



Microsoft Office Communications Server 2007 Enterprise Edition to Cisco Unified Presence 6.0(1) and Cisco Unified Communication Manager 6.0(1)

6/2/2008

Table of Contents

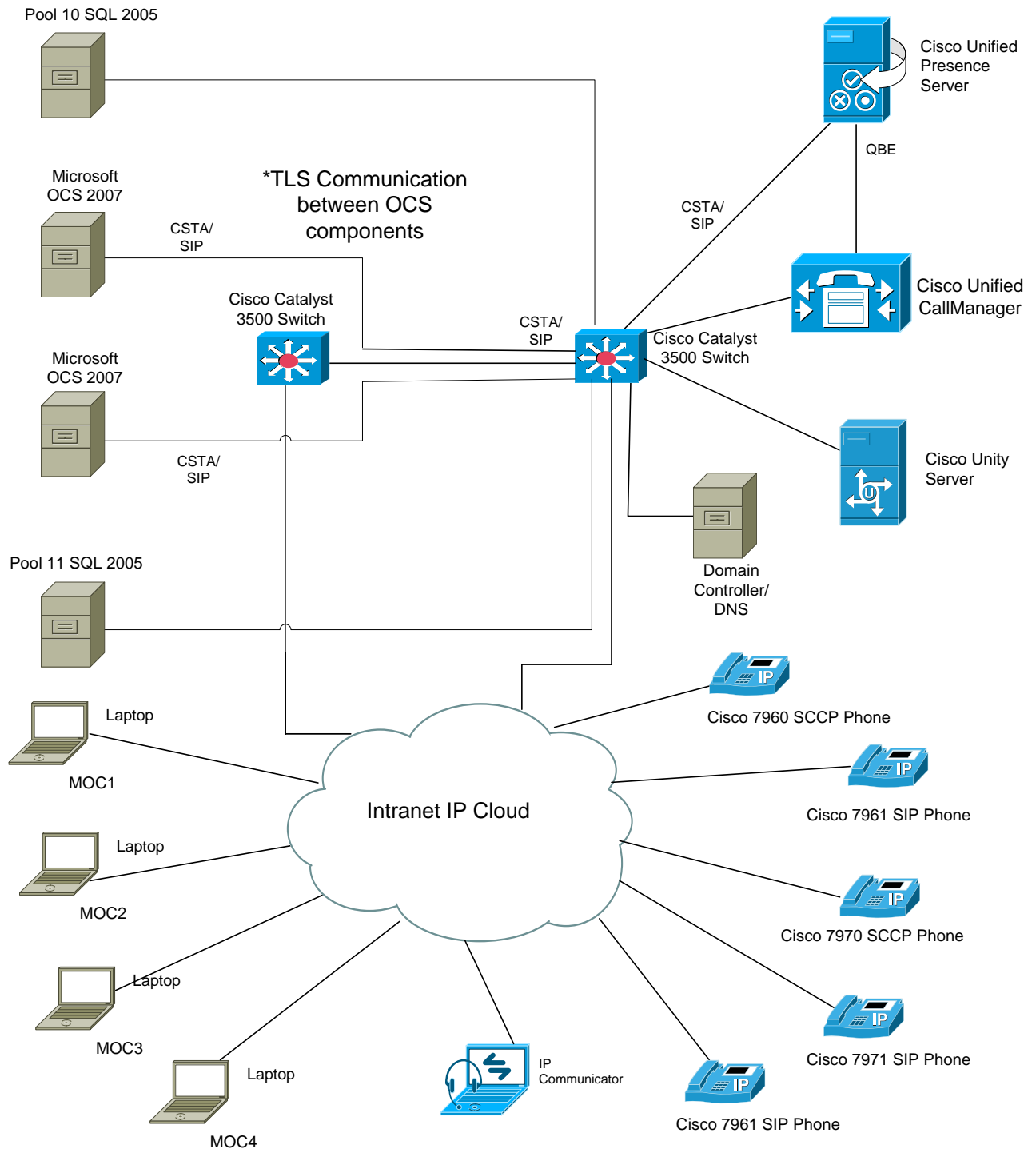
Introduction	1
Network Topology.....	2
Limitations.....	3
System Components	3
Hardware Requirements	3
Software Requirements	4
Features	4
Features Supported.....	4
Features Not Supported	5
Configuration.....	5
Configuration Sequence and Tasks	6
Configuring Microsoft OCS 2007 Enterprise Edition	7
Configuring the Microsoft Office Communicator (MOC).....	20
Configuring the Cisco Unified Communication Manager	24
Configuring the Cisco IP Phone	27
Configuring the Cisco Unified Presence server.....	57
Configuring Cisco Unified Communication Manager Presence Gateway.....	59
Configuring Cisco Unified Communication Manager Presence Gateway.....	60
Acronyms	68

Introduction

- This document describes feature interoperability and documents the steps and configurations necessary for Cisco Unified Communication Manager (CUCM) 6.0(1) and Cisco Unified Presence (CUP) 6.0(1) to interoperate with Microsoft Office Communication Server (OCS) 2007 Enterprise Edition. These features include Microsoft Office Communicator (MOC) features, Desktop (DTP) or IP Phone features, Cisco Unified Communication Manager (CUCM) administration, configuration and provisioning and CUP device identification. It aims to provide a good understanding of what works and what does not work in terms of the feature interaction between various components of the CUCM, CUP and OCS. It also provides guidance to deployment participants of the limitations, expected behaviors as well as known issues. Please note that this document does not address performance and scalability, which are part of broader criteria for a deployment-ready solution.
- As shown in the Network Topology diagram, interoperability testing was performed between the CUP and the OCS using multiple OCS pools. Please note the absence of a CSS11501 Load Balancer. This hardware component, unlike Microsoft LCS2005 deployments, is not required for OCS2007 Enterprise Edition deployments with only one Front End Server per pool. Multiple Front End Servers /pool will still require a load balancer.

Network Topology

Figure 1. Network Topology/Test Setup





Limitations

- **Multiple Point of Presence (MPOP):** As of the CUP release 6.0(1), the MPOP feature where a MOC user is logged in from more than one location is not supported by CUP. Support for this feature affects other interoperability features between the Cisco CUP and the Microsoft OCS. The affected features include basic placement and teardown of calls and locations-based call forwarding. These features are inherent to MPOP and without support for this feature, the user experiences loss of device and call control when logged in multiple locations.
- **Telephone number configuration in Active Directory User profiles:** Whenever configuring telephone numbers in AD user profiles, entries must be prefixed by a "+" or they will not appear in the MOC's contacts information, and calls will not be processed.
- **Call Forward Setting on DTP or IP Phone:** Call forward setting made on the Cisco IP Phone (Desktop) is not recognized and reflected by the MOC GUI. As of the current release of the Microsoft OCS, this feature is not supported. Thus, the MOC overrides any call forward setting manually configured on the DTP.
- **DTMF Digits:** Using the MOC dial pad to enter digits presented an issue when MOC controls SIP phones and dials into Unity voicemail; DTMF tones are sent to Unity whenever MOC controls SCCP phones. Also, whenever entering digits using the MOC dial pad, there is an issue whenever digits are entered in a relatively fast manner. Some digits may be dropped during communication signaling between CUP and CUCM. As a result, users may experience invalid entry when interacting with devices such as voicemail and IVR systems. These issues will be addressed in future CUCM software releases.
- **Shared Lines:** There are potential unwanted interactions that may occur in shared line scenarios. The CUP procedure for selecting the device to be controlled by MOC is to login the MOC session. Upon sign-in, both devices associated with shared line will ring and the MOC user must answer the phone the user wishes to control. The unwanted feature interaction in this case include conflict in device and call control and indefinite ringing in cases where the user is away from both devices. This issue is also applicable for devices subscribed to extension mobility where selection of device to control procedures is similar to shared lines.
- **Do not Disturb (DND):** DND is an unsupported feature with respect to CUP integration. Thus, any MOC client with DND feature enabled, will still have any received call routed to its controlled DTP.
- **Application Dial Rules:** Whenever adding, modifying, deleting Application Dial Rules on CUCM, CUP SIP Proxy service must be restarted before changes take effect. This is a known issue, and will be addressed in future software releases.
- **Conference:** OCS2007 does not support Call Conference through 3rd party call control. Conferencing is available in Communicator Call scenarios.
- **Transport Layer Security (TLS) connection between CUP and OCS:** this feature was not tested in this release.

System Components

Hardware Requirements

- Cisco Hardware
 - a. Linux Servers
 - i. Cisco Unified Presence (MCS 7825H)
 - ii. Cisco Unified Communication Manager (MCS 7845H)
 - b. Cisco Catalyst 3560



- c. 1 Cisco 7960 IP Phones (SCCP)
- d. 2 Cisco 7961 IP Phones (SIP)
- e. 1 Cisco 7970 IP Phone with CUVA (SCCP)
- f. 1 Cisco 7971 IP Phone with CUVA (SIP)
- g. 2 Cisco Unified Video Advantage Cameras
- Micorsoft Hardware
 - a. OCS 2007 Enterprise Edition with SP1 - MCS 7825H - Windows Server 2003 Enterprise, R2 (32 Bit)
 - b. Windows Active Directory Node also serves as DNS for OCS - MCS 7825H - Windows Server 2003 Enterprise R2, w/SP 1
 - a. Windows SQL - MCS 7825H - SQL Server 2000 Enterprise Edition w/Win. 2003 Server SP1
- Notebook laptops for additional MOC Clients running on Windows XP Professional with SP1

Software Requirements

- Cisco Unified Communication Manager 6.0(1)
- Cisco Unfied Presence 6.0(1)
- Cisco IOS Release or Cisco CatOS Release (for the gateway)
- Microsoft Office Communication Server 2007 Enterprise Edition

Features

Features Supported

- MOC Features
 - Basic Call Placement / Clearing
 - Reverse Number Lookup
 - Basic Call Forwarding
 - New Number
 - Phone Settings
 - Hold / Retrieval of Call
 - Call Transfer
 - Unannounced or Blind
 - Announced or Consultation
- Desktop phone (DTP) Features



- Basic Call Placement / Clearing
- Hold / Retrieval of Call
- Call Forwarding
- Call Conference
- Call Transfers
 - Unannounced or Blind
 - Announced or Consultation
- Cisco Unified Communication Manager (CUCM) Administration, Configuration and Provisioning
 - Adding Dial Rules – See Limitations section
 - Deleting Dial Rules – See Limitations section
 - Changing Dial Rules – See Limitations section
 - Prefix Dial Rules – See Limitations section
- Cisco Unified Presence (CUP) Device Identification
 - Shared Lines
 - 2 Phone Devices
 - 1 Phone Device and 1 Cisco IP Communicator
- CUP Features
 - Extension Mobility

Features Not Supported

- Call Conference: Invoking of Call Conference from MOC is not an available feature with OCS 2007. Conference calls can still be initiated from Desktop Phones.

Configuration

For more Cisco deployment and installation guides, go to:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guide_chapter09186a008070bc02.html

http://www.cisco.com/en/US/partner/products/ps6837/tsd_products_support_integrated_systems_documentation_list.html

For more Microsoft deployment and installation guides, go to:

<http://technet.microsoft.com/en-us/library/bb676082.aspx>

<http://search.technet.microsoft.com/search/Default.aspx?brand=technet&query=OCS&refinement=66&lang=en-us>



Configuration Sequence and Tasks

A. Cisco Unified Communication Manager (CUCM) Configuration

1. Cisco Unified Communication Manager Version
2. Configure the SIP Trunk
3. Configure the Cisco IP Phones
4. Configure the End Users
5. Configure the Licensing Capabilities Assignments
6. Configure the Phone Services
7. Configure the Phone URL Services
8. Configure the Application User
9. Configure the Application Dial Rules
10. Configure the Conference Bridge
11. Configure the Meet-Me Number
12. Configure the Device Profiles for Extension Mobility users

B. Cisco Unified Presence (CUP) Configuration

1. CUP Version
2. Configure the CUP Method / Event – Based Routing
3. Configure the Unified Communication Manager Presence Gateway
4. Configure the CTI Gateway
5. Configure the MOC Assignments
6. Configure the AXL Information
7. Configure the Privacy ACL Entry (Allowed Destination Host)
8. Configure the Proxy ACL Entry (Allowed Incoming Host)
9. Configure the IP Phone Messenger Setting
10. Configure the IP Phone Messenger User
11. Configure the Application User Configuration

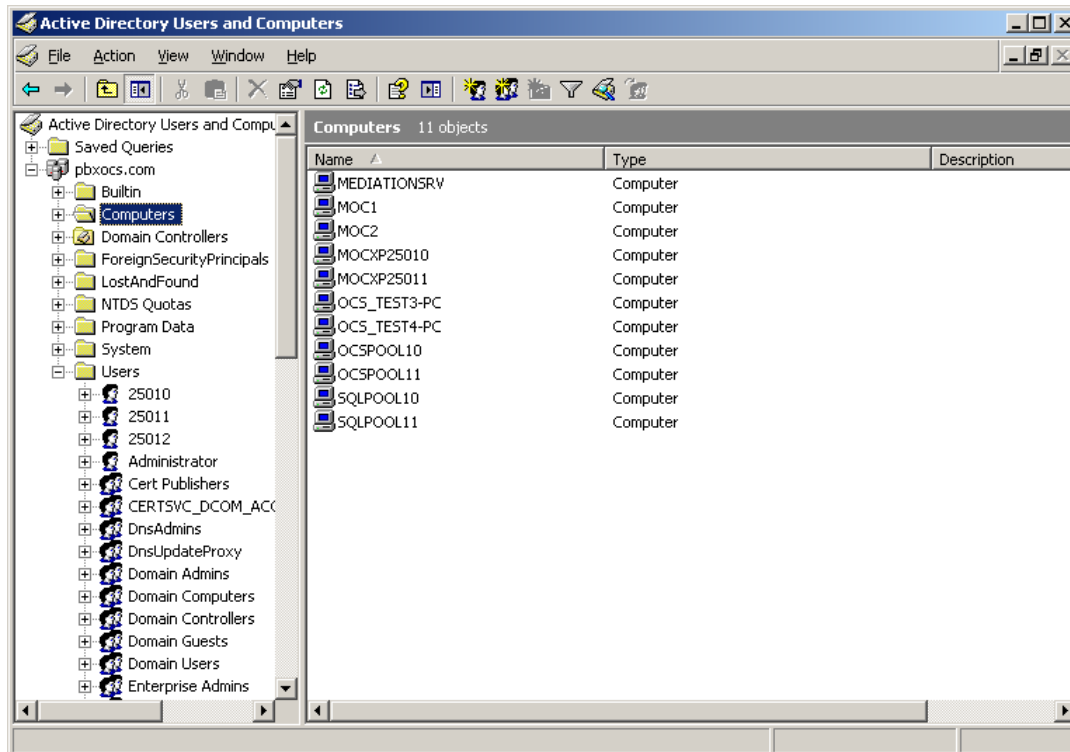
C. OCS Enterprise Edition Configuration

1. Domain Name Server
2. Pool Properties
3. Static Route
4. Authorized Host
5. Server Properties
6. Pool Users
7. User Configuration
8. Microsoft Office Communicator (MOC) Configuration



Configuring Microsoft OCS 2007 Enterprise Edition

Domain Name Server Configuration





Pool Properties

Office Communications Server 2007 Public Beta

File Window Help

Office Communications Server 2007

- Forest - pbxocs.com
 - Enterprise pools
 - pool10**
 - Users
 - Front Ends
 - Web Conferencing
 - A/V Conferencing
 - Web Components
 - pool11
 - Users
 - Front Ends
 - Web Conferencing
 - A/V Conferencing
 - Web Components
 - Standard Edition Servers
 - Archiving and CDR Servers
 - Unassigned users
 - Mediation Servers
 - Live Communications Server 2005

Status Database

General Settings

Pool: pool10.pbxocs.com

Federation or global route: ✓

FQDN: <None>

Port: 5061

Authentication protocol: NTLM

Server to server outgoing compression: ✗

Client to server compression: ✓

Static IP routes (outbound connections)

URI:	Next Hop Address:	Port:	Transport:
SIP:*@cupcs-ocs.pbxocs.com	172.20.239.242	5060	TCP
SIP:*@mikepham-epas.cisco.com	172.18.195.37	5060	TCP
SIP:*@cme.pbxocs.com	172.20.8.26	5060	TCP

Default certificate settings:

Server name: ocspool10.pbxocs.com

Enabled/Disabled: ✓

Meeting Settings

Archiving Settings

Address Book Server Settings

Voice Settings

Available Tasks:

[Remove Pool](#)
Removes the specified pool from the forest.



Office Communications Server 2007 Public Beta

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 - Live Communications Server 2005

Status Database

Meeting Settings

Presentation folder:	\\sqlpool10\presentations
Presentation metadata folder:	\\sqlpool10\metadata
Internal URL for meeting content download:	https://pool10.pbxocs.com/etc/place/null
External URL for meeting content download:	<None>
Internal URL for Live Meeting client download:	http://office.microsoft.com/en-us/help/HA101733831033.aspx
External URL for Live Meeting client download:	http://office.microsoft.com/en-us/help/HA101733831033.aspx
Meeting content compliance:	✗
Meeting content compliance folder:	<None>
Meeting compliance critical:	✗
Internal technical support URL:	https://pool10.pbxocs.com/conf/int/TSshoot.html
External technical support URL:	<None>
Group expansion:	✓
Maximum group size:	100
Internal URL for group expansion:	https://pool10.pbxocs.com/GroupExpansion/service.aspx
External URL for group expansion:	<None>
A/V encryption status level:	Require Encryption

Web Conferencing Edge Server Settings

AV Conference Edge Server Settings

Available Tasks:

[Remove Pool](#)
Removes the specified pool from the forest.



Office Communications Server 2007 Public Beta

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Office Communications Server 2007

- Forest - pbxocs.com
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 - Live Communications Server 2005

Status	Database
General Settings	
Meeting Settings	
Archiving Settings	
Content archiving:	✗
Call details recording:	✗
Shut down if archiving fails:	✗
Shut down if MSMQ encryption fails:	✗
Office Communications Server:	Associated queue path:
ocspool10.pbxocs.com	<None>
Address Book Server Settings	
Synchronization time:	1:30:00 AM
Output location:	\\sqlpool10\abs
File share location for internal connections:	http://pool10.pbxocs.com/Abs/Int
File share URL for external connections:	<None>
Voice Settings	
Phone Lock Enforced:	✓
Minimum PIN length	6
Minimum time out	10 (minutes)
Location Profile	
default	
<input checked="" type="checkbox"/> 10digit	
Advanced Options	
Voice quality of service setting:	40
802.1p Voice setting:	5
Encryption:	Support Encryption
SIP Security Mode:	High

Available Tasks:

[Remove Pool](#)
Removes the specified pool from the forest.

Done




Front End Properties

Front Ends Properties [X]

Federation Host Authorization Archiving Voice

General Routing Compression Authentication

 pool10

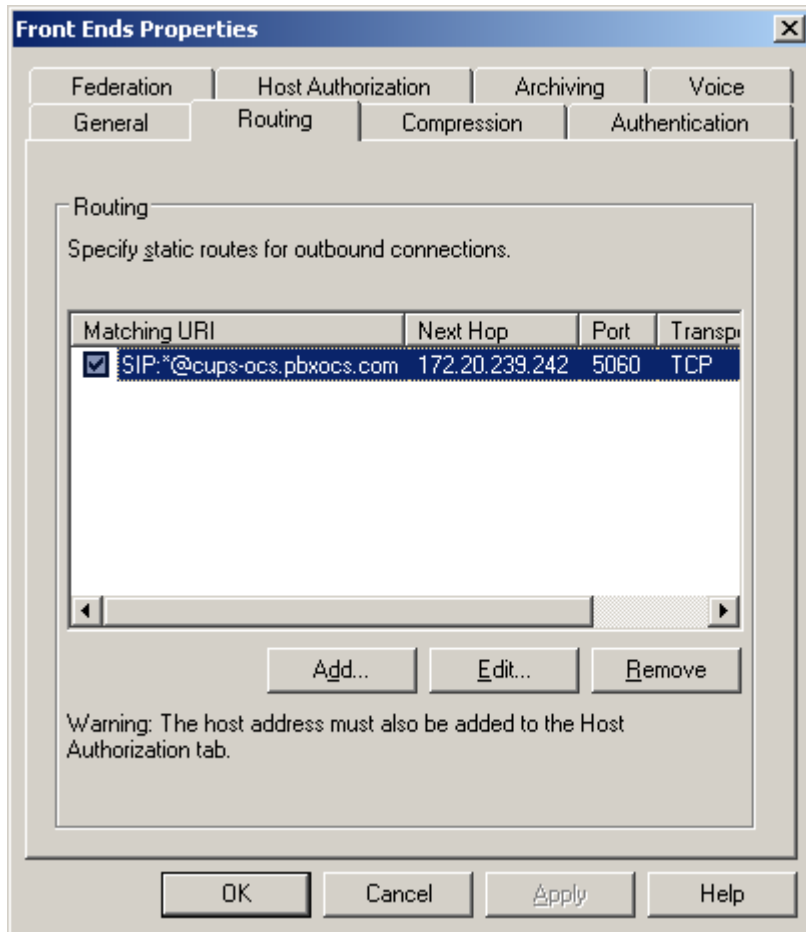
Display name:

Back end server address:

Automatic database maintenance time: :00 Hrs

Maximum contacts per user:

OK Cancel Apply Help



Note...The FQDN above is the host name of the CUP server.

Front Ends Properties

General

Routing

Compression

Authentication

Federation

Host Authorization

Archiving

Voice

Specify authorized hosts such as gateways, application servers, special clients that need additional bandwidth and so forth.

Servers	Outbound Only	Throttle As Se...	Treat As Authe
172.20.239.242	No	Yes	Yes

Add...

Edit...

Remove

OK

Cancel

Apply

Help



Pool Users

Office Communications Server 2007 Public Beta

File Window Help

Office Communications Server 2007

- Forest - pbxocs.com
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 - pool11
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 - Web Components
 - Standard Edition Servers
 - Archiving and CDR Servers
 - Unassigned users
 - Mediation Servers
 - Live Communications Server 2005


Enabled	Display name	SIP URI	Type
Enabled	25010	sip:25010@pbxocs.com	User
Enabled	25011	sip:25011@pbxocs.com	User
Enabled	25012	sip:25012@pbxocs.com	User
Enabled	moc1 ocspool10	sip:moc1@pbxocs.com	User
Enabled	moc2 ocspool10	sip:moc2@pbxocs.com	User
Enabled	OCSTEST5 pool10	sip:OCSTEST5@pbxocs.com	User
Enabled	OCSTEST6 Pool10	sip:OCSTEST6@pbxocs.com	User
Enabled	StarWar1 pool10	sip:StarWar1@pbxocs.com	User
Enabled	StarWar2 Pool10	sip:StarWar2@pbxocs.com	User
Enabled	StarWar3 pool10	sip:StarWar3@pbxocs.com	User
Enabled	StarWar4 pool10	sip:StarWar4@pbxocs.com	User



User Configuration

OCSTEST5 Pool10 Properties [?] [X]

Member Of	Dial-in	Environment	Sessions
Remote control	Terminal Services Profile	CDM+	Communications
General	Address	Account	Profile
Telephones	Organization		

 OCSTEST5 Pool10

First name: Initials:

Last name:

Display name:

Description:

Office:

Telephone number:

E-mail:

Web page:



OCSTEST5 Pool10 Properties [?] [X]

Member Of	Dial-in	Environment	Sessions
Remote control	Terminal Services Profile	COM+	Communications
General	Address	Account	Profile
Telephones	Organization		

User logon name:
 @pbxocs.com

User logon name (pre-Windows 2000):

☐ Account is locked out

Account options:

- ☐ User must change password at next logon
- ☐ User cannot change password
- ☒ Password never expires
- ☐ Store password using reversible encryption

Account expires:

☒ Never

☐ End of:



OCSTEST5 Pool10 Properties [?] [X]

Member Of	Dial-in	Environment	Sessions
Remote control	Terminal Services Profile	COM+	Communications
General	Address	Account	Profile
Telephones	Organization		

Telephone numbers

Home:

Pager:

Mobile:

Fax:

IP phone:

Notes:

OK Cancel Apply Help

OCSTEST5 Pool10 Properties [?] [X]

Member Of	Dial-in	Environment	Sessions
General	Address	Account	Profile
Telephones	Organization	Remote control	Terminal Services Profile
COM+	Communications		

☒ **Enable user for Office Communications Server**

Sign-in name: @

Server or pool:

Meetings

☐ Allow anonymous participants

Policy:

Note: Meeting settings cannot be changed unless the global setting allows per user configuration.

Additional options:

OK Cancel Apply Help

User Options

Telephony

Select a telephony option. These settings affect only those calls that are routed through IP-PSTN or remote call control gateways.

☐ Enable PC-to-PC communication only
☒ Enable Remote call control
☐ Enable Enterprise Voice
☐ Enable PBX integration

Note: To enable both remote call control and PBX integration, you must specify a Server URI below.

Policy:

Server URI:

Line URI:

Federation

☐ Enable federation
☐ Enable remote user access
☐ Enable public IM connectivity

Archiving

☐ Archive internal IM conversations
☐ Archive federated IM conversations

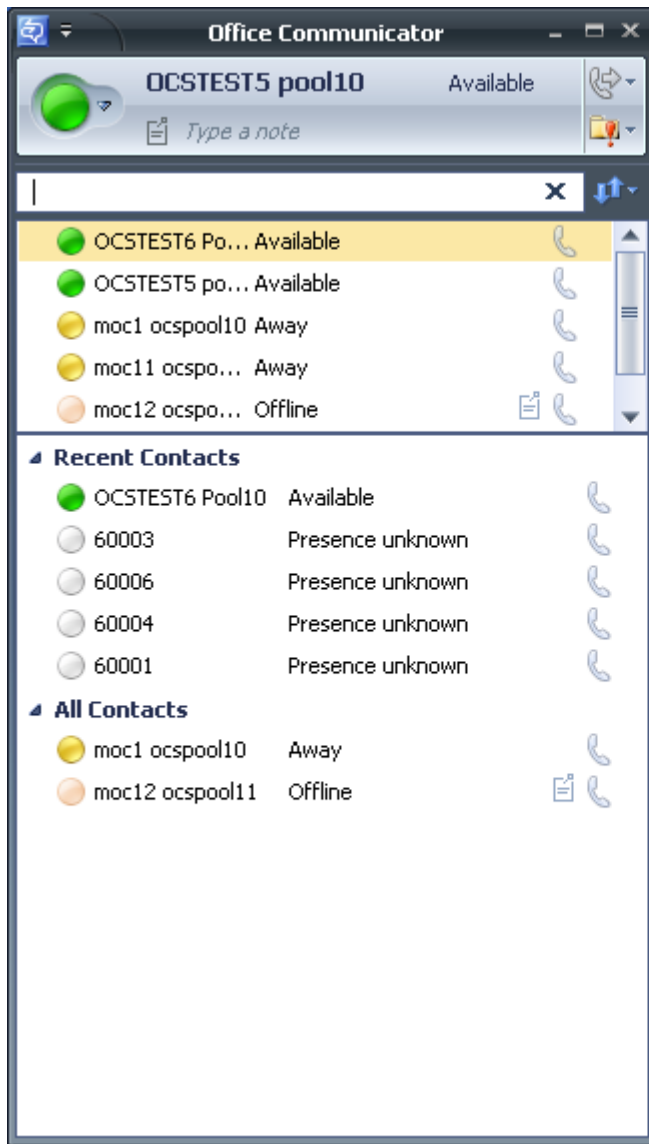
Note: Archiving settings cannot be changed unless the global setting allows per user configuration.

☒ Enable enhanced presence
 Note: Enhanced presence cannot be changed once it has been set.

Note...The server URI MUST contain the host name of the CUP server.. This is configured for every RCC user



Configuring the Microsoft Office Communicator (MOC)



Options [X]

Personal | Phones | Alerts | General

My account

Sign-in:

☒ Automatically start Communicator when I log on to Windows

☒ Automatically open the contact list when Communicator starts

Status

Show me as Inactive when my computer has been idle for this time period: [up/down arrows]

Show me as Away when my status has been Inactive for this time period: [up/down arrows]

Personal information manager

[down arrow]

☒ Automatically retrieve Out of Office settings from Outlook

☒ Update my status based on calendar data

☒ Save my instant message conversations in the Outlook Conversation History folder

☒ Save my call logs in the Outlook Conversation History folder



Advanced Connection Settings ✕

Select the method you want to use to configure your connection to a communications service.

☐ Automatic configuration

☒ **Configure settings**

Internal server name or IP address:

External server name or IP address:

Connect using: ☐ ICP ☒ TLS

Options

Personal

Phones

Alerts

General

My phone numbers

To enter or edit your phone numbers, click the related button. To share the number with others, select the adjacent check box.

Work Phone...

+60005

☒ Publish this phone number

Mobile Phone...

+60005

☒ Publish this phone number

Home Phone...

+60005

☒ Publish this phone number

Other Phone...

☐ Publish this phone number

Phone integration

☒ Enable integration with your phone system

Advanced...

OK

Cancel

Help



Configuring the Cisco Unified Communication Manager

Cisco Unified Communication Manager Version

★ Cisco Unified CM Console

Cisco **Cisco Unified CM Administration**
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

Cisco Unified CM Administration
System version: 6.0.1.1000-33

Username
Password
Login Reset

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>.
If you require further assistance please contact us by sending email to export@cisco.com.

Wireless Network Connection (blizzard)
Speed: 54.0 Mbps



SIP

Trunk

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

ccmadministrator | About | Logout

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Trunk Configuration Related Links: Back To Find/List Go

Save Delete Reset Add New

Status
Status: Ready

Device Information
Product: SIP Trunk
Device Protocol: SIP
Device Name*: CUPS-OCS
Description:
Device Pool*: Default
Common Device Configuration: < None >
Call Classification*: Use System Default
Media Resource Group List: < None >
Location*: Hub_None
AAR Group: < None >
Packet Capture Mode*: None
Packet Capture Duration: 0
☐ Media Termination Point Required
☒ Retry Video Call as Audio
☐ Transmit UTF-8 for Calling Party Name



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Navigation Cisco Unified CM Administration Go

ccmadministrator | About | Logout

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Trunk Configuration Related Links: Back To Find/List Go

Save Delete Reset Add New

Multilevel Precedence and Preemption (MLPP) Information
MLPP Domain < None >

Call Routing Information

Inbound Calls
Significant Digits* All
Connected Line ID Presentation* Default
Connected Name Presentation* Default
Calling Search Space < None >
AAR Calling Search Space < None >
Prefix DN
☐ Redirecting Diversion Header Delivery - Inbound

Outbound Calls
Calling Party Selection* Originator
Calling Line ID Presentation* Default
Calling Name Presentation* Default
Caller ID DN
Caller Name
☐ Redirecting Diversion Header Delivery - Outbound

SIP Information
Destination Address* cups-ocs.pbxcos.com
☒ Destination Address is an SRV
Destination Port* 0
MTP Preferred Originating Codec* 711ulaw
Presence Group* Standard Presence group
SIP Trunk Security Profile* Non Secure SIP Trunk Profile
Rerouting Calling Search Space < None >
Out-Of-Dialog Refer Calling Search Space < None >
SUBSCRIBE Calling Search Space < None >
SIP Profile* Standard SIP Profile
DTMF Signaling Method* No Preference

Save Delete Reset Add New

Note..Destination address is FQDN of CUP server..Leave the port set at “0”..Be sure that the entries are correct in the DNS server..



Configuring the Cisco IP Phone

7960 SCCP Phone

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation **Cisco Unified CM Administration** [Go](#)

ccmadministrator | [About](#) | [Logout](#)

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Phone Configuration Related Links: [Back To Find/List](#) [Go](#)

Save Delete Copy Reset Add New

Status
 Status: Ready

Association Information
[Modify Button Items](#)

1	Line [1] - 60005 (no partition)
2	Line [2] - Add a new DN
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
----- Unassigned Associated Items -----	
7	Add a new SD
8	Add a new SURL
9	Add a new BLF SD
10	Add a new BLF Directed Call Park
11	Privacy
12	None

 Phone Type **Product Type:** Cisco 7960 **Device Protocol:** SCCP **Device Information** Registration Registered with Cisco Unified Communications Manager cm-ocs IP Address [172.20.227.13](#) MAC Address* 00146A4D3BF5 Description 60005 Device Pool* Default [View Details](#) Common Device Configuration MigratedCommonDeviceConfig1 [View Details](#) Phone Button Template* Standard 7960 SCCP Softkey Template Standard User Common Phone Profile* Standard Common Phone Profile Calling Search Space < None > AAR Calling Search Space < None > Media Resource Group List < None > User Hold MOH Audio Source < None > Network Hold MOH Audio Source < None > Location* Hub_None AAR Group < None > User Locale < None > Network Locale < None > Built In Bridge* Default Privacy* Default Device Mobility Mode* Default [View Current Device](#) [Mobility Settings](#) Owner User ID < None > Phone Load Name ☒ Retry Video Call as Audio ☐ Ignore Presentation Indicators (internal calls only) ☒ Allow Control of Device from CTI ☒ Logged Into Hunt Group ☐ Remote Device |



Protocol Specific Information	
Packet Capture Mode*	None
Packet Capture Duration	0
Presence Group*	Standard Presence group
Device Security Profile*	Cisco 7960 - Standard SCCP Non-Secure Profile
SUBSCRIBE Calling Search Space	< None >
<input type="checkbox"/> Unattended Port	
<input type="checkbox"/> Require DTMF Reception	
<input type="checkbox"/> RFC2833 Disabled	

Certification Authority Proxy Function (CAPF) Information	
Certificate Operation*	No Pending Operation
Authentication Mode*	By Null String
Authentication String	
<input type="button" value="Generate String"/>	
Key Size (Bits)*	1024
Operation Completes By	2007 6 28 12 (YYYY:MM:DD:HH)
Certificate Operation Status: None	
Note: Security Profile Contains Addition CAPF Settings.	

Expansion Module Information	
Module 1	< None >
Module 1 Load Name	
Module 2	< None >
Module 2 Load Name	

External Data Locations Information (Leave blank to use default)	
Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	

Extension Information	
<input checked="" type="checkbox"/> Enable Extension Mobility	
Log Out Profile	-- Use Current Device Settings --



Do Not Disturb	
<input type="checkbox"/> Do Not Disturb	
DND Option *	<div>Ringer Off</div>
DND Incoming Call Alert	<div>< None ></div>

Product Specific Configuration Layout	
<div>?</div>	
<input type="checkbox"/> Disable Speakerphone	
<input type="checkbox"/> Disable Speakerphone and Headset	
PC Port *	<div>Enabled</div>
Settings Access *	<div>Enabled</div>
Gratuitous ARP *	<div>Enabled</div>
PC Voice VLAN Access *	<div>Enabled</div>
Video Capabilities *	<div>Enabled</div>
Auto Line Select *	<div>Enabled</div>
Web Access *	<div>Enabled</div>

Save

Delete

Copy

Reset

Add New



Directory Number Configuration

Related Links: [Configure Device \(SEP00146A4D3BF5\)](#) [Go](#)

Save Delete Reset Add New

Status

Status: Ready

Directory Number Information

Directory Number*
Route Partition
Description
Alerting Name
ASCII Alerting Name

☒ Allow Control of Device from CTI

Associated Devices

[Edit Device](#)

[Edit Line Appearance](#)



Dissociate Devices

Directory Number Settings

Voice Mail Profile (Choose <None> to use system default)
Calling Search Space
Presence Group*
User Hold MOH Audio Source
Network Hold MOH Audio Source
Auto Answer*

AAR Settings

	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/> or	<input type="text"/>	<input style="border: 1px solid black;" type="text" value=" < None > "/>

☒ Retain this destination in the call forwarding history

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			<input style="border: 1px solid black;" type="text" value="Use System Default"/>
Forward All	<input type="checkbox"/> or	<input type="text"/>	<input style="border: 1px solid black;" type="text" value=" < None > "/>
Secondary Calling Search Space for Forward All			<input style="border: 1px solid black;" type="text" value=" < None > "/>



Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	<input type="text"/>		
Call Pickup Group	< None >		

MLPP Alternate Party Settings

Target (Destination)	<input type="text"/>
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	<input type="text"/>

Line Settings for All Devices

Hold Reversion Ring Duration (seconds)	<input type="text"/>	Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)	<input type="text"/>	Setting the Hold Reversion Notification Interval to zero will disable the feature

Line 1 on Device SEP00146A4D3BF5

Display (Internal Caller ID)	<input type="text" value="OCS TEST5"/>	Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Internal Caller ID)	<input type="text" value="OCS TEST5"/>	
Line Text Label	<input type="text"/>	
ASCII Line Text Label	<input type="text" value="OCS TEST5"/>	
External Phone Number Mask	<input type="text"/>	
Visual Message Waiting Indicator Policy*	Use System Policy	
Ring Setting (Phone Idle)*	Use System Default	
Ring Setting (Phone Active)	Use System Default	Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	



Call Pickup Group	<input type="text" value="Use System Default"/>
Audio Alert Setting (Phone Active)	
Monitoring Calling Search Space	<input type="text" value=" < None >"/>

Propagate Selected

— Multiple Call/Call Waiting Settings on Device SEP00146A4D3BF5 —

Note: The range to select the Max Number of calls is: 1-200

Maximum Number of Calls *

Busy Trigger *

(Less than or equal to Max. Calls)

— Forwarded Call Information Display on Device SEP00146A4D3BF5 —

- ☒ Caller Name
- ☒ Caller Number
- ☒ Redirected Number
- ☒ Dialed Number

— Users Associated with Line —

	Full Name	User ID	Permission
<input type="checkbox"/>	OCSP0010_OCSTEST5	OCSTEST5	



7970 SCCP

Phone

Phone Configuration		Related Links: Back To Find/List <input type="button" value="Go"/>																																																																	
<div>Save <input checked="" type="button" value="Delete"/> Copy <input checked="" type="button" value="Reset"/> <input checked="" type="button" value="Add New"/></div>																																																																			
Association Information <div>Modify Button Items</div> <table><tr><td>1</td><td> Line [1] - 60006 (no partition)</td></tr><tr><td>2</td><td> Line [2] - Add a new DN</td></tr><tr><td>3</td><td> Add a new SD</td></tr><tr><td>4</td><td> Add a new SD</td></tr><tr><td>5</td><td> Add a new SD</td></tr><tr><td>6</td><td> Add a new SD</td></tr><tr><td>7</td><td> Add a new SD</td></tr><tr><td>8</td><td> Add a new SD</td></tr><tr><td colspan="2">----- Unassigned Associated Items -----</td></tr><tr><td>9</td><td> Add a new SD</td></tr><tr><td>10</td><td> Add a new SURL</td></tr><tr><td>11</td><td> Add a new BLF SD</td></tr><tr><td>12</td><td> Add a new BLF Directed Call Park</td></tr><tr><td>13</td><td>CallBack</td></tr><tr><td>14</td><td>Call Park</td></tr><tr><td>15</td><td>Call Pickup</td></tr><tr><td>16</td><td>Conference List</td></tr><tr><td>17</td><td>Conference</td></tr><tr><td>18</td><td>Do Not Disturb</td></tr><tr><td>19</td><td>End Call</td></tr><tr><td>20</td><td>Forward All</td></tr><tr><td>21</td><td>Group Call Pickup</td></tr><tr><td>22</td><td>Hold</td></tr><tr><td>23</td><td>Hunt Group Logout</td></tr><tr><td>24</td><td> Intercom [1] - Add a new Intercom</td></tr><tr><td>25</td><td>Malicious Call Identification</td></tr><tr><td>26</td><td>Meet Me Conference</td></tr><tr><td>27</td><td>Mobility</td></tr><tr><td>28</td><td>New Call</td></tr><tr><td>29</td><td>Other Pickup</td></tr><tr><td>30</td><td>Quality Reporting Tool</td></tr><tr><td>31</td><td>Redial</td></tr></table>		1	Line [1] - 60006 (no partition)	2	Line [2] - Add a new DN	3	Add a new SD	4	Add a new SD	5	Add a new SD	6	Add a new SD	7	Add a new SD	8	Add a new SD	----- Unassigned Associated Items -----		9	Add a new SD	10	Add a new SURL	11	Add a new BLF SD	12	Add a new BLF Directed Call Park	13	CallBack	14	Call Park	15	Call Pickup	16	Conference List	17	Conference	18	Do Not Disturb	19	End Call	20	Forward All	21	Group Call Pickup	22	Hold	23	Hunt Group Logout	24	Intercom [1] - Add a new Intercom	25	Malicious Call Identification	26	Meet Me Conference	27	Mobility	28	New Call	29	Other Pickup	30	Quality Reporting Tool	31	Redial	Phone Type Product Type: Cisco 7970 Device Protocol: SCCP	
1	Line [1] - 60006 (no partition)																																																																		
2	Line [2] - Add a new DN																																																																		
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16	Conference List																																																																		
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19	End Call																																																																		
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21	Group Call Pickup																																																																		
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29	Other Pickup																																																																		
30	Quality Reporting Tool																																																																		
31	Redial																																																																		
		Device Information Registration Registered with Cisco Unified Communications Manager cm-ocs IP Address 172.20.227.16 MAC Address* 001B5452DBA3 Description 60006 Device Pool* Default View Details Common Device Configuration < None > View Details Phone Button Template* Standard 7970 SCCP Softkey Template < None > Common Phone Profile* Standard Common Phone Profile Calling Search Space < None > AAR Calling Search Space < None > Media Resource Group List < None > User Hold MOH Audio Source < None > Network Hold MOH Audio Source < None > Location* Hub_None AAR Group < None > User Locale < None > Network Locale < None > Built In Bridge* Default Privacy* Default Device Mobility Mode* Default View Current Device Mobility Settings Owner User ID OCSTEST6 Phone Personalization* Default Phone Load Name <input checked="" type="checkbox"/> Retry Video Call as Audio <input type="checkbox"/> Ignore Presentation Indicators (internal calls only) <input checked="" type="checkbox"/> Allow Control of Device from CTI <input checked="" type="checkbox"/> Logged Into Hunt Group <input type="checkbox"/> Remote Device																																																																	



33	Transfer
34	Video Mode
35	Privacy
36	None

Protocol Specific Information
Packet Capture Mode* None
Packet Capture Duration 0
Presence Group* Standard Presence group
Device Security Profile* Cisco 7970 - Standard SCCP Non-Secure Profile
SUBSCRIBE Calling Search Space < None >
☐ Unattended Port
☐ Require DTMF Reception
☐ RFC2833 Disabled

Certification Authority Proxy Function (CAPF) Information
Certificate Operation* No Pending Operation
Authentication Mode* By Null String
Authentication String
Generate String
Key Size (Bits)* 1024
Operation Completes By 2007 6 28 12 (YYYY:MM:DD:HH)
Certificate Operation Status: None
Note: Security Profile Contains Addition CAPF Settings.

Expansion Module Information
Module 1 < None >
Module 1 Load Name
Module 2 < None >
Module 2 Load Name

External Data Locations Information (Leave blank to use default)
Information
Directory
Messages
Services
Authentication Server
Proxy Server
Idle
Idle Timer (seconds)

Extension Information
☒ Enable Extension Mobility
Log Out Profile -- Use Current Device Settings --

MLPP Information	
MLPP Domain	< None >
MLPP Indication*	Default
MLPP Preemption*	Default
Do Not Disturb	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Ringer Off
DND Incoming Call Alert	< None >
Secure Shell Information	
Secure Shell User	
Secure Shell Password	
Product Specific Configuration Layout	
<input type="checkbox"/> Disable Speakerphone <input type="checkbox"/> Disable Speakerphone and Headset	
Forwarding Delay*	Disabled
PC Port *	Enabled
Settings Access*	Enabled
Gratuitous ARP*	Disabled
PC Voice VLAN Access*	Enabled
Video Capabilities*	Enabled
Auto Line Select*	Disabled
Web Access*	Enabled
Days Display Not Active	<div> <div>Sunday</div> <div>Monday</div> <div>Tuesday</div> </div>
Display On Time	07:30
Display On Duration	10:30
Display Idle Timeout	01:00
Span to PC Port*	Disabled
Logging Display*	PC Controlled
Load Server	
Recording Tone*	Disabled
Recording Tone Local Volume*	100
Recording Tone Remote Volume*	50
Recording Tone Duration	



Display On When Incoming Call*	Disabled
RTCP*	Disabled
"more" Soft Key Timer	5
Auto Call Select*	Enabled
Log Server	
Advertise G.722 Codec*	Use System Default
Wideband Headset UI Control*	Enabled
Wideband Handset UI Control*	Enabled
Wideband Headset*	Enabled
Wideband Handset*	Use Phone Default
Peer Firmware Sharing*	Disabled
Cisco Discovery Protocol (CDP): Switch Port*	Enabled
Cisco Discovery Protocol (CDP): PC Port*	Enabled





Directory Number Configuration

Related Links: [Configure Device \(SEP001B5452DBA3\)](#) [Go](#)

Save Delete Reset Add New

Directory Number Information

Directory Number*	<input type="text" value="60006"/>
Route Partition	<input data-bbox="332 464 766 491" type="text" value=" < None > "/>
Description	<input type="text"/>
Alerting Name	<input type="text" value="OCS TEST6"/>
ASCII Alerting Name	<input type="text" value="OCS TEST6"/>
<input checked="" type="checkbox"/> Allow Control of Device from CTI	
Associated Devices	<input type="text" value="SEP001B5452DBA3"/>
	 
Dissociate Devices	<input type="text"/>

[Edit Device](#)

[Edit Line Appearance](#)

Directory Number Settings

Voice Mail Profile	<input data-bbox="423 888 857 915" type="text" value=" < None > "/>	(Choose <None> to use system default)
Calling Search Space	<input data-bbox="423 919 857 947" type="text" value=" < None > "/>	
Presence Group*	<input data-bbox="423 951 857 978" type="text" value="Standard Presence group"/>	
User Hold MOH Audio Source	<input data-bbox="423 982 857 1010" type="text" value=" < None > "/>	
Network Hold MOH Audio Source	<input data-bbox="423 1014 857 1041" type="text" value=" < None > "/>	
Auto Answer*	<input data-bbox="423 1045 857 1073" type="text" value="Auto Answer Off"/>	

AAR Settings

	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1081 1157 1524 1184" type="text" value=" < None > "/>
<input checked="" type="checkbox"/> Retain this destination in the call forwarding history			

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			<input data-bbox="1052 1335 1524 1362" type="text" value="Use System Default"/>
Forward All	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1367 1524 1394" type="text" value=" < None > "/>
Secondary Calling Search Space for Forward All			<input data-bbox="1052 1398 1524 1425" type="text" value=" < None > "/>
Forward Busy Internal	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1430 1524 1457" type="text" value=" < None > "/>
Forward Busy External	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1461 1524 1488" type="text" value=" < None > "/>
Forward No Answer Internal	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1493 1524 1520" type="text" value=" < None > "/>
Forward No Answer External	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1524 1524 1551" type="text" value=" < None > "/>
Forward No Coverage Internal	<input type="checkbox"/> or <input type="checkbox"/>	<input type="text"/>	<input data-bbox="1052 1556 1524 1583" type="text" value=" < None > "/>



Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	<input type="text"/>		
Call Pickup Group	< None >		

MLPP Alternate Party Settings

Target (Destination)	<input type="text"/>
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	<input type="text"/>

Line Settings for All Devices

Hold Reversion Ring Duration (seconds)	<input type="text"/>	Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)	<input type="text"/>	Setting the Hold Reversion Notification Interval to zero will disable the feature

Line 1 on Device SEP001B5452DBA3

Display (Internal Caller ID)	<input type="text" value="OCS TEST6"/>	Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Internal Caller ID)	<input type="text" value="OCS TEST6"/>	
Line Text Label	<input type="text" value="OCS TEST6"/>	
ASCII Line Text Label	<input type="text" value="OCS TEST6"/>	
External Phone Number Mask	<input type="text"/>	
Visual Message Waiting Indicator Policy*	Use System Policy	
Audible Message Waiting Indicator Policy*	Off	
Ring Setting (Phone Idle)*	Use System Default	
Ring Setting (Phone Active)	Use System Default	Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	
Monitoring Calling Search Space	< None >	



Multiple Call/Call Waiting Settings on Device SEP001B5452DBA3

Note: The range to select the Max Number of calls is: 1-200

Maximum Number of Calls*

Busy Trigger*

(Less than or equal to Max. Calls)

Forwarded Call Information Display on Device SEP001B5452DBA3

- ☒ Caller Name
- ☐ Caller Number
- ☐ Redirected Number
- ☒ Dialed Number

Users Associated with Line

	Full Name	User ID	Permission
<input type="checkbox"/>	OCSPPOOL10_OCSTEST6	OCSTEST6	



7961 SIP Phone

Phone ConfigurationRelated Links: [Back To Find/List](#)

Save Delete Copy Reset Add New

Association Information

Modify Button Items

1	Line [1] - 60003 (no partition)
2	Line [2] - Add a new DN
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
----- Unassigned Associated Items -----	
7	Add a new SD
8	Add a new SURF
9	Add a new BLF SD
10	Add a new BLF Directed Call Park
11	Intercom [1] - Add a new Intercom
12	Do Not Disturb
13	Privacy
14	None

Phone Type

Product Type: **Cisco 7961**
Device Protocol: **SIP**

Device Information

RegistrationRegistered with Cisco Unified Communications Manager cm-ocs

IP Address172.20.227.2

MAC Address*001B0CAD6662

DescriptionSEP001B0CAD6662

Device Pool*Default [View Details](#)

Common Device ConfigurationMigratedCommonDeviceConfig1 [View Details](#)

Phone Button Template*Standard 7961 SIP

Softkey TemplateStandard User

Common Phone Profile*Standard Common Phone Profile

Calling Search Space< None >

AAR Calling Search Space< None >

Media Resource Group List< None >

User Hold MOH Audio Source< None >

Network Hold MOH Audio Source< None >

Location*...

AAR Group< None >

User Locale< None >

Network Locale< None >

Built In Bridge*Default

Privacy*Default

Device Mobility Mode*Default [View Current Device](#)
[Mobility Settings](#)

Owner User IDMOC11

Phone Personalization*Default

Phone Load Name

☐ Ignore Presentation Indicators (internal calls only)

☒ Allow Control of Device from CTI

☒ Logged Into Hunt Group

☐ Remote Device



Protocol Specific Information	
Packet Capture Mode*	None
Packet Capture Duration	0
Presence Group*	Standard Presence group
SIP Dial Rules	< None >
MTP Preferred Originating Codec*	711ulaw
Device Security Profile*	Cisco 7961 - Standard SIP Non-Secure Profile
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	Standard SIP Profile
Digest User	MOC11
<input type="checkbox"/> Media Termination Point Required	
<input type="checkbox"/> Unattended Port	
<input type="checkbox"/> Require DTMF Reception	

Certification Authority Proxy Function (CAPF) Information	
Certificate Operation*	No Pending Operation
Authentication Mode*	By Null String
Authentication String	

External Data Locations Information (Leave blank to use default)	
Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	


Extension Information	
<input checked="" type="checkbox"/> Enable Extension Mobility	
Log Out Profile	-- Use Current Device Settings --
Log in Time	< None >
Log out Time	< None >

MLPP Information	
MLPP Domain	< None >



Do Not Disturb	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Ringer Off
DND Incoming Call Alert	< None >

Secure Shell Information	
Secure Shell User	
Secure Shell Password	

Product Specific Configuration Layout	
	
<input type="checkbox"/> Disable Speakerphone	
<input type="checkbox"/> Disable Speakerphone and Headset	
PC Port *	Enabled
Settings Access*	Enabled
Gratuitous ARP*	Enabled
PC Voice VLAN Access*	Enabled
Video Capabilities*	Disabled
Auto Line Select*	Enabled
Web Access*	Enabled
Span to PC Port*	Disabled
Logging Display*	PC Controlled
Load Server	
Recording Tone*	Disabled
Recording Tone Local Volume*	100
Recording Tone Remote Volume*	50
Recording Tone Duration	
RTCP*	Disabled
"more" Soft Key Timer	5
Auto Call Select*	Enabled
Log Server	
Advertise G.722 Codec*	Use System Default
Wideband Headset UI Control*	Enabled
Wideband Handset UI Control*	Enabled
Wideband Headset*	Enabled
Wideband Handset*	Use Phone Default
Peer Firmware Sharing*	Disabled



Directory Number Configuration

Related Links: [Configure Device \(SEP001B0CAD6662\)](#) [Go](#)

Save Delete Reset Add New

Directory Number Information

Directory Number*

Route Partition

Description

Alerting Name

ASCII Alerting Name

☒ Allow Control of Device from CTI

Associated Devices

[Edit Device](#)

[Edit Line Appearance](#)

▼ ▲

Dissociate Devices

Directory Number Settings

Voice Mail Profile (Choose <None> to use system default)

Calling Search Space

Presence Group*

User Hold MOH Audio Source

Network Hold MOH Audio Source

Auto Answer*

AAR Settings

	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>

☒ Retain this destination in the call forwarding history

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			<input style="border: 1px solid #ccc;" type="text" value="Use System Default"/>
Forward All	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>
Secondary Calling Search Space for Forward All			<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>
Forward Busy Internal	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>
Forward Busy External	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>
Forward No Answer Internal	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>
Forward No Answer External	<input type="checkbox"/> or <input type="text" value=""/>	<input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value=" < None > "/>



Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	<input type="text"/>		
Call Pickup Group	< None >		

MLPP Alternate Party Settings

Target (Destination)	<input type="text"/>
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	<input type="text"/>

Line Settings for All Devices

Hold Reversion Ring Duration (seconds)	<input type="text"/>	Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)	<input type="text"/>	Setting the Hold Reversion Notification Interval to zero will disable the feature

Line 1 on Device SEP001B0CAD6662

Display (Internal Caller ID)	<input type="text" value="OCS TEST3"/>	Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Internal Caller ID)	<input type="text" value="OCS TEST3"/>	
Line Text Label	<input type="text" value="OCS TEST3"/>	
ASCII Line Text Label	<input type="text" value="OCS TEST3"/>	
External Phone Number Mask	<input type="text"/>	
Visual Message Waiting Indicator Policy*	Use System Policy	
Audible Message Waiting Indicator Policy*	Default	
Ring Setting (Phone Idle)*	Use System Default	
Ring Setting (Phone Active)	Use System Default	Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	
Monitoring Calling Search Space	< None >	

Multiple Call/Call Waiting Settings on Device SEP001B0CAD6662

Note:The range to select the Max Number of calls is: 1-200

Maximum Number of Calls*	<input type="text" value="4"/>
Busy Trigger*	<input type="text" value="2"/> (Less than or equal to Max. Calls)

Forwarded Call Information Display on Device SEP001B0CAD6662

<input checked="" type="checkbox"/> Caller Name
<input checked="" type="checkbox"/> Caller Number
<input checked="" type="checkbox"/> Redirected Number
<input checked="" type="checkbox"/> Dialed Number



7971 SIP Phone

Phone ConfigurationRelated Links: [Back To Find/List](#)

Save

Delete

Copy

Reset

Add New

Association Information

Modify Button Items

1	Line [1] - 60001 (no partition)
2	Line [2] - Add a new DN
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
7	Add a new SD
8	Add a new SD
----- Unassigned Associated Items -----	
9	Add a new SD
10	Add a new SURL
11	Add a new BLF SD
12	Add a new BLF Directed Call Park
13	Intercom [1] - Add a new Intercom
14	Do Not Disturb
15	Privacy
16	None

Phone Type

Product Type: **Cisco 7971**

Device Protocol: **SIP**

Device Information

Registration

Registered with Cisco Unified Communications Manager cm-ocs

IP Address

[172.20.227.15](#)

MAC Address*

001B53B8B428

Description

OCS Test 1

Device Pool*

Default

[View Details](#)

Common Device Configuration

< None >

[View Details](#)

Phone Button Template*

Standard 7971 SIP

Softkey Template

Standard Feature

Common Phone Profile*

Standard Common Phone Profile

Calling Search Space

< None >

AAR Calling Search Space

< None >

Media Resource Group List

< None >

User Hold MOH Audio Source

< None >

Network Hold MOH Audio Source

< None >

Location*

Hub_None

AAR Group

< None >

User Locale

< None >

Network Locale

< None >

Built In Bridge*

Default

Privacy*

Default

Device Mobility Mode*

Default

[View Current Device](#)

[Mobility Settings](#)

Owner User ID

< None >

Phone Personalization*

Default

Phone Load Name

☐ Ignore Presentation Indicators (internal calls only)

☒ Allow Control of Device from CTI

☒ Logged Into Hunt Group

☐ Remote Device



Protocol Specific Information	
Packet Capture Mode*	None
Packet Capture Duration	0
Presence Group*	Standard Presence group
SIP Dial Rules	< None >
MTP Preferred Originating Codec*	711ulaw
Device Security Profile*	Cisco 7971 - Standard SIP Non-Secure Profile
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	Standard SIP Profile
Digest User	MOC1
<input type="checkbox"/> Media Termination Point Required	
<input type="checkbox"/> Unattended Port	
<input type="checkbox"/> Require DTMF Reception	

Certification Authority Proxy Function (CAPF) Information	
Certificate Operation*	No Pending Operation
Authentication Mode*	By Null String
Authentication String	

External Data Locations Information (Leave blank to use default)	
Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	


Extension Information	
<input checked="" type="checkbox"/> Enable Extension Mobility	
Log Out Profile	-- Use Current Device Settings --
Log in Time	< None >
Log out Time	< None >

MLPP Information	
MLPP Domain	< None >

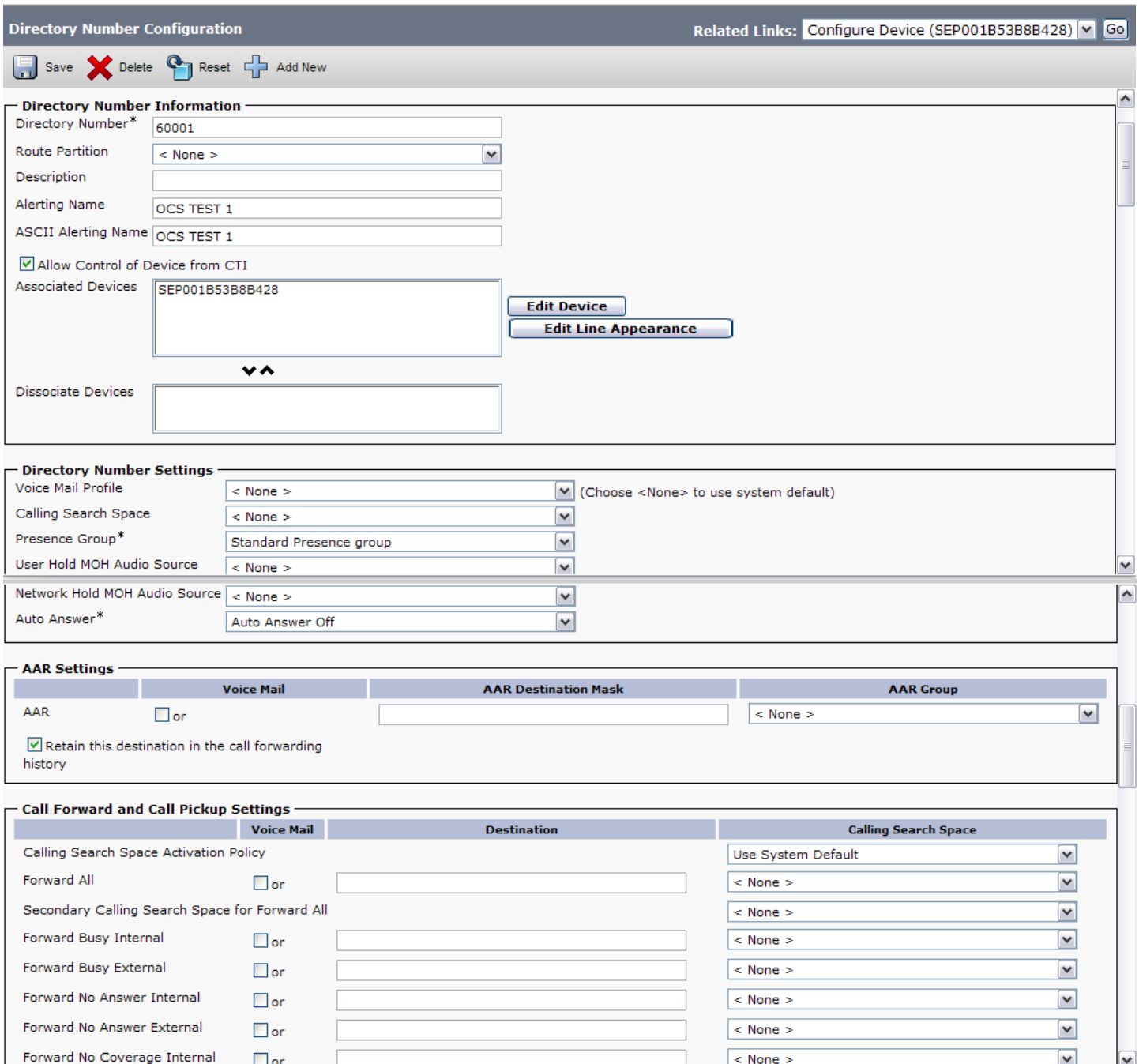


Do Not Disturb	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Ringer Off
DND Incoming Call Alert	< None >

Secure Shell Information	
Secure Shell User	
Secure Shell Password	

Product Specific Configuration Layout	
	
<input type="checkbox"/> Disable Speakerphone	
<input type="checkbox"/> Disable Speakerphone and Headset	
PC Port *	Enabled
Settings Access*	Enabled
Gratuitous ARP*	Disabled
PC Voice VLAN Access*	Enabled
Video Capabilities*	Disabled
Auto Line Select*	Disabled

Load Server	
Recording Tone*	Disabled
Recording Tone Local Volume*	100
Recording Tone Remote Volume*	50
Recording Tone Duration	
Display On When Incoming Call*	Disabled
RTCP*	Disabled
"more" Soft Key Timer	5
Auto Call Select*	Enabled
Log Server	
Advertise G.722 Codec*	Use System Default
Wideband Headset UI Control*	Enabled
Wideband Handset UI Control*	Enabled
Wideband Headset*	Enabled
Wideband Handset*	Use Phone Default
Peer Firmware Sharing*	Disabled
Cisco Discovery Protocol (CDP): Switch Port*	Enabled
Cisco Discovery Protocol (CDP): PC Port*	Enabled





Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	<input type="text"/>		
Call Pickup Group	< None >		

MLPP Alternate Party Settings

Target (Destination)	<input type="text"/>
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	<input type="text"/>

Line Settings for All Devices

Hold Reversion Ring Duration (seconds)	<input type="text"/>	Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)	<input type="text"/>	Setting the Hold Reversion Notification Interval to zero will disable the feature

Line 1 on Device SEP001B53B8B428

Display (Internal Caller ID)	<input type="text" value="OCS Test 1"/>	Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Internal Caller ID)	<input type="text" value="OCS Test 1"/>	
Line Text Label	<input type="text" value="OCS TEST 1"/>	
ASCII Line Text Label	<input type="text" value="OCS TEST 1"/>	
External Phone Number Mask	<input type="text"/>	
Visual Message Waiting Indicator Policy*	Use System Policy	
Audible Message Waiting Indicator Policy*	Off	
Ring Setting (Phone Idle)*	Use System Default	
Ring Setting (Phone Active)	Use System Default	Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	
Monitoring Calling Search Space	< None >	

Multiple Call/Call Waiting Settings on Device SEP001B53B8B428

Note:The range to select the Max Number of calls is: 1-50

Maximum Number of Calls*	<input type="text" value="4"/>
Busy Trigger*	<input type="text" value="2"/> (Less than or equal to Max. Calls)

Forwarded Call Information Display on Device SEP001B53B8B428

<input checked="" type="checkbox"/> Caller Name
<input checked="" type="checkbox"/> Caller Number
<input checked="" type="checkbox"/> Redirected Number
<input checked="" type="checkbox"/> Dialed Number



End User

Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

ccmadministrator | [About](#) | [Logout](#)

System ▾ | Call Routing ▾ | Media Resources ▾ | Voice Mail ▾ | Device ▾ | Application ▾ | User Management ▾ | Bulk Administration ▾ | Help ▾

End User Configuration Related Links: Back to Find List Users Go

Save Delete Add New

Status
 Status: Ready

User Information
User ID*
Password Edit Credential
Confirm Password
PIN Edit Credential
Confirm PIN
Last name*
Middle name
First name
Telephone Number
Mail ID
Manager User ID
Department
User Locale
Associated PC
Digest Credentials

Device Associations
Controlled Devices

SEP00146A4D3BF5
SEP0015632CE07B
SEP0015C5CC34CD

Device Association

Extension Mobility
Available Profiles

MOC1 EXTMOB Profile
OCSTEST4 EXTMOB profile
OCSTEST6 EXTMOB Profile

▼ ▲

Controlled Profiles

OCSTEST5 EXTMOB Profile

▼ ▲

Default Profile
Presence Group*
SUBSCRIBE Calling Search Space
☒ Allow Control of Device from CTI



SUBSCRIBE Calling Search Space < None >	
<input checked="" type="checkbox"/> Allow Control of Device from CTI	
Directory Number Associations	
Primary Extension 60005	
Mobility Information	
<input checked="" type="checkbox"/> Enable Mobility	
<input type="checkbox"/> Enable Mobile Voice Access	
Maximum Wait Time for Desk Pickup*	10000
Remote Destination Limit*	4
Remote Destination Profiles	<div><div></div><div>View Details</div></div>
Access Lists	<div><div></div><div>View Details</div></div>
CAPF Information	
Associated CAPF Profiles	<div><div></div><div>View Details</div></div>
Permissions Information	
Groups	<div><div></div><div><div><div>Add to User Group</div><div>Remove from User Group</div></div><div>View Details</div></div></div>
Roles	<div><div></div><div><div>View Details</div></div></div>



Licensing Capabilities Assignments

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration

ccmadministrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Capabilities Assignment Configuration Related Links: Back To Find/List

Save

Status
 Status: Ready

User Information
User ID: OCSTEST5

Capabilities Assignment Information
☒ Enable CUP (Cisco Unified Presence)
☐ Enable CUPC (Cisco Unified Personal Communicator)

Phone Services

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration

ccmadministrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

IP Phone Services Configuration Related Links: Back To Find/List

Save Delete Add New

Status
 Status: Ready

Service Information

Service Name*	ASCII Service Name*
<input type="text" value="ExtMobility"/>	<input type="text" value="ExtMobility"/>
Service Description	Service URL*
<input type="text" value="Extension Mobility"/>	<input type="text" value="http://172.20.239.241:8080/emapp/EMAppServlet?dev"/>

Service Parameter Information

Parameters



Application User Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

ccmadministrator About Logout

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Application User Configuration Related Links: Back To Find/List Go

Save Delete Copy Add New

Status
Status: Ready

Application User Information
User ID* CTIGW [Edit Credential](#)
Password
Confirm Password
Digest Credentials
Confirm Digest Credentials
Presence Group* Standard Presence group
☐ Accept Presence Subscription
☐ Accept Out-of-dialog REFER
☐ Accept Unsolicited Notification
☐ Accept Replaces Header

Device Information
Available Devices
SEP001243628F79
SEP001B53B8B428
SEP001B5452DBA3
[Find more Phones](#)
[Find more Route Points](#)
[Find more Pilot Points](#)
Controlled Devices
SEP001B0CDBCB27
SEP001B0CAD6662
SEP001B0CDBB399
SEP00146A4D3BF5

CAPF Information
Associated CAPF Profiles
[View Details](#)

Permissions Information
Groups
Standard CTI Allow Control of All Devices
Standard CTI Enabled
[View Details](#)
[Add to User Group](#)
[Remove from User Group](#)
Roles
Standard CTI Allow Control of All Devices
Standard CTI Enabled
[View Details](#)

Save Delete Copy Add New

i *- indicates required item.



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

ccmadministrator About Logout

Application User Configuration

Related Links: Back To Find/List Go

Save Delete Copy Add New

Status

Status: Ready

Application User Information

User ID*

PhoneMessenger

Edit Credential

Password

.....

Confirm Password

.....

Digest Credentials

Confirm Digest Credentials

Presence Group*

Standard Presence group

☒ Accept Presence Subscription

☒ Accept Out-of-dialog REFER

☒ Accept Unsolicited Notification

☒ Accept Replaces Header

Device Information

Available Devices

SEP00124362BF79
SEP001B53B8B428
SEP001B5452DBA3

Find more Phones
Find more Route Points
Find more Pilot Points

Controlled Devices

SEP001B0CDBB399
SEP001B0CDBC827
SEP001B0CAD6662
SEP00146A4D3BF5

CAPF Information

Associated CAPF Profiles

View Details

Permissions Information

Groups

Standard CTI Allow Control of All Devices
Standard CTI Enabled

View Details

Add to User Group
Remove from User Group

Roles

Standard CTI Allow Control of All Devices
Standard CTI Enabled

View Details

Save Delete Copy Add New



Application Dial Rule Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

ccmadministrator | [About](#) | [Logout](#)

[System](#) | [Call Routing](#) | [Media Resources](#) | [Voice Mail](#) | [Device](#) | [Application](#) | [User Management](#) | [Bulk Administration](#) | [Help](#)

Application Dial Rule Configuration Related Links: [Back To Find/List](#) Go

Save Delete Add New

Status
 Status: Ready

Application Dial Rule Information

Name*	<input type="text" value="Strip +"/>
Description	<input type="text" value="Dial Rule to strip + prefix required by OCS 2007"/>
Number Begins With	<input type="text" value="+"/>
Number of Digits*	<input type="text" value="6"/>
Total Digits to be Removed*	<input type="text" value="1"/>
Prefix With Pattern	<input type="text"/>

Application Dial Rule Priority

Name	Number Begins With	Number of Digits	Total Digits to be Removed	Prefix With Pattern	Up	Down
Strip +	+	6	1		▲	▼

Save Delete Add New

*- indicates required item.



Device Profile (Extension Mobility) Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

ccmadministrator | About | Logout

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Device Profile Configuration Related Links: Back To Find/List Go

Save Delete Copy Add New

Status
Status: Ready

Association Info
Modify Button Items
1 Line [1] - 60005 (no partition)
2 Line [2] - Add a new DN
3 Add a new SD
4 Add a new SD
5 Add a new SD
6 Add a new SD
----- Unassigned Associated Items -----
7 Add a new SD
8 Add a new SURF
9 Add a new BLF SD
10 Add a new BLF Directed Call Park
11 Privacy
12 None

User Device Profile Information
Product Type: Cisco 7960
Device Protocol: SCCP
Device Profile Name* OCSTESTS EXTMOB Profile
Description Ext. Mobility profile for 60005
User Hold MOH Audio Source 5-
User Locale English, United States
Phone Button Template* Standard 7960 SCCP
Softkey Template Standard User
Privacy* Default
☐ Ignore Presentation Indicators (internal calls only)
☐ Do Not Disturb
DND Incoming Call Alert < None >

Expansion Module Information
Module1 < None >
Module2 < None >



Configuring the Cisco Unified Presence server

CUP Version

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified Presence Administration

ccmadministrator | About | What's New | Logout

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Cisco Unified Presence Administration
System version: 6.0.1.1000-1

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Cisco Unified Communications Manager Publisher Address: [172.20.239.241](tel:172.20.239.241)



CUP Method / Event – Based Routing Entries

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration

ccmadministrator | About | [What's New](#) | Logout

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Find and List Method/Event-Based Routing Entries

Add New

Status
 Records found: 3

Method/Event-Based Routing (1 - 3 of 3) **Rows per Page** 50

Find Method/Event-Based Routing where begins with

<input type="checkbox"/>	Name ^	Description	Content Token	Content Category	Destination Address	Destination Port
<input type="checkbox"/>	ProfileConfig	Multi-Login/Change Notification	profileconfig	Event Type-Based	172.20.239.242	5070
<input type="checkbox"/>	SystemPublish	System Managed Publish	PUBLISH	Method-Based	172.20.239.242	5070
<input type="checkbox"/>	SystemSubscribe	System Managed Subscribe	SUBSCRIBE	Method-Based	172.20.239.242	5070



CUP Method / Event – Based Routing Configuration

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration

ccmadministrator | About | What's New | Log Out

System Cisco Unified Presence Application User Management Bulk Administration Help

Method/Event-Based Routing Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Add New

Status
 Status: Ready

Method/Event-Based Routing Information

Name*	<input type="text" value="SystemPublish"/>
Description	<input type="text" value="System Managed Publish"/>
Content Token*	<input type="text" value="PUBLISH"/>
Content Category*	<input type="text" value="Method-Based"/>
Destination Address*	<input type="text" value="172.20.239.242"/>
Destination Port*	<input type="text" value="5070"/>
Protocol Type*	<input type="text" value="TCP"/>

Save Delete Copy Add New

*- indicates required item.



Configuring Cisco Unified Communication Manager Presence Gateway

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration Go

ccmadministrator | [About](#) | [What's New](#) | [Logout](#)

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Presence Gateway Configuration Related Links: [Back To Find/List](#) Go

Save Delete Add New

Status
 Status: Ready

Presence Gateway Settings (Cisco Unified Communications Manager)
You can configure a Cisco Unified Communications Manager server as a presence gateway. The Cisco Unified Presence server will then send SIP Subscribe messages to Cisco Unified Communications Manager over a SIP trunk which will allow the Cisco Unified Presence server to receive presence information (e.g. phone on/off hook status).

Presence Gateway Type* CUCM

Description* Cisco CallManger

Presence Gateway* 172.20.239.241

Save Delete Add New

*- indicates required item.



CTI Gateway Configuration

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration Go

ccmadministrator | About | What's New | Logout

System Cisco Unified Presence Application User Management Bulk Administration Help

CTI Gateway Settings

Save

Status
Status: Ready

CTI Gateway Application Settings
The CTI (Computer Telephony Integration) Gateway application provides connectivity between Cisco Unified Communications Manager (CUCM) and soft clients that provide Click-to-Dial/Phone control-type services. You can configure the CTI Gateway application to connect up to a maximum of eight CUCM servers.

Application Status*	On
Application Username	CTIGW
Application Password
Confirm Password
Heartbeat Interval (seconds)*	8
Session Timer (seconds)*	1810
Cisco Unified Communications Manager Address (1 of 8)	172.20.239.241
Cisco Unified Communications Manager Address (2 of 8)	
Cisco Unified Communications Manager Address (3 of 8)	
Cisco Unified Communications Manager Address (4 of 8)	
Cisco Unified Communications Manager Address (5 of 8)	
Cisco Unified Communications Manager Address (6 of 8)	
Cisco Unified Communications Manager Address (7 of 8)	
Cisco Unified Communications Manager Address (8 of 8)	

Save

*- indicates required item.



MOC Assignments

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation **Cisco Unified Presence Administration**

ccmadministrator | [About](#) | [What's New](#) | [Logout](#)

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Find and List MOC Assignments

Select All Clear All Bulk Assignment

Status
 Records found: 6

Microsoft Office Communicator Usage
6 MOC users assigned

Licensed Cisco Unified Presence Users (1 - 6 of 6) **Rows per Page** 50 ▾

Find Licensed Cisco Unified Presence Users where ▾ begins with ▾

<input type="checkbox"/>	User ID ^	Last Name	Manager	Department	MOC Enabled
<input type="checkbox"/>	MOC1	OCSPPOOL10			✓
<input type="checkbox"/>	MOC11	OCSPPOOL11			✓
<input type="checkbox"/>	MOC12	OCSPPOOL11			✓
<input type="checkbox"/>	MOC2	OCSPPOOL10			✓
<input type="checkbox"/>	OCSTEST5	OCSPPOOL10			✓
<input type="checkbox"/>	OCSTEST6	OCSPPOOL10			✓



AXL Information

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration Go

ccmadministrator | [About](#) | [What's New](#) | [Logout](#)

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Sync Agent AXL Configuration

Save

Status
 Status: Ready

AXL Credential Information
Configure the Cisco Unified Presence Sync Agent credentials. The Sync Agent is responsible for synchronizing the Cisco Unified Presence server with the associated Cisco Unified Communications Manager publisher server. The AXL username/password **must** match the configured AXL username/password on the associated Cisco Unified Communications Manager publisher for the Sync Agent to work properly.

AXL Username*

AXL Password*

Confirm Password*

Save

*- indicates required item.



Privacy ACL Entry (Allowed Destination Host)

Cisco Unified Presence Administration

For Cisco Unified Communications Solutions

Navigation

Cisco Unified Presence Administration

Go

ccmadministrator

About

What's New

Logout

System

Cisco Unified Presence

Application

User Management

Bulk Administration

Help

Find and List Allowed Destination Hosts

+

Add New

■

Select All

■

Clear All

✖

Delete Selected

Status

i

Records found: 4

Outgoing ACL Entry

(1 - 4 of 4)

Rows per Page

50

Find Outgoing ACL Entry where

Address Pattern

begins with

Find

Clear Filter

+

=

<div><input type="checkbox"/></div>	Address Pattern ^	Description
<div><input type="checkbox"/></div>	172.20.239.240	Domain Controller
<div><input type="checkbox"/></div>	172.20.239.243	Pool10
<div><input type="checkbox"/></div>	172.20.239.245	Pool11
<div><input type="checkbox"/></div>	pbxocs.com	OCS domain

Add New

Select All

Clear All

Delete Selected



Proxy ACL Entry (Allowed Incoming Host)

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration

ccmadministrator | About | [What's New](#) | Logout

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Find and List Allowed Incoming Hosts

Add New

Status
 Records found: 5

Incoming ACL Entry (1 - 5 of 5) Rows per Page 50 ▾

Find Incoming ACL Entry where Address Pattern ▾ begins with ▾

<input type="checkbox"/>	Address Pattern ^	Description
<input type="checkbox"/>	172.20.239.240	Domain controller
<input type="checkbox"/>	172.20.239.243	Pool10
<input type="checkbox"/>	172.20.239.245	Pool11
<input type="checkbox"/>	64.102.17.208	test
<input type="checkbox"/>	pbxocs.com	OCS domain



IP Phone Messenger Setting

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration Go

ccmadministrator | About | What's New | Logout

System Cisco Unified Presence Application User Management Bulk Administration Help

IP Phone Messenger Settings

Save

Status
Status: Ready

IP Phone Messenger Application Settings
The IP Phone Messenger (IPPM) application enables your Cisco Unified IP phone to receive, send, and reply to instant messages. When configuring this application the IPPM application username/password **must** match the configured application username/password on Cisco Unified Communications Manager for IPPM to work properly.

IPPM Application Status*	On
Application Username	PhoneMessenger
Application Password
Confirm Password
Max Contact List Size*	100
Max Instant Message History Size*	25
Subscription timeout (seconds)*	3600
Publish timeout (seconds)*	3600

Save

*- indicates required item.



IP Phone Messenger User

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration Go

ccmadministrator | [About](#) | [What's New](#) | [Logout](#)

System ▾ Cisco Unified Presence ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Find and List IP Phone Messenger Users

Select All Clear All Logout Broadcast

Status
 Records found: 6

IP Phone Messenger Status (1 - 6 of 6) Rows per Page 50 ▾

Find IP Phone Messenger Status where User-ID ▾ begins with ▾ Find Clear Filter

<input type="checkbox"/>	User-ID ^	First Name	Last Name	Manager	Department	Login Status
<input type="checkbox"/>	MOC1	MOC1	OCSP00L10			
<input type="checkbox"/>	MOC11	MOC11	OCSP00L11			
<input type="checkbox"/>	MOC12	MOC12	OCSP00L11			
<input type="checkbox"/>	MOC2	MOC2	OCSP00L10			
<input type="checkbox"/>	OCSTEST5	OCSTEST5	OCSP00L10			
<input type="checkbox"/>	OCSTEST6	OCSTEST6	OCSP00L10			

Select All Clear All Logout Broadcast Message:



Acronyms

CSTA	Computer-Supported Telecommunications Applications
CUCM	Cisco Unified Communication Manager
CTI	Computer Telephony Interface
CUP	Cisco Unified Presence
DND	Do-Not-Disturb
DTMF	Dual Tone MultiFrequency
DTP	DeskTop Phone
GUI	Graphical User Interface
IETF	Internet Engineering Task Force
IM	Instant Messaging
IPPM	Internet Protocol Phone Messenger
MS OCS	Microsoft Office Communication Server
MCS	Multimedia Communication Server
MSN	Microsoft Network
MPOP	Multiple Point Of Presence
SCCP	Skinny Protocol
SIMPLE	SIP Instant Messaging and Presence Levering Extensions
SIP	Session Initiation Protocol
SNMP	Simple Network Management Protocol
TCP	Transmission Control Protocol
TLS	Transport Layer Security
XML	Extensible Markup Language
MOC	Microsoft Office Communicator
QoS	Quality of Service
GW	Gateway
S/W	Software
QBE	Quick Buffer Encoding, Protocol
DB	Database



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