



## CHAPTER 4

# Adding Users to the Standard CTI User Groups

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If you want Cisco UC Integration for Cisco WebEx Connect to be able to control the desk phone of the user, you must select the Allow Control of Device from CTI option when you create the device for the user. You must also ensure that the user is added to the Standard CTI Enabled user group.

If the phone of the user is a Cisco Unified IP Phone 6900, 8900 or 9900 series model, you must also add the user to the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group.

### Procedure

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- Step 1** Select **User Management > End User** in Cisco Unified Communications Manager Administration.
- Step 2** Select the user you want to add.
- Step 3** Select **Add to User Group** in the Permissions Information group in the End User Configuration window.
- Step 4** Search for “Standard CTI” in the Find and List User Groups window.
- Step 5** Select **Standard CTI Enabled** user group.  
If the phone of the user is a Cisco Unified IP Phone 6900, 8900 or 9900 series model, select the **Standard CTI Allow Control of Phones supporting Connected Xfer and conf** user group also.
- Step 6** Select **Add Selected**.
- Step 7** Select **Save** in the End User Configuration window.

## Creating a New User

### Procedure

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- Step 1** Select **User Management > End User** in Cisco Unified Communications Manager Administration.
- Step 2** Select **Add New**.

**Step 3** Enter the user credentials as applicable.

Field	Description
User ID	Enter the unique end user identification name. You can enter any character, including alphanumeric and special characters. No character restrictions exist for this field.
Password	Enter alphanumeric or special characters for the end user password. You must enter at least the minimum number of characters that are specified in the assigned credential policy (1-127 characters).
Confirm Password	Enter the end user password again.
PIN	Enter numeric characters for the end user PIN. You must enter at least the minimum number of characters that are specified in the assigned credential policy (1-127 characters).
Confirm PIN	Enter the PIN again.
Last Name	Enter the end user last name.
Middle Name	Enter the end user middle name.
First Name	Enter the end user first name.
Telephone Number	Enter the end user telephone number. You may use the following special characters: (, ), and -.
Mail ID	Enter the end user e-mail address.
Manager User ID	Enter the user ID of the end user manager ID.  <b>Tip:</b> The manager user ID that you enter does not have to exist in the same cluster as the end user; therefore, Cisco Unified Communications Manager does not require that you enter a user ID that already exists in the database.
Department	Enter the end user department information (for example, the department number or name).
User Locale	From the drop-down list box, choose the locale that is associated with the end user. The user locale identifies a set of detailed information to support end users, including language and font.  <b>Note:</b> If you do not choose an end user locale, the locale that is specified in the Cisco CallManager service parameters as Default User Locale applies.
Associated PC	This required field applies for Cisco IP Softphone users.
Digest Credentials	Enter a string of alphanumeric characters.  Cisco Unified Communications Manager uses the digest credentials that you specify here to validate the credentials that the phone offers during digest authentication. The digest credentials that you enter in this field are associated with the phone when you choose a digest user in the Phone Configuration window.  <b>Note:</b> For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i> .
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, re-enter the credentials in this field.

**Step 4** Select the **Device Information** and profiles.

See the list of supported devices [Supported Cisco Unified IP Phones, page 1-3](#)

**Step 5** Select the **Extension Mobility** parameters.

Field	Description
Available Profiles	<p>This list box displays the extension mobility profiles that are available for association with this end user.</p> <p>To search for an extension mobility profile, click <b>Find</b>. Use the Find and List Device Profiles window that displays to search for the extension mobility profile that you want.</p> <p>To associate an extension mobility profile with this end user, select the profile and click the <b>Down</b> arrow below this list box.</p>
Controlled Profiles	<p>This field displays a list of controlled device profiles that are associated with an end user who is configured for Cisco Extension Mobility.</p>
Default Profile	<p>From the drop-down list box, choose a default extension mobility profile for this end user.</p>
Presence Group	<p>Configure this field with the Presence feature.</p> <p>From the drop-down list box, choose a Presence group for the end user. The selected group specifies the destinations that the end user can monitor.</p> <p>The default value for Presence Group specifies Standard Presence group, configured with installation. Presence groups that are configured in Cisco Unified Communications Manager Administration also appear in the drop-down list box.</p> <p>Presence authorization works with presence groups to allow or block presence requests between groups. Refer to the "Presence" chapter in the Cisco Unified Communications Manager Features and Services Guide for information about configuring permissions between groups and how presence works with extension mobility.</p>
SUBSCRIBE Calling Search Space	<p>Supported with the Presence feature, the SUBSCRIBE calling search space determines how Cisco Unified Communications Manager routes presence requests that come from the end user. This setting allows you to apply a calling search space separate from the call-processing search space for presence (SUBSCRIBE) requests for the end user.</p> <p>From the drop-down list box, choose the SUBSCRIBE calling search space to use for presence requests for the end user. All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>If you do not select a different calling search space for the end user from the drop-down list, the SUBSCRIBE calling search space defaults to None.</p>

Field	Description
Allow Control of Device from CTI	<p>If this check box is checked, when the user logs in to a device, the AllowCTIControlFlag device property becomes active, which allows control of the device from CTI applications. Until the user logs in to a device, this setting has no effect.</p> <p><b>Note:</b> The Allow Control of Device from CTI setting in the end user configuration overrides the AllowCTIControlFlag device property of the device to which the user logs in.</p>
Enable Extension Mobility Cross Cluster	<p>Check this box to enable this end user to use the Cisco Extension Mobility Cross Cluster feature.</p>

**Step 6** Select the Directory Number Associations.

Field	Description
Primary Extension	<p>This field represents the primary directory number for the end user. End users can have multiple lines on their phones.</p> <p>When you associate devices to the end user, directory numbers that are configured on the associated device become available in the drop-down list box for Primary Extension. From the drop-down list box, choose a primary extension for this end user.</p> <p>If the system is integrated with Cisco Unity Connection, the Create Cisco Unity User link displays in the Related Links menu.</p>
IPCC Extension	<p>From the drop-down list box, choose an IPCC extension for this end user.</p> <p><b>Note:</b> This field displays only if the IPCC Express Installed enterprise parameter is set to True.</p>

**Step 7** Select the Mobility Information.

Field	Description
Enable Mobility	<p>Check this check box to activate Mobile Connect, which allows the user to manage calls by using a single phone number and to pick up in-progress calls on the desktop phone and cellular phone.</p> <p>Checking this check box, which triggers licensing to consume device license units for Mobile Connect, works in conjunction with the Primary User Device drop-down list box.</p> <p>If you check the Enable Mobility check box and fail to choose an adjunct device from the Primary User Device drop-down list box, four device license units (DLUs) get consumed, as indicated in the Mobility Enabled End Users row in the License Unit Calculation window.</p> <p>If you enable Cisco Unified Mobility and later choose an adjunct device from the Primary User Device drop-down list box, the system credits you with two DLUs, as indicated in the Mobility Enabled End Users row in the License Unit Calculation window.</p>
Primary User Device	<p>The Primary User Device drop-down list box, which works in conjunction with the Enable Mobility check box, controls the number of device license units that are consumed for adjunct devices for Mobile Connect.</p> <p>After you check the Enable Mobility check box, choose an adjunct device that you want to assign to the user specifically for Cisco Unified Mobility. For example, choose a device, such as a desktop phone, that the user uses in addition to the cell phone for Cisco Unified Mobility.</p> <p>Before you choose an adjunct device, consider the following information:</p> <ul style="list-style-type: none"> <li>• Only devices that consume two or more device license units (DLUs) display in the drop-down list box.</li> <li>• For Cisco Unified Mobility, you cannot assign the same device to multiple users, so only the devices that you can assign display in the drop-down list box.</li> <li>• If you check the Enable Mobility check box and choose a device from the drop-down list box, two DLUs get consumed, as indicated in the Mobility Enabled End Users (Adjunct) row in the Licensing Unit Calculation window.</li> <li>• If you delete the device from Cisco Unified Communications Manager Administration or remove the assignment after you enable Mobile Connect, two DLUs get consumed after you delete the device or remove the assignment, as indicated in the Mobility Enabled End Users row in the License Unit Calculation window.</li> </ul>
Enable Mobile Voice Access	<p>Check this check box to allow the user to access the Mobile Voice Access integrated voice response (IVR) system to initiate Mobile Connect calls and activate or deactivate Mobile Connect capabilities.</p>
Maximum Wait Time for Desk Pickup	<p>Enter the maximum time in milliseconds that is permitted to pass before the user must pick up a call that is transferred from the mobile phone to desktop phone.</p>

Field	Description
Remote Destination Limit	Enter the maximum number of phones to which the user is permitted to transfer calls from the desktop phone.
Remote Destination Profiles	This field lists the remote destination profiles that have been created for this user. To view the details of a particular remote destination profile, choose a remote destination profile in the list and click the View Details link.