



Preface

This preface describes the purpose, audience, organization, and conventions for this guide and provides information on how to obtain related documentation:

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Purpose

The *Cisco Voice Provisioning Tool User and Phone Management Guide* provides information on the following topics:

- Procedures and tips for provisioning users, phones, and device profiles for Cisco CallManager and Cisco Unity.
- Procedures and tips for provisioning users, phones, and device profiles by using the bulk provisioning functionality.
- Troubleshooting tips for addressing a problem that occurs when performing provisioning tasks.



Tip

For more information on the topics that are provided in this guide, see the [“Organization” section on page ii](#).

Audience

The *Cisco Voice Provisioning Tool User and Phone Management Guide* supports administrators that perform user and phone provisioning tasks for Cisco CallManager and Cisco Unity in the Cisco Voice Provisioning Tool.

Organization

Table 1 provides a list of chapters and chapter descriptions for this guide.

Table 1 Chapters in the *Cisco Voice Provisioning Tool User and Phone Management Guide*

Chapter	Description
Chapter 1, “Cisco Voice Provisioning Tool Overview”	<p>Provides a basic overview of how you configure users in the Cisco Voice Provisioning Tool; provides a checklist for configuration tasks.</p> <p>Provides a basic overview of how you configure phones in the Cisco Voice Provisioning Tool; provides a checklist for configuration tasks.</p> <p>Provides basic information about device profiles.</p> <p>Describes how to resolve conflicts that are associated with the user configuration.</p>
Management	
Chapter 2, “Management Overview”	<p>Provides a list of provisioning privileges that you need to perform management tasks on product systems.</p> <p>Describes how to how to find, add, update, or delete single or multiple users in the Cisco Voice Provisioning Tool.</p> <p>Describes how to find, add, modify, and delete single or multiple phones/device profiles in the Cisco Voice Provisioning Tool.</p>
Chapter 3, “Managing Users”	<p>Provides procedures on how to find, add, update, or delete single or multiple users in the Cisco Voice Provisioning Tool.</p> <p>Provides procedures on how to add a phone on a user page; provides procedures on how to add a device profile on a user page; provides procedures on how to associate a user with a phone; provides procedures on how to delete an association.</p>
Chapter 4, “Managing Phones or Device Profiles”	<p>Provides procedures on how to find, add, modify, and delete single or multiple phones in the Cisco Voice Provisioning Tool; provides procedures on how to add, modify, or delete single or multiple device profiles.</p>

Table 1 *Chapters in the Cisco Voice Provisioning Tool User and Phone Management Guide*

Chapter	Description
Templates	
Chapter 5, “Template Overview”	Provides a list of the provisioning privileges that you need to perform template tasks on product systems. Describes how to find, view, add, update, delete, and apply user, phone, or device profile templates in the Cisco Voice Provisioning Tool.
Chapter 6, “Using User Templates”	Provides procedures on how to find, view, add, update, and delete a user template in the Cisco Voice Provisioning Tool.
Chapter 7, “Using VPT Phone or Device Profile Templates”	Provides procedures on how to find, view, add, modify, or delete a phone/device profile template.
Bulk Provisioning	
Chapter 8, “Bulk Provisioning Overview”	Describes bulk import and export operations; describes the CSV file that is used for import and export operations; describes bulk provisioning states; provides procedures on related bulk administration tasks that you can perform for users or phones/device profiles (for example, downloading a CSV file).
Chapter 9, “Performing Bulk Operations for Users”	Provides procedures on how you can add or modify users by using the Cisco Voice Provisioning Tool bulk operation functionality; provides procedures on how to import and export users by using bulk operations.
Chapter 10, “Performing Bulk Operations for Phones and Device Profiles”	Provides procedures on how you can add or modify phone and device profiles by using the Cisco Voice Provisioning Tool bulk operation functionality; provides procedures on how to import and export phones/device profiles by using bulk operations.
Configuration Settings	
Chapter 11, “User Configuration Settings”	Describes configuration settings for user templates, user management, and bulk provisioning.
Chapter 12, “Phone Configuration Settings”	Describes configuration settings for phone templates, phone management, and bulk provisioning.
Chapter 13, “Device Profile Configuration Settings”	Describes configuration settings for device profile templates, device profile management, and bulk provisioning.

Related Documentation

See the following documents for more information on the Cisco Voice Provisioning Tool, Cisco CallManager, and Cisco Unity:

- *Cisco Voice Provisioning Tool Installation and Upgrade Guide*

This document describes how to install and upgrade the Cisco Voice Provisioning Tool.

- *Cisco Voice Provisioning Tool System Management and Security Guide*

This guide provides descriptions of the Cisco Voice Provisioning Tool and its components, as well as step-by-step instructions for configuring and managing the tool itself—accessing and monitoring the system, creating and managing administrators, roles, and product systems, and configuring system security.

- *Cisco CallManager Documentation Guides for Release 4.1(x)*

These documents provide lists of Cisco CallManager documents that are available with the 4.1(x) releases. The documents also provide URLs so that you can locate the documents on the web. To obtain these documentation guides, click the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/doc_gd/index.htm

- *Cisco Unity Documentation Guide*

This document provides a list of Cisco Unity documents that are available with the 4.0(x) release. The document also provides URLs so that you can locate the documents on the web. To obtain this documentation guide, click the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html

Conventions

Consider the following documentation conventions as you review this guide.

Table 2 **Documentation Conventions**

Convention	Description
boldface screen font	Information that you must enter displays in boldface screen font.
blue text	Information acts as a hyperlink; click the blue text to go to the step, URL, chapter section, and so on.

Notes use the following conventions:



Note

Means take note. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver**

Means the described action saves time. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip**

Means the information contains useful tips.

Cautions use the following conventions:

**Caution**

Means be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

Means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>