



## Adding a New User

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The User option in the Cisco CallManager Administration allows the administrator to add, search, display, and maintain information about Cisco CallManager users. This chapter describes the options for managing user directory information.

This chapter includes the following procedures:

- [Adding a User, page 44-2](#)
- [User Configuration Settings, page 44-2](#)
- [Configuring Application Profiles, page 44-3](#)
- [Associating Devices to a User, page 44-4](#)
- [Auto Attendant, page 44-6](#)
- [Extension Mobility, page 44-6](#)
- [SoftPhone, page 44-7](#)

# Adding a User

The following procedure provides instructions on adding a user.

## Procedure

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- Step 1** Choose **User > Add a New User**.
- Step 2** Enter the appropriate settings as described in [Table 44-1](#).
- Step 3** 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 [“Associating Devices to a User”](#) procedure.
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## Related Topics

- [Adding a User, page 44-2](#)
- [User Configuration Settings, page 44-2](#)
- [Associating Devices to a User, page 44-4](#)
- [Using Basic Search, page 45-2](#)
- [Using Advanced Search, page 45-3](#)

# User Configuration Settings

[Table 44-1](#) describes the user configuration setting.

*Table 44-1 User Configuration Settings*

Field	Description
First Name	Enter the user first name.
Last Name	Enter the user last name.
UserID	Enter the user identification name. Cisco CallManager does not permit modifying the user ID once it is created

*Table 44-1 User Configuration Settings (continued)*

Field	Description
User Password	Enter the user password.
Confirm Password	Enter the user password again.
PIN	Enter a Personal Identification Number (PIN).
Confirm PIN	Enter the PIN again.
Telephone Number	Enter the user telephone number.
Manager	Enter the name of the user manager ID. The manager name you enter must already exist in the directory as a user.
Department	Enter the user department number.
Enable CTI Application Use	To configure users so that they can use CTI applications, check the Enable CTI Application Use check box.

## Configuring Application Profiles

After you add a new user, options in the Application Profile section of the User Information pane in the Cisco CallManager Administration allows you to configure the user profile. These profiles allows each user to personalize phone features, mobility, and Cisco IP SoftPhone capability.

### Before you begin

Make sure the user is in the database. See the chapter on [“Searching the Global Directory” section on page 45-1](#) for more information.

You can create a profile for each of the applications that appears on the left in the Application Profile pane.

To return to the User Information pane to continue configuring profiles, Click **Personal Information**.

## Associating Devices to a User

Once you have added a user, you can associate devices over which users will have control. Users can control some devices, such as phones. 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 section and a list of available devices.

### 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:

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

For example, to list all extensions that begin with “5”, you would choose “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 20 devices and you can navigate it 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 checking 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 choose only one line extension to choose all the lines associated with that device.

To assign devices to a user, you must access the User Information window for that user. See the chapter on [“Searching the Global Directory”](#) section on page 45-1 for information on accessing information on existing users.

Once the User Information window displays, perform the following procedure to assign devices.

### Procedure

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- Step 1** Click **Device Association** in the Application Profiles column.
- Step 2** You can limit the list of available devices by entering the search criteria in the Available Device List Filters section. You should specify
- The device name, description, or directory number
  - The comparison operator
  - A text or number entry
- Then, click **Select Devices**.
- Step 3** Check 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 checking the radio button in the right column for that device.
- Step 4** When you have completed the assignment, click **Update** to assign devices to a user. Or, you can click **Personal Information** to return to the User Information window, **Back to user list** to return to the search list, or **Cancel Changes** to return to the User information window.
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### Related Topics

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

- [Adding a User, page 44-2](#)
- [Using Basic Search, page 15-3](#)
- [Using Advanced Search, page 15-3](#)

## Auto Attendant

The Automated Attendant (AA) service answers incoming calls and prompts the caller for a user name or extension. The directory is scanned for a match to resolve the user name or extension and transfers the caller to the appropriate endpoint.

### Procedure

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**Step 1** Choose **Auto Attendant** in the Application Profiles pane.

**Step 2** Enter the Auto Attendant Name Dialing (LastFirstM).

If a same name or same numerical mapping occurs, a prompt returns indicating a duplicate key. At this point, you can either change the user name (through nicknames or removal of middle initials) or allow duplicates.

**Step 3** Click **Insert**.

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## Extension Mobility

Extension Mobility allows a user to configure a Cisco IP Phone 7940 or Cisco IP Phone 7960 to appear as that user phone temporarily. The user can log in to a phone and their extension mobility profile (including line and speed dial numbers) resides on the phone. This feature is used primarily in environments where users are not permanently assigned to physical phones.

### Procedure

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**Step 1** Choose **Extension Mobility** in the Application Profiles pane.

**Step 2** Select the appropriate criteria from the pull down menus or Click **Select Profiles**.

A list of available profiles displays at the bottom of the pane.

**Step 3** Check the appropriate box.

**Step 4** Click **Update**.

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## SoftPhone

You can associate a device (line) to a user as a Cisco IP SoftPhone. This will enable the user to use their desktop PC to place and receive telephone calls and to control an IP telephone.

Include the IP Address or host name in the Associated PC field.

For more information, refer to the *Cisco IP SoftPhone Administrator Guide*

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/softphon/](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/softphon/)

