Privacy

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Privacy Overview

The Privacy feature allows you to enable or disable the capability of users with phones that share the same line (DN) to view call status and to barge into the call. You can enable or disable privacy for each phone or for all phones. By default, the system enables privacy for all phones in the cluster.

When the device that is configured for privacy registers with Cisco Unified Communications Manager, the feature button on the phone that is configured with privacy gets labeled, and the status is indicated through an icon. If the button has a lamp, it comes on.

When the phone receives an incoming call, the user makes the call private (so the call information does not display on the shared line) by pressing the Privacy feature button. The Privacy feature button toggles between On and Off.

To verify if your Cisco Unified IP Phone supports Privacy, see the user documentation for your phone model.

Privacy on Hold

Privacy on Hold allows you to enable or disable the capability of users with phones that share the same line (DN) to view call status and retrieve calls on hold.

You can enable or disable Privacy on Hold for specific phones or all the phones. Privacy on Hold activates automatically on all private calls when Privacy on Hold is enabled. By default, the system disables Privacy on Hold for all phones in the cluster.

To activate Privacy on Hold, users press the **Hold** softkey or **Hold** button while on a private call. To return to the call, users press the **Resume** softkey. The phone that puts the call on hold displays the status indicator for a held call; shared lines display the status indicators for a private and held call.

Privacy Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Generate a Phone Feature List	Generate a report to identify devices that support the Privacy feature.
Step 2	Enable Privacy Cluster-wide, on page 2	Enable Privacy by default for all the phones in the cluster.
Step 3	Enable Privacy for a Device, on page 2	Enable Privacy for specific devices.
Step 4	Configure Privacy Phone Button Template, on page 3	Configure Privacy phone button template for a device.
Step 5	Associate Privacy Phone Button Template with a Phone, on page 4	Associate the phone button template with a user.
Step 6	Configure Shared Line Appearance, on page 4	Configure the shared line appearance.
Step 7	(Optional) Configure Privacy on Hold, on page 5	Configure Privacy on Hold.

Enable Privacy Cluster-wide

Perform these steps to enable Privacy by default for the entire cluster.

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.
The **Service Parameter Configuration** window appears.

Step 2 From the **Server** drop-down list, choose the server that is running the **Cisco CallManager** service.

Step 3 From the **Service** drop-down list, choose **Cisco CallManager**.

Step 4 From the **Privacy Setting** drop-down list, choose **True**.

Step 5 Click **Save**.

Enable Privacy for a Device

Before you begin

Ensure that the phone model supports Privacy. For more information, see Generate a Phone Feature List.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Specify search criteria and click **Find**.
The phone search results appear.

Step 3 Select the phone.

Step 4 From the **Privacy** drop-down list, select **Default**.

Step 5 Click **Save**.

Configure Privacy Phone Button Template

Before you begin

Enable Privacy for a Device, on page 2

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Device Settings** > **Phone Button Template**.

Step 2 Click **Find** to display list of supported phone templates.

Step 3 Perform the following steps if you want to create a new phone button template; otherwise, proceed to the next step.

a) Select a default template for the model of phone and click **Copy**.
b) In the **Phone Button Template Information** field, enter a new name for the template.
c) Click **Save**.

Step 4 Perform the following steps if you want to add phone buttons to an existing template.

a) Click **Find** and enter the search criteria.
b) Choose an existing template.

Step 5 From the **Line** drop-down list, choose feature that you want to add to the template.

Step 6 Click **Save**.

Step 7 Perform one of the following tasks:

- Click **Apply Config** if you modified a template that is already associated with devices to restart the devices.
- If you created a new softkey template, associate the template with the devices and then restart them.

Associate Privacy Phone Button Template with a Phone

Before you begin

Configure Privacy Phone Button Template, on page 3

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** to display the list of configured phones.

Step 3 Choose the phone to which you want to add the phone button template.

Step 4 In the **Phone Button Template** drop-down list, choose the phone button template that contains the new feature button.

Step 5 Click **Save**.
A dialog box is displayed with a message to press **Reset** to update the phone settings.

Configure Shared Line Appearance

Before you begin

Associate Privacy Phone Button Template with a Phone, on page 4

Procedure

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

Step 2 To locate a specific phone, enter search criteria and click **Find**.
A list of phones that match the search criteria is displayed.

Step 3 Choose the phone for which you want to configure shared line appearance.
The **Phone Configuration** window is displayed.

Step 4 Click **Add a new DN link** in the Association Information area on the left side of the **Phone Configuration** window.
The **Directory Number Configuration** window appears.

Step 5 Enter the **Directory Number** and choose the **Route Partition** to which the directory number belongs.

Step 6 Configure the remaining fields in the **Directory Number Configuration** window. For more information on the fields and their configuration options, see Online Help.

Step 7 Repeat Step 3, on page 4 to Step 6, on page 4 for all the phones for which you want to create a shared line appearance.

Note

Ensure that you assign the same directory number and route partition to all the phones that are part of the shared line appearance.

Configure Privacy on Hold

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.
The **Service Parameter Configuration** window appears.

Step 2 From the **Server** drop-down list, choose the server that is running the Cisco CallManager service.

Step 3 From the **Service** drop-down list, choose **Cisco CallManager**.

Step 4 Set the **Enforce Privacy Setting on Held Calls** service parameter to **True**.

Step 5 Click **Save**.

Privacy Restrictions

Restriction	Description
CTI	• CTI does not support Privacy through APIs that TAPI and JTAPI applications invoke. CTI generates events when Privacy is enabled or disabled from an IP phone by using the Privacy feature button. • CTI does not support Privacy on Hold through APIs that TAPI/JTAPI applications invoke. CTI generates events when a Privacy-enabled call is put on hold and when Privacy gets enabled or disabled on held calls from an IP phone by using the Privacy feature button.