



## End User Phone Addition

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This chapter provides information about adding and configuring end users at the End User, Phone, DN, and LA Configuration window.

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## About End User Phone and Device Addition

In Cisco Unified Communications Manager Administration, use the **User Management > User/Phone Add** menu path to configure an end user, a phone, and a line appearance in a single addition.

The End User, Phone, DN, and LA Configuration window in Cisco Unified Communications Manager Administration provides a single window that allows you to perform the basic steps that are required to add a new user and assign the user to a new phone. While you add a new end user and associate the end user with a new phone, you can configure a new directory number (DN) and line appearance (LA) information for the new end phone.

The End User, Phone, DN, and LA Configuration window, which does not allow you to enter existing end users, phones, or directory numbers, adds records of the following types:

- End users
- Phones
- Directory numbers
- Device profiles
- Voicemail profile



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**Note** You can modify end user information only if synchronization with an LDAP server is not enabled. To check whether synchronization with an LDAP server is enabled, choose the **System > LDAP > LDAP System** menu option. In the LDAP System window that displays, ensure that the Enable Synchronizing from LDAP Server check box is not checked. If synchronization is enabled, access to the End User, Phone, DN, and LA Configuration window is blocked.

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Administrators can customize the End User, Phone, DN, and LA Configuration window. Fields in the window have the following check boxes next to them, which you can use to customize those fields:

- **Default**—Enter a value in the field, then check the Default check box to make that value the default value. Other users can edit the default value, unless the Read Only check box is checked.
- **Hidden**—Check the Hidden check box to hide the field.
- **Read Only**—Check the Read Only check box to make the field read only.

To save your customization changes, click the Save Settings button. The customizations are system-wide, so all other users will see customizations that you save.

To display all hidden fields in the window, click the Show Hidden Fields button.

## User and Device Settings

The following table describes the end user and device settings.

**Table 1: User and Device Settings**

Field	Description
User Information	
User ID	Enter the end user identification name. Cisco Unified Communications Manager does not permit modifying the user ID after it is created. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Password	Enter five or more alphanumeric or special characters for the end user password. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Confirm Password	Enter the end user password again.
PIN	Enter five or more numeric characters for the Personal Identification Number.
Confirm PIN	Enter the PIN again.
Last Name	Enter the end user last name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
Middle Name	Enter the end user middle name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.
First Name	Enter the end user first name. You may use the following special characters: =, +, <, >, #, ;, \, , “”, and blank spaces.

Field	Description
Device Associations	
Product Type	<p>This list box displays the types of devices that are available for association with this end user.</p> <p>From the drop-down list box, choose the type of device to associate with this end user.</p>
MAC Address	<p>Enter a unique MAC address for the new device that you are associating with the new user. The MAC address comprises exactly 12 hexadecimal digits (0 to 9, A to F).</p>
Calling Search Space DN	<p>From the drop-down list box, choose the calling search space for the directory number that you are associating with this user and device.</p>
Calling Search Space Phone	<p>From the drop-down list box, choose the calling search space for the phone that you are associating with this user and device.</p>
External Phone Number Mask	<p>Specify the mask that is used to format caller ID information for external (outbound) calls that are made from the associated device.</p> <ul style="list-style-type: none"> <li>• The mask can contain up to 24 characters. Valid characters specify 0 to 9, *, #, and X.</li> <li>• Enter the literal digits that you want to appear in the caller ID information and use Xs to represent the directory number of the associated device.</li> <li>• See the following examples: If you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234 if the Use External Phone Number Mask option is checked on the route pattern that is used to make the external call. If you specify a mask of all literal digits, such as 9728135000 to represent a main attendant number, that literal number (9728135000) displays as the caller ID for an external call from any associated device.</li> </ul>
Extension	<p>This field represents the primary directory number for the end user. End users can have multiple lines on their phones.</p> <p>Enter an extension for the new user and phone. You may use the following characters: 0 to 9, ?, [, ], +, -, *, ^, #, !.</p>
Route Partition	<p>From the drop-down list box, choose a partition for the directory number that you specified in the Extension field.</p>

Field	Description
Voice Mail Profile	From the drop-down list box, choose a voice-mail profile for the directory number. Choose <None> to use the system default.
Enable Extension Mobility	Check this check box to enable extension mobility. After you have added the new user, you can use the <b>User Management &gt; End User</b> menu option to choose an Extension Mobility profile.

## Add and Associate End User and Phone

The following procedure provides instructions on adding an end user and phone and associating the user and phone with a directory number and device profile.

### Procedure

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**Step 1** Choose **User Management > User/Phone Add Add**.

The End User, Phone, DN, and LA Configuration window displays.

**Note** If LDAP synchronization is enabled, access to this window is blocked.

**Note** Before you proceed, you can use the links in the Related Links drop-down list box at the top, right of the End User, Phone, DN, and LA Configuration window to determine whether an end user or phone already exists.

To find out which end users already exist, choose Back to Find List Users in the Related Links drop-down list box and click Go. Use the Find and List Users window that displays to search for the end user ID that you plan to add. If the end user ID already exists, you cannot use the User/Phone Add menu option to add this end user.

To find out which phones already exist, choose Back to Find List Phones in the Related Links drop-down list box and click Go. Use the Find and List Phones window that displays to search for the phone that you plan to add. If the phone already exists, you cannot use the User/Phone Add menu option to add this phone.

If you use either of the Related Links, repeat [Step 1, on page 4](#) to return to the End User, Phone, DN, and LA Configuration window.

**Step 2** Enter the appropriate settings as described in [Table 1: User and Device Settings, on page 2](#).

**Step 3** When you complete the end user configuration, click Save to add the end user and device.

The end user gets created in the Cisco Unified Communications Manager database.

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