

Associating Users with CTI Ports

Document ID: 6160

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Introduction

This document will explain how to associate a CTI port to a user's account. Attaching a CTI port to a user's account allows the user to have a "controlled line" in SoftPhone. These lines are the equivalent of each extension that might appear on a conventional phone.

This document is part of a document set. For information on the rest of these documents, consult the index for this set: *Installing and Configuring Cisco IP SoftPhone*.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None> and all Partitions are set to <None>. Please make sure to adapt these fields' values to your topology when appropriate.

Prerequisites

Requirements

Readers of this document should be knowledgeable of these topics:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 requires IP SoftPhone version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Opening Cisco CallManager Administration

Enter the URL: *http://servername/ccmadmin*, where servername is either the name or IP address of your Cisco CallManager system, in order to open the Cisco CallManager Administration page. Log in as a user with Administrator privileges.



A login dialog box with a key icon and the text "Please type your user name and password." It contains fields for Site (crusader), Realm (crusader), User Name (administrator), and Password (**). There is a checkbox for "Save this password in your password list" and OK/Cancel buttons.



The main page of the Cisco CallManager Administration interface. It features a navigation menu (System, Route Plan, Service, Feature, Device, User, Application, Help) and the Cisco Systems logo. The main content area displays "Cisco CallManager Administration" and "Cisco CallManager 3.0 Administration" with a "Details" button and copyright information.

Using the Search Function in the Global Directory

Follow these steps to use the search function.

1. Go to **User > Global Directory**.



This opens the User Search page.



2. Type the name of the user you want to associate with a CTI Port and click **Search**.



3. This brings up the Find and List Users window. Click the person's name.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Find and List Users

[Add a New User](#)

1 matching record(s)

Query: Basic Search = bwayne

[Refine Search](#) [New Basic Search](#)
[New Advanced Search](#)

Last Name	First Name	User ID	Delete
 Wayne	Bruce	bwayne	

[Add a New User](#)

The page refreshes and brings up the Update User Information page.

System Route Plan Service Feature Device User Application Help

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CISCO SYSTEMS

Update User Information

[Back to User List](#)
[Add a New User](#)

Status: Please enter any changes for the current user.

User Information

Personal

First Name*

Last Name*

UserID

User Password*

Confirm Password*

Telephone Number

Manager's UserID

Associated PC

Auto Attendant Name Dialing

Enable CTI Application Use

* indicates required item.

Assigning Devices to Users

Follow these steps to assign devices to users:

1. Click **Associate Devices**. The page refreshes and brings up the User Device Assignment page.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

User Device Assignment

[Back to User List](#)
[Add a New User](#)

Assign Devices for: bwayne (Wayne, Bruce)

Status: Please enter any changes for the current user.

Available Device List Filters

Find devices where:

Directory Number begins with

Select Devices

No Filter Active

0 available device(s) listed at last search.
0 device(s) controlled at last search.

Update Cancel

Personal Information

Available Devices

Check All in Search Uncheck All

No Primary Extension

Type	Device Name	Description	Primary Ext.	Extension
------	-------------	-------------	--------------	-----------

[Back to User List](#)
[Add a New User](#)

2. Click **Select Devices**. If your system has a large number of devices you may want to use a filter to search. Devices may be searched by device name or extension number, in a similar fashion to the Advanced User Search.

System Route Plan Service Feature Device User Application Help

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CISCO SYSTEMS

User Device Assignment

[Back to User List](#)
[Add a New User](#)

Assign Devices for: bwayne (Wayne, Bruce)

Status: Please enter any changes for the current user.

Available Device List Filters

Find devices where:

Directory Number begins with

Select Devices

All devices shown.

No Filter Active

17 available device(s) listed at last search.
0 device(s) controlled at last search.

Update Cancel

Personal Information

Available Devices				
<input type="button" value="Check All in Search"/>		<input type="button" value="Uncheck All"/>		<input type="radio"/> No Primary Extension
Type	Device Name	Description	Primary Ext.	Extension
<input type="checkbox"/>	aa-port-1	aa-port-1		3001
<input type="checkbox"/>	aa-port-2	aa-port-2		3002
<input type="checkbox"/>	aa-port-3	aa-port-3		3003
<input type="checkbox"/>	aa-port-4	aa-port-4		3004
<input type="checkbox"/>	SEP00049A1C558A	SEP00049A1C558A		2001
<input type="checkbox"/>	SEP00049A1C57A9	SEP00049A1C57A9		2000
<input type="checkbox"/>	SEP003094C44C66	SEP003094C44C66		2005
<input type="checkbox"/>	SEP003094C44C66	SEP003094C44C66		2006
<input type="checkbox"/>	SEP010101033445	SEP010101033445		2222
<input type="checkbox"/>	SEP010101033445	SEP010101033445		2223
<input type="checkbox"/>	SoftPhonePort	SoftPhonePort		2200
<input type="checkbox"/>	xyz	xyz		2010
<input type="checkbox"/>	2007and2008	line 2007 on jerry's pc		2007
<input type="checkbox"/>	2007and2008	line 2007 on jerry's pc		2008
<input type="checkbox"/>	haunted	jerry's pc - haunted		2003
<input type="checkbox"/>	haunted	jerry's pc - haunted		2004
<input type="checkbox"/>	huntgroup	hunt group for aa		3000

3. Enable the checkbox next to the Cisco IP Phone icon and click **Update** and then **Insert**.

Devices with multiple extensions associated with them appear multiple times in the list. Checking one of these entries causes the others to also be selected also.

When a device is checked, a radio button appears next to the extension allowing that extension to be selected as the primary one for that user. If multiple lines are desired, do not mark a primary line. If left marked, Softphone will bring up the primary extension as the only controlled line.

<input type="checkbox"/>	SEP010101033445	SEP010101033445		2223
<input checked="" type="checkbox"/>	SoftPhonePort	SoftPhonePort	<input checked="" type="radio"/>	2200
<input type="checkbox"/>	xyz	xyz		2010

4. Once you have finished associating devices, click **Update** to add the information, or click **Personal Information** to see the user's information.

Clicking Update will bring up a window that looks something like this:

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

User Configuration Process

[Back to User List](#)
[Add New User](#)

Update successful: updated at 08/01/2001, 18:37:32

User Information	
First Name	Bruce
Last Name	Wayne
UserID	bwayne
Telephone Number	
Manager's UserID	
Associated PC	
Auto Attendant Name Dialing	WayneBruce
Number of Digits Needed for Unique AA Name	1
List of Controlled Devices	SoftPhonePort
Primary Extension	2200
Enable CTI Application Use	TRUE

[Modify this User](#)

[Back to User List](#)

You have now completed this task. Return to the index page.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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