Cisco Business Edition 6000
Pre-Configured Option 10.6
Reference Guide

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Introduction

This document is to be used with Cisco Business Edition 6000 pre-configured images. You will use this guide to ready your network and power up the pre-configured images.

These images are being provided as a convenience only and are not required for your installation. You should verify these pre configurations in a lab before deploying at a customer location. If you choose not to use these pre-configured images you may simply delete and remove these from the UCS server using the ESXI management interface.

The Pre-Configured Unified Communications Solution currently consists of four applications. These applications have already been configured, deployed and ready for use:

- Cisco Prime Collaboration Provisioning (10.6)
- Cisco Unified Communications Manager (10.5.2)
- Cisco Unified Communications Manager IM & Presence Service (10.5.2)
- Cisco Unity Connection (10.5.2)

Basic Configuration

Auto registration with Self Provisioning has been configured for provisioning devices. It is assumed you will use Prime Collaboration Provisioning for end user provisioning but not required.

Here are some highlights regarding site-specific dialing and configuration. You may need or modify these settings to match your internal extension range. Reference the Site Specific Dialing section for details.

- +E.164 dialing is assumed to be configured in the gateway.
- Directed Call Park/Pickup has been configured with #1XXX/##1XXX.
- Direct Transfer to Voicemail is configured with *1XXX
- MeetMe Conferences have been configured with 731XXX.
- Dial 0 for operator has been configured to use a Hunt Group 751000. You will need to add your operators to this hunt group.

The Configuration Reference section will have more detail on how the pre-configured images have been configured by default.
Please follow these steps to prepare the pre-configured images for use:

1. Network Readiness
   a. Add new 172.27.199.x network subnet
   b. Add new DNS zone with reverse lookup
2. Mandatory Change of Credentials for applications
   a. Reset username and password for Cisco Unified Communications Manager FIRST. All services should be running before changing credentials for IM&P application.
3. Update NTP reference for all applications
4. Update DNS reference for all applications
5. Update Date/Time reference for all applications.

Network Readiness

Please complete this section before powering on the pre-configured images.

The pre-configured images have been configured with the following network settings:

Subnet = 172.27.199.0/26
Domain = ciscolocal.com

You will create administrator Usernames and Passwords for all applications after powering on each virtual machine through the CLI.

<table>
<thead>
<tr>
<th>Description</th>
<th>VM Machine</th>
<th>IP Address</th>
<th>Fully Qualified Domain Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Prime Collaboration Provisioning</td>
<td>PCP_Small_PreInst_10.6.0-1015.1</td>
<td>172.27.199.10</td>
<td>pcp.ciscolocal.com</td>
</tr>
<tr>
<td>Cisco Unified Communications Manager</td>
<td>UCM1K_PreInst_K9_10.5.2.10000-5.1</td>
<td>172.27.199.11</td>
<td>ucm-pub.ciscolocal.com</td>
</tr>
<tr>
<td>Cisco Unity Connection</td>
<td>CUC1K_PreInst_K9_10.5.2.10000-5.1</td>
<td>172.27.199.12</td>
<td>ucn1.ciscolocal.com</td>
</tr>
<tr>
<td>Cisco IM &amp; Presence</td>
<td>IMP1K_PreInst_K9_10.5.2.10000-10.1</td>
<td>172.27.199.13</td>
<td>imp1.ciscolocal.com</td>
</tr>
</tbody>
</table>
Configure UCS Server IP Addresses

You will have two UCS server IP addresses that should be defined for use with the pre-configured images. For BE6000S this has already been configured for you:

ESXi Host: 172.27.199.2
Management Interface (CIMC): 172.27.199.3

Add Voice IP Subnet to Existing Network:

This is a quick reference to add the new subnet to your existing network. You should reference BE6000 Cisco Validated Design for complete recommendations for your voice network:

If you are using a non-IOS based DHCP server, add option 150 defined as ip address 172.27.199.11. This will allow your endpoints to register with Cisco Unified Communications Manager at 172.27.199.11.

- Add dhcp scope, add option 150 defined as IP address 172.27.199.11
- Add secondary ip address 172.27.199.0/26 to your existing default gateway.

Create New DNS Domain:

NOTE: You MUST add a new domain to your local DNS server.

The applications have been configured to use DNS and will NOT work properly without DNS.

Create a forward and reverse lookup zone in your DNS server called:

ciscocolocal.com:
- pcp.ciscocolocal.com - 172.27.199.10
- ucm-pub.ciscocolocal.com - 172.27.199.11
- ucn1.ciscocolocal.com - 172.27.199.12
- imp1.ciscocolocal.com - 172.27.199.13
Pre-configured OVA Setup

Please make sure you have completed the Network Readiness section, including the DNS configuration, before you attempt to reset the credentials.

The Pre-configured images should already be deployed as Virtual Machines.

From the UCM, CUC and IMP command line interface, you will automatically be provided the password reset wizard after the images are powered on. Follow the prompts to change the credentials. After resetting the credentials, please be patient as it may take a few moments for the wizard to complete. The images will automatically reboot.

From the PCP command line interface, type “setup” at the setup prompt after powering on the image.

Password reset is mandatory for all applications. If you do not complete the wizard or cancel the wizard at any time, the images will shut down or not start any services.

Make sure to complete the password reset on Cisco Unified Communications Manager first. All services should be running before changing credentials on IM&P server.

1. Cisco Unified Communications Manager (UCM1K_PreInst_K9_10.5.2.10000-5.1).

2. Cisco Unity Connection (CUC1K_PreInst_K9_10.5.2.10000-5.1).

3. After all services are running on Cisco Unified Communications Manager BEFORE changing credentials on Cisco IM & Presence (IMP1K_PreInst_K9_10.5.2.10000-10.1).

**Update NTP Reference:**
Applications have been setup with a generic setting for NTP reference. You should change this reference via the GUI interface to quickly setup your new NTP reference.

Log into the Operating System Administration webpage for each application and repeat this step for each application (ucm-pub, ucn1 and imp1):

- Navigate to **Settings >> NTP Servers**

![Screenshot of Settings >> NTP Servers](image)

- Add **New NTP Server** before removing the old NTP server reference.
- Click **Add New** and enter your new NTP server IP address.
- Select Old NTP reference and click, **Delete Selected**.

For PCP:
Log into the Command Line Interface using admin account and execute the configuration command:

- `admin(config)# ntp server ip address`
- `admin(config)# exit`
- `admin# write memory`

**Update DNS Reference:**
Applications have been setup with hostnames so you will need to resolve to ip address. You should have already setup the new ciscolocal.com domain with correct DNS entries.

You will log into the command line interface for each application (ucm-pub, ucn1 and imp1). After changing the DNS setting you will also have to restart the Tomcat service.

Repeat for each application (ucm-pub, ucn1 and imp1):

- Log into the Command Line Interface:
  a. set network dns primary *ip address*
  b. utils service restart Cisco Tomcat
For PCP:
Log into the Command Line Interface using admin account and execute the following configuration command:

- admin(config)# ip name-server ip address
- admin(config)# exit
- admin# write memory

Update Date/Time Reference:
For UCM-PUB:
Date/Time reference has been set to GMT-8.

For UCN1:
Date/Time reference has been set to GMT-8.
From CLI:
- show timezone list (this will allow you to retrieve the zone index for your timezone)
- set timezone zone index (i.e. set timezone 132)
- reboot the Unity Connection Server
For PCP:
Date/Time reference has been set to GMT-8.

Install software updates or Language Packs:
Applications are up to date when shipped. However, patches may have been released after installation. Now would be a good time to install any software updates.

Also, if Language packs are required, please install those now.

Device Deployment:
Cisco Unified Communications Manager auto registration has been enabled for device deployment. If DHCP option 150 has been configured then you should be able to plug phones into your network.

A Self Provisioning speed dial button has been configured for auto-registered devices.

User Deployment:
Prime Collaboration Provisioning is assumed for end user deployment and management using LDAP, templates or manual configuration.

Reference the next section - Prime Collaboration Provisioning Management...
Prime Collaboration Provisioning Management
This section is intended to provide an overview of the existing setup on Prime Collaboration Provisioning and also outlines some best practices for user deployment and management.

You can begin using Prime Collaboration Provisioning after both the credentials and synchronization has been changed for all applications.

Cisco Prime Collaboration Provisioning IP Address: 172.27.199.10

Log into PCP and navigate to Design > Infrastructure Setup to find the existing infrastructure devices (applications).

You will need to edit each application with the appropriate username/password credentials.

- Highlight the application name, and select Edit.
- Enter the new username and password for each application.

Start Infrastructure Synchronization for each application after changing the credentials.

Hover over the icon and you will see a pop up with option to sync:
After all applications have successfully synchronized, you can begin using Prime Collaboration Provisioning to manage users. You may also use Prime Collaboration Provisioning to import your Dial Plan. See Dial Plan Import in the next section for more information.

Existing Setup Details:

Navigate to **Design > User Provisioning** Setup to find the Domains, Service Area, User Roles and Service Templates already added to Cisco Prime Provisioning.

<table>
<thead>
<tr>
<th>Provisioning Construct</th>
<th>Provisioning Construct Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain</strong></td>
<td>Main</td>
<td>One only domain named “Main” has been created.</td>
</tr>
<tr>
<td><em>A Domain is group of users. For each domain one or more administrators can be assigned to manage services for users within that domain.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Area</strong></td>
<td>Site One</td>
<td>One Service Area named “Site One” has been created. This Service Area has the below settings for Call processor, Presence Processor and Message Processor.</td>
</tr>
<tr>
<td><em>A Service Area represents a site. Service Areas are used to structure and manage the IP telephony, messaging and presence services at a particular site.</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Call Processor Settings

<table>
<thead>
<tr>
<th>Name</th>
<th>ucm-pub-CiscoUnifiedCM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>PCP_Site One_LOC</td>
</tr>
<tr>
<td>Partition</td>
<td>PCP_Base_PT</td>
</tr>
<tr>
<td>Device Pool</td>
<td>PCP_Site_One_DP</td>
</tr>
</tbody>
</table>

Note that the Communications Manager “ucm-pub-CiscoUnifiedCM” has the following Locations, Partitions and Device Pools created but this Service Area has been associated with the PCP_Site One_LOC Location, PCP_Base_PT Partition and PCP_Site_One_DP Device Pool.
<table>
<thead>
<tr>
<th>Provisioning Construct</th>
<th>Provisioning Construct Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unified Presence Processor Settings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>IMP1-CiscoUnifiedPresence</td>
<td></td>
</tr>
<tr>
<td><strong>Unified Message Processor Settings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>UCN1-CiscoUnityConnection</td>
<td></td>
</tr>
<tr>
<td>Exchange Server</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
| Subscriber Template | 1. voicemailusertemplate  
2. PCP_UserTemplateWithTTS | |

<table>
<thead>
<tr>
<th>User Role</th>
<th>Employee</th>
<th>This is the default role assigned to new users. The Employee user role must be configured to match the typical setup of employees in the organization.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>A second role named Executive is also created by default. This role can be customized to include more services than the Employee role. Therefore Executive role is intended for Executives at an organization. This role can also be renamed and customized as required.</td>
<td></td>
</tr>
<tr>
<td>Common Area</td>
<td>A third role named Common Area is also available. This role is used to order services that do not have to be associated any particular user.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Templates</th>
<th>Default Cisco Jabber for Desktop Template</th>
<th>A template that is being used for provisioning jabber soft clients for desktops.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Line Template</td>
<td>A template that is being used to set common attributes while provisioning lines.</td>
<td></td>
</tr>
<tr>
<td>Default User Services Template</td>
<td>A template that is being used to set common attributes for User Services</td>
<td></td>
</tr>
<tr>
<td>Default Voicemail Template</td>
<td>A template that is being used to set common attributes for Voicemail.</td>
<td></td>
</tr>
</tbody>
</table>
Dial Plan Import
Cisco Unified Communications Manager has not been configured with any Country specific dial plans. You will need to configure your specific dial plan.

As a convenience, we have some Country specific dial plans configured using Prime Collaboration Provisioning route pattern and translation pattern templates. These templates may be used to import the dial plan through Prime Collaboration Provisioning batch import.

When ready to import your dial plan using Prime Collaboration Provisioning templates, use the following instructions:

Download Cisco Business Edition 6000 Prime Collaboration Provisioning Dial Plan Templates at the following location:

http://www.cisco.com/go/be6kpreconfig

You can use dial plan batch templates to import your specific dial plans. You may modify/add/change these templates to meet your requirements.

NOTE: Remember to add your PSTN gateway into the existing route list: PCP_Site One_PSTN_RL in Cisco Unified Communications Manager.

We have designed the pre-configured images to utilize +E.164 dialing. We have provided two templates for some Country Route Plans.

For Example, here are two NANP templates:

- PCP-ROUTEPATTERN-NANP.txt (Route Pattern)
- PCP-TRANSLATION-NANP.txt (Translation Pattern)

PCP-ROUTEPATTERN-NANP:

When modifying the Route Pattern template you should only modify two columns (Pattern and/or Description). All the other columns use existing configurations in Cisco Unified Communications Manager and are static.
You will need to modify any patterns that are using area code 555 as a placeholder for the real deployment area code.

Also, you will need to import the Translation Pattern template as described below.

**PCP-TRANSLATION-NANP:**

<table>
<thead>
<tr>
<th>OrderType</th>
<th>UserID</th>
<th>FirstName</th>
<th>LastName</th>
<th>ProductName</th>
<th>Domain</th>
<th>ServiceArea</th>
<th>ProcessorName</th>
<th>Translation Pattern</th>
<th>Description</th>
<th>Partition</th>
</tr>
</thead>
<tbody>
<tr>
<td>add</td>
<td>User1</td>
<td>John</td>
<td>Doe</td>
<td>Product1</td>
<td>Main</td>
<td>Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.9.1</td>
<td>Emergency</td>
<td>PCP5_Site</td>
</tr>
<tr>
<td>add</td>
<td>User2</td>
<td>Jane</td>
<td>Smith</td>
<td>Product2</td>
<td>Main</td>
<td>Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.2.8</td>
<td>11</td>
<td>Local Services</td>
</tr>
<tr>
<td>add</td>
<td>User3</td>
<td>Mike</td>
<td>Davis</td>
<td>Product3</td>
<td>Main</td>
<td>Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12-9</td>
<td>02-9</td>
<td>2-9</td>
</tr>
<tr>
<td>add</td>
<td>User4</td>
<td>Sarah</td>
<td>Wilson</td>
<td>Product4</td>
<td>Main</td>
<td>Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.2.8</td>
<td>11</td>
<td>Local Services</td>
</tr>
<tr>
<td>add</td>
<td>User5</td>
<td>David</td>
<td>Taylor</td>
<td>Product5</td>
<td>Main</td>
<td>Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12-9</td>
<td>02-9</td>
<td>2-9</td>
</tr>
</tbody>
</table>

When modifying the Translation Pattern template you should only modify two columns (Translation Pattern and/or Description). All the other columns use existing configurations in Cisco Unified Communications Manager and are static.

This translation template has been designed to be used with the provided Route Pattern template. You will need to modify the placeholder area code 555 to the deployment site’s area code.

**Modify then Import Prime Collaboration Provisioning Dial Plan Templates**

1. Locate the Route Pattern Dial Plan text file (i.e. PCP-ROUTEPATTERN-NANP.txt) and open with Excel.

2. Make the necessary changes to the Route Pattern as described above and save as Tab Delimited Text (.txt) file.

3. Locate the Translation Pattern Dial Plan text file (i.e. PCP-TRANSLATION-NANP.txt) and open with Excel.
4. Make the necessary changes to the Translation Pattern as described above and save as Tab Delimited Text (.txt) file.

<table>
<thead>
<tr>
<th>OrderType</th>
<th>UserID</th>
<th>FirstName</th>
<th>ProductName</th>
<th>Domain</th>
<th>ProcessorName</th>
<th>Translation Pattern</th>
<th>Description</th>
<th>Partition</th>
</tr>
</thead>
<tbody>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8111</td>
<td>911 Emergency</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8111</td>
<td>911 Emergency</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8111</td>
<td>911 Emergency</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>91(2.9)[0][0][0][0][0][0][0][0]</td>
<td>Long Distance Calls</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>91(2.9)[0][0][0][0][0][0][0][0]</td>
<td>Long Distance Calls</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
<tr>
<td>add</td>
<td>icadmin</td>
<td>Administrator</td>
<td>Translation Pattern</td>
<td>Main Site One</td>
<td>UCMPub-CiscoUnifiedCM</td>
<td>9.12.8291</td>
<td>910000000</td>
<td>PCP3_Site</td>
</tr>
</tbody>
</table>

5. You need to import the text files into Prime to add the Route Plan and Translation Pattern into Unified Communications Manager.

Open a web browser page, browse to http://172.27.199.10/, and log in with the appropriate credentials.

6. Navigate to **Deploy -> Batch Provisioning**
7. Configure a New Batch Project

![Batch Provisioning](https://example.com/image1.png)

8. Give your Project a name (Route Plan), then click **Create**.

![Batch Provisioning](https://example.com/image2.png)

9. Select **Upload a Batch Action File**

![Batch Provisioning](https://example.com/image3.png)

10. **Browse** and select the Route Pattern text file. Click **Upload**.

![Batch Provisioning](https://example.com/image4.png)
11. The file will begin uploading. You can refresh the browser to make sure the file upload was complete.

12. After the Route Pattern template has been uploaded, click **NOW** to start the batch file import.

Click the **Refresh** button next to Status Scheduled until the Status changes to Completed.
13. Select **Upload a Batch Action File** to upload the Translation Pattern.

14. **Browse** and select the Translation Pattern text file, then click **Upload**.

15. The file will begin uploading. You can refresh to make sure the file upload was complete.

16. After the Translation Pattern template has been uploaded, click **NOW** to start the batch file import.
Click the **Refresh** button next to Status Scheduled until the Status changes to **Completed**.

You have successfully added the Route Pattern and Translation Pattern into Unified Communications Manager.
Managing Users

A user is a person who has active IP Telephony services. Cisco Prime Collaboration Provisioning allows you to add users, synchronize user information, apply services, and update user information.

The user role refers to the role that a user will have within an organization. This role dictates the services to which the user is entitled (for example, phone model type, Jabber or SNR). Three user roles have been predefined in the system (Executive, Employee and Common Area).

You can review User Roles by navigating to Design > User Provisioning Setup.

The Employee User Role is the default user role. Most of the common services and endpoints have been selected.

You may want to review the User Roles to make sure that all your endpoints are made available, and all the services (for example, SNR or Extension Mobility) that you want to enable by default each time a user is created are selected.
LDAP Synchronization

Cisco Prime Collaboration Provisioning can be configured to synchronize users/subscribers from an external Lightweight Directory Access Protocol (LDAP) server. With this feature, Cisco Prime Collaboration Provisioning can populate its user database with user IDs directly from an associated LDAP source. Configuring and scheduling LDAP synchronization is done through PCP Domain configuration.

Filter queries can be configured to allow Cisco Prime Collaboration Provisioning to automatically assign users to specific User Roles, which will create services automatically when synchronized. Reference the Managing Users section for User Role information.

To add an AD server into Prime Provisioning, go to **Design > Infrastructure Setup**, Add a new device of type Directory Server (LDAP).

After configuring the LDAP server, you will need to assign it to the PCP Domain configuration. Navigate to **Design > User Provisioning Setup** and edit the “Main” PCP Domain.

- Devices section, select the LDAP server you just created from the Security Server drop down menu.
- LDAP Sync Policy section
  - Select **Authentication and Synchronization**
  - Re-Sync Every (create the LDAP sync policy)
  - Enter your **Users Search Base**
• In the **LDAP field Mappings** window, make the appropriate changes for your deployment.

![LDAP Field Mappings](image)

• Service Area LDAP Filters, configure this setting to automatically provision users in Unified Communications Manager for Self Provisioning and create additional services (for example, voice mailbox or SNR). In this example, all users are created using the Employee User Role.

![Service Area LDAP Filters](image)

You can create additional LDAP filters based in order to automatically provision users with different services.

For more details on LDAP synchronization, please refer to the Cisco Prime Collaboration Provisioning User Guide:

Importing Users with a Text File

A text file is another option for importing users.

You can download Cisco Business Edition 6000 Prime Collaboration Provisioning batch templates, including the user import file AddUser.txt, at the following location:

http://www.cisco.com/go/be6kpreconfig

You can edit the sample file (.txt) using Excel. The columns marked in Orange have already been defined for you based on the default configuration. You should not change these settings.

The other items that will be required for you to define include:

- UserID
- FirstName
- LastName
- Phone Number
- Auto Provisioning Directory Number

Update any other settings in the spreadsheet. Save the updated spreadsheet as tab-delimited text file, and import the file.

Procedure for importing user file:

Step 1  Click Deploy > User Provisioning > Import Users.
Step 2  In the Import User dialog box, click the From File radio button.
Step 3  Click Browse and select the user import file.
Step 4  Click Import.

The Import button remains disabled, till you select a file for import. After you click the Import button, the import status of the file will be displayed in the Import Users page. To see the import status of the previously imported file, click View Last File Import Status.

Cisco Prime Collaboration Provisioning creates the users based on the details provided in the file. Auto-provisioning is enabled on the sample file so Cisco Prime Collaboration Provisioning will automatically provision the default services for the users based on the Employee User Role (see previous section, Managing Users for more information about pre-configured User Roles)
Site Specific Dialing

The pre-configured dial plan includes a dial plan that supports both E.164 number
dialing as well as site specific calling using 4 digits for dialing. The pre-configured 4-
digit dialing may be modified from current 1xxx format to 3 digit, 5 digit or even to
different 4 digit (to match a 4 digit DID number). Since the user's DN will be set in
Cisco Unified Communications Manager through Prime Collaboration Provisioning,
the administrator has the choice of using 3, 4 or 5 digits for extension to extension
calling.

The existing dial plan is set up such that the last three digits of the user's DID
number are masked such that the extension on a user's device will be 1XXX with the
three X's being the user's DID number. The 1 prefix is used to eliminate pattern
overlap. Although an extension can be any length, and use any number, Cisco
recommends that the first digit of the user extension does not start with 0 or 9 for
North American Numbering plan.

The following section details what aspects of the dial plan would need to change if
the format of the extension to extension calling changes. For example, as a customer
with a DID range for my users of 212-555-3XXX and the internal extension to
extension dialing will be the last 4 digits of the DID assigned user extension. To
change the dial plan from the current 1xxx pattern to the desired 3XXX range, the
following changes would need to be made:

1) In Cisco Unified CM Administration, navigate to User Management->
   User/Phone Add->Universal Line Template. Select PCP Default Line
   Template. Expand the +E.164 Alternate Number and set the number mask to
   3XXX. All devices will now have a 4 digit number associated with them for 4
digit dialing

2) If Directed Call Park is used and the desired slot number has been set to match
   the user's extension. To maintain this consistency, the directed call park
   number and retrieval must be changed to match the user's directory number.
   To make this change, navigate to Call Routing->Directed Call Park. Select
   'Find' to list all Directed Call Park numbers. Select each of the 10 Directed Call
   Park numbers and change the first number to match the user's extension. So if
   the users' directory numbers were changed to 3XXX, then the appropriate
   change to the first Directed Call Park number range will be #30XX.
3) Another configuration setting that aligns with a user’s directory number is the MeetMe Conference number. If a user's directory number changes to 3XXX, Cisco recommends changing the MeetMe Conference numbers to match the user’s directory number. The default MeetMe number range is 731XXX. If a user’s directory number has been changed to 3XXX, the MeetMe number range should change to 733XXX.

This same general process can be followed to create a 3-digit or even 5-digit dial plan.

**Auto-Registration:**

Although most deployments can use the pre-defined auto-registration number, an administrator can change the auto-registration number range as needed. To change the auto-registration range, navigate to Server->Cisco Unified CM configuration page. Change the Starting Directory Number and Ending Directory Number fields and Save the change. No other changes are needed if the auto-registration number range is changed.

**Voicemail Pilot:**

The voicemail pilot number is used to reach the voicemail services. The default voicemail pilot number is configured such that any user can reach voicemail by simply pressing the voicemail button on their phone. If external direct access to voicemail is required, a simple change to a translation pattern will enable direct access. After determining the external number that will be used to access Voicemail, go to Call Routing->Translation Patterns. Select the 770000 translation and change the Translation Pattern field to match the external number. After saving, when calling the external number, the call should be directly routed to Voicemail.

**Intercom Numbers:**

If the deployment would like to use the intercom feature, the Route Partition will be PCP_Intercom and the Calling Search Space will be PCP_Intercom_GEN.

Intercom configuration is outside the scope of this document.

**Unity Access/Pilot Number**

The pre-configured system contains route patterns to reach specific Voicemail features if enabled. Features like Speech Connect, Live Record or Greetings Administrator. The default access to the different features is 77100x. If you want to specify a different number than the default number for any of the services, navigate to Call Routing->Route/Hunt->Route Pattern. Select the desired Cisco
Unity Connection feature pattern and change the **Route Pattern** value. There are no other changes to be considered by changing these feature access numbers.

**Hunt Group Access**

The pre-configured system includes default hunt pilots to be used for specific groups with a company. The default groups are Finance, Help Desk, Human Resources and Sales. Although each group has a default hunt pilot number, the hunt pilot number can be changed to suit a site specific requirement. To change the number used to access a group of people, select the hunt pilot to change and just change the ‘Hunt Pilot’ value on the configuration page. If you would like to change make the hunt pilot accessible to external callers, change the hunt pilot number to an external DID number. The new pilot number will be made available immediately after saving the change.

Depending on if the Voicemail system can redirect calls to the specific operational groups, there may need to be call routing change in Voicemail to reflect the change in any of the hunt pilot number.
Reference Material
Pre-configured OVAs may be downloaded from the software.cisco.com/download site:

BE6000 pre-configured OVA downloads

This section will detail the default configuration with screen shots mostly for the pre-configured images.

Review the baseline default configuration for this deployment and then you can review each section for default configurations specific to each application (Unified Communications Manager, Unity Connection and IM & Presence).
Base Configuration Default Guidelines
### Pre-configured Application Default

<table>
<thead>
<tr>
<th>Application</th>
<th>Naming Convention</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime Collab Provisioning</td>
<td>pcp</td>
<td>172.27.199.10</td>
</tr>
<tr>
<td>Cisco Unified Communications Manager</td>
<td>ucm-pub</td>
<td>172.27.199.11</td>
</tr>
<tr>
<td>Cisco Unity Connection</td>
<td>ucn1</td>
<td>172.27.199.12</td>
</tr>
<tr>
<td>Cisco IM &amp; Presence</td>
<td>imp1</td>
<td>172.27.199.13</td>
</tr>
</tbody>
</table>

### Default Domain

- **ciscolocal.com**

### Application Default

<table>
<thead>
<tr>
<th>Application</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTP Server</td>
<td>172.27.199.1</td>
</tr>
<tr>
<td>DNS Server</td>
<td>172.27.199.1</td>
</tr>
</tbody>
</table>

---

**Must be manually changed:**
- Administrator Usernames and Passwords will be changed at first login
- NTP Server
- DNS Server
- Time Zone (GMT-8, Los Angeles) - Default
Cisco Unified Communications Manager Numbering Plan

E.164 Directory Number is assumed

E.164 Alternate Number Mask (1XXX) can be used on DN to allow for 4 digit dialing

1XXX can be modified to customer’s environment

<table>
<thead>
<tr>
<th>Feature</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extensions</td>
<td>1XXX</td>
</tr>
<tr>
<td>Directed Call Park / Pickup</td>
<td>#1XXX / ##1XXX</td>
</tr>
<tr>
<td>Direct Transfer to Voicemail</td>
<td>*1XXX</td>
</tr>
<tr>
<td>Auto Registered Ext</td>
<td>70 1XXX</td>
</tr>
<tr>
<td>Call Pickup Groups (10)</td>
<td>72 1XXX</td>
</tr>
<tr>
<td>Meet Me Conference</td>
<td>73 1XXX</td>
</tr>
<tr>
<td>Hunt Groups (5)</td>
<td>75 1XXX</td>
</tr>
<tr>
<td>Voicemail Pilot</td>
<td>77 1000</td>
</tr>
<tr>
<td>Self-Provisioning CTI</td>
<td>78 1000</td>
</tr>
<tr>
<td>Operator</td>
<td>0</td>
</tr>
<tr>
<td>PSTN Access</td>
<td>9</td>
</tr>
</tbody>
</table>
Cisco Unified Communications Manager
Pre-configured Settings

- Serviceability: Service Activation

- Administration:
  - System
  - Call Routing
  - Media Resources
  - Advanced Features
  - Device
  - Application
  - User Management
Service Activation

Services that have been activated

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco CallManager</td>
</tr>
<tr>
<td>Cisco Unified Mobile Voice Access Service</td>
</tr>
<tr>
<td>Cisco IP Voice Media Streaming App</td>
</tr>
<tr>
<td>Cisco CTIManager</td>
</tr>
<tr>
<td>Cisco Extension Mobility</td>
</tr>
<tr>
<td>Cisco Extended Functions</td>
</tr>
<tr>
<td>Cisco SHCP Monitor Service</td>
</tr>
<tr>
<td>Cisco Interclient Lookup Service</td>
</tr>
<tr>
<td>Cisco Location Bandwidth Manager</td>
</tr>
<tr>
<td>Cisco Directory Number Alias Sync</td>
</tr>
<tr>
<td>Cisco Directory Number Alias Lookup</td>
</tr>
<tr>
<td>Cisco Dialed Number Analyzer Server</td>
</tr>
<tr>
<td>Cisco Dialed Number Analyzer</td>
</tr>
<tr>
<td>Cisco T1b</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IP Manager Assistant</td>
</tr>
<tr>
<td>Cisco WebExan Web Service</td>
</tr>
<tr>
<td>Self Provisioning KVM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco SOAP - CORonDemand Service</td>
</tr>
<tr>
<td>Cisco CAR Web Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Bulk Provisioning Service</td>
</tr>
<tr>
<td>Cisco AXL Web Service</td>
</tr>
<tr>
<td>Cisco UXL Web Service</td>
</tr>
<tr>
<td>Cisco TAPS Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Serviceability Reporter</td>
</tr>
<tr>
<td>Cisco CallManager SMP Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco CTL Provider</td>
</tr>
<tr>
<td>Cisco Certificate Authority Proxy Function</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco DPISync</td>
</tr>
</tbody>
</table>
System > Cisco Unified CM

- Auto-registration enabled
- Self-Provisioning enabled
- Auto-registration: Directory Number Range: 701XXX
System > Date/Time Group

- Default: GMT-8, Los Angeles
System > Region Information > Region
## System > Device Pool

### Device Pool Settings
- **Device Pool Name**: PCP_Site_One_DP
- **Cisco Unified Communications Manager Group**: PCP_CMGGroup
- **Calling Search Space for Auto-registration**: PCP_Site_OneDEVICE_CSS
- **Adjunct CSS**: < None >
- **Reverted Call Focus Priority**: Default
- **Intercompany Media Services Enrolled Group**: < None >

### Local Route Group Settings
- **Standard Local Route Group**: PCP_Site_One_RG
- **PSTN**: PCP_Site_One_RG

### Roaming Sensitive Settings
- **Data/Time Group**: PCP_Site_One_DTG
- **Region**: PCP_Site_One_VR
- **Media Resource Group List**: PCP_Site_One_MRGL
- **Location**: Hub_None
- **Network Locale**: < None >
- **SRST Reference**: Disable
- **Connection Monitor Duration**: 120
- **Single Button Barge**: Default
- **Join Across Lines**: Default
- **Physical Location**: PCP_Site_One_PHY
- **Device Mobility Group**: PCP_Mobility_Group
- **Wireless LAN Profile Group**: < None >

### Device Mobility Related Information
- **Device Mobility Calling Search Space**: PCP_Site_OneDEVICE_CSS
- **AAR Calling Search Space**: PCP_Base_CSS
- **AAR Group**: < None >
- **Calling Party Transformation CSS**: PCP_Base_CSS
- **Called Party Transformation CSS**: PCP_Base_CSS
System > Device Mobility
# System > Enterprise & System Parameters

## Navigation

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<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Cluster ID</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Auto Registration Phone Protocol</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>BLF For Call Lists</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>URI Lookup Policy</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Self Care Portal Default Server</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Show Ring Settings</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Show Line Label Settings</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Directory URI Alias Parameter</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Show All Use Publisher FQDN</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Organizational Top Level Domain</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Cluster Fully Qualified Domain Name</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>Cisco Camera</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters</td>
<td>RTCP</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>CDR Enabled Flag</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Call Diagnostics Enabled</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Transfer On-hook Enabled</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Maximum Ad Hoc Conference</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Maximum MeetMe Conference Unicast</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Advanced Ad Hoc Conference Enabled</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Join Across Lines Policy</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Default Interregion Max Audio Bit Rate</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Default Intraregion Max Video Call Bit Rate (Includes Audio)</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Default Interregion Max Video Call Bit Rate (Includes Audio)</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Automated Alternate Routing Enable</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Matching Caller ID with Remote Destination Parameter Match</td>
</tr>
<tr>
<td>System &gt; Enterprise Parameters &gt; Cisco CallManager</td>
<td>Number of Digits for Caller ID Parameter Match</td>
</tr>
</tbody>
</table>
Route patterns are created for Unity Connection

Dial Plan Route Patterns may be imported using Prime Collaboration Provisioning Dial Plan template
Call Routing > Route/Hunt > Hunt List

- 5 Hunt Pilots are created 751XXX
- Queuing can be enabled for Hunt Groups
- Members will be added manually
**Call Routing > Class of Control > Calling Search Space**

Calling Search Spaces and Partitions have been created for outbound calling and features.

<table>
<thead>
<tr>
<th>Description</th>
<th>CSS Name</th>
<th>Partitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSS for Auto-Reg / Base Phones</td>
<td>PCP_Base_CSS</td>
<td>PCP_Base_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_CONF_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_PARK_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_PICKUP_PT</td>
</tr>
<tr>
<td>CSS for Site One</td>
<td>PCP_Site One_DEVICE_CSS</td>
<td>PCP_Base_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_CONF_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_PARK_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP1_PICKUP_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP3_Site One_EMER_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP3_Site One_INTL_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP3_Site One_LD_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP3_Site One_Local_PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCP3_Site One_TF_PT</td>
</tr>
</tbody>
</table>
### Media Resource Group List Status

Media Resource Group List: PCP_Site One_MRGL (used by 11 devices)

### Media Resource Group List Information

Name: PCP_Site One_MRGL

### Media Resource Groups for this List

<table>
<thead>
<tr>
<th>Available Media Resource Groups</th>
<th>Selected Media Resource Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP_Site One_MRG</td>
<td>PCP_MRG_ANI</td>
</tr>
<tr>
<td></td>
<td>PCP_MRG_CFB_Soft</td>
</tr>
<tr>
<td></td>
<td>PCP_MRG_MOH</td>
</tr>
<tr>
<td></td>
<td>PCP_MRG_MTP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Save</th>
<th>Delete</th>
<th>Copy</th>
<th>Add New</th>
</tr>
</thead>
</table>

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Device > Device Settings > Phone Button Template

Two Phone Button Templates:

- Self-Provisioning
- User
Device > Device Settings > Softkey Templates

- Two Softkey templates are created.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP User with Feature Hardkeys</td>
<td>Default template for phones - features (Hold, Transfer, etc.) on hardkeys</td>
</tr>
<tr>
<td>PCP Jabber-Softkey-Template</td>
<td>Softkey Template for Jabber Service</td>
</tr>
</tbody>
</table>
Feature Control Policy is used in the Standard Common Phone Profile and Universal Device Template.
User Management > User/Phone Add > Universal Device Template

Universal Device Templates (UDT):

- Self-Provisioning – PCP_Aut0Reg
- Employee – PCP_SingleLine_UDP
User Management > User/Phone Add > Universal Device Template

Universal Device Templates (UDT):

- UDTs are assigned to auto registered phones
- UDTs are assigned to User Profiles. User Profiles get assigned to each user.
Universal Line Templates (ULT):

- Self-Provisioning – PCP_AutoReg
- Employee – PCP Default Line Template
Universal Device Templates (ULT):

- ULTs are assigned to auto registered phones
- ULTs are assigned to User Profiles. User Profiles get assigned to each user.
User Management > User Settings > Service Profile

Service Profile is created for Jabber:

- Voicemail
- Mailstore
- IM and Presence
- CTI
User Management > User Settings > User Profile

User Profiles are assigned to users in their End User web pages.
Class of Service > Class of Service

Two Classes of Service are used:

- Voice Mail User COS
- PCP CoSwithTTS

Standard voicemail user – Voice Mail User COS

Voicemail user with TTS – PCP CoSwithTTS
Class of Service without TTS
### Class of Service with TTS

<table>
<thead>
<tr>
<th>Class of Service with TTS</th>
</tr>
</thead>
</table>

#### Cisco Unity Connection
- **Users**
  - Users
  - Import Users
  - Synchronizers
- **Class of Service**
  - Class of Service
  - Class of Service Membership

#### Edit Class of Service
- **Display Name**: PCP_CCSwTTS
- **Recorded Name**
  - Allow User to Record Name
  - Maximum Length: 30 Seconds
- **Directory Listing**
  - Allow Users to Choose to Be Listed in the Directory
- **Greetings**
  - Maximum Length: 90 Seconds

#### Licensed Features
- Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox
  - Allow IMAP Users to Access Message Bodies
  - Allow IMAP Users to Access Message Bodies Except on Private Messages
  - Allow IMAP Users to Access Message Headers Only
  - Allow Users to Use the Web Inbox and RSS Feeds
  - Allow Access to Advanced Features
  - Allow Access to Exchange Email by Using Text to Speech (TTS)
  - Allow Users to Use Voice Recognition
  - Allow Users to Access SpeechView Transcription Service
  - Use Standard SpeechView Transcription Service
  - Use SpeechView Pro Transcription Service
  - Secure Message Transcription (Speech View Standard/Pro)
    - Do Not Transcribe Secure Messages
    - Allow Transcriptions of Secure Messages
    - Allow Transcriptions of Secure Messages to Be Sent to Notification Devices
- **Enable Video**
  - Allow Users to Playback and Record Video Greetings
  - Allow Outside Callers

#### Message Length
- **Maximum Length**: 300 Seconds

#### Message Options
- Check Allow Users to Send Messages to System Distribution Lists
- Check Delete Messages without Saving to Deleted Items Folder
- Users Can Reply to Messages from Other Users by Calling Them
- Users Can Reply to Messages from Unidentified Callers by Calling Them

#### Require Secure Messaging
- Private 1

#### Private Distribution Lists
- **Maximum Lists per User (1-99)**: 25
- **Maximum Members per List (1-999)**: 99

#### Call Transfer
- Check Allow Users to Change Call Screening Options
- Check Allow Users to Change Call Holding Options

#### Restriction Tables
- **Outgoing**
  - Default Outgoing: 0
- **Transfers**
  - Default Transfer: 2
- **Fax**
  - Default Fax: 0

---

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Templates > User Templates

One new template is created
System Settings > Authentication Rules

Authentication Rules (1 - 2 of 2)

Find Authentication Rules where Display Name begins with:

- [ ] Recommended Voice Mail Authentication Rule
- [ ] Recommended Web Application Authentication Rule

Edit Authentication Rule

Display Name*

Failed Sign-In
3
Attempts
No Limit for Failed Sign-Ins

Reset Every Failed Sign-In Attempts
30
Minutes

Lockout Duration
30
Minutes
Administrator Must Unlock

Minimum Duration between Credential Changes
1440
Minutes

Credential Expires After
180
Days
Never Expires

Expiration Warning Days
15
Days

Minimum Credential Length
5

Stored Number of Previous Credentials
5

Save
Delete
Previous
Next

Fields marked with an asterisk (*) are required.
### Direct Routing Rules in Descending Order of Precedence

<table>
<thead>
<tr>
<th>Display Name</th>
<th>Status</th>
<th>Dialed Number</th>
<th>Calling Number</th>
<th>Phone System</th>
<th>Port</th>
<th>Send Call to</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Visual Voicemail Reverse TRAP</strong></td>
<td>Active</td>
<td>771005</td>
<td></td>
<td></td>
<td></td>
<td>Reverse Trap</td>
<td></td>
</tr>
<tr>
<td><strong>Greetings Administrator</strong></td>
<td>Active</td>
<td>771004</td>
<td></td>
<td></td>
<td></td>
<td>Greetings Administrator</td>
<td></td>
</tr>
<tr>
<td><strong>Broadcast Administrator</strong></td>
<td>Active</td>
<td>771003</td>
<td></td>
<td></td>
<td></td>
<td>Broadcast Message Administrator</td>
<td></td>
</tr>
<tr>
<td><strong>Live Record</strong></td>
<td>Active</td>
<td>771002</td>
<td></td>
<td></td>
<td></td>
<td>Start Live Record</td>
<td></td>
</tr>
<tr>
<td><strong>Speech Connect</strong></td>
<td>Active</td>
<td>771001</td>
<td></td>
<td></td>
<td></td>
<td>Alpha Directory Conversation</td>
<td></td>
</tr>
<tr>
<td><strong>Attempt Sign In</strong></td>
<td>Active</td>
<td>771000</td>
<td></td>
<td></td>
<td></td>
<td>Attempt Sign-In</td>
<td></td>
</tr>
<tr>
<td><strong>Opening Greeting</strong></td>
<td>Active</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Transfer Conversation</td>
<td></td>
</tr>
</tbody>
</table>

[Delete Selected] [Add New] [Change Order]