Configure Users for Cisco Unified Communications Manager Express (CUCME)

View List of Users

Use this procedure to view a list of users in the system.

Choose Configure > Users. The Users window appears and contains the following fields:

- User ID—By default, the system displays users in alphabetical order by user ID. To sort from A to Z, click User ID.

- Display Name—To display the list of users in order by display name, click Display Name.

- Primary Extension—To display the list of users in order by primary extension, click Primary Extension.

- Use the dialog box to change the number of rows displayed per window.

Add a New User

Use this procedure to add a new user to the system.

Step 1   Choose Configure > Users. The Configure Users window appears.

Step 2   Click Add. The Add a New User window appears.

Step 3   Enter information into the following fields:

- User ID

- First Name and Last Name

- Nick Name

- Display Name

- Site name

    This field only appears if multiple Cisco Unified CME sites are configured.

- Associated Phone—To reach the Select Phone window, click Add/Edit. To remove an associated phone, click Remove.

- Primary Extension

- Primary E.164 number

- Fax number

- Language

- Password options

- Password

- Confirm password—Enter the password again for confirmation.

- PIN options

- Personal identification number (PIN)

- Confirm PIN—Enter the PIN again for confirmation.

- Create mailbox—Click to create a voice mailbox for this new user.

Step 4   To save the information, click Add.

Note   If you click to add a new mailbox, the Add a New Mailbox window will appear after you click Add to add the new user. See Add a New Mailbox to set the parameters.

Note   If you selected a random password or PIN, a message appears with the new password or PIN. Write these values in a secure place to give to the user. They are also displayed on the user profile page (see Display or Modify a User Profile, on page 3).

Select a Phone for a User

To select a phone for a user, use this procedure.

Step 1   Choose Configure > Users. The Configure Users window appears.

Step 2   In the User ID field, click on the user for whom you want to select a phone. The User Profile window appears.

Step 3   In the Associated Phone field, click Add/Edit. The Select Phone window appears and shows the sequence number, hardware address, and extensions of all unassociated phones. These phones are available to assign to users.

Step 4   Click the button next to the phone that you want to assign to the user and click Select Phone. You are returned to the User Profile window.

> **Note**   A user may only be assigned one phone.

Select an Extension for a User

To select an extension for a user, use this procedure.

Step 1   Choose Configure > Users. The Configure Users window appears.

Step 2   Click Add. The Add a New User window appears.

Step 3   In the Primary Extension field, do one of the following:

a) Click Other then type in the extension in the field.

b) Click Other then click on the magnifying glass icon. The Select Extension window appears and shows all unassociated extensions. These extensions are available to assign to users.

Step 4   Click the button next to the extension that you want to assign to the user and click Select Extension. You are returned to the User Profile window.

Step 5   Click Apply to save the extension selection for that user.

> **Note**   A user may only be assigned one extension.

Display or Modify a User Profile

Use this procedure to display or modify a user profile.

Step 1   To view a user's profile, click Configure > Users. The Configure Users window appears.

Step 2   If you do not see the user, click Find to search for the user (See). You can also select All in the Rows Per Page field.

Step 3   Click the user ID of the person whose profile you want to see. The User Profile window appears with the following fields shown:

  • User ID

  • First Name and Last Name

  • Nick Name

  • Display Name

- Associated Phone—To reach the Select Phone window, click Add/Edit. To remove an associated phone, click Remove.

- Primary Extension

- Primary E.164 number

- Fax Number

- Language

- Password options

- Password

- Confirm password—Enter the password again for confirmation.

- PIN login (enabled by default)

- PIN options

- Personal identification number (PIN)

- Confirm PIN—Enter the PIN again for confirmation.

Step 4   Click to modify this user profile.

Additional User Profile Options

You can also click the following tabs in the Configure Users window:

- Groups—Change a user's groups. See Display or Modify Group Subscriptions, on page 4.

- Mailboxes—Display or modify a user's mailbox information. See Display or Modify a Mailbox.

- Notification—Configure notification of received voice-mail messages to be sent to a user's phone, pager, or email. See Configure Notification Devices.

- Set Cascade options—Set your cascade settings to notify specified recipients after any specified time.

- Set notification devices:

- Device type

- Destination

- Click to enable the device type.

- Apply Call forward no answer (CFNA)/call forward busy (CFB) to voice-mail number if a primary extension is configured. Click Ok to accept the changes. See Select an Extension for a User, on page 3.

Display or Modify Group Subscriptions

Use this procedure to modify the groups to which a user is assigned.

Step 1   Choose Configure > Users. The Configure Users window appears.

Step 2   Click the name of the user whose group subscription you want to view or modify. The User Profile window appears.

Step 3   Click the Groups tab. The following fields are displayed:

- Group ID

- Rights—member or owner

- Description

- Primary extension—primary extension of the general-delivery mailbox assigned to the group.

Step 4   To subscribe the user as the owner of another group, click Subscribe as owner. To subscribe the user as a member of another group, click Subscribe as member. The Find window appears.

Step 5   Enter the group ID, description, or extension number and click Search.

Step 6   Click the box next to the group that this user should join and click Select Rows.

Step 7   (Optional) To unsubscribe the user from a group, click the box next to the Group Name and click Unsubscribe.

See Configure Groups for more information.

Find a User

Use this procedure to search for a user.

Step 1   Choose Configure > Users. The Configure Users window appears.

Step 2   Click Find. The following fields appear:

- User ID

- Name

- Extension

Note   All fields are optional.

Step 3   Enter the search criteria in one or more fields and click Find. The User Configuration window displays the results of your search.

Delete a User

To delete a user from Cisco Unity Express, use this procedure. Deleting a user in the Cisco Unity Express GUI also deletes the user's mailbox. Deleting a user in the command-line interface leaves the user's mailbox orphaned.

Step 1	Choose Configure > Users. The Configure Users window appears.
Step 2	Click the box next to the user ID that you want to delete.
Step 3	Click Delete.
Step 4	Click Ok to confirm the deletion.