Configure Software-Based Endpoints

- Software-Based Endpoint Configuration, on page 1
- Configure CTI Ports, on page 1
- Configure an H.323 Client, on page 9
- Configure Cisco IP Communicator, on page 10

Software-Based Endpoint Configuration

Complete the tasks in this chapter to configure software-based endpoints such as CTI ports, H.323 clients, and Cisco IP Communicator.

Configure CTI Ports

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.
The **Find and List Phones** window appears.

Step 2 Click **Add New**.

Step 3 From the **Phone Type** drop down list, select CTI Port and click **Next**.
The **Phone Configuration** window appears.

Step 4 Configure the fields in the **Phone Configuration** window. See the Related Topics section for more information about the fields and their configuration options.

Step 5 Click **Save**.

CTI Port Settings

Table 1: CTI Port Settings

Field	Description
Device Name	Specifies the name for the CTI Port that is automatically populated based on the Owner User ID. The format of the device name is *CTIRD<OwnerUserID>* by default. This field is editable. The device name can comprise up to 15 characters. Valid characters include letters, numbers, dashes, dots (periods), spaces, and underscores.
Description	Enter a text description of the CTI Port. This field can contain up to 128 characters. You can use all characters except quotes (“), close angle bracket (>), open angle bracket (<), backslash (\), ampersand (&), and percent sign (%).
Device Pool	Choose the device pool to which you want the CTI Port assigned. The device pool defines sets of common characteristics for devices, such as region, date/time group, and softkey template. To see the Device Pool configuration settings, click the View Details link.
Common Device Configuration	Choose the Common Device Configuration to which you want the CTI Port assigned. To see the Common Device Configuration settings, click the View Details link.
Common Phone Profile	From the drop-down list box, choose a common phone profile from the list of available common phone profiles. To see the Common Phone Profile settings, click the View Details link.
Calling Search Space	From the drop-down list, choose the calling search space or leave the calling search space as the default of <None>.
AAR Calling Search Space	From the drop-down list, choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR) or leave the calling search space as the default of <None>.

Field	Description
Media Resource Group List	Choose the appropriate Media Resource Group List. A Media Resource Group List comprises a prioritized grouping of media resource groups. If you choose **<None>**, Cisco Unified CM uses the Media Resource Group List that is defined in the device pool.
User Hold MOH Audio Source	From the drop-down list, choose the audio source to use for music on hold (MOH) when a user initiates a hold action.
Network Hold MOH Audio Source	From the drop-down list, choose the audio source to use for MOH when the network initiates a hold action.
Location	From the drop-down list, choose the location that is associated with the phones and gateways in the device pool.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. If no AAR group is specified, Cisco Unified CM uses the AAR group that is associated with Device Pool or Line.
User Locale	From the drop-down list box, choose the user locale that is associated with the CTI Port. The user locale identifies a set of detailed information to support users, including language and font. If no user locale is specified, Cisco Unified CM uses the user locale that is associated with the device pool.
Network Locale	From the drop-down list box, choose the network locale that is associated with the CTI Port. The network locale contains a definition of the tones and cadences that the phone in a specific geographic area uses. If no network locale is specified, Cisco Unified CM uses the user locale that is associated with the device pool.
Privacy	For Privacy, choose **On** in the Privacy drop-down list box.
Owner	Select **User** or **Anonymous** (Public/Shared Space, for the owner type.

Field	Description
Owner User ID	From the drop-down list box, choose the user ID of the assigned CTI Port user. The user ID gets recorded in the call detail record (CDR) for all calls made from this device. Assigning a user ID to the device also moves the device from “Unassigned Devices” to “Users” in the License Usage Report.
Join Across Lines	From the drop-down list box, enable or disable the Join Across Lines feature for this device or choose **Default** to use the service parameter setting.
Use Trusted Relay Point	Choose one of the following values: • Off—Choose this value to disable the use of a Trusted Relay Point (TRP) with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates. • On—Choose this value to enable the use of a TRP with this device. This setting overrides the Use Trusted Relay Point setting in the common device configuration with which this device associates. • Default—If you choose this value, the device uses the Use Trusted Relay Point setting from the common device configuration with which this device associates.
Always Use Prime Line	From the drop-down list box, choose one of the following options: • Off—When the phone is idle and receives a call on any line, the phone user answers the call from the line on which the call is received. • On—When the phone is idle (off hook) and receives a call on any line, the primary line gets chosen for the call. Calls on other lines continue to ring, and the phone user must select those other lines to answer these calls. • Default—Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line service parameter, which supports the Cisco CallManager service.

Field	Description
Always Use Prime Line for Voice Message	From the drop-down list box, choose one of the following options: • Off—If the phone is idle, pressing the Messages button on the phone automatically dials the voice-messaging system from the line that has a voice message. Cisco Unified Communications Manager always selects the first line that has a voice message. If no line has a voice message, the primary line gets used when the phone user presses the Messages button. • On—If the phone is idle, the primary line on the phone becomes the active line for retrieving voice messages when the phone user presses the Messages button on the phone • Default—Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line for Voice Message service parameter, which supports the Cisco CallManager service.
Geolocation	From the drop-down list box, choose a geolocation. You can choose the Unspecified geolocation, which designates that this device does not associate with a geolocation. You can also choose a geolocation that has been configured with the **System** > **Geolocation Configuration** menu option.
Ignore Presentation Indicators (internal calls only)	Check this check box to configure call display restrictions on a call-by-call basis. When this check box is checked, Cisco Unified Communications Manager ignores any presentation restriction that is received for internal calls. Use this configuration in combination with the calling line ID presentation and connected line ID presentation configuration at the translation pattern level. Together, these settings allow you to configure call display restrictions to selectively present or block calling and/or connected line display information for each call.
Logged into Hunt Group	When the CTI port gets added to a hunt list, the administrator can log the user in or out by checking (and unchecking) this check box. Users use the softkey on the phone to log their phone in or out of the hunt list.

Field	Description
Remote Device	Check this box to allocate a buffer for the device when it registers and to bundle SCCP messages to the phone. **Tip** Because this feature consumes resources, be sure to check this check box only when you are experiencing signaling delays.

Number Presentation Transformation

Table 2: Caller ID for Calls From This Phone

Field	Description
Calling Party Transformation CSS	This setting allows you to localize the calling party number on the device. Make sure that the Calling Party Transformation CSS that you choose contains the calling party transformation pattern that you want to assign to this device.
Use Device Pool Calling Party Transformation CSS	To use the Calling Party Transformation CSS that is configured in the device pool that is assigned to this device, check this check box. If you do not check this check box, the device uses the Calling Party Transformation CSS that you configured in the Trunk Configuration window.

Table 3: Remote Number

Field	Description
Calling Party Transformation CSS	From the drop-down list box, choose the calling search space (CSS) that contains the calling party transformation pattern that you want to apply on the remote calling number for calls received on this device.
Use Device Pool Calling Party Transformation CSS	Check this check box to apply the Calling Party Transformation CSS configured at the device pool to which this device belongs to transform the remote calling and remote connected number.

Table 4: Protocol Specific Information

Field	Description
BLF Presence Group	From the drop-down list box, choose a Busy Lamp Field (BLF) presence group for the end user. The selected group specifies the destinations that the end user can monitor The default value for BLF Presence Group specifies Standard Presence group, configured with installation. BLF Presence Groups that are configured in Cisco Unified Administration also appear in the drop-down list box.
Device Security Profile	Choose the security profile to apply to the device. You must apply a security profile to all devices that are configured in Cisco Unified Communications Manager Administration.
SUBSCRIBE Calling Search Space	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. From the drop-down list, 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. 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. To configure a SUBSCRIBE calling search space specifically for this purpose, you can configure a calling search space as you do all calling search spaces.
Unattended Port	Check this check box to indicate an unattended port on this device.

Table 5: MLPP and Confidential Access Level Information

Field	Description
MLPP Domain	From the drop-down list, choose an Multilevel Precedence and Preemption (MLPP) domain to associate with this device. If you leave this field blank, this device inherits its MLPP domain from the value that is set for the device pool. If the device pool does not have an MLPP Domain setting, this device inherits its MLPP Domain from the value that is set for the MLPP Domain Identifier enterprise parameter. The default value for MLPP Domain specifies None.
Confidential Access Mode	From the drop-down list box, select one of the following options to set the Confidential Access Level mode: • Fixed—Confidential Access Level value has higher precedence over call completion. • Variable—Call completion has higher precedence over CAL level.
Confidential Access Level	Select the appropriate Confidential Access Level value from the drop-down list box.

Table 6: Do Not Disturb Information

Field	Description
Do Not Disturb	Check this check box to enable Do Not Disturb on the remote device.
DND Option	When you enable DND, Call Reject option specifies that no incoming call information gets presented to the user. Depending on how you configure the DND Incoming Call Alert parameter, the device may play a beep or display a flash notification of the call.

Field	Description
DND Incoming Call Alert	When you enable the DND Ringer Off or Call Reject option, this parameter specifies how a call displays on the device. From the drop-down list, choose one of the following options: • None—This option specifies that the DND Incoming Call Alert setting from the Common Phone Profile window gets used for this device • Disable—This option disables both beep and flash notification of a call, but, for the DND Ringer Off option, incoming call information still gets displayed. For the DND Call Reject option, no call alerts display, and no information gets sent to the device. • Beep Only—For an incoming call, this option causes the device to play a beep tone only. • Flash Only—For an incoming call, this option causes the device to display a flash alert.

Configure an H.323 Client

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.
The **Find and List Phones** window appears.

Step 2 Click **Add New**.

Step 3 From the **Phone Type** drop down list, select H.323 Client and click **Next**.
The **Phone Configuration** window appears.

Step 4 Configure the fields in the **Phone Configuration** window. See the Related Topics section for more information about the fields and their configuration options.

Step 5 Click **Save**.

H.323 Client Settings

Configure Cisco IP Communicator

Cisco IP Communicator is a software-based application that allows users to place and receive phone calls by using their personal computers. It provides the same functionality as a full-featured Cisco Unified IP Phone. Cisco IP Communicator depends upon the Cisco Unified Communications Manager call-processing system to provide telephony features and voice-over-IP capabilities. You administer Cisco IP Communicator as a phone device by using the Cisco Unified Communications Manager Administration Phone Configuration window.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.
The **Find and List Phones** window appears.

Step 2 Click **Add New**.

Step 3 From the **Phone Type** drop down list, select **Cisco IP Communicator** and click **Next**.

Step 4 From the **Select the device protocol** drop-down list, select either **SCCP** or **SIP** and click **Next**.
The **Phone Configuration** window appears.

Step 5 Configure the following mandatory fields in the **Phone Configuration** window.

- **Device Name**—enter a name to identify the Cisco IP Communicator device.
- **Device Pool**——choose the device pool to which you want this phone assigned. The device pool defines sets of common characteristics for devices, such as region, date/time group, and softkey template.
- **Phone Button Template**—choose the appropriate phone button template. The phone button template determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.
- **Owner User ID**—from the drop-down list box, choose the user ID of the assigned phone user.
- **Device Security Profile**——choose the security profile to apply to the device.

You can use default configuration for the remaining fields. See the online help for more information about the fields and their configuration options.

Step 6 Click **Save**.

Step 7 In the **Association** area, click **Line [1] - Add a new DN**.

Step 8 In the **Directory Number** field, enter the directory number that you want to associate with the phone.

Step 9 Click **Save**.