

# Creating Users, Phones, and Associations in Cisco CallManager

Document ID: 13937

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## Introduction

This document explains how to create a new user, add an IP phone and associate the user with the new phone.

## Prerequisites

### Requirements

Readers of this document need to have knowledge of these topics:

- Cisco CallManager 3.3x or 4.0x administration
- IP Telephony hardware

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Version 4.0x or later
- Cisco 7960 IP telephone

**Note:** While a Cisco 7960 IP telephone is used for an example in this document, Cisco CallManager is compatible with many IP phones. This document applies to all of them.

**Note:** Although the screen shots in this document are from Cisco CallManager version 4.01, the same procedure applies for Cisco CallManager versions 3.3x and later. This document highlights the differences between these versions when it is applicable.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

# Register and Configure a Phone

Complete these steps in order to configure a phone with its associated user and phone number:

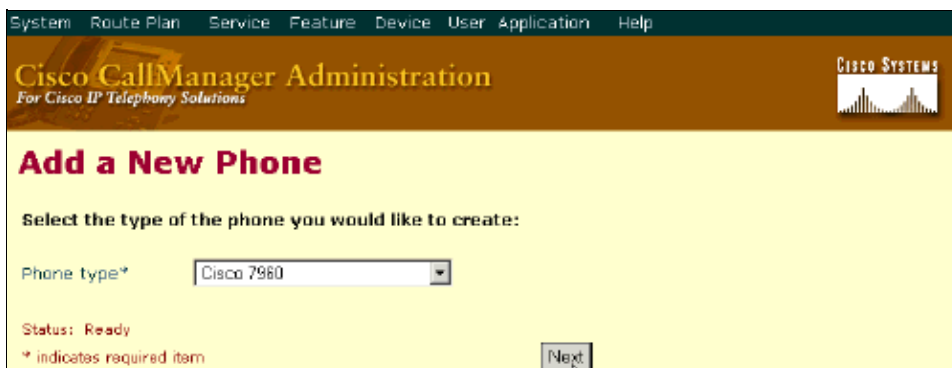
1. Connect to the Administration tool on your Cisco CallManager server. Enter the **http://<name of your CallManager or IP address>/ccmadmin/** URL in the browser.
2. Select **Device > Phone** from the main Cisco CallManager menu.



3. Click the **Add a New Phone** link.



4. Select the phone type. In this example, a Cisco 7960 is added. Click **Next**.



5. Enter the MAC address of the phone, and fill in the rest of the parameters as required.

**Note:** The MAC address of the phone can be found on the back of the unit on the label next to the word MAC. It can also be found with the help of the **Settings** button on the phone (79xx), and the selection of **Network Configuration**. The MAC address is the third field.

In this case, the selections are the Default device pool and the Default 7960 Button Template. As this screen indicates, other parameters are left at default settings.

**Note:** With Cisco CallManager 3.3x there is no Multilevel Precedence and Preemption (MLPP) information, no Device Security Mode, Built In Bridge, Privacy, or Owner User ID options.

# Phone Configuration

[Add a new phone](#)  
[Back to Find/List Phones](#)

## Directory Numbers

Lines can be added after the new phone is inserted in the database.

## Phone: New

Status: Ready

### Phone Configuration (Model = Cisco 7960)

#### Device Information

MAC Address*	<input type="text" value="003034C25D4E"/>
Description	<input type="text" value="SEP003034C25D4E"/>
Owner User ID	<input type="text" value="jdoe"/> <a href="#">(Select User ID)</a>
Device Pool*	<input type="text" value="Default"/> <a href="#">(View details)</a>
Calling Search Space	<input type="text" value="&lt; None &gt;"/>
AAR Calling Search Space	<input type="text" value="&lt; None &gt;"/>
Media Resource Group List	<input type="text" value="&lt; None &gt;"/>
User Hold Audio Source	<input type="text" value="&lt; None &gt;"/>
Network Hold Audio Source	<input type="text" value="&lt; None &gt;"/>
Location	<input type="text" value="&lt; None &gt;"/>
User Locale	<input type="text" value="&lt; None &gt;"/>
Network Locale	<input type="text" value="&lt; None &gt;"/>
Device Security Mode	<input type="text" value="Use System Default"/>
Built In Bridge	<input type="text" value="Default"/>
Privacy	<input type="text" value="Default"/>

#### Phone Button Template Information

Phone Button Template*	<input type="text" value="Standard 7960"/> <a href="#">(View button list)</a>
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#### Softkey Template Information

Softkey Template	<input type="text" value="&lt; None &gt;"/>
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#### Expansion Module Information

Module 1	<input type="text" value="&lt; None &gt;"/>
Module 2	<input type="text" value="&lt; None &gt;"/>

#### Firmware Load Information (leave blank to use default)

Phone Load Name	<input type="text"/>
Module 1 Load Name	<input type="text"/> (Module 1 selection required)
Module 2 Load Name	<input type="text"/> (Module 2 selection required)

#### Cisco IP Phone - External Data Locations (leave blank to use default)

Information	<input type="text"/>
Directory	<input type="text"/>
Messages	<input type="text"/>
Services	<input type="text"/>
Authentication Server	<input type="text"/>
Proxy Server	<input type="text"/>
Idle	<input type="text"/>
Idle Timer (seconds)	<input type="text"/>

#### Multilevel Precedence and Preemption (MLPP) Information

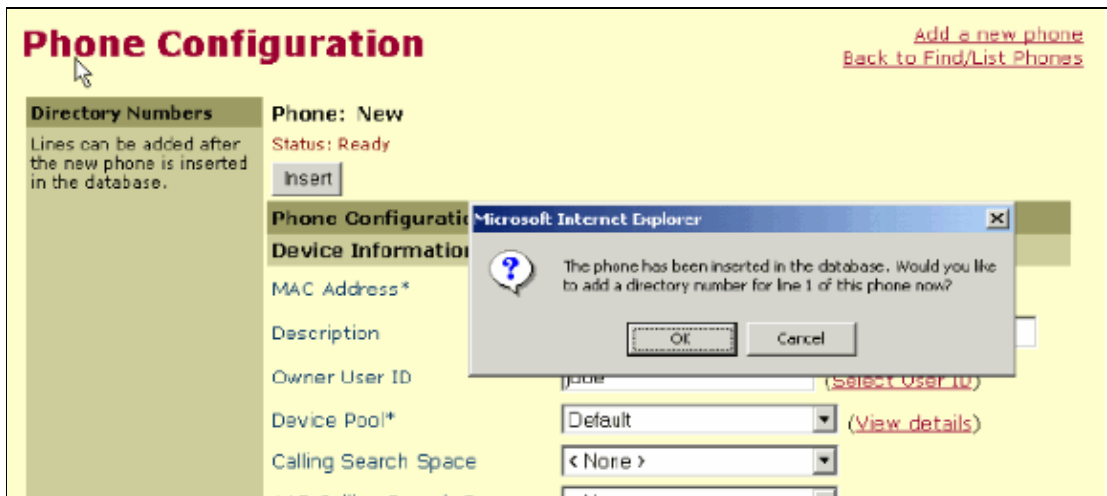
MLPP Domain	<input type="text" value=""/> (e.g., "0000FF")
MLPP Indication	<input type="text" value="Default"/>
MLPP Preemption	<input type="text" value="Default"/>

#### Product Specific Configuration



Disable Speakerphone	<input type="checkbox"/>
Disable Speakerphone and Headset	<input type="checkbox"/>
Forwarding Delay*	<input type="text" value="Disabled"/>
PC Port*	<input type="text" value="Enabled"/>
Settings Access*	<input type="text" value="Enabled"/>

- Note:** For Cisco CallManager 4.0x, in order to select **Owner User ID** you must first create a user. See the *Creating a User* portion of the Create a User and Associate the User to the Phone Number section.
6. Click **Insert** when you are done, and click **OK** in order to add a directory number when this page appears.



This or a similar page appears:

# Directory Number Configuration

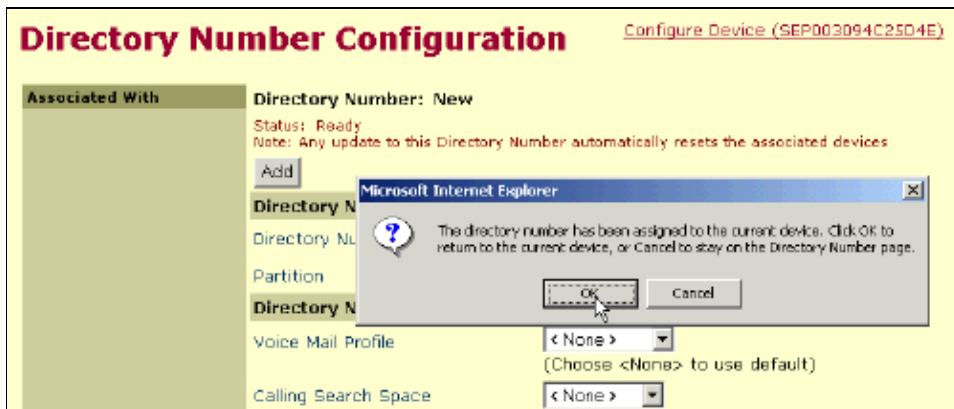
[Configure Device \(SEP003094C2504E\)](#)

<b>Associated With</b>	<b>Directory Number: New</b>																		
	Status: Ready Note: Any update to this Directory Number automatically resets the associated devices																		
	<input type="button" value="Add"/>																		
	<b>Directory Number</b>																		
	Directory Number* <input type="text" value="7002"/>																		
	Partition <input type="text" value=" &lt; None &gt;"/>																		
	<b>Directory Number Settings</b>																		
	Voice Mail Profile <input type="text" value=" &lt; None &gt;"/> (Choose <None> to use default)																		
	Calling Search Space <input type="text" value=" &lt; None &gt;"/>																		
	AAR Group <input type="text" value=" &lt; None &gt;"/>																		
	User Hold Audio Source <input type="text" value=" &lt; None &gt;"/>																		
	Network Hold Audio Source <input type="text" value=" &lt; None &gt;"/>																		
	Auto Answer <input type="text" value=" Auto Answer Off"/>																		
	<b>Call Forward and Pickup Settings</b>																		
	<table border="0"><tr><td></td><td><b>Voice Mail Destination</b></td><td><b>Calling Search Space</b></td></tr><tr><td>Forward All</td><td><input type="checkbox"/></td><td><input type="text" value=" &lt; None &gt;"/></td></tr><tr><td>Forward Busy</td><td><input type="checkbox"/></td><td><input type="text" value=" &lt; None &gt;"/></td></tr><tr><td>Forward No Answer</td><td><input type="checkbox"/></td><td><input type="text" value=" &lt; None &gt;"/></td></tr><tr><td>No Answer Ring Duration</td><td><input type="text" value=""/></td><td>(seconds)</td></tr><tr><td>Call Pickup Group</td><td colspan="2"><input type="text" value=" &lt; None &gt;"/></td></tr></table>		<b>Voice Mail Destination</b>	<b>Calling Search Space</b>	Forward All	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>	Forward Busy	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>	Forward No Answer	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>	No Answer Ring Duration	<input type="text" value=""/>	(seconds)	Call Pickup Group	<input type="text" value=" &lt; None &gt;"/>	
		<b>Voice Mail Destination</b>	<b>Calling Search Space</b>																
	Forward All	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>																
	Forward Busy	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>																
	Forward No Answer	<input type="checkbox"/>	<input type="text" value=" &lt; None &gt;"/>																
	No Answer Ring Duration	<input type="text" value=""/>	(seconds)																
Call Pickup Group	<input type="text" value=" &lt; None &gt;"/>																		
<b>MLPP Alternate Party Settings</b>																			
Target (Destination) <input type="text" value=""/>																			
Calling Search Space <input type="text" value=" &lt; None &gt;"/>																			
No Answer Ring Duration <input type="text" value=""/> (seconds)																			
<b>Line Settings for this Device</b>																			
Display (Internal Caller ID) <input type="text" value=""/>																			
Line Text Label <input type="text" value=""/>																			
External Phone Number Mask <input type="text" value=""/>																			
Message Waiting Lamp Policy <input type="text" value=" Use System Policy"/>																			
Ring Setting (Phone Idle) <input type="text" value=" Use System Default"/>																			
Ring Setting (Phone Active)** <input type="text" value=" Use System Default"/>																			
<b>Multiple Call / Call Waiting Settings</b>																			
Maximum Number of Calls* <input type="text" value="4"/> (1 - 200)																			
Busy Trigger* <input type="text" value="2"/> (<= Max. Calls)																			
<b>Forwarded Call Information Display</b>																			
<input checked="" type="checkbox"/> Caller Name <input type="checkbox"/> Caller Number																			
<input type="checkbox"/> Redirected Number <input checked="" type="checkbox"/> Dialed Number																			
* indicates required item; changes to Line or Directory Number settings require restart.																			
** Ring Setting (Phone Active) applies to this line when any line on the phone has a call in progress.																			
<b>Note:</b> If you are using a language other than English for Display (Internal Caller ID) or Line Text Label text, make sure the correct character set (shown below) is selected. Text display																			

**Note:** MLPP Alternate Party Settings, Multiple Call / Call Waiting Settings, and Forwarded Call Information Display are options only available in Cisco CallManager 4.0x.

7. Fill in the rest of the parameters as required. In the case shown in step 6, only the DN (7002) is entered. All other parameters are left at the default settings.

8. Click **Add** or, in Cisco CallManager 3.3x, click **Insert**.



9. Click **OK** on the message that appears.

10. Repeat steps 5 and 6 in order to add an optional second line.

11. Click **Update** when this page appears.

- Line 1 - 7002 (no Partition)
- Line 2 - Add new DN

Status: Ready

Copy Update Delete Reset Phone

**Phone Configuration (Model = Cisco 7960)**

**Device Information**

MAC Address*	<input type="text" value="003094C25D4E"/>
Description	<input type="text" value="SEP003094C25D4E"/>
Owner User ID	<input type="text" value="jdoe"/> <a href="#">(Select User ID)</a>
Device Pool*	<input type="text" value="Default"/> <a href="#">(View details)</a>
Calling Search Space	<input type="text" value="&lt; None &gt;"/>
AAR Calling Search Space	<input type="text" value="&lt; None &gt;"/>
Media Resource Group List	<input type="text" value="&lt; None &gt;"/>
User Hold Audio Source	<input type="text" value="&lt; None &gt;"/>
Network Hold Audio Source	<input type="text" value="&lt; None &gt;"/>
Location	<input type="text" value="&lt; None &gt;"/>
User Locale	<input type="text" value="&lt; None &gt;"/>
Network Locale	<input type="text" value="&lt; None &gt;"/>
Device Security Mode	<input type="text" value="Use System Default"/>
Built In Bridge	<input type="text" value="Default"/>
Privacy	<input type="text" value="Default"/>

**Phone Button Template Information**

Phone Button Template*	<input type="text" value="Standard 7960"/> <a href="#">(View button list)</a>
------------------------	---

**Softkey Template Information**

Softkey Template	<input type="text" value="&lt; None &gt;"/>
------------------	---

**Expansion Module Information**

Module 1	<input type="text" value="&lt; None &gt;"/>
Module 2	<input type="text" value="&lt; None &gt;"/>

**Firmware Load Information (leave blank to use default)**

Phone Load Name	<input type="text"/>
Module 1 Load Name	<input type="text"/> (Module 1 selection required)
Module 2 Load Name	<input type="text"/> (Module 2 selection required)

**Cisco IP Phone - External Data Locations (leave blank to use default)**

Information	<input type="text"/>
Directory	<input type="text"/>
Messages	<input type="text"/>
Services	<input type="text"/>
Authentication Server	<input type="text"/>
Proxy Server	<input type="text"/>
Idle	<input type="text"/>
Idle Timer (seconds)	<input type="text"/>

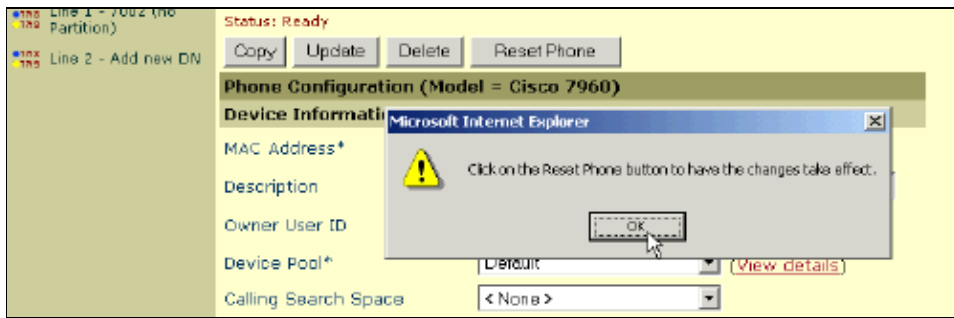
**Extension Mobility (Device Profile) Information**

<input type="checkbox"/> Enable Extension Mobility Feature	
Log Out Profile	<input type="text" value="-- Not Selected --"/>
Log In User ID	<input type="text" value="jdoe"/>
Log In Time	<input type="text" value="&lt; None &gt;"/>
Log Out Time	<input type="text" value="&lt; None &gt;"/>

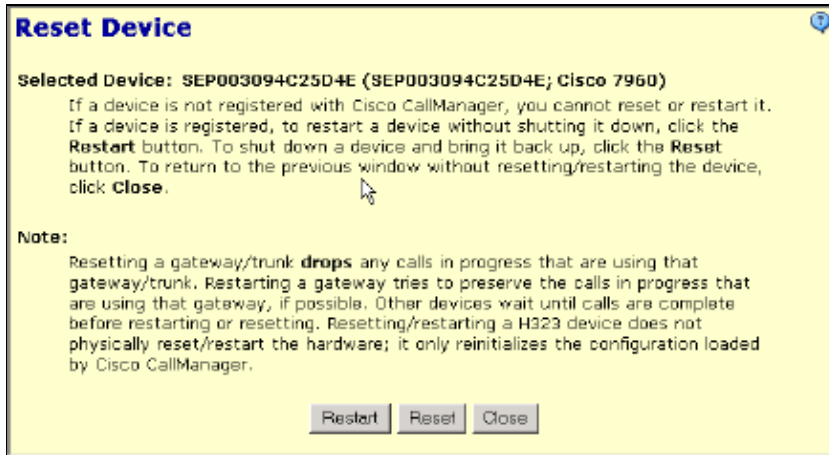
**Multilevel Precedence and Preemption (MLPP) Information**

MLPP Domain	<input type="text"/> (e.g., "0000FF")
MLPP Indication	<input type="text" value="Default"/>
MLPP Preemption	<input type="text" value="Default"/>

12. This or a similar page appears. Click **OK** on the message that appears and then click **Reset phone**.



13. Click **Reset**.



This procedure is now complete. Proceed to the Create a User and Associate the User to the Phone Number procedure.

## Create a User and Associate the User to the Phone Number

Complete these steps:

1. Select **User > Add a New User** from the main Cisco CallManager menu.



2. Enter the user information as required on the Add a New User page, and click **Insert** when you are done.

**User : New User**

Status: Ready

First Name

Last Name\*

User ID\*

User Password\*

Confirm Password\*

PIN \*

Confirm PIN \*

Telephone Number

Manager User ID

Department

User Locale

Enable CTI Application Use

Call Park Retrieval Allowed

Enable Calling Party Number Modification

\* indicates required item.

View page in

Page displayed at Fri Apr 2 17:40:03 EST 2004  
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3. Click **Device Association**.

**User Configuration** [Add a New User](#)  
[Back to User List](#)

**Application Profiles of John**

- [Device Association](#)
- [Cisco IPMA](#)
- [Extension Mobility](#)
- [SoftPhone](#)

**User : John Doe**

Status: Ready

First Name

Last Name\*

User ID

User Password\*

PIN \*

This page appears.

**Note:** In the example shown, a filter is used to limit the responses to the devices that start with directory number 700. Then the **Select Devices** option is used.

## Device Association

[User Configuration](#)  
[Add a New User](#)  
[Back to User List](#)

**Device assigned to: jdoe (Doe, John)**

Status: Ready

**Available Device List Filters**

Find Devices Where :

Filter Active

1 available device(s) listed at last search.  
0 device(s) controlled or owned at last search.  
0 device(s) selected currently to control.

**Available Devices**

Check All on Page
 Check All in Search
 No Primary Extension

Type	Device Name	Description	Primary Ext.	Extension
<input checked="" type="checkbox"/> 7900	SEP003094C25D4E	SEP003094C25D4E	<input checked="" type="radio"/>	7002

4. Select the device that you want to associate with this user.

In this case, the device name is SEP003094C25D4E.

**Note:** You must select the **Primary Extension** option in order for the IP AutoAttendant Spell by Name feature to work, even if the user only has a single extension (DN).

**Note:** If you add a second DN to the phone, it appears on this screen. You also need to associate the second DN with this user.

When you are done, click **Update Selected**.

5. You see a screen similar to this screen. The Controlled Devices field reflects the association that you made.

**Note:** The controlled device is the phone itself, not the DNs.

**User : John Doe**

Status: Update Completed.

First Name

Last Name\*

User ID

User Password\*

PIN\*

Telephone Number

Manager User ID

Department

User Locale

Enable CTI Application Use

Call Park Retrieval Allowed

Enable Calling Party Number Modification

Associated PC

Primary Extension

Controlled Devices

Enable Authentication Proxy Rights

Controlled Device Profiles

\* indicates required item.

View page in

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This procedure is now complete. Your new phone and new user is now functional.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- [Cisco CallManager Version 4.0](#)
- [Cisco IP Phone 7960 eLearning Tutorial](#)
- [Cisco CallManager Software Support Page](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

