



Provisioning Display Names

Deployment Guide

Optimized Conferencing for Cisco Unified Communications
Manager and Cisco VCS
Release 3.0

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Introduction

About this Document

This document explains to system administrators the role of Display Names across Cisco Unified Communications Manager (Unified CM) and Cisco Video Communications Server (Cisco VCS) registered endpoints and describes how to provision them so that they are displayed consistently.

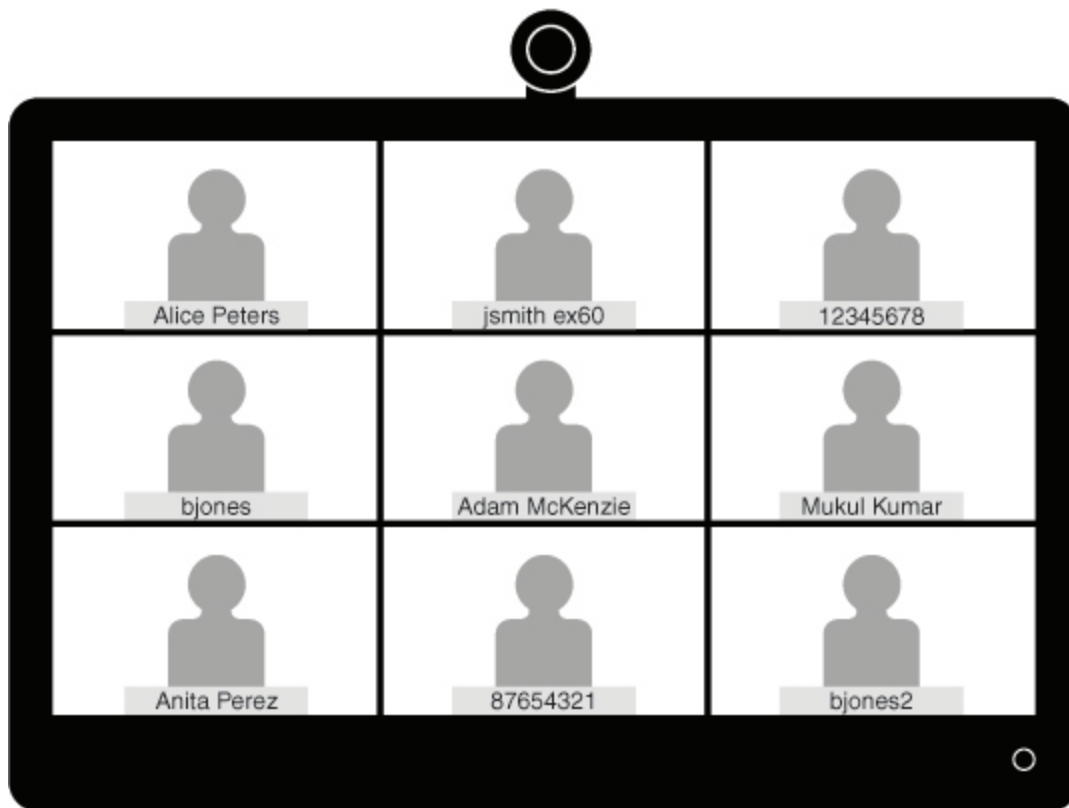
See the following documents for further information on Unified CM and Cisco VCS configuration:

- [Cisco Unified Communications Manager Administration Guide, Release 10.0\(1\)](#)
- [Cisco TelePresence Management Suite Provisioning Extension with Cisco Unified CM Deployment Guide](#)
- [Cisco TelePresence Management Suite Provisioning Extension with Cisco VCS Deployment Guide](#)

About Display Names

Display Names are used across endpoints such as TelePresence to identify a user to other participants. For example, this is the name displayed to other participants in a video conference call, see Figure 1.

Figure 1: Inconsistent Display Names Example



The preferred format for this name is to use the first name and last name of the user, for example Alice Peters, or the canonical name of the conference room where the endpoint is installed, such as MDR21-3-#120 (room 120 on the 3rd floor of building 21 in Madrid). However if this name is not explicitly provisioned then the system will choose the Display Name based on the SIP URI or device number of the endpoint. The result that is displayed will depend on how the particular users and rooms have been provisioned. This can

lead to inconsistencies in the names displayed on a conference call, with the individual user information being displayed in different formats. As shown in the Figure 1 example.

To ensure that Display Names display consistently, these settings need to be provisioned in Unified CM and/or in Cisco TelePresence Management Suite Provisioning Extension (Cisco TMSPE) for Cisco VCS registered endpoints.

If the endpoints you want to provision are Unified CM registered see [Provisioning Display Names on Unified CM \[p.5\]](#). If the endpoints you want to provision are Cisco VCS registered see [Provisioning Display Names on Cisco VCS \[p.7\]](#).

Provisioning Display Names on Unified CM

Introduction

This section describes how to update Display Names in the Cisco Unified CM Administration user interface. It describes how users, devices, and lines are configured in order to allow an administrator to identify the correct fields and locations in which to make those updates, so that the Display Names display correctly. The section titled [Trunks \[p.6\]](#) describes some optional advanced settings that may be useful to some users.

Users and Devices

On the Cisco Unified CM Administration user interface new users are configured in the **User Management > End User** window. It is possible to both create new users or to import them through Active Directory (AD) or LDAP.

New devices are configured in the **Device > Phone** window. Users are then associated to a device. The details supplied during this configuration will not be used for Display Name purposes. The Display Name must be manually configured on the Line under **Call routing > Directory Number**, or by selecting the Line configured on the endpoint under **Device > Phone > Line#**.

Line

Display Names are configured on the line that is associated with the device. In this way, the Display Name is set for a particular device to which that user is associated. In the case of shared lines, it is possible to set different Display Names on each appearance of the shared line. However, it is recommended that the same Display Name be used across all devices using the first name and the last name of the user or the name of the conference room.

Setting Display Names for Unified CM Registered Endpoints using Bulk Administration

Bulk Administration can be used to set the Display Names for Unified CM registered endpoints for large numbers of users. To do this you need to carry out the steps in the following work flow:

1. To export user records, see Export User Records in [Cisco Unified Communications Manager Administration Guide, Release 10.0\(1\)](#).
2. In the CSV file you have downloaded copy the first name and last name columns into a new CSV file.
3. To upload this CSV file to the correct device, see Update phones using custom file in *Cisco Unified Communications Manager Administration Guide, Release 10.0(1)*.

Manually Setting Display Names for Unified CM Registered Endpoints

This procedure explains how to configure the Display Name for a device that is registered to Unified CM, whether the device is assigned to a user who is associated with a device, or the device is a shared conference room device.

Prerequisites

Ensure that you have users configured and associated to devices. For more information on provisioning users, see *Cisco Unified Communications Manager Administration Guide, Release 10.0(1)*.

1. Log in to the Cisco Unified CM Administration user interface and choose **Device > Phone** to go to the **Find and List Phone** window.
2. Choose the **Device Name(Line)** for the device you want to configure to get to the **Phone Configuration** window for that device.
3. Choose the line for the device from the **Association** area on the left hand side of the window. This brings you to the **Directory Number Configuration** window.
4. In the **Directory Number Information** area, enter the Display Name in the **Alerting name** and **ASCII Alerting name** fields. **Note:** This will be used to display the user's name when communicating with devices that are not in the Cisco Unified CM cluster.
5. In the **Line 1 on Device** area, enter the Display Name in the **Display (Caller ID)** and **ASCII Display (Caller ID)** fields. **Note:** This will appear on devices which are on the same cluster as the Cisco Unified CM.
6. If this is a shared line, to ensure changes appear on all devices, check the **Update Shared Device Settings** check box, and click **Propagate selected**. **Note:** We recommend that the Display Name set in the Alerting Name, ASCII Alerting Name, Display (Caller ID) and ASCII Display (Caller ID) field be the user's full name (for example First Name Last Name), for devices that are associated with a user, or the name of the conference room for endpoints that are in shared conference room spaces.
7. Click **Save**.

The changes are automatically propagated and will take effect immediately, unless the endpoint is on an active call, in which case they will take effect immediately after the active call has ended.

Trunks

If required, the following features can also be configured to further control the behavior of Display Names. These settings are on the **Trunk Configuration** window.

In the **Device Information** area, by checking the **Transmit UTF-8 for Calling Party Name** check box, this will transmit the ASCII Alerting Name on Devices that support UTF-8.

It is possible to hide Display Names on a per trunk basis. This is done in the **Inbound Calls** area by selecting *Restricted* from the **Connected Name Presentation** drop-down list.

In the **Caller Information** area, individual device Display Names can also be overridden by setting the **Caller Name** field.

Provisioning Display Names on Cisco VCS

Introduction

On VCS there are two methods which can be used to provision Display Names.

In the first method, Display Names are provisioned using FindMe templates. This method is used to provision individual users. Each template contains the details for each individual user, including their Display Name.

In the second method, Display Names are provisioned using the Direct Manage method. This method is used to provision Conference Room endpoints. This means that each Display Name is individually provisioned for each Conference Room endpoint on the endpoint itself.

FindMe

FindMe is a Cisco TMSPE feature which allows users to specify which video and audio devices should ring when someone calls their ID. As a result, a single ID can be used to reach multiple devices which are associated with that ID.

In FindMe the administrator provisions users with FindMe accounts and provisioning templates that contain attributes, including the Display Name. Users can be newly added or imported using AD or LDAP.

For more information on FindMe, see *Deploying FindMe* in [Cisco TelePresence Management Suite Provisioning Extension with Cisco VCS Deployment Guide](#).

Note: In Expressway release X8.1, the source device URI is rewritten into the user's FindMe URI, the Display Name is also rewritten by FindMe to match the username. For example, a call such as:

```
From: "John Smith" <sip:jsmith.home.ex90@domain.com>
```

is rewritten to:

```
From: "jsmith" <sip:jsmith@domain.com>
```

This is incorrect and has been fixed in VCS release X8.2.

From Expressway release X8.2 onwards, the URI and Display Name fields are rewritten correctly. For example:

```
From: "John Smith" <sip:jsmith.home.ex90@domain.com>
```

is rewritten to:

```
From: "John Smith" <sip:jsmith@domain.com>
```

Setting Caller ID Display Names for Cisco VCS FindMe Users

This section describes how to manually set Display Names for Expressway FindMe users.

Note: If you are dealing with large numbers of users it is recommended to import their details using Active Directory or LDAP. Using this method, user Display Names are imported and set automatically .

Prerequisites

Before you begin ensure that you have installed and provisioned Cisco TMSPE. See *Configuring Cisco VCS for provisioning, Installing Cisco TMSPE, and Setting up users and provisioning* in [Cisco TelePresence Management Suite Provisioning Extension with Cisco VCS Deployment Guide](#).

1. Log in to Cisco TMS, go to **Systems > Provisioning > Users**.
2. In the **User Settings** pane, click **Edit**. The **User Settings** dialog box opens.
3. In the **Display Name** field, enter the first name and last name of the user. **Note:** If the user has been imported using LDAP, the Display Name will be already associated with the user.
4. Click **OK**.

Setting Caller ID Display Names for Conference Rooms

This section explains how to set Display Names for Conference Rooms using the Direct Manage method.

1. Log in to Cisco TMS, go to **Systems > Provisioning > Users**.
2. In the Navigator, choose the conference room you want to update from the pane on the left side of the window.
3. Choose the **Address** of the endpoint that you want to configure. This will bring you to the user interface of the endpoint that you have chosen. If you are prompted for authentication, enter your CEC credentials.
4. Choose **Configuration > System Configuration**, and search for the word 'display' using the search field on the left side of the window.
5. Enter the Display Name in the **Profile 1 DisplayName** field. **Note:** Steps 4 and 5 may vary depending on the endpoint model you have chosen.
6. Click **Save**.

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