



Device Profile Configuration

A device profile comprises the set of attributes (services and/or features) that are associated with a particular device. Device profiles include name, description, phone template, add-on modules, directory numbers, subscribed services, and speed-dial information. Two kinds of device profiles exist: autogenerated and user. You can assign the user device profile to a user, so, when the user logs in to a device, the user device profile that you have assigned to that user loads onto that device as a default login device profile. After a user device profile is loaded onto the phone, the phone picks up the attributes of that device profile.

You can also assign a user device profile to be the default logout device profile for a particular device. When a user logs out of a phone, for instance, the logout device profile loads onto the phone and gives that phone the attributes of the logout device profile. In the Cisco CallManager Administration windows, you can create, modify, or delete the user device profile. If a user device profile is used as the logout device profile, you cannot delete the user device profile.

The autogenerated device profile is a special device profile that gets generated when you configure a phone for Cisco CallManager Extension Mobility and choose “Use Current Settings” from the Phone Configuration window. The autogenerated device profile then associates with a specific phone to be the logout device profile.

Use the following topics to configure and locate device profiles:

- [Finding a Device Profile, page 42-2](#)
- [Adding a New User Device Profile, page 42-3](#)
- [Updating User Device Profiles, page 42-6](#)
- [Deleting a User Device Profile, page 42-7](#)

- [Updating Autogenerated Device Profiles, page 42-8](#)
- [Configuring New Directory Numbers for Autogenerated Device Profiles, page 42-10](#)
- [Configuring Directory Numbers, page 45-29](#)
- [Directory Number Configuration Settings, page 45-34](#)

Finding a Device Profile

This topic describes how to use the Find and List Device Profile window. The Find and List lookup function allows you to search for user and autogenerated device profiles or both types. The function searches every type of device profile against the following categories:

- Device name
- Device description

Procedure

Step 1 Choose **Device > Device Settings > Device Profile**.

The Find and List Device Profile window displays.

Step 2 From the drop-down lists, choose your search text for the type of device profiles that you want listed and click **Find**.



Note To find all device profiles that are registered in the database, choose All Device Profiles from the drop-down list without entering any search text and click **Find**. You can also use “Device Name is not empty” as your search criteria.

The window refreshes and then displays the device profiles that match your search criteria.

To Jump to an Autogenerated Device Profile or User Device Profile:

Step 3 Choose the device profile from the list of records that match your search criteria.

To Delete Device Profiles:

- Step 4** Use the check box in the first column to delete multiple device profiles at once. Check the first check box in the list and click **Delete Selected**. You can also choose individual user device profiles to delete them separately.



Note You cannot delete autogenerated device profiles. You cannot delete user device profiles if phones are using them as a logot profile.

Related Topics

- [Device Profile Configuration, page 42-1](#)
- [Adding a New User Device Profile, page 42-3](#)
- [Updating User Device Profiles, page 42-6](#)
- [Deleting a User Device Profile, page 42-7](#)
- [Updating Autogenerated Device Profiles, page 42-8](#)
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Adding a New User Device Profile

The user device profile contains attributes such as device profile name, description, phone template, user locale, expansion modules, softkey template, directory numbers, subscribed services, and speed-dial information. Perform the following procedure to add a user device profile.

Before You Begin

Make sure that phone button template(s) are already configured before proceeding with the steps. See the [“Adding Phone Button Templates” section on page 47-4](#) for more information.

Procedure

- Step 1** Choose **Device > Device Settings > Device Profile**.
The Find and List Device Profile window displays.
- Step 2** Click the **Add a New User Device Profile** link.
The User Device Profile Configuration window displays.
- Step 3** Enter a unique name in the User Device Profile Name field. This name can comprise up to 50 characters in length.
- Step 4** Enter a description of the user device profile in the Description field. For text, use anything that describes this particular user device profile.
- Step 5** To specify the audio source that plays when a user initiates a hold action, click the drop-down arrow to the right of the User Hold Audio Source field and choose an audio source from the list that displays.

If you do not choose an audio source, Cisco CallManager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID.



Note You define audio sources in the Music On Hold Audio Source Configuration window. For access, choose **Service > Media Resource > Music On Hold Audio Source**.

- Step 6** From the User Locale drop-down list, choose the language in which the device displays.
- Step 7** From the Phone Button Template drop-down list, choose a phone button template.
- Step 8** You can configure one or two expansion modules for this device profile by choosing phone templates from the expansion module drop-down lists in the expansion module fields.



Note You can view a phone button list at any time by choosing the View button list link next to the phone button template fields. A separate dialog box pops up and displays the phone buttons for that particular expansion module.

Step 9 From the Softkey Template drop-down list, choose the softkey template from the list that displays.

Step 10 Enter a valid login user ID in the Login User ID field.



Note If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.



Note You can obtain help in finding a valid login user ID by choosing the Select Login User ID link below the Login User ID field. A separate dialog box pops up. In the Login User ID field, enter the first few characters of the login user ID that you want to use, and all login user IDs that match the pattern that you entered will display in the Selected login user ID field. Choose the desired ID and click **OK**. To avoid affecting call-processing speed, Cisco recommends that you enter as many characters of the user ID as possible.

Step 11 Click **Insert**.

Step 12 A dialog box appears that asks you to configure a directory number for line 1 of this user device profile. Click **OK**.

The Directory Number Configuration window displays. For information on configuring directory numbers, see [“Configuring Directory Numbers” section on page 45-29](#).

Step 13 Enter the appropriate settings as described in [“Directory Number Configuration Settings” section on page 45-34](#).

Step 14 Click **Insert**.

A dialog box notifies you that you have updated the user device profile. The dialog box informs you that you need to log out and log in again to the device with this profile for changes to take effect. Click **OK**.

A second dialog box informs you that the directory number has been assigned to the current device. Click **OK** to return to the current user device profile.

Related Topics

- [Device Profile Configuration, page 42-1](#)
- [Finding a Device Profile, page 42-2](#)
- [Updating User Device Profiles, page 42-6](#)
- [Deleting a User Device Profile, page 42-7](#)
- [Updating Autogenerated Device Profiles, page 42-8](#)
- [Configuring New Directory Numbers for Autogenerated Device Profiles, page 42-10](#)
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- [Directory Number Configuration Settings, page 45-34](#)

Updating User Device Profiles

This section describes how to update a user device profile.

Before You Begin

Make sure that the user device profile that you want to update is configured in Cisco CallManager before proceeding with the steps. See the [“Adding a New User Device Profile” section on page 42-3](#) to configure a user device profile.

Procedure

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- Step 1** Locate the user device profile that you want to update. See the [“Finding a Device Profile” section on page 42-2](#).
- Step 2** From the User Device Profile Configuration window, make the desired changes to the user device profile; then, click **Update**.

The changes that you made should now appear in this user device profile.



Note You must log in to a device for changes to a user device profile to take effect.

Related Topics

- [Device Profile Configuration, page 42-1](#)
- [Finding a Device Profile, page 42-2](#)
- [Adding a New User Device Profile, page 42-3](#)
- [Deleting a User Device Profile, page 42-7](#)
- [Updating Autogenerated Device Profiles, page 42-8](#)
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Deleting a User Device Profile

This section describes how to delete a user device profile.

Before You Begin

You cannot delete a device profile if it is assigned to devices. To find out which devices are using the device profile, click the **Dependency Records** link from the Device Profile Configuration window. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-1](#). If you try to delete a device profile that is in use, Cisco CallManager displays an error message. Before deleting a device profile that is currently in use, you must perform either or both of the following tasks:

- Assign a different device profile to any devices that are using the device profile that you want to delete.
- Delete the devices that are using the device profile that you want to delete.

Procedure

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- Step 1** Locate the user device profile that you want to delete. See the [“Finding a Device Profile” section on page 42-2](#).
- Step 2** From the User Device Profile Configuration window, click **Delete**.
A message displays that states that this action cannot be undone.

Step 3 To delete the device profile, click **OK** or to cancel the deletion, click **Cancel**.

**Note**

If a user device profile is configured as a default logout device profile, you cannot delete it. If you want to delete a logout device profile, you must change it from a logout device profile and configure another device profile as the logout device profile for that phone. After the user device profile is no longer a logout device profile, you can delete it.

Related Topics

- [Device Profile Configuration, page 42-1](#)
- [Finding a Device Profile, page 42-2](#)
- [Adding a New User Device Profile, page 42-3](#)
- [Updating User Device Profiles, page 42-6](#)
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Updating Autogenerated Device Profiles

This section describes how to update an autogenerated device profile. You can modify the autogenerated device profile but not delete it or change the profile name.

Before You Begin

Make sure that the autogenerated device profile(s) are configured before proceeding with the steps. See the [“Updating a Phone” section on page 45-10](#) and the [“Autogenerated Device Profile” section in the *Cisco CallManager Features and Services Guide*](#) for more information.

Procedure

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- Step 1** Locate the autogenerated device profile that you want to update. See the [“Finding a Device Profile”](#) section on page 42-2.
- Step 2** From the Autogenerated Device Profile Configuration window, make the desired changes to the autogenerated device profile; then, click **Update**.

The changes that you made should now appear in this autogenerated device profile.



Note You must log out of a device for changes to an autogenerated device profile to take effect.

Related Topics

- [Device Profile Configuration, page 42-1](#)
- [Autogenerated Device Profile, *Cisco CallManager Features and Services Guide*](#)
- [Finding a Device Profile, page 42-2](#)
- [Adding a New User Device Profile, page 42-3](#)
- [Updating User Device Profiles, page 42-6](#)
- [Deleting a User Device Profile, page 42-7](#)
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- [Directory Number Configuration Settings, page 45-34](#)

Configuring New Directory Numbers for Autogenerated Device Profiles

This topic describes how to add new directory numbers, on assigned lines, for autogenerated device profiles.

Before You Begin

Make sure that the following prerequisites are met before proceeding with the steps:

- Make sure that the autogenerated device profile(s) are configured before proceeding with the steps. See the [“Updating a Phone” section on page 45-10](#) for more information.
- You must add new directory numbers for an autogenerated device profile from the Autogenerated Device Profile Configuration window. See the [“Finding a Device Profile” section on page 42-2](#) for more information.

Procedure

Step 1 From the Autogenerated Device Profile Configuration window, choose the line on which you want to add a new DN, from the directory number list on the left side of the window.

The Directory Number Configuration window displays. For information on configuring directory numbers, see [“Configuring Directory Numbers” section on page 45-29](#).

Step 2 Enter the appropriate settings as described in [“Directory Number Configuration Settings” section on page 45-34](#).

Step 3 Click **Insert**.

The window refreshes and displays the settings that you configured.



Note You can also update, delete, and restart devices from the Directory Number Configuration window by clicking the corresponding buttons for these functions. Deleting a directory number removes it from the line, and you cannot undo this action.

- Step 4** Return to the Autogenerated Device Profile window by clicking the Configure Device Profile link.

The new directory number should appear on the appropriate line in the list on the left side of the window.



Note When you update the configuration settings for a phone, if an autogenerated device profile has a different default setting than the phone, the setting of the device profile gets overwritten when you choose <User Current Device Setting> as the logout device profile from the Phone Configuration web window.



Note Set the value of the Synchronization Between Auto Device Profile and Phone Configuration enterprise parameter to True (default). This ensures that, when a phone gets updated, the autogenerated device profile also gets updated.

Related Topics

- [Device Profile Configuration, page 42-1](#)
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■ **Configuring New Directory Numbers for Autogenerated Device Profiles**