



# Configuring User Profiles and User Groups for Cisco Unified MeetingPlace Express

**Revised: May 1, 2006, OL-6664-04**

The following topics describe user groups and user profiles, which determine the privileges and meeting preferences for Cisco Unified MeetingPlace Express users:

- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About the Admin Profile, page 6-28](#)
- [About the Guest Profile and Guest Users, page 6-28](#)
- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)

## Related Topics

- [About User Authentication By an External Directory, page 5-14](#)
- [Importing User Groups, page 7-3](#)
- [Importing User Profiles, page 7-6](#)

## About User Groups

User groups are described in the following sections:

- [User Profiles Inherit User Group Configurations, page 6-1](#)
- [About the Preconfigured System User Group, page 6-2](#)
- [Recommendations for User Groups, page 6-2](#)
- [Related Topics, page 6-3](#)

## User Profiles Inherit User Group Configurations

User groups contain information that can be inherited by user profiles. A user profile identifies a specific user and defines which privileges and preferences have been assigned to that user for Cisco Unified MeetingPlace Express. Each user profile is configured through the [Group Name](#) field to belong to a user

group. Many of the fields in the user profile can be set to Group Default, which means that the assigned user group's value for that field becomes the value used in the user profile. When you configure a field in a user group, that field is automatically updated in each user profile within the group, provided that the field is set to Group Default in the user profile.

To override a user group field configuration within an individual user profile, set the field in the user profile to a value other than Group Default. Further updates to the field in the user group will not affect the field in the user profile.

#### Related Topics

- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)

## About the Preconfigured System User Group

Cisco Unified MeetingPlace Express comes preconfigured with a user group named System. Except for the name, all fields in the System user group can be modified. You cannot, however, delete the System user group.

The System user group is assigned to user profiles as follows:

- By default, the System user group is assigned to the preconfigured admin and guest profiles.
- If a user group is deleted, then any user profiles that were assigned to that user group are automatically assigned to the System user group.
- If user profiles are imported with specified user groups that do not exist in the Cisco Unified MeetingPlace Express database, then those user profiles are automatically assigned to the System user group.

#### Related Topics

- [About the Admin Profile, page 6-28](#)
- [About the Guest Profile and Guest Users, page 6-28](#)
- [About User Groups, page 6-1](#)

## Recommendations for User Groups

- Add at least one user group, so that you can easily manage and configure system administrator profiles separately from end-user profiles. For example, a simple setup can use the following two user groups:
  - Admin—Assign to the preconfigured admin user profile and to the user profiles of any other system administrators. Enable all privileges for users in this group.
  - System (preconfigured)—Assign to end-user profiles and to the preconfigured guest user profile, which is used as a template for new user profiles. Some guest profile fields are also applied to guest users. See the [“About the Guest Profile and Guest Users” section on page 6-28](#).
- If you use the Find Me dial-out feature with non-direct-dial pagers, then you need at least one user group for each pager system phone number that is shared by your users. See the [“About the Find Me Feature” section on page 6-20](#).

- Before importing any user profiles, make sure that you create or import the user groups to which the imported user profiles belong.
- Use as many Group Default settings as you can in your user profiles:
  - The more Group Default settings you have in each user profile, the more easily you can easily maintain user profiles for similar users.
  - The more Group Default settings you have in the preconfigured guest profile, the more easily you can create user profiles for similar users, because the guest profile is used as a template for new user profiles. See the [“About the Guest Profile and Guest Users”](#) section on page 6-28.

**Related Topics**

- [About the Information in User Groups and User Profiles](#), page 6-12
- [Adding User Groups](#), page 6-3
- [Searching User Groups](#), page 6-4
- [Modifying User Groups](#), page 6-5
- [Deleting User Groups](#), page 6-6
- [Importing User Groups](#), page 7-3
- [About User Profiles](#), page 6-7

## Adding User Groups

This topic describes how to manually add a new user group to the Cisco Unified MeetingPlace Express database.

**Before You Begin**

- We recommend adding at least one new user group so that you can separately manage system administrator profiles and end-user profiles. Read the [“About User Groups”](#) section on page 6-1.
- Determine how to segment your user population into user groups of similar profile configurations. See the [“About the Information in User Groups and User Profiles”](#) section on page 6-12.

**Procedure**

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|---------------|--|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express.  |
| <b>Step 2</b> | Click <b>Administration</b> at the top of the page.  |
| <b>Step 3</b> | On the left side of the page: <ul style="list-style-type: none"><li>a. Click <b>User Configuration</b>.</li><li>b. Click <b>User Group Management</b>.</li></ul> |
| <b>Step 4</b> | In the User Group Management page, click the <b>Add New</b> button.  |
| <b>Step 5</b> | Configure the fields, which are described in the <a href="#">“About This Page: Add User Group”</a> section on page B-9.  |
- Required fields are marked with a red asterisk (\*).

- Step 6** Click **Save**.
- Step 7** Verify that your new user group appears in the User Group Management page.
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**Related Topics**

- [Importing User Groups, page 7-3](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Group, page B-9](#)

## Searching User Groups

This topic describes how to search for an existing user group in the Cisco Unified MeetingPlace Express database.

**Procedure**

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **User Group Management**.
- Step 4** In the User Group Management page, enter the name of the user group that you are looking for.
- The entire name is not required.
  - The search tool is not case sensitive.
- Step 5** Click the **Search** button.
- Now the User Group Management page displays only the user groups with names that begin with the entered text.
- Step 6** If the list of name matches is too long for you to quickly find a particular user group, then do one of the following:
- Enter the entire name of the user group that you are looking for and click the **Search** button.
  - At the bottom right corner, use the page navigation tools, such as the arrows and Go buttons, to browse the long list of user groups.
- Step 7** To view a particular user group's profile configuration, click **Edit** in the same row as the user group.
- The fields in the Edit User Groups Details page are identical to those described in the [“About This Page: Add User Group” section on page B-9](#).
- Step 8** To exit the Edit User Groups Details page and return to the User Group Management page, take one of the following actions:
- To ensure that you do not modify the user group, click the **Cancel** button.
  - To save any changes you made to the user group, click the **Save** button.
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**Related Topics**

- [Modifying User Groups, page 6-5](#)
- [Deleting User Groups, page 6-6](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)
- [About This Page: User Group Management, page B-196](#)
- [About This Page: Add User Group, page B-9](#)

## Modifying User Groups

This topic describes how to edit an existing user group in the Cisco Unified MeetingPlace Express database.

**Procedure**

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|---------------|--|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express.  |
| <b>Step 2</b> | Click <b>Administration</b> at the top of the page.  |
| <b>Step 3</b> | On the left side of the page: <ul style="list-style-type: none"><li>a. Click <b>User Configuration</b>.</li><li>b. Click <b>User Group Management</b>.</li></ul> |
| <b>Step 4</b> | In the User Group Management page, find the user group that you want to modify. See the “ <a href="#">Searching User Groups</a> ” section on page 6-4.           |
| <b>Step 5</b> | Click <b>Edit</b> in the same row as the user group that you want to modify.   |
| <b>Step 6</b> | Configure the fields, which are described in the “ <a href="#">About This Page: Add User Group</a> ” section on page B-9.  |
| <b>Step 7</b> | Click <b>Save</b> .  |
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**Related Topics**

- [Searching User Groups, page 6-4](#)
- [Importing User Groups, page 7-3](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)

## Deleting User Groups

This topic describes how to remove a user group from the Cisco Unified MeetingPlace Express database.

### Before You Begin

- If user profiles belong to a user group that gets deleted, then those user profiles are automatically assigned to the System group.
- Deleting user groups is an irreversible operation. Before you delete user groups, consider creating a backup copy of the Cisco Unified MeetingPlace Express database, so that you can later retrieve the deleted information if necessary. See the [“About Backing Up and Restoring Data” section on page 13-15](#).

### Procedure

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|---------------|---|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express.   |
| <b>Step 2</b> | Click <b>Administration</b> at the top of the page.   |
| <b>Step 3</b> | On the left side of the page: <ul style="list-style-type: none"><li>a. Click <b>User Configuration</b>.</li><li>b. Click <b>User Group Management</b>.</li></ul>  |
| <b>Step 4</b> | In the User Group Management page, find the user group that you want to delete. See the <a href="#">“Searching User Groups” section on page 6-4</a> .   |
| <b>Step 5</b> | Check the check box in the same row as the user group that you want to delete. You may select multiple user groups.<br><br>Make sure that you uncheck any check boxes for user groups that you want to keep in the Cisco Unified MeetingPlace Express database. |
| <b>Step 6</b> | Click <b>Delete Selected</b> .  |
| <b>Step 7</b> | When the confirmation pop-up window appears, click <b>OK</b> .  |
| <b>Step 8</b> | Verify that the deleted user group does not appear in the User Group Management page.   |
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### Tip

In the User Group Management page, the check box for the System user group is dimmed. This is because the System user group comes preconfigured on Cisco Unified MeetingPlace Express and cannot be deleted. You can, however, modify the System user group.

### Related Topics

- [About This Page: User Group Management, page B-196](#)
- [Searching User Groups, page 6-4](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)

# About User Profiles

A user profile identifies a specific user and defines the privileges and preferences configured for that user in Cisco Unified MeetingPlace Express. The Cisco Unified MeetingPlace Express database should have a user profile for every person who sets up meetings and attends meetings regularly. Unprofiled users may attend meetings that are not restricted to profiled users only.

Two user profiles are preconfigured on the system and cannot be deleted:

- admin—Described in the [“About the Admin Profile” section on page 6-28](#).
- guest—Described in the [“About the Guest Profile and Guest Users” section on page 6-28](#).

Depending on how each user profile is added to the Cisco Unified MeetingPlace Express database, user login attempts are authenticated by one of the following methods:

- Locally on Cisco Unified MeetingPlace Express
- Through an external LDAP directory
- Through an AXL SOAP API.

For more information, see the [“About the Methods of Adding User Profiles” section on page 6-8](#).



## Timesaver

Create or import user groups before you create or import user profiles. User profiles inherit user group configurations, so you can avoid configuring most fields for each user.

System administrators are responsible for maintaining the directory of users and their associated privileges. See the following topics:

- [About the Benefits of User Profiles, page 6-7](#)
- [About the Methods of Adding User Profiles, page 6-8](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [Adding User Profiles Manually, page 6-9](#)
- [Searching User Profiles, page 6-10](#)
- [Modifying User Profiles, page 6-11](#)
- [Deleting User Profiles, page 6-11](#)

## Related Topics

- [About User Groups, page 6-1](#)
- [About This Page: User Profile Management, page B-198](#)
- [About This Page: Add User Profile, page B-16](#)

## About the Benefits of User Profiles

While unprofiled users may attend meetings that anyone may join, only profiled users may do the following:

- Start or own reservationless meetings
- Schedule and manage meetings
- Update and maintain some of their own user profile settings

- Attend meetings that are restricted to profiled users
- Be contacted by phone or pager at the time of their meetings
- Access meeting recordings that are restricted to profiled users

**Related Topics**

- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)
- [About the Guest Profile and Guest Users, page 6-28](#)

## About the Methods of Adding User Profiles

There are three methods of populating the Cisco Unified MeetingPlace Express database with user profiles:

- [Automatically Creating User Profiles During Authentication \(Recommended Method\), page 6-8](#)
- [Manually Creating User Profiles, page 6-8](#)
- [Importing User Profiles, page 6-9](#)

**Related Topics**

- [About User Profiles, page 6-7](#)

### Automatically Creating User Profiles During Authentication (Recommended Method)

The system automatically creates a user profile when a new user attempts to log in to Cisco Unified MeetingPlace Express and is successfully authenticated through an external directory. This method allows eligible, unprofiled users to use Cisco Unified MeetingPlace Express without waiting for a system administrator to import or create their user profiles. See the [“About User Authentication By an External Directory” section on page 5-14](#).

**Related Topics**

- [About the Methods of Adding User Profiles, page 6-8](#)

### Manually Creating User Profiles

Manually creating user profiles through the Administration Center is useful for adding one or a few new users to the database, for example, when you need temporary user profiles for visitors. Manual user profile creation is also useful when an external directory is not available for automatic profile creation during user authentication. See the [“Adding User Profiles Manually” section on page 6-9](#).

**Related Topics**

- [About the Methods of Adding User Profiles, page 6-8](#)



## Importing User Profiles

You can import user profiles by using a spreadsheet in CSV text file format. This option can be useful for company mergers or for initial setup of user profiles when an external directory is not available for automatic profile creation during user authentication. See the [“Importing User Profiles” section on page 7-6](#).

### Related Topics

- [About the Methods of Adding User Profiles, page 6-8](#)

## Adding User Profiles Manually

This topic describes how to manually create a new user profile in the Cisco Unified MeetingPlace Express database.

### Before You Begin

- Create user groups before you create individual user profiles. Many user profile attributes are inherited from the assigned user group. This mechanism allows you to avoid configuring most fields for individual users. See the [“About User Groups” section on page 6-1](#).
- The guest profile serves as a template for manually added user profiles. To speed up the process of creating user profiles, configure as many fields as are applicable in the guest profile to Group Default. See the [“About the Guest Profile and Guest Users” section on page 6-28](#).

### Procedure

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|---------------|--|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express.  |
| <b>Step 2</b> | Click <b>Administration</b> at the top of the page.  |
| <b>Step 3</b> | On the left side of the page: <ul style="list-style-type: none"><li>a. Click <b>User Configuration</b>.</li><li>b. Click <b>User Profile Management</b>.</li></ul>   |
| <b>Step 4</b> | In the User Profile Management page, click the <b>Add New</b> button.  |
| <b>Step 5</b> | In the Add User Profile page, enter or change the values in the fields, which are described in the <a href="#">“About This Page: Add User Profile” section on page B-16</a> .<br><br>Required fields are marked with a red asterisk (*). |
| <b>Step 6</b> | Click <b>Save</b> .  |
| <b>Step 7</b> | Verify that your new user profile appears in the User Profile Management page.   |
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### Tips

If you select the Group Default option in any field, the value that is inherited from the assigned user group appears in parentheses in that field.

### Related Topics

- [About the Methods of Adding User Profiles, page 6-8](#)
- [About User Groups, page 6-1](#)

- [About User Profiles, page 6-7](#)
- [About the Guest Profile and Guest Users, page 6-28](#)

## Searching User Profiles

This topic describes how to search for an existing user profile in the Cisco Unified MeetingPlace Express database.

### Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **User Profile Management**.
- Step 4** Decide whether to search by username or name (either first or last name), and click the appropriate radio button in the User Profile Management page.
- Step 5** Enter the username, first name, or last name of the user profile that you are looking for.
- The entire name is not required.
  - The search tool is not case sensitive.
- Step 6** Click the **Search** button.
- The User Profile Management page displays only the user profiles with usernames or names that begin with the entered text.
- Step 7** If the list of matches is too long for you to quickly find a particular user profile, then do one of the following:
- Enter the entire username, entire first name, or entire last name of the user profile that you are looking for, and click the **Search** button.
  - At the bottom right corner, use the page navigation tools, such as the arrows and Go buttons, to browse the long list of user profiles.
- Step 8** To view a particular user profile's configuration, click **Edit** in the same row as the user profile.
- The fields in the Edit User Profiles Details page are identical to those described in the [“About This Page: Add User Profile” section on page B-16](#).
- Step 9** To exit the Edit User Profiles Details page and return to the User Profile Management page, take one of the following actions:
- To ensure that you do not modify the user profile, click the **Cancel** button.
  - To save any changes you made to the user profile, click the **Save** button.
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### Related Topics

- [About This Page: User Profile Management, page B-198](#)
- [Modifying User Profiles, page 6-11](#)

- [Deleting User Profiles, page 6-11](#)
- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)

## Modifying User Profiles

This topic describes how to edit an existing user profile in the Cisco Unified MeetingPlace Express database.

### Procedure

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|---------------|--|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express.  |
| <b>Step 2</b> | Click <b>Administration</b> at the top of the page.  |
| <b>Step 3</b> | On the left side of the page: <ul style="list-style-type: none"><li>a. Click <b>User Configuration</b>.</li><li>b. Click <b>User Profile Management</b>.</li></ul>   |
| <b>Step 4</b> | In the User Profile Management page, find the user profile that you want to modify. For help, see the <a href="#">“Searching User Profiles” section on page 6-10</a> .                                     |
| <b>Step 5</b> | Click <b>Edit</b> in the same row as the user profile that you want to modify.   |
| <b>Step 6</b> | In the Edit User Profiles Details page, enter or change the values in the fields, which are identical to those described in the <a href="#">“About This Page: Add User Profile” section on page B-16</a> . |
| <b>Step 7</b> | Click <b>Save</b> .  |
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### Related Topics

- [Searching User Profiles, page 6-10](#)
- [About This Page: Add User Profile, page B-16](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)

## Deleting User Profiles

This topic describes how to remove a user profile from the Cisco Unified MeetingPlace Express database. Deleting a user profile also results in the cancellation of meetings scheduled by that user.

If you want to preserve any meetings scheduled by that user while preventing unauthorized access to Cisco Unified MeetingPlace Express, then set the user profile to the inactive state. See the [“About the Active, Inactive, and Locked States of User Profiles” section on page 6-31](#).

### Before You Begin

Deleting user profiles is an irreversible operation. Before you delete user profiles, consider creating a backup copy of the Cisco Unified MeetingPlace Express database, so that you can later retrieve the deleted information if necessary. See the [“About Backing Up and Restoring Data” section on page 13-15](#).

### Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **User Profile Management**.
- Step 4** In the User Profile Management page, find the user profile that you want to delete. For help, see the [“Searching User Profiles” section on page 6-10](#).
- Step 5** Check the check box in the same row as the user profile that you want to delete. You may select multiple user profiles.
- Step 6** Make sure that you uncheck any check boxes for user profiles that you want to keep in the Cisco Unified MeetingPlace Express database.
- Step 7** Click **Delete Selected**.
- Step 8** When the confirmation pop-up window appears, click **OK**.
- Step 9** Verify that the deleted user profile does not appear in the User Profile Management page.
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### Tip

In the User Profile Management page, the checkboxes for the admin and guest profiles are dimmed. This is because the admin and guest profiles come preconfigured on Cisco Unified MeetingPlace Express and cannot be deleted. You can, however, modify the admin and guest profiles.

### Related Topics

- [About This Page: User Profile Management, page B-198](#)
- [Searching User Profiles, page 6-10](#)
- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)

## About the Information in User Groups and User Profiles

User groups contain only information that can be applied to multiple users. Information for individual users, such as names, phone numbers, and e-mail addresses, are included only in user profiles.

The following topics describe the information stored in user groups and user profiles:

- [About First and Last Names, page 6-13](#)
- [About Usernames and Passwords, page 6-13](#)
- [About Phone Profile Numbers and Passwords, page 6-14](#)
- [About the Types of Users, page 6-14](#)
- [About User Contact Information, page 6-18](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About the Find Me Feature, page 6-20](#)

- [About Time Zones, page 6-24](#)
- [About Language Preferences, page 6-25](#)
- [About Billing Information, page 6-26](#)
- [About Meeting Preferences, page 6-26](#)
- [About Meeting Restrictions, page 6-27](#)
- [About E-Mail Notification Privileges, page 6-27](#)

**Related Topics**

- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About First and Last Names

In meeting participant lists and some reports, Cisco Unified MeetingPlace Express identifies users by the first and last names configured in the user profiles.

**Related Topics**

- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Profile, page B-16](#)

## About Usernames and Passwords

Cisco Unified MeetingPlace Express identifies users by their usernames in reports, in exported information, and on the pages of the System Administration Center. A username is a unique string that users enter, along with an associated password, to log in to Cisco Unified MeetingPlace Express from a workstation.

**Note**

A separate, numeric user identification, called a phone profile number, is used to connect to Cisco Unified MeetingPlace Express from a touch-tone phone. A separate, numeric password is associated with the phone profile number. For more information, see the [“About Phone Profile Numbers and Passwords”](#) section on page 6-14.

When assigning usernames and passwords, we recommend the following:

- Consider assigning usernames that match existing usernames for e-mail, web, or other applications.
- Avoid assigning numeric-only usernames, because they are difficult to read and distinguish from one another, especially in meeting participant lists.

**Related Topics**

- [About Phone Profile Numbers and Passwords, page 6-14](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Profile, page B-16](#)

## About Phone Profile Numbers and Passwords

In addition to having a unique username, each user profile has a unique phone profile number. Cisco Unified MeetingPlace Express uses phone profile numbers to identify users over the telephone. Typically, the phone profile number is the same as the user's telephone number, extension, or voice mailbox number. The phone profile number has a corresponding numeric password.

For users that are authenticated by an external directory through Cisco Unified CallManager:

- The phone profile number is derived from the user's phone number.
- The phone profile password is derived from the numeric PIN configured in the external directory.

Note that reservationless meetings use phone profile numbers for the meeting IDs. Therefore, when reservationless meetings are enabled on the system, users cannot schedule meetings using meeting IDs that match existing phone profile numbers. For more information, see the [“About Reservationless Meetings” section on page 4-6](#).

**Note**

A separate, alphanumeric user identification, called a username, is used to log in to Cisco Unified MeetingPlace Express from a workstation. A separate, alphanumeric password is associated with the username. For more information, see the [“About Usernames and Passwords” section on page 6-13](#).

**Related Topics**

- [About Usernames and Passwords, page 6-13](#)
- [About User Authentication By an External Directory, page 5-14](#)
- [User Profile Settings When Authenticated By an External Directory, page 5-17](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Profile, page B-16](#)

## About the Types of Users

Each user profile specifies a type of user, the configuration of which restricts the privileges and access available to that user in Cisco Unified MeetingPlace Express. The available types of users are described in the following sections:

- [About End Users, page 6-15](#)
- [About Delegates, page 6-15](#)
- [About Attendants, page 6-16](#)
- [About System Administrators, page 6-17](#)

**Related Topics**

- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)
- [About User Profiles, page 6-7](#)

## About End Users

End users can schedule and control meetings, attend meetings to which they have been invited, attend any publicly listed meeting, and change certain configurations in their own user profiles. All of these actions are taken through the end-user web interface. End users cannot access the Administration Center.

The preconfigured guest profile is always configured as an end user. See the [“About the Guest Profile and Guest Users”](#) section on page 6-28.

For information about the end-user web interface, click help in the end-user web interface or see the *User Guide for Cisco Unified MeetingPlace Express*.

**Related Topics**

- [About the Types of Users, page 6-14](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)

## About Delegates

Delegates are often administrative assistants in a company. From the end-user web interface, a delegate can schedule, view, reschedule, end, or delete Cisco Unified MeetingPlace Express meetings on behalf of end users whose profiles specify that delegate in the [User Identification of Delegate](#) field. See [Table 6-1](#).

**Note**

Delegates cannot access the Administration Center. Only attendants and system administrators may do so.

**Table 6-1 Delegate Options in the End-User Web Interface**

Option	End-User Web Page
Schedule a meeting on the behalf of another user.	Schedule Meeting
View <i>all</i> scheduled meetings, including unpublished meetings.	Find Meeting
Reschedule, end, or delete any meeting.	Meeting Details

For information about the end-user web interface, click help in the end-user web interface or see the *User Guide for Cisco Unified MeetingPlace Express*.

**Related Topics**

- [About the Types of Users, page 6-14](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)

**About Attendants**

Attendants are typically the Cisco Unified MeetingPlace Express help desk staff that users connect to when they need help. See the [“About Operator Assistance” section on page 3-1](#).

The attendant type of user is further described in the following sections:

- [Special Privileges for Attendants, page 6-16](#)
- [Restrictions for Attendants, page 6-17](#)

**Special Privileges for Attendants**

To an attendant, *all* meetings scheduled on the system are considered public meetings. From the end-user web interface, attendants can view, reschedule, end, or delete Cisco Unified MeetingPlace Express meetings on behalf of all users. See [Table 6-2](#). Attendants also have limited access to the Administration Center. [Table 6-3](#) lists the Administration Center pages that are visible to attendants.

**Note**

Attendants cannot schedule a new meeting on behalf of another user. Only assigned delegates may do so.

**Table 6-2 Attendant Options in the End-User Web Interface**

Option	End-User Web Page
View <i>all</i> scheduled meetings, including unpublished meetings.	Find Meeting—Public meetings
Reschedule, end, or delete any meeting.	Meeting Details

For information about the end-user web interface, click help in the end-user web interface or see the *User Guide for Cisco Unified MeetingPlace Express*.

**Table 6-3 Attendant Options in the Administration Center**

Option	Administration Center Page
<b>User Configuration</b>	
Add, edit, lock, or delete user profiles.	<a href="#">About This Page: User Profile Management, page B-198</a>
Add, edit, lock, or delete user groups.	<a href="#">About This Page: User Group Management, page B-196</a>
View and unlock any locked user profiles.	<a href="#">About This Page: View Locked Profiles, page B-202</a>
<b>Reports</b>	
View meeting cancellations.	<a href="#">About This Page: Meeting Cancellation Report, page B-118</a>
View billing reports.	<a href="#">About This Page: Billing Report, page B-38</a>
Compare port usage with available capacity.	<a href="#">About This Page: Port Utilization Report, page B-144</a>



**Table 6-3** Attendant Options in the Administration Center (*continued*)

Option	Administration Center Page
View disk usage by meetings and available space in current disks.	<a href="#">About This Page: Disk Usage Report, page B-58</a>
View or delete meeting notifications that are waiting to be sent by e-mail to end users.	<a href="#">About This Page: E-Mail Notification Queue Status Report, page B-82</a>
View active or historical data about the software audio mixer.	<a href="#">About This Page: Audio Mixer Statistics Reports, page B-30</a>
Monitor meetings that are currently in session.	<a href="#">About This Page: In-Session Monitoring, page B-111</a>
<b>Services</b>	
View, delete, or export alarms.	<a href="#">About This Page: Alarms, page B-28</a>

### Restrictions for Attendants

- In Release 1.1.1 and earlier releases, attendants cannot access the Administration Center. Nevertheless, the end-user web interface options (see [Table 6-2](#)) still apply.
- Calls to the attendant are not supported if you use a SIP trunk to integrate Cisco Unified MeetingPlace Express with Cisco Unified CallManager Release 4.x. For more information about this restriction, see the [Cisco Unified CallManager Restrictions for Integration in a SIP Environment](#) in the “About Integration in a SIP Environment” section on page 5-39.

#### Related Topics

- [About the Types of Users, page 6-14](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)

## About System Administrators

System administrators have full access to the end-user web interface and the Administration Center. From the end-user web interface, they can view all scheduled meetings and can join any meeting, even if the maximum number of ports per meeting are in use, as long as floater ports are available.

For information about the end-user web interface, click help in the end-user web interface or see the *User Guide for Cisco Unified MeetingPlace Express*.

#### Related Topics

- [About the Types of Users, page 6-14](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)
- [About System Administrator Responsibilities for Cisco Unified MeetingPlace Express, page 2-1](#)

## About User Contact Information

User profiles include the following user contact information:

- E-mail address for e-mail notifications
- Pager or phone numbers for the Find Me dial-out feature.



### Note

The required format for phone numbers is determined by the call-routing device for your IP telephony network. Therefore, enter phone numbers in the same format used to dial similar numbers from a phone on the same IP telephony network as Cisco Unified MeetingPlace Express. For example, if calls within your company are made by dialing the last four digits of a phone number, then enter only the last four digits in Cisco Unified MeetingPlace Express for internal phone numbers. If, however, you want Cisco Unified MeetingPlace Express to call a phone in a different area code, then you may need to include a 9 and the complete telephone number including the area code.

### Related Topics

- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Profile, page B-16](#)
- [About User Profiles, page 6-7](#)

## About Dial-Out Features and Voice Prompt Languages

Dialing out allows users to quickly and easily join meetings and add other users to meetings in session. [Table 6-4](#) describes the Cisco Unified MeetingPlace Express dial-out features, which can be initiated only by users with the “Can call out of meetings?” field set to **Yes** in their user profiles.

**Table 6-4** *Dial-Out Features and Languages Used in Voice Prompts*

Dial-Out Feature and Description	Language Used in Voice Prompts
<p>Find Me</p> <p>At the scheduled start time of a meeting, Cisco Unified MeetingPlace Express initiates calls to meeting invitees at the phone numbers specified in their user profiles.</p> <p>For more information, see the <a href="#">“About the Find Me Feature”</a> section on page 6-20.</p>	<p>For each call dialed out, the voice prompts use the language specified in the user profile of the invited meeting participant.</p>

**Table 6-4** *Dial-Out Features and Languages Used in Voice Prompts (continued)*

Dial-Out Feature and Description	Language Used in Voice Prompts
<b>Call Me</b> Meeting participants may join a meeting through the web and use the web interface to have Cisco Unified MeetingPlace Express call out to their phones.	For each call dialed out to a profiled user, the voice prompts use the language specified in the user profile.  For each call dialed out to a user who joined the meeting through the web as a guest, the voice prompts use the language specified in the guest profile.
<b>Dial Out From Within a Meeting</b> During a meeting, participants may trigger Cisco Unified MeetingPlace Express to call additional people to attend the meeting.	For each call dialed out, the voice prompts use the language specified in the user profile of the meeting participant who triggers the dialed out call.  If the meeting participant joined the meeting as a guest, then the voice prompts use the language specified in the guest profile.

**Caution**

Toll fraud can occur if unauthorized users gain access to Cisco Unified MeetingPlace Express and abuse the dial-out options. For more information, see the [“About Toll Fraud Prevention”](#) section on page 9-6.

The following sections describe dial-out configurations:

- [Required Dial-Out Configuration, page 6-19](#)
- [Optional Dial-Out Configuration, page 6-20](#)

**Related Topics**

- [About the Find Me Feature, page 6-20](#)
- [About the Guest Profile and Guest Users, page 6-28](#)
- [About Toll Fraud Prevention, page 9-6](#)
- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## Required Dial-Out Configuration

Enabling dial-out privileges for a user requires one field to be configured in the user profile. See [Table 6-5](#). For additional requirements for enabling the Find Me feature, see the [“About the Find Me Feature”](#) section on page 6-20.

**Tip**

Many user profile field configurations are inherited from user groups. Consider configuring fields in user groups instead of in individual user profiles.

**Table 6-5 Required Dial-Out Configuration**

Administration Center Page	Field and Link to Description	Required Setting
Add User Group or Edit User Groups Details	<a href="#">Can call out of meetings</a> (user group)	Yes
or Add User Profile or Edit User Profiles Details	or <a href="#">Can call out of meetings?</a> (user profile)	

**Related Topics**

- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## Optional Dial-Out Configuration

Optionally, you can require dialed-out users to enter the profile password before being admitted into a voice meeting. See [Table 6-6](#). For additional user profile fields that you can configure specifically for the Find Me feature, see the “[About the Find Me Feature](#)” section on [page 6-20](#).

**Tip**

Many user profile field configurations are inherited from user groups. Consider configuring fields in user groups instead of in individual user profiles.

**Table 6-6 Optional Dial-Out Configurations**

Administration Center Page	Field and Link to Description
Add User Group or Edit User Groups Details	<a href="#">Ask for profile password</a> (user group)
or Add User Profile or Edit User Profiles Details	or <a href="#">Ask for profile password?</a> (user profile)

**Related Topics**

- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## About the Find Me Feature

With the Find Me dial-out feature, Cisco Unified MeetingPlace Express calls the meeting invitees when a meeting begins. This feature is available only to profiled users and can be enabled or disabled in each user profile.

Cisco Unified MeetingPlace Express can call up to three devices, in the order specified in the user profile, to try to reach the user. For each attempt to reach a user, the system waits 10 seconds for an answer before trying the next configured device. Note, however, that the time between Find Me attempts may be longer due to network delays.

The Find Me dial-out feature is further described in the following sections:

- [Supported Meeting Types for the Find Me Feature, page 6-21](#)
- [Supported Devices for the Find Me Feature, page 6-21](#)
- [How the Find Me Feature Works With Pagers, page 6-21](#)
- [Restrictions for Using the Find Me Feature With Pagers, page 6-22](#)
- [Required Find Me Configurations, page 6-23](#)
- [Optional Find Me Configurations, page 6-24](#)

## Supported Meeting Types for the Find Me Feature

When the Find Me feature is enabled for a user, Cisco Unified MeetingPlace Express calls the user when the following types of meetings begin:

- Scheduled meetings for which the user is the meeting scheduler.
- Reservationless meetings that the user starts.
- Meetings to which the user was invited specifically through the Cisco Unified MeetingPlace Express directory by the scheduler.

### Related Topics

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## Supported Devices for the Find Me Feature

Cisco Unified MeetingPlace Express can call the following devices, in the order specified in the user profile:

- Phone—The person who answers the phone is prompted to join the meeting. Depending on the user profile and meeting configurations, the person may also be prompted for a user password or meeting password.
- Direct-dial pager—Pager is directly reached by a phone number.
- Non-direct-dial pager—Pager is reached by a phone number *and* a PIN.

For information about using pagers with the Find Me dial-out feature, see the [“How the Find Me Feature Works With Pagers”](#) section on page 6-21.

### Related Topics

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## How the Find Me Feature Works With Pagers

Whether a direct- or non-direct-dial pager is used, the end-user experience is the same. The pager displays the following items in a single numeric string:

- Phone number entered in the [Access phone number 1](#) field in the Usage Configuration page
- Meeting ID

When the Find Me feature is configured to call a pager, the following behavior applies:

- For a direct-dial pager:
  1. When the meeting begins, Cisco Unified MeetingPlace Express dials the pager service by using the phone number that is configured in the [Pager #](#) user profile field.
  2. After the pager service answers, Cisco Unified MeetingPlace Express sends its own access phone number, which is configured in the [Access phone number 1](#) field in the Usage Configuration page.
  3. Cisco Unified MeetingPlace Express sends the meeting ID.
- For a non-direct-dial pager:
  1. When the meeting begins, Cisco Unified MeetingPlace Express dials the pager service by using the phone number that is configured in the [Phone # for non-direct dial pagers](#) user group field.
  2. Cisco Unified MeetingPlace Express sends the pager-specific PIN or user ID, which is configured in the [Pager #](#) user profile field.
  3. After the pager service answers, Cisco Unified MeetingPlace Express sends its own system access phone number, which is configured in the [Access phone number 1](#) field in the Usage Configuration page.
  4. Cisco Unified MeetingPlace Express sends the meeting ID.

#### Related Topics

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## Restrictions for Using the Find Me Feature With Pagers

The following restrictions apply when the Find Me feature is configured to call pagers:

- Only numeric pager output is supported. From the [Access phone number 1](#) field in the Usage Configuration page, only the characters 0-9, #, and \* are processed and sent to pagers. All other characters are discarded.
- In the pager output, there is no indication of where the access phone number ends and where the meeting ID begins. These values are combined into a single numeric string in the pager output.
- The pager output does not include meeting passwords.
- If the length of the numeric string sent to the pager exceeds the pager's limit, then the pager will not be able to display all the digits.
- Cisco Unified MeetingPlace Express sends RFC 2833 digits in the Real-Time Transport Protocol (RTP) stream. These pager digits must be converted to in-band audio dual-tone multi-frequency (DTMF) signals. The gateway that converts the VoIP traffic in your network to the public switched telephone network (PSTN) must convert RFC 2833 digits to in-band DTMF signals. See the documentation for your specific gateway and software release to verify this capability.
- Cisco Unified MeetingPlace Express cannot send pager digits in the following ways:
  - In the H.323 signaling stream or channel
  - In the SIP signaling stream or channel
  - Directly as in-band audio DTMF signals

- There may be a significant delay between when Cisco Unified MeetingPlace Express calls a pager and when the pager vibrates, flashes, or beeps. If the [Search order for “Find Me”](#) user profile field is configured to call a phone *after* calling a pager, then the phone may receive the call *before* the pager vibrates, flashes, or beeps. Therefore, we recommend that you or the end user take one or both of the following actions:
  - Select Pager in only the Third option of the [Search order for “Find Me”](#) user profile field.
  - If the user wants to receive only a page and no phone calls when a meeting begins, then leave the [Main phone #](#) and [Alternate phone #](#) user profile fields blank.

You cannot select Pager more than once in the [Search order for “Find Me”](#) user profile field, but leaving the [Main phone #](#) and [Alternate phone #](#) user profile fields blank effectively disables those options.

#### Related Topics

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## Required Find Me Configurations

[Table 6-7](#) shows the fields you must configure to enable the Find Me dial-out feature.

**Table 6-7 Required Find Me Configuration**

Administration Center Page	Field and Link to Description	Required Value
Add User Group or Edit User Groups Details	<a href="#">Phone # for non-direct dial pagers</a> (user group)	(Required only for non-direct dial pagers)  Enter the phone number to access the pager system.
Add User Profile or Edit User Profiles Details	<a href="#">Group Name</a> (user profile)	(Required only for non-direct dial pagers)  Select a user group that is configured with the correct pager system phone number in the <a href="#">Phone # for non-direct dial pagers</a> field.
Add User Profile or Edit User Profiles Details	<a href="#">Main phone #</a> (user profile) or <a href="#">Alternate phone #</a> (user profile) or <a href="#">Pager #</a> (user profile) <a href="#">Pager type</a> (user profile)	Enter at least one valid phone number or pager number. <sup>1</sup>  If you select Non-direct dial pager in the <a href="#">Pager type</a> field, then enter the PIN or user ID for the individual pager in the <a href="#">Pager #</a> field.
Add User Profile or Edit User Profiles Details	<a href="#">Method of attending</a> (user profile)	Have system find user <sup>1</sup>

**Table 6-7** *Required Find Me Configuration (continued)*

Administration Center Page	Field and Link to Description	Required Value
Add User Profile or Edit User Profiles Details	<a href="#">Search order for “Find Me”</a> (user profile)	Specify the order in which the system should attempt to call the user. <sup>1</sup>
Add User Group or Edit User Groups Details  or Add User Profile or Edit User Profiles Details	<a href="#">Can call out of meetings</a> (user group)  or <a href="#">Can call out of meetings?</a> (user profile)	Yes

1. These values may be modified by individual users through the Edit Profile end-user page.

**Related Topics**

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## Optional Find Me Configurations

Optionally, you can require dialed-out users to enter the profile password before being admitted into a voice meeting. See [Table 6-8](#).

**Table 6-8** *Optional Find Me Configuration*

Administration Center Page	Field and Link to Description
Add User Group or Edit User Groups Details  or Add User Profile or Edit User Profiles Details	<a href="#">Ask for profile password</a> (user group)  or <a href="#">Ask for profile password?</a> (user profile)

**Related Topics**

- [About the Find Me Feature, page 6-20](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)

## About Time Zones

Each user profile has a [Time zone](#) setting. Set the time zone for the geographical location in which the user conducts business. The time zone options are determined by the [Region](#) configured for the user profile. Things you should know about time zones in Cisco Unified MeetingPlace Express:

- For each meeting, Cisco Unified MeetingPlace Express accepts and reports the start time in the meeting scheduler's time zone.
- The meeting scheduler's time zone is used in all e-mail notifications, even those that are sent to invitees in different time zones.



- In the Find Meeting and Meeting Details end-user pages, the meeting times appear in the time zone of the user who is logged into the end-user web interface.
- All instances of recurring meetings take place at the same time of day in the time zone configured in the meeting scheduler's user profile. Meeting invitees must adjust for time zone differences. Remember that some locations, such as Arizona, do not use daylight savings time.
- Cisco Unified MeetingPlace Express schedules meetings using Greenwich Mean Time (GMT). At the time each meeting is scheduled, the system converts the meeting time to GMT from the time zone that is defined in the user profile of the meeting scheduler. If the time zone setting is changed in the user profile *after* a meeting is scheduled, the scheduled time of that meeting does *not* change to reflect the new time zone. Meetings must be rescheduled to reflect the new time zone.

We recommend the following:

- Do not use the default time zone setting called "Local time of Cisco Unified MeetingPlace Express server." The time zone of the server is set during the installation process and may be modified at any time through the CLI by the system administrator. Such a change may cause time discrepancies between meetings that are scheduled before and after each server time change.

For information about setting or modifying the local time of the server, see the [Installation and Upgrade Guide for Cisco Unified MeetingPlace Express](#).

- For users in the state of Indiana, choose from the "US: Central" or "US: Eastern" time zone options, depending on the user's specific county. The "US: Indiana" time zone option in Cisco Unified MeetingPlace Express has become obsolete due to changes in the implementation of daylight savings in that state.

#### Related Topics

- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About Language Preferences

The language setting in each user group or user profile affects the following items:

- Voice prompt language heard by the user.
- Language used in e-mail notifications received by the user.
- Language used in the end-user web interface, which is used to schedule, find, and attend meetings.
- Default language used in meetings that are scheduled by the user.

All meeting participants see and hear the same language. By default, scheduled meetings use the language in the scheduler's user profile, but a different language may be selected while scheduling the meeting.

- Language used in reservationless meetings that are set up by the user.

All reservationless meeting participants see the web meeting room in the language specified in the meeting owner's user profile. Language selection is not available while setting up reservationless meetings.

- Format in which the date appears in the end-user web interface.
- Language that appears on the Cisco Unified IP Phone screen when subscribed to the Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone.

**Related Topics**

- [About Languages, page 3-2](#)
- [Configuring Language Preferences in User Groups or User Profiles, page 3-4](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About Billing Information

You can assign billing codes to user profiles and meetings, so that your company can choose billing schemes based on scheduling or meeting participation. Meeting schedulers can modify the billing code for each meeting.

To make billing reports easy to use, we recommend that you follow existing conventions at your company when you assign billing codes. For example, you might use department codes as your billing codes.

**Related Topics**

- [Running a Report about Billing, page 8-10](#)
- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About User Groups, page 6-1](#)
- [About User Profiles, page 6-7](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)
- [About This Page: Meeting Configuration, page B-121](#)

## About Meeting Preferences

The meeting preferences in user profiles determine the following privileges and default settings:

- Whether a beep, name announcement, or no announcement is heard when a user joins a voice meeting. This setting can be modified for each meeting by the meeting scheduler.
- Whether or not the user hears a meeting ID confirmation and a prompt to record a name before joining a voice meeting. This setting can be modified for each meeting by the meeting scheduler.
- Whether or not meeting passwords are required.
- Whether or not meeting attendance is restricted to profiled users. This setting can be modified for each meeting by the meeting scheduler.

- Whether or not to publicly display scheduled meetings on the Find Meeting end-user page. This setting can be modified for each meeting by the meeting scheduler.
- Whether or not the user can reserve voice ports for scheduled meetings.
- Whether or not the user can reserve web ports for scheduled meetings.

**Related Topics**

- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About Voice Ports, page 4-9](#)
- [About Web Ports, page 4-11](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About Meeting Restrictions

You can configure the following meeting restrictions for each user:

- Whether or not the user may own reservationless meetings
- The maximum length of meetings that the user may schedule

**Related Topics**

- [About Reservationless Meetings, page 4-6](#)
- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About E-Mail Notification Privileges

Through the user group or user profile settings, you can control whether or not users send or receive e-mail notifications when a meeting is scheduled or changes. Also, you can decide whether or not to include the participant list or meeting password in e-mail notifications.

You can further control e-mail notification formatting and content by modifying the e-mail notification templates. See the [“Editing Templates for E-Mail Notifications” section on page 12-11](#).

**Related Topics**

- [About E-Mail Notification Templates and Language Property Files, page 12-6](#)
- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)

- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)

## About the Admin Profile

Cisco Unified MeetingPlace Express comes preconfigured with a user profile with the username “admin.” The admin profile is used to log in to the Administration Center for the first time. You cannot delete or lock the admin profile.

The admin profile comes with the following default settings:

- [User ID](#)—admin
- [User password](#)—cisco
- [Profile Number](#)—0001
- [Profile Password](#)—24726

The following fields are dimmed and cannot be modified in the admin profile:

- [User Active?](#)—Yes
- [Type of user](#)—System Mgr

### Related Topics

- [Logging In For the First Time, page 1-1](#)
- [Changing the Admin Passwords, page 1-2](#)
- [About User Profiles, page 6-7](#)
- [About the Information in User Groups and User Profiles, page 6-12](#)

## About the Guest Profile and Guest Users

Cisco Unified MeetingPlace Express comes preconfigured with a user profile with the username “guest.” Note, however, that only a few guest profile fields are applied to guest *users*. Most guest profile fields serve only as a template for new user profiles. See the following sections:

- [Guest Profile Fields That Apply to Guest Users, page 6-29](#)
- [Guest Profile Fields That Apply to New User Profiles, page 6-29](#)
- [Restrictions for the Guest Profile, page 6-30](#)
- [Recommendations for the Guest Profile, page 6-30](#)
- [Modifying the Guest Profile, page 6-30](#)

### Related Topics

- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About Reservationless Meetings, page 4-6](#)
- [Configuring Security Features for Cisco Unified MeetingPlace Express, page 9-1](#)

## Guest Profile Fields That Apply to Guest Users

Guest users are unprofiled users or users who access Cisco Unified MeetingPlace Express without logging in. Only the following guest profile fields apply to guest users:

- [First name](#)—Used in meeting participant lists and reports
- [Last name](#)—Used in meeting participant lists and reports.
- [Type of user](#)—Always set to End User (cannot be modified).
- [E-mail Format](#)—Used when e-mail notifications are sent to guest users.
- [Language](#)—Affects the following:
  - End-user web interface, which is used to schedule, find, and attend meetings.
  - Voice prompts for the following dial-out features: [Call Me](#) and [Dial Out From Within a Meeting](#).
  - E-mail notifications sent to invitees that are not selected from the Cisco Unified MeetingPlace Express directory.

### Related Topics

- [About the Guest Profile and Guest Users, page 6-28](#)

## Guest Profile Fields That Apply to New User Profiles

The guest profile serves as a template for new user profiles that are added to the Cisco Unified MeetingPlace Express database in the following ways:

- Manually through the Administration Center
- Automatically during user authentication by an external directory
- Imported from a CSV file

Note, however, that guest profile values are overwritten by any values specified in import files.

For example, if you configure the [Maximum meeting length \(minutes\)](#) field to 90 in the guest profile, then all new user profiles will have this field initially set to 90.

All guest profile fields are applied to new user profiles, *except* those in the following list:

- [First name](#)
- [Last name](#)
- [User ID](#)
- [User password](#)
- [Profile Number](#)
- [Profile Password](#)

### Related Topics

- [About the Guest Profile and Guest Users, page 6-28](#)

## Restrictions for the Guest Profile

The guest profile differs from other user profiles in the following ways:

- The guest profile cannot be deleted, but it can be locked.
- Certain fields in the guest profile are dimmed and cannot be modified, such as the [User ID](#) (guest), [Profile Number](#) (0000), [Profile Password](#) (nopassword), and [Type of user](#) (End User).

### Related Topics

- [About the Guest Profile and Guest Users, page 6-28](#)

## Recommendations for the Guest Profile

- Do not configure the following fields in the guest profile. These field settings are inherited by new user profiles but are likely to be irrelevant to those users:
  - [User password](#)
  - [User Password Confirm](#)
  - [E-mail address](#)
  - [Main phone #](#)
  - [Alternate phone #](#)
  - [Pager #](#)
  - [Billing Code](#)
- To simplify the configuration and maintenance of new user profiles, configure as many guest profile fields as are appropriate to Group Default.
- To help secure your system and prevent toll fraud, consider restricting guest users from dialing out. See the “[Restricting Dial-Out Privileges for Guest Users](#)” section on page 9-7. Note, however, that this reduces the usability of Cisco Unified MeetingPlace Express for your guest users.

### Related Topics

- [About the Guest Profile and Guest Users, page 6-28](#)

## Modifying the Guest Profile

This topic describes how to find, view, and edit the guest profile in Cisco Unified MeetingPlace Express.

### Before You Begin

Read the “[About the Guest Profile and Guest Users](#)” section on page 6-28.

### Procedure

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.

- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **User Profile Management**.
- Step 4** On the User Profile Management page, click the [User ID](#) radio button.
- Step 5** In the [Begins with](#) field, enter **guest**.
- Step 6** Click the **Search** button.
- The User Profile Management page displays only the user profiles with usernames that begin with “guest.”
- Step 7** In the same row as the “guest” username, click **Edit**.
- Step 8** Configure the fields, which are described in the [“About This Page: Add User Profile”](#) section on page B-16.
- Step 9** To exit the Edit User Profiles Details page, take one of the following actions:
- To ensure that you do not modify the guest profile, click the **Cancel** button.
  - To save any changes you made to the guest profile, click the **Save** button.
- 

**Related Topics**

- [About the Guest Profile and Guest Users, page 6-28](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About Reservationless Meetings, page 4-6](#)
- [Configuring Security Features for Cisco Unified MeetingPlace Express, page 9-1](#)

## About the Active, Inactive, and Locked States of User Profiles

The user profile state determines whether or not the user may access Cisco Unified MeetingPlace Express:

- [About the Active State, page 6-32](#)
- [About the Inactive State, page 6-32](#)
- [About the Locked State, page 6-32](#)

**Related Topics**

- [Configuring Operator Assistance, page 3-2](#)
- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)
- [Deleting User Profiles, page 6-11](#)

## About the Active State

Users with active user profiles can log in and use Cisco Unified MeetingPlace Express.

### Related Topics

- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)

## About the Inactive State

A user with an inactive user profile cannot log in to Cisco Unified MeetingPlace Express. The user may still attend meetings that are not restricted to profiled users. If the user tries to authenticate over the phone, the user hears the message “That password is not recognized,” followed by voice prompts to enter the phone profile number and password. After three attempts to authenticate over the phone, the user hears the message “Thank you for calling, goodbye.”

When an employee leaves your company, you can make the user profile inactive to preserve any meetings scheduled by that employee. If, instead, you delete the user profile, all past meetings scheduled by that user are purged from the system.

A user profile can be made inactive only by configuring one of the following fields:

- **Group active**—See [About This Page: Add User Group, page B-9](#).
- **User Active?**—See [About This Page: Add User Profile, page B-16](#).

### Related Topics

- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)

## About the Locked State

Similar to inactive user profiles, a user with a locked user profile cannot log in to Cisco Unified MeetingPlace Express and hears the same messages and prompts while trying to authenticate over the phone. A system manager must be contacted to unlock user profiles. The user may still attend meetings that are not restricted to profiled users.

User profiles can be locked by two methods:

- Cisco Unified MeetingPlace Express automatically locks a user profile after a number of unsuccessful login attempts by the user. To set the maximum number of login attempts, see the [“Limiting the Number of Failed User Login Attempts” section on page 9-2](#).
- A system administrator can manually lock a user profile. See the [“Locking User Profiles” section on page 6-33](#).

A system administrator can easily view all locked profiles on the View Locked Profiles page and unlock multiple locked user profiles at one time. See the [“Unlocking User Profiles” section on page 6-33](#).



### Note

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The preconfigured admin user profile cannot be locked.

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### Related Topics

- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)



## Unlocking User Profiles

This topic describes how to display and unlock any locked user profiles. Unlocking a user profile enables that user to log in and use Cisco Unified MeetingPlace Express.

### Before You Begin

Read the [“About the Locked State”](#) section on page 6-32.

### Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **Locked Profiles**.
- The View Locked Profiles page displays the user profiles that are currently locked.
- Step 4** Check the check box in the same row as the user profile that you want to unlock. You may select multiple user profiles.
- Make sure that you uncheck any check boxes for user profiles that you do not want to unlock.
- Step 5** Click **Set Selected to Active**.
- Step 6** When the confirmation pop-up window appears, click **OK**.
- Step 7** Verify that the unlocked user profile does not appear in the View Locked Profiles page.
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### Related Topics

- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)
- [About This Page: View Locked Profiles, page B-202](#)
- [About This Page: Add User Profile, page B-16](#)

## Locking User Profiles

This topic describes how to manually lock a user profile in the Cisco Unified MeetingPlace Express database.

### Before You Begin

- Read the [“About the Locked State”](#) section on page 6-32.
- The preconfigured admin user profile cannot be locked.

### Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.

- Step 3** On the left side of the page:
- Click **User Configuration**.
  - Click **User Profile Management**.
- Step 4** In the User Profile Management page, find the user profile that you want to lock. For help, see the [“Searching User Profiles” section on page 6-10](#).
- Step 5** Click **Edit** in the same row as the user profile that you want to lock.
- Step 6** In the Edit User Profiles Details page, set the [User Active?](#) field to **Locked**.
- Step 7** Click **Save**.
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**Related Topics**

- [About the Active, Inactive, and Locked States of User Profiles, page 6-31](#)
- [Unlocking User Profiles, page 6-33](#)
- [About This Page: Add User Profile, page B-16](#)
- [About User Profiles, page 6-7](#)
- [About User Groups, page 6-1](#)