



Adding a New User

The User area in Cisco CallManager Administration allows the administrator to display and maintain information about Cisco CallManager users. Generally, completing user information is optional; the devices function whether or not you complete this information. However, information that you enter here is also accessed by Directory Services, Cisco WebAttendant, and the User Web pages. If you want to provide these features to your users, you must complete the information in the User area for all users and their directory numbers, and also for resources such as conference rooms or other areas with phones (this is useful for Cisco WebAttendant).

For users to have Web access so they can change their speed dial and forward numbers on the Web, they must be associated with a device, and the name and directory number of that device must be specified in the user area.

Refer to the “Searching the Global Directory” section on page 49-1 for details on updating information on existing users.

This chapter includes the following topics:

- Adding a User, page 48-2
- Assigning Devices to a User, page 48-3

How Cisco JTAPI uses the Directory

After you install Cisco JTAPI, you have access to the Cisco CallManager directory. The directory stores user profiles, application logic, and network-specific configuration information, such as the location of network resources and system administrator authentication. Cisco JTAPI uses the directory to determine which devices it has the privilege to control.

This section summarizes what you need to know about using the directory.

Using the Embedded Directory

Installing the Cisco CallManager also installs an embedded directory on the Cisco CallManager machine. This directory also provides the MetaLink utility, which migrates the configuration information for Cisco CallManager from the relational database system where it has been stored to the embedded directory where it becomes available for use with Cisco JTAPI.

Adding a User

The following procedure provides instructions on adding a user.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Click **User > Add a New User**.
- Step 3** Complete all the user fields in the User Information window. An asterisk (*) designates required fields.



Note Cisco CallManager automatically generates the Auto Attendant Name Dialing field once all the other fields are completed.

The manager name entered in the optional Manager field must already exist in the directory as a user.

Cisco CallManager does not permit modifying the user ID once it is created.

- Step 4** When you have completed the user information, you can either Save your changes and add the user by clicking **Insert**. Or, if you want to associate devices to this user, continue with the “Assigning Devices to a User” procedure.

Related Topics

The following list contains additional information and procedures related to this section:

- How Cisco JTAPI uses the Directory, page 48-2
- Assigning Devices to a User, page 48-3
- Using Basic User Search, page 49-1
- Using Advanced User Search, page 49-3

Assigning Devices to a User

Once you have added a user, you can assign devices over which they will have control. Some devices, such as phones, can be controlled by users. Other devices, such as CTI ports, can be controlled by applications that are identified as users. When users have control of a phone, they have the ability to control certain settings for that phone, such as speed dial and call forwarding.

The User Device Assignment window consists of a device filter area and a list of available devices. These areas are described in the this section.

Available Device List Filters

The device filter allows you to limit your list of devices by entering search criteria based on all or part of the device name, description, or directory number. To limit the list of available devices to a specific selection, enter the criteria by which you wish to search using the following methods:

- select the device name, description, or directory number.
- select the comparison operator.
- enter a text or number entry.

For example, to list all extensions that begin with '5', you would select 'Directory Number' 'begins with' and then enter **5** in the text box.

Available Devices

Once you have specified the search criteria to display devices, all available devices that match your criteria appear in the Available Devices list. The list displays in groups of twenty devices and can be navigated using the buttons at the bottom of the window. You can page through the device list by clicking **First**, **Previous**, **Next**, and **Last**, or you can jump to a specific page by entering the page number in the page entry box and then clicking **Page**.

If you are modifying the device assignment for an existing user, the devices previously assigned to that user appear in a group at the beginning of the device list.

You can associate one or more devices to the user by selecting the checkbox next to that device. If a device has multiple extensions associated with it, each line extension appears in the list. You need to select only one line extension to select all the lines associated with that device.

To assign devices to a user, you must access the User Information window for that user. Refer to the "Using Basic User Search" section on page 49-1 for information on accessing information on existing users.

Once the user's User Information window displays, perform the following steps to assign devices:

Step 1 Click **Associate Devices**.

Step 2 If you wish, limit the list of available devices by enter the search criteria in the device filter area. You should specify

- the device name, description, or directory number
- the comparison operator
- a text or number entry

Then, click **Select Devices**.

Step 3 Select the check box of one or more devices you want to associate with the user. You can assign one primary extension from the devices to which the user is assigned by clicking the radio button in the right column for that device.

Step 4 Once you have completed the assignment, click **Insert** if you are assigning devices to a new user or **Update** if you are assigning devices to an existing user. Or, you can click **Personal Information** to return to the User Information window.

Related Topics

The following list contains additional information and procedures related to this section:

- How Cisco JTAPI uses the Directory, page 48-2
- Adding a User, page 48-2
- Using Basic User Search, page 49-1
- Using Advanced User Search, page 49-3

