



## Common Profile Configuration

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A common profile comprises user-specific service and feature attributes. Ensure that each device is associated with a common profile for user-oriented information.



**Note**

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The Device Pool window now contains only location-related information. The Common Profile window records all the user-oriented information.

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Use the following topics to configure common profiles:

- [Finding a Common Profile, page 57-2](#)
- [Adding a Common Profile, page 57-3](#)
- [Updating a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)
- [Deleting a Common Profile, page 57-5](#)
- [Common Profile Configuration Settings, page 57-6](#)

# Finding a Common Profile

Because you may have several common profiles in your network, Cisco CallManager lets you locate specific common profiles on the basis of specific criteria. Use the following procedure to locate common profiles.

**Note**

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During your work in a browser session, Cisco CallManager Administration retains your common profile search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your common profile search preferences until you modify your search or close the browser.

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**Procedure**

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- Step 1** Choose **Device > Device Settings > Common Profile**.  
The Find and List Common Profile window displays.
- Step 2** Choose the common profile criteria and click **Find**. To list all available common profiles, leave the criteria blank and click **Find**.
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**Related Topics**

- [Adding a Common Profile, page 57-3](#)
- [Updating a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)
- [Deleting a Common Profile, page 57-5](#)
- [Common Profile Configuration Settings, page 57-6](#)

# Adding a Common Profile

To add a common profile for a device, use the following procedure.

## Procedure

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- Step 1** Choose a common profile or click the **Add a New Common Profile** link.
- Step 2** Configure the appropriate settings as described in [Table 57-1](#).
- Step 3** To add the new common profile, click **Insert**, or to update the settings for an existing common profile, click **Update**.
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## Related Topics

- [Finding a Common Profile, page 57-2](#)
- [Updating a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)
- [Deleting a Common Profile, page 57-5](#)
- [Common Profile Configuration Settings, page 57-6](#)

# Updating a Common Profile

To update an existing common profile, use the following procedure.

## Procedure

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- Step 1** To locate the common profile that you want to copy, follow the procedure in [“Finding a Common Profile” section on page 57-2](#).
- Step 2** Update the common profile configuration settings; see [Table 57-1](#).
- Step 3** Click **Insert**.
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**Related Topics**

- [Finding a Common Profile, page 57-2](#)
- [Adding a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)
- [Deleting a Common Profile, page 57-5](#)
- [Common Profile Configuration Settings, page 57-6](#)

# Copying a Common Profile

To copy an existing common profile, use the following procedure.

**Procedure**

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- Step 1** To locate the common profile that you want to copy, follow the procedure in [“Finding a Common Profile” section on page 57-2](#).
- Step 2** Click the copy icon next to the profile that you want to copy.
- Step 3** To update the common profile configuration settings, see [Table 57-1](#).
- Step 4** Click **Insert**.
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**Related Topics**

- [Finding a Common Profile, page 57-2](#)
- [Deleting a Common Profile, page 57-5](#)
- [Adding a Common Profile, page 57-3](#)
- [Common Profile Configuration Settings, page 57-6](#)

# Deleting a Common Profile

To delete a common profile, use the following procedure.

## Before You Begin

You cannot delete a common profile that a device uses. To find out which devices are using the common profile, click the Dependency Records link from the Common Profile Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a common profile that is in use, Cisco CallManager displays a message. Before deleting a common profile that is currently in use, you must perform either or both of the following tasks:

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

## Procedure

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- Step 1** To locate the common profile that you want to delete, follow the procedure in [“Finding a Common Profile” section on page 57-2](#).
- Step 2** Check the check box next to the common profiles that you want to delete. To select all the common profiles in the window, check the check box in the matching records title bar.
- Step 3** Click **Delete Selected**.
- Step 4** To confirm your selection, click **OK**.
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## Related Topics

- [Finding a Common Profile, page 57-2](#)
- [Adding a Common Profile, page 57-3](#)
- [Updating a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)

- [Common Profile Configuration Settings, page 57-6](#)

## Common Profile Configuration Settings

[Table 57-1](#) describes the common profile configuration settings.

**Table 57-1 Common Profile Configuration Settings**

Field	Description
Common Profile Name	Enter a name to identify the common profile.
Softkey Template	From the drop-down list box, choose the softkey template for the common profile.
Network Hold MOH Audio Source	Choose the audio source to use for music on hold (MOH) when the network initiates a hold action.
User Hold MOH Audio Source	Choose the audio source to use for MOH when a user initiates a hold action.
User Locale	<p>From the drop-down list box, choose the locale for the common profile. The user locale identifies a set of detailed information to support users, including language and font.</p> <p><b>Note</b> If the user does not choose a user locale, the locale that is specified in the Cisco CallManager cluster-wide parameters as Default User Locale applies.</p>

**Table 57-1 Common Profile Configuration Settings (continued)**

Field	Description
MLPP Indication	<p>This setting specifies whether devices that are capable of playing precedence tones will use the capability when the devices place an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to the devices from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—Devices inherit MLPP Indication settings from the MLPP Indication Status enterprise parameter.</li> <li>• <b>Off</b>—Devices do not handle nor process indication of an MLPP precedence call.</li> <li>• <b>On</b>—Devices do handle and process indication of an MLPP precedence call.</li> </ul> <p><b>Note</b> Do not configure the following combination of settings: MLPP Indication is set to Off or Default (when default is Off) while MLPP Preemption is set to Forceful.</p> <p><b>Note</b> Turning on MLPP Indication (at the enterprise parameter or device level) disables normal Ring Setting behavior for the lines on a device, unless MLPP Indication is turned off (overridden) for the device.</p>

**Table 57-1 Common Profile Configuration Settings (continued)**

Field	Description
MLPP Preemption	<p>This setting specifies whether devices that are capable of preempting calls in progress will use the capability when the devices place an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to the devices from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Default</b>—Devices inherit MLPP Preemption settings from the MLPP Preemption Setting enterprise parameter.</li> <li>• <b>Disabled</b>—Devices do not allow preemption of lower precedence calls to take place when necessary for completion of higher precedence calls.</li> <li>• <b>Forceful</b>—Devices allow preemption of lower precedence calls to take place when necessary for completion of higher precedence calls.</li> </ul> <p><b>Note</b> Do not configure the following combination of settings: MLPP Indication is set to Off or Default (when default is Off) while MLPP Preemption is set to Forceful.</p>
MLPP Domain	<p>Enter a hexadecimal value between 0 and FFFFFFFF for the MLPP domain that is associated with this common profile. If you leave this field blank, devices inherit MLPP domains from the value set for the MLPP Domain Identifier enterprise parameter.</p>

**Related Topics**

- [Finding a Common Profile, page 57-2](#)
- [Adding a Common Profile, page 57-3](#)
- [Updating a Common Profile, page 57-3](#)
- [Copying a Common Profile, page 57-4](#)
- [Deleting a Common Profile, page 57-5](#)