Cisco Unified Communications Manager Server Setup

Note Note that because menu options and parameters may vary for different Cisco Unified Communications Manager releases, see the Cisco Unified Communications Manager documentation appropriate to your release.

Cisco Unified Communications Manager User and Device Setup

Before you configure Cisco Unified Communications Manager for integration with Microsoft Lync, you need to complete the user and device configuration on Cisco Unified Communications Manager. You need to configure the phone devices, configure the users, and then associate a device with each user.

You also need to associate a line to a device, or for users of the Extension Mobility feature, to a device profile. This association forms a line appearance. When a user is associated to the device or to a device profile, the line appearance is associated to the user.

Task	Menu path
Configure the phone devices, and associate a primary extension with each device	Cisco Unified Communications Manager **Administration** > **Device** > **PhonePhone**
Configure the users, and associate a device with each user	Cisco Unified Communications Manager **Administration** > **User Management** > **End User**
Associate a user with a line appearance	Cisco Unified Communications Manager **Administration** > **Device** > **Phone**

What To Do Next

Related Topics

Line Appearances

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Add Users to a Standard CCM Access Control Group

Before you begin

Make sure you have completed the prerequisite user and device configuration on Cisco Unified Communications Manager.

Procedure

Step 1 Select **Cisco Unified Communications Manager Administration** > **User Management** > **User Settings** > **Access Control Group**.

Step 2 Select **Find**.

Step 3 Select **Standard CCM End Users**.

Step 4 Select **Add End Users to Group**.

Step 5 Select the end user to add to the Standard CCM access control group.

Step 6 Select **Add Selected**.

Step 7 Select **Save**.

What to do next

Related Topics

Cisco Unified Communications Manager User and Device Setup, on page 1

Set Up CTI Gateway Application User

Complete the following procedure to configure an application user for the CTI Gateway.

Procedure

Step 1 Select Cisco Unified Communications Manager **Administration** > **User Management** > **Application User**.

Step 2 Select **Add New**.

Step 3 Enter an application user name in the **User ID** field.

Example:

CtiGW

Step 4   Enter a password for this application user, and confirm the password.

Step 5   Select **Save**.

What to do next

Add Application User to CTI-Enabled Access Control Group

Complete the following procedure to add the application user to a CTI-enabled access control group.

Before you begin

Configure an application user for the CTI Gateway.

Procedure

Step 1   Select **Cisco Unified Communications Manager Administration** > **User Management** > **User Settings** > **Access Control Group**.

Step 2   Select **Find**.

Step 3   Select **Standard CTI Enabled**.

Step 4   Select **Add App Users to Group**.

Step 5   Select the application user that you created for the CTI Gateway.

Step 6   Select **Add Selected**.

Step 7   Select **Save**.

What to do next

Related Topics

Assign CTI Device Control to Application User

Complete the following procedure to assign CTI device control to the application user.

⚠️

Caution   Do not add devices as controlled devices to the application user because the role "Standard CTI Allow Control of All Devices" gives the application user sufficient privileges to control any Cisco Unified Communications Manager device. Adding devices as controlled devices to the application user can negatively impact Cisco Unified Communications Manager performance because Cisco Unified Communications Manager does not support a single user controlling a large number of devices in this manner.

Before you begin

Configure an application user for the CTI gateway.

Procedure

Step 1   Select **Cisco Unified Communications Manager Administration** > **User Management** > **User Settings** > **Access Control Group**.

Step 2   Select **Find**.

Step 3   Select **Standard CTI Allow Control of All Devices**. If you are deploying an RT model of Cisco Unified IP phones, select **Standard CTI Allow Control of Phones supporting Connected Xfer and conf**.

Step 4   Select **Add App Users to Group**.

Step 5   Select the application user that you created for the CTI Gateway.

Step 6   Select **Add Selected**.

Related Topics

Set Up Dial Rules

A dial rule must be set up to strip the + prefix coming from the Lync server. If this is not done, the Cisco Unified Communications Manager will not find the Line URI and the result is a failed call attempt.

📝

Note   You perform the following configuration only if users are provisioned with E.164 numbers. If both users and IP phones are provisioned with E.164 numbers, then there is no need to set up an application dial rule to strip the + prefix.

Procedure

Step 1   Select Cisco Unified Communications Manager **Administration** > **Call Routing** > **Dial Rules** > **Application Dial Rules** > **Add New**.

Step 2   Enter a name and a description for the dial rule.

Step 3   In the **Number Begins With** field, enter +.

Step 4   In the **Number of Digits** field, enter **12** to support the following number format: xxx-xxx-xxxx.

Step 5   In the **Total Digits to be Removed** field, enter **1**.

This will ensure that the + prefix will be stripped because digits are always stripped from left to right.

Step 6   Select **Save**.

What to do next

IM and Presence Service Node Setup