add New**.
- Step 3** In the Mobile Voice Access User ID field, enter the numeric identifier that the user will use for Mobile Voice Access. The maximum length is 50 digits.

- Step 4** In the Cisco CallManager User ID field, enter the exact user ID that was configured for in Cisco CallManager. The maximum length is 50 characters.
- Step 5** In the Device Name field, enter the exact device name that is configured for the user in Cisco CallManager. The maximum length is 50 characters.
- Step 6** In the Enable User Remote Access field, choose **yes** to permit the user to take advantage of Mobile Voice Access. Choose **no** to prohibit the user from using Mobile Voice Access.



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**Note** In order for a user to be able to use Mobile Voice Access, this field must be set to yes, and the Enable System Remote Access field in the System Parameters Configuration window must also be set to yes. See the [“Mobile Voice Access Settings” section on page 3-10](#).

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**Note** To enable the user, the device name must be equal to the device name in the Cisco CallManager phone configuration.

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- Step 7** Do not change the default settings of 1 for Maximum Number of Groups Allowed and Maximum Number of Line Appearances Allowed.
- Step 8** Enter the maximum number of remote destinations the user is allowed to create. The range is 1-4 destinations.
- Step 9** Use the Maximum Number of Allowed Caller Filters Allowed field to limit the number of filters containing phone numbers that will cause designated remote destinations to ring on an incoming call. You can define up to 4 filters. Enter **0** if you do not want to permit filters to be defined.
- Step 10** Use the Maximum Number of Blocked Caller Filters Allowed field to limit the number of filters that contain caller numbers for which the remote destinations do NOT ring on an incoming call. You can define up to 4 filters. Enter **0** if you do not want to permit filters to be defined.
- Step 11** Click **Save**.
- The user account is saved, and the window reopens with a link to add a new Mobile Connect group. See the [“Adding a New Calling Group for an Existing User” section on page 2-15](#).
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**Related Topics**

- [Adding a New Calling Group for an Existing User](#)
- [Finding Existing End User Accounts](#)
- [Adding a New Line Appearance for an Existing User](#)
- [Adding a New Remote Destination](#)

## Finding Existing End User Accounts

To find an existing end user account, follow these steps:

**Procedure**

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**Step 1** From the Cisco MobilityManager administration window, choose **User > User Information**.

The Cisco Find and List Cisco Mobile Connect Users window opens.

**Step 2** Choose **Mobile Voice Access User ID** or **Cisco CallManager User ID** as the basis for the search.

**Step 3** From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

**Step 4** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



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**Note** To find all matching records in the database, click **Find** without entering any search text. To refine a search that was just completed, choose **Search Within Results** before clicking **Find**.

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**Step 5** Click the underlined link to open the desired record.

The window displays the record that you selected.

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#### Related Topics

- [Adding a New User Account](#)
- [Adding a New Calling Group for an Existing User](#)
- [Adding a New Line Appearance for an Existing User](#)
- [Adding a New Remote Destination](#)

## Adding a New Calling Group for an Existing User

A group ties together a set of phone lines and remote destinations for the user. To add a new calling group for an existing user, follow these steps:

#### Procedure

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- Step 1** After finding an existing user record ([“Finding Existing End User Accounts” section on page 2-14](#)) or adding a new user account ([“Adding a New User Account” section on page 2-12](#)), click the underlined link.
- The window reopens with a link to add a new associated group.
- Step 2** Click **Add New Group**.
- Step 3** In the Group Identification field, enter a numeric ID. The maximum length is 50.
- Step 4** Enter an description, if desired. The maximum length is 50 characters.
- Step 5** Click **Save**.

The information is saved, and the window reopens with links to add new line appearances and remote destinations.

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#### Related Topics

- [Adding a New User Account](#)
- [Finding Existing End User Accounts](#)
- [Adding a New Line Appearance for an Existing User](#)

- [Adding a New Remote Destination](#)

## Adding a New Line Appearance for an Existing User

The line appearance is the desktop phone line or extension for the user.

To add a new line appearance for an existing user, follow these steps:

### Procedure

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- Step 1** Find the user account (“[Finding Existing End User Accounts](#)” section on [page 2-14](#)).
- Step 2** Add a new group (“[Adding a New Calling Group for an Existing User](#)” section on [page 2-15](#)), or click the link for an existing group.
- The window reopens with a link to add a new line appearances and remote destinations.
- Step 3** Click **Add New Line Appearances**.
- Step 4** In the Line Number field, enter the telephone number or extension for the line. Maximum field length is 20 characters; individual characters can take the values 0-9 or A-D.
- Step 5** The new line appearance automatically inherits system level Mobile Connect settings. If needed, modify the values according to the descriptions in [Table 2-1](#).
- Step 6** If needed, change the default value in the Maximum Wait Time for Cellular Phone Pickup. This setting applies for calls that are switched from the cellular phone to desktop phone. If the wait time is exceeded before the desktop phone is picked up, the call is disconnected. The range is 5000-60000 milliseconds, and the default is 10000 milliseconds.
- Step 7** In the optional Enable Cellular Phone Pickup field, choose whether to enable the Mobile Connect feature to allow pick-up of incoming calls on the cellular phone. The default is the system level default.
- Step 8** Click **Save**.
- The information is saved, and the window reopens with links to add new line appearances and remote destinations.
-

**Related Topics**

- [Adding a New User Account](#)
- [Finding Existing End User Accounts](#)
- [Adding a New Calling Group for an Existing User](#)
- [Adding a New Remote Destination](#)
- [Entering Parameters for User Line Appearances and Remote Destinations](#)

## Adding a New Remote Destination

To add a new remote destination (cellular phone number or other remote phone number) for an existing user, follow these steps:

**Procedure**

- 
- Step 1** Find the user account (“[Finding Existing End User Accounts](#)” section on [page 2-14](#)).
- Step 2** Add a new group (“[Adding a New Calling Group for an Existing User](#)” section on [page 2-15](#)), or click the link for an existing group.
- The window reopens with link to add new line appearances and remote destinations.
- Step 3** Click **Add New Remote Destination**.
- Step 4** In the Remote Destination field, enter the telephone number for the destination. Include the area code and any additional digits required to obtain an outside line. Maximum field length is 20 characters; individual characters can take the values 0-9 or A-D.
- Step 5** To enable calls to be made from the user’s cellular phone to desktop phone, enter the caller ID used for the cellular phone in the Caller ID field. When the call is placed, the caller ID is detected, and the call is directed to the desktop phone without an attempt to ring the cellular phone as well. The caller ID is also automatically detected when the user calls Mobile Voice Access, and the user is prompted only for password.
- Step 6** To activate the Mobile Connect features for this line, choose **yes** from the Enable Mobile Connect pull-down list box. The default is yes.

**Step 7** The new remote destination automatically inherits the system level cellular timer settings. Refer to [Table 2-2](#) if you need to change the settings.

**Step 8** Click **Save**.

The record is saved. The window reopens with the user account information presented along with links to the remote destinations.

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#### Related Topics

- [Adding a New User Account](#)
- [Finding Existing End User Accounts](#)
- [Adding a New Calling Group for an Existing User](#)
- [Adding a New Line Appearance for an Existing User](#)
- [Entering Parameters for User Line Appearances and Remote Destinations](#)

## Entering Parameters for User Line Appearances and Remote Destinations

The tables in this section describe the parameters for user line appearances and remote destinations:

- [Mobile Connect Settings, page 2-19](#)
- [Cellular Timer Settings, page 2-20](#)

## Mobile Connect Settings

Table 2-1 describes the Mobile Connect settings available in the Line Appearances window.

**Table 2-1**      **Mobile Connect Settings**

Field	Description
Enable Caller ID Override	Choose <b>Enable</b> if you want the caller ID display to show a number other than the ID of the call initiator. Choose <b>Disable</b> to show the ID of the call initiator. The default is the system level default.
Caller ID Override Number	Enter the telephone number to display for caller ID. Maximum field length is 20 characters; individual characters can take the values 0-9 or A-D. If the field is blank, then the display indicates that there is no caller ID.  <b>Note</b> If Enable Caller ID Override is disabled, then this field is inactivated.
Enable Delay Before Ringing Cellular Phone	Choose <b>Enable</b> to introduce a delay before causing the remote device (cellular phone) to ring when an incoming call is received. By introducing a delay, the desktop phone maintains priority status for receiving incoming calls. Choose <b>Disable</b> to have no delay introduced. The default is the system level default.
Delay Before Ringing Cellular Phone	If you choose Enable in the Enable Delay Before Ringing Cellular Phone field, enter the time delay in milliseconds. The range is 1000-300000 milliseconds, and the default value is 4000 milliseconds.

## Cellular Timer Settings

Table 2-2 describes the settings that control rings and timing for cellular phone pickup.

**Table 2-2 Cellular Timer Settings**

Field	Description
Enable Maximum Cellular Phone Pickup Timer	Choose <b>Enable</b> to set the maximum waiting time for the cellular phone to answer when a call is switched from the desktop phone. The default is the system level default.
Maximum Cellular Phone Pickup Timer	If you choose Enable for Maximum Wait Time for Cellular Phone Pickup, enter the maximum number of milliseconds that is permitted to pass before the cellular phone must be picked up when a call is switched from the desktop phone. If the remote device does not answer in the specified time, the call is disconnected. The range is 1000-300000 milliseconds, and the default is 20000 milliseconds.
Enable Maximum Cellular Phone Ring Timer	Choose <b>Enable</b> to set timing intervals for calls switched from the desktop phone to cellular phone. The default is the system level default.
Maximum Cellular Phone Ring Timer	If you choose Enable for Enable Maximum Cellular Phone Ring Timer, enter the maximum length of time that the cellular phone will ring before being disconnected. The range is 10000-300000, and the default is 19,000 milliseconds.

**Table 2-2 Cellular Timer Settings**

Field	Description
Enable Minimum Cellular Phone Ring/Pickup Timer	Choose <b>Enable</b> to set the minimum timing before the cellular phone rings for incoming calls and when switching from the desktop phone to cellular phone. The default is the system level default.
Minimum Cellular Phone Ring/Pickup Timer	If you choose Enable for Minimum Cellular Phone Ring Timer, enter the minimum time that must pass before the cellular phone can be answered. If an attempt is made to answer the cellular phone before this time passes, then the call is dropped (it is assumed that cellular phone voice mail has picked up the call). The range is 1000-10000 milliseconds, and the default is 1500 milliseconds.  <b>Note</b> If you experience dropped inbound calls in cell phones that are configured as remote destinations, try adjusting them to suit your cell phone requirements for Voicemail.

**Related Topics**

- [Adding a New User Account](#)
- [Adding a New Calling Group for an Existing User](#)
- [Adding a New Line Appearance for an Existing User](#)
- [Adding a New Remote Destination](#)

## Updating Existing User Accounts

To update existing user accounts, follow these steps:

**Procedure**

- 
- Step 1** Choose **System > User Information**.
- Step 2** Find the user account that you want to update. See [“Finding Existing End User Accounts”](#) section on page 2-14.

**Step 3** Enter the change in fields in the window, or click an underlined link to changes a group or line appearance.

**Step 4** Click **Save**.

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#### Related Topics

- [Adding a New User Account](#)
- [Deleting Existing User Accounts](#)

## Deleting Existing User Accounts

To delete one or more existing user accounts, follow these steps:

#### Procedure

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**Step 1** Choose **System > User Information**.

**Step 2** Find the user accounts that you want to remove. See “[Finding Existing End User Accounts](#)” section on page 2-14.

**Step 3** Use either of the following methods to delete records:

From the list of records:

- a. Use the check boxes to select specific records, or click **Select All** to choose all records.
- b. Click **Delete Selected**.
- c. Click **OK** to confirm.

From an open record:

- a. Click **Delete**.
  - b. Click **OK** to confirm.
-

**Related Topics**

- [Adding a New User Account](#)
- [Updating Existing User Accounts](#)

## Updating a Group Record

To update a group record associated with a user, follow these steps:

**Procedure**

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- Step 1** Choose **System > User Information**.
  - Step 2** Open the user record. See [“Finding Existing End User Accounts” section on page 2-14](#).
  - Step 3** Click the link for the group.
  - Step 4** Make desired changes.
  - Step 5** Click **Save**.
- 

**Related Topics**

- [Adding a New Calling Group for an Existing User](#)
- [Deleting a Group Record](#)

## Deleting a Group Record

To delete a group associated with a user, follow these steps:

**Procedure**

---

- Step 1** Choose **System > User Information**.
- Step 2** Open the user record. See [“Finding Existing End User Accounts” section on page 2-14](#).

- Step 3** Click the link for the group.
- Step 4** Click **Delete** when the group record opens.
- Step 5** Click **OK** to confirm.
- 

**Related Topics**

- [Adding a New Calling Group for an Existing User](#)
- [Updating a Group Record](#)

## Updating a Line Appearance

To update a line appearance associated with a user, follow these steps:

**Procedure**

---

- Step 1** Choose **System > User Information**.
- Step 2** Open the user record. See “[Finding Existing End User Accounts](#)” section on [page 2-14](#).
- Step 3** Click the link for the group in which the line appearance is defined.
- Step 4** Click the line for the line appearance.
- Step 5** Make desired changes.
- Step 6** Click **Save**.
- 

**Related Topics**

- [Adding a New Line Appearance for an Existing User](#)
- [Deleting a Line Appearance](#)

## Deleting a Line Appearance

To delete a line appearance associated with a user, follow these steps:

### Procedure

---

- Step 1** Choose **System > User Information**.
  - Step 2** Open the user record. See [“Finding Existing End User Accounts” section on page 2-14](#).
  - Step 3** Click the link for the group in which the line appearance is defined.
  - Step 4** Click the line for the line appearance.
  - Step 5** Click **Delete** when the line appearance record opens.
  - Step 6** Click **OK** to confirm.
- 

### Related Topics

- [Adding a New Line Appearance for an Existing User](#)
- [Updating a Line Appearance](#)

## Updating a Remote Destination

To update a remote destination, follow these steps:

### Procedure

---

- Step 1** Choose **System > User Information**.
- Step 2** Open the user record for the remote destination that you want to remove. See [“Finding Existing End User Accounts” section on page 2-14](#).

- Step 3** Click the link for the group for which the remote destination is defined.
- Step 4** Make desired changes.
- Step 5** Click **Save**.
- 

**Related Topics**

- [Adding a New Remote Destination](#)
- [Deleting a Remote Destination](#)

## Deleting a Remote Destination

To delete a remote destination, follow these steps:

**Procedure**

- Step 1** Choose **System > User Information**.
- Step 2** Open the user record for the remote destination that you want to remove. See [“Finding Existing End User Accounts” section on page 2-14](#).
- Step 3** Click the link for the group for which the remote destination is defined.
- Step 4** Click **Delete** when the remote destination record opens.
- Step 5** Click **OK** to confirm.
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**Related Topics**

- [Adding a New Remote Destination](#)
- [Updating a Remote Destination](#)