



Manage User Device Profiles

This chapter provides information about managing user device profiles. The User Device Profiles (UDP) option in Cisco Unified Communications Manager Bulk Administration (BAT) allows you to add or delete large numbers of user device profiles. In addition, you can add or update lines for user device profiles. The system uses UDPs in conjunction with the extension mobility feature.

- [Add User Device Profiles](#), page 1
- [Topics Related to User Device Profiles](#), page 14

Add User Device Profiles

When you use BAT to add user device profiles to the Cisco Unified Communications Manager database, you can add multiple lines and other features.

Choose from two options for creating a CSV data file for user device profiles:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

Procedure

- Step 1** Choose **Bulk Administration > User Device Profiles > User Device Profile Template**. The **Find and List UDP Templates** window displays.
- Step 2** Create the CSV data file by following the steps for one of these options.
- a) BAT Spreadsheet option
Open the BAT spreadsheet and create the CSV data file.
 - b) Text Editor option
 - 1 Choose **Create UDP File Format**. The **UDP File Format Query** window displays.
 - 2 Use a text editor and create the CSV data file for user device profiles that follows the file format that you want to use.
 - 3 Choose **Add File Format**. The **Add File Format Configuration** window displays.

- Step 3** Choose **Validate User Device Profiles**.
The **User Device Profiles Validation** window displays.
- Step 4** Choose **Insert User Device Profiles**.
The User Device Profiles Insert Configuration window displays.
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Related Topics

- [Add User Device Profile File Format](#)
- [Create Bulk Administration Tool \(BAT\) Template for User Device Profiles](#)
- [Create Text-Based CSV File for User Device Profile](#)
- [Create User Device Profile CSV Data Files Using BAT Spreadsheet, on page 2](#)
- [Insert User Device Profiles for User Devices](#)
- [Topics Related to User Device Profiles, on page 14](#)
- [User Device Profile File Format Setup](#)
- [Validate User Device Profiles](#)

Create User Device Profile CSV Data Files Using BAT Spreadsheet

You can create the CSV data file for adding new user device profiles using the BAT spreadsheet. When you use the BAT spreadsheet to add new user device profiles, you can define the file format within the spreadsheet. The spreadsheet uses the data file formats to display the fields for the CSV data file.

After you have finished editing all the fields in the BAT spreadsheet, you can export the content to a CSV formatted data file. The file is saved to C:\XLSDataFiles or to your choice of another existing folder on your local workstation and is assigned a default filename:

```
<tabname>-<timestamp>.txt
```

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.

Procedure

- Step 1** Download the BAT.xlt file from the Cisco Unified Communications Manager server.
- Step 2** Open the BAT spreadsheet. When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the User Device Profiles options, click the **User Device Profile** tab at the bottom of the spreadsheet.
- Step 4** To choose the device and line fields that you can define for each user device profile, click **Create File Format**. The **Field Selection** popup window displays.
- Step 5** To choose the device fields, click a device field name in the **Device Field** box, and then click the arrow to move the field to the **Selected Device Fields** box.
A CSV data file must include **Device Profile Name** and **Description**; therefore, these fields always remain selected.
- Tip** You can select a range of items in the list by holding down the **Shift** key. To select random field names, hold down the **Ctrl** key and click field names.
- Step 6** Click a line field name in the **Line Field** box and click the arrow to move the field to the **Selected Line Fields** box.

- Tip** You can change the order of the items in the **Selected Line** and **Device** boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list or chose the down arrow to move the item to the end of the list.
- Step 7** To modify the CSV data file format, click **Create**. A message asks whether you want to overwrite the existing CSV format. Click **OK**.
New columns for the selected fields display in the BAT spreadsheet in the order that you specified.
- Step 8** To locate the **Number of Phone Lines** box, scroll to the right.
The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template or an error will result when you insert the CSV data file and UDP template.
- Step 9** You must enter the number of speed-dial buttons in the **Number of Speed Dials** box. After you enter the number, columns display for each speed-dial number.
Note Do not exceed the number of speed dials that are configured in the User Device Profile template, or an error will result when you insert the CSV data file and UDP template.
- Step 10** Enter data for an individual user device profile on each line in the spreadsheet. Complete all mandatory fields and any relevant optional fields.
Each column heading specifies the length of the field and whether it is required or optional. See [Table 1: Field Descriptions for User Device Profile in the BAT Spreadsheet, on page 3](#) for field descriptions.
- Step 11** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.
The system saves the file using the default filename <tabname>-<timestamp>.txt to C:\XLSDataFiles\ or to your choice of another existing folder on your local workstation.
Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the **Insert User Device Profiles** window in BAT.

What to Do Next

Upload the CSV file to Cisco Unified Communications Manager server.

Related Topics

[BAT Spreadsheet Data Collection for CSV Data File Creation](#)

[Download File Off Server](#)

[Topics Related to User Device Profiles, on page 14](#)

[Upload File to Server](#)

User Device Profile Fields Descriptions in BAT Spreadsheet

The following table describes all the user device profile fields in the BAT spreadsheet.

Table 1: Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Device Fields (Mandatory Fields)	
Device Profile Name	Enter a unique identifier for the device profile name.

Field	Description
Description	Enter a description such as "Conference Room A" or "John Smith" to help identify the phone or device. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).
Device Fields (Optional Fields)	
User Locale	Enter the country and language set that you want to associate with this group of IP phones. This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco Unified Communications Manager user windows and phones.
Softkey Template	Enter the softkey template to be used for all phones in this group.
User ID	Enter the user ID for the phone user.
Login User ID	Enter the login user ID for a default profile. If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.
User Hold Audio Source	Enter the user hold audio source that this group of IP phones or CTI ports should use. The user hold audio source identifies the audio source from which music is played when a user places a call on hold.
Phone Template	Enter the phone template name that you want to associate with this user device profile.
MLPP Indication	This setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.
MLPP Preemption	If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.

Field	Description
Always Use Prime Line	Enter one of the following options: <ul style="list-style-type: none"> • 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 (offhook) 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.
Always Use Prime Line for Voice Message	Enter one of the following options: <ul style="list-style-type: none"> • 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. • 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. • 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.
MLPP Domain	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
Feature Control Policy	Choose the Feature Control Policy for this group of phones. A feature control policy specifies the appearance of features and the associated softkeys that are displayed on the phone.
Extension Mobility Cross Cluster CSS	The Extension Mobility Cross Cluster CSS setting gets used as the device CSS of the remote phone when the user selects this device profile during EMCC login.
Line Fields (Optional Fields)	
Directory Number	Enter the directory number for the phone.

Field	Description
Route Partition	Choose a route partition to which the directory number belongs. The directory number can appear in more than one partition.
Display	Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1). If this field is left blank the system uses the value that is entered in the Directory Number field. The default language specifies English.
Forward All CSS	Choose the calling search space to use when a call is forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number or directory URI to which all calls are forwarded. This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy External CSS	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward Busy Internal CSS	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the line is in use. This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the line is in use. This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Calling Search Space Forward No Answer External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. This setting applies to all devices that are using this directory number.

Field	Description
Forward No Answer Internal CSS	<p>Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward No Answer External Destination	<p>Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p>This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer Internal Destination	<p>Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p>This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External CSS	<p>Enter the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Internal CSS	<p>Enter the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward No Coverage External Destination	<p>Enter the directory number or directory URI to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p>This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage Internal Destination	<p>Enter the directory number or directory URI to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p>This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

Field	Description
Calling Search Space Forward on Failure External/Internal	<p>(CTI ports only) Enter the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system.</p> <p>This setting applies to all devices that are using this directory number.</p>
Forward on Failure Destination External/Internal	<p>(CTI ports only) Enter the directory number or directory URI to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.</p>
Call Forward No Answer Ring Duration	<p>Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field.</p> <p>Leave this field blank to use the value that is set in the Cisco Unified Communications Manager service parameter, Forward No Answer Timer.</p>
Route Filter	<p>Enter a name in the Route Filter Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each route filter name is unique to the route plan.</p> <p>Use concise and descriptive names for your route filters. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a route filter. For example, CiscoDallasMetro identifies a route filter for toll free, inter-local access and transport area (LATA) calls from the Cisco office in Dallas.</p>
Party Entrance Tone	<p>Enter one of the following options:</p> <ul style="list-style-type: none"> • Default—Use the value that you configured in the Party Entrance Tone service parameter. • On—A tone plays on the phone when a basic call changes to a multi-party call; that is, a barge call, cBarge call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multi-party call. If the controlling device, that is, the originator of the multi-party call has a built-in bridge, the tone gets played to all parties if you choose On for the controlling device. When the controlling device, for example, the conference controller, is no longer present on the call or if the controlling device cannot play the tone, Cisco Unified Communications Manager does not play the tone even if you choose On. • Off—A tone does not play on the phone when a basic call changes to a multi-party call.

Field	Description
Log Missed Calls	This field allows you to turn this feature on or off. Enter 'T' to enable Cisco Unified Communications Manager to log missed calls in the call history for that directory number on the phone. Enter 'F' to disable this feature.
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination External parameter. If the Forward No Retrieve Destination External field value is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, then the call will be forwarded to the specified destination in the parker's Park Monitoring Forward No Retrieve Destination Internal parameter. If the Forward No Retrieve Destination Internal is empty, the parkee will be redirected to the parker's line.
Park Monitoring Forward No Retrieve Internal Voice Mail	This setting uses the settings in the Voice Mail Profile Configuration window. When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitoring Forward No Retrieve External Voice Mail	This setting uses the settings in the Voice Mail Profile Configuration window. When this check box is checked, Cisco Unified Communications Manager ignores the settings in the Destination box and Calling Search Space.
Park Monitoring Forward No Retrieve External CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Forward No Retrieve Internal CSS	Choose the calling search space to apply to the directory number.
Park Monitoring Reversion Timer	This parameter determines the number of seconds that Cisco Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires. Default: 60 seconds If you configure a non-zero value, this value overrides the value of this parameter set in the Service Parameters window. However, if you configure a value of 0 here, then the value in the Service Parameters window will be used.
E164	Always use a unique E.164 number. Do not use null value.

Field	Description
Voice Mail Profile	Enter this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server configured for this phone.
Line Calling Search Space	Enter partitions that are searched for numbers that are called from this directory number. Note Changes cause an update of the call pickup names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
AAR Group	Enter 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. Set AAR Group to <None> to prevent rerouting blocked calls.
Line User Hold Audio Source	Enter the music on hold audio source to be played when the user presses Hold and places a call on hold.
Line Network Hold Audio Source	Enter the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.
Auto Answer	Enter one of the following values to activate the Auto Answer feature for this directory number: <ul style="list-style-type: none"> • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone (Intercom) Note Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.
No Answer Ring Duration (CFNA)	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Call Pickup Group	Enter the Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialling the appropriate pickup group number. To use the BAT phone template entry, leave this field blank.
Target Destination (MLPP)	Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call. Values can include numeric characters, pound (#), and asterisk (*).

Field	Description
Target CSS (MLPP)	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration (MLPP)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p>The default text specifies English</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>

Field	Description
Message Waiting Lamp Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.) • Light and Prompt • Prompt Only • Light Only • None
Ring Setting (Phone Idle)	<p>Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring <p>Note The “Disable ” or “Flash only” setting options apply only for the handset. The led light on the phone button line will still flash.</p>
Ring Setting (Phone Active)	<p>Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring • Beep only <p>Note The “Disable ” or “Flash only” setting options apply only for the handset. The led light on the phone button line will still flash.</p>

Field	Description
URI (1-5) on Directory Number	<p>Enter a directory URI to associate with the directory number for this phone. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name.</p> <p>Note Within Cisco Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a csv file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry""",Smith@test.com" in the csv file.</p>
URI (1-5) on Route Partition	Enter the partition on which the directory URI belongs. If you do not want to restrict access to the directory URI, leave the field blank
URI (1-5) Is Primary on Directory Number	<p>Enter a 't' (True) to indicate that this directory URI is the primary directory URI for this extension. Otherwise, enter an 'f' (False) to indicate that this is not the primary directory URI for this extension.</p> <p>Note You can associate up to five directory URIs to a single directory number, but you must select a single primary directory URI.</p>
Enterprise Add to Local Route Partition	Enter a 't' to add this enterprise alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
Enterprise Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
Enterprise Is Urgent	<p>Enter a 't' to classify routing for this alternate number as urgent.</p> <p>By default, if the dial plan contains overlapping route patterns Cisco Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Cisco Unified Communications Manager to choose the best match of all available routes for the dial string.</p> <p>When you mark the number as urgent priority, Cisco Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).</p>
Enterprise Number Mask	Enter the number mask to apply to the directory number. Cisco Unified Communications Manager applies the mask to create an enterprise alternate number that is an alias of this directory number.

Field	Description
Enterprise Route Partition	Enter the local route partition to which you want to assign this enterprise alternate number.
+E.164 Add to Local Route Partition	Enter a 't' to add this E.164 alternate number to a local route partition. Enter 'f' to leave the E.164 number off of local routing.
+E.164 Advertise via globally	Enter a 't' to enable ILS to advertise this alternate number to rest of the ILS network. Enter an 'f' if you don't want ILS to advertise this number.
+E.164 Is Urgent	<p>Enter a 't' to classify routing for this alternate number as urgent.</p> <p>By default, if the dial plan contains overlapping route patterns Cisco Unified Communications Manager does not route the call until the interdigit timer expires (even if a possible route exists for the dialed digits). This setting guards against learned numbers that overlap with statically configured directory numbers and number patterns by allowing Cisco Unified Communications Manager to choose the best match of all available routes for the dial string.</p> <p>When you mark the number as urgent priority, Cisco Unified Communications Manager routes the call as soon as it finds a match between the dialed digits and an available route, without waiting for the interdigit timer to expire (for example, the T302 Timer service parameter).</p>
+E.164 Number Mask	Enter the number mask to apply to the directory number. Cisco Unified Communications Manager applies the mask to create an +E.164 alternate number that is an alias of this directory number.
+E.164 Route Partition	Enter the local route partition to which you want to assign this +E.164 alternate number.

Topics Related to User Device Profiles

- [Add User Device Profiles, on page 1](#)
- [Insert User Device Profiles for User Devices](#)
- [User Device Profile Deletions](#)
- [Export User Device Profile Records](#)
- [Add Phone Lines to Existing Phones and UDPs](#)
- [Generate User Device Profile Reports](#)