CHAPTER 72

Device Profile Configuration

Use the following topics to configure device profiles:

Device Profile Configuration Settings

In Cisco Unified Communications Manager Administration, use the **Device > Device Settings > Device Profile** menu path to configure device profiles.

A device profile comprises the set of attributes (services and/or features) that associate with a particular device. User device profiles include name, description, phone template, user locale, expansion modules, softkey templates, feature settings, MLPP information, directory numbers, subscribed services, and speed-dial information. You can assign the user device profile to a user, so, when the user logs in to a device, the user device profile that you have assigned to that user loads onto that device as a default login device profile. After a user device profile is loaded onto the phone, the phone picks up the attributes of that device profile.

You can also assign a user device profile to be the default logout device profile for a particular device. When a user logs out of a phone, for instance, the logout device profile loads onto the phone and gives that phone the attributes of the logout device profile. In the Cisco Unified CM Administration windows, you can create, modify, or delete the user device profile. If a user device profile is used as the logout device profile, you cannot delete the user device profile.

Cisco Unified Communications Manager also supports a device profile default. Use the device profile default for whenever a user logs on to a phone model for which no user device profile exists. To create a device profile default for each phone model that supports Cisco Extension Mobility, use the Device Profile Default Configuration window. The maximum number of device profile defaults cannot exceed the number of phone models that support Cisco Extension Mobility. For more information about the device profile default, see the "Default Device Profile Configuration" section on page 71-1.

Tips About Configuring Device Profiles

Make sure that phone button template(s) are already configured before you configure the device profile. See the "Phone Button Template Configuration Settings" section on page 73-1 for more information.

From the Association Info pane, you can configure directory numbers, speed dials, and intercom directory numbers for the device profile. See the "Directory Number Configuration" section on page 43-1, the "Cisco Unified IP Phone Configuration" section on page 67-1, and the "Intercom Directory Number Configuration" section in the *Cisco Unified Communications Manager Features and Services Guide* for the appropriate settings as described in these sections.

If you click **Modify Button Items**, the Reorder Phone Button Configuration window opens. Use this window if you need to manage the phone button template button items. See the "Modifying Phone Button Template Button Items" section on page 67-41 for the appropriate settings for this window.

Note You must log in to a device for changes to a user device profile to take effect.

Additional Configuration

You can use the links in the Related Links drop-down list box at the top, right corner of the Device Profile Configuration window to perform additional configuration that is related to the device profile that you created. Use the following links to configure additional items:

- **Add a New Line Appearance**—To add a new line appearance to a device profile, select this link and click **Go**. The Directory Number Configuration window displays and allows you to configure a new DN that will associate to this device profile. See "Directory Number Configuration Settings" section on page 43-1 for the details of the fields in this window.
- **Add/Update Speed Dials**—To add or update the speed dial settings that are associated with a device profile, select this link and click **Go**. The Speed Dial and Abbreviated Dial Configuration window opens and allows you to configure the speed dial settings that will associate to this device profile. See "Configuring Speed-Dial Buttons or Abbreviated Dialing" section on page 67-36 for configuration details of this window.
- **Add/Update Busy Lamp Field Speed Dials**—To add or update the busy lamp field speed dial settings that are associated with a device profile, select this link and click **Go**. The Busy Lamp Field Speed Dial Configuration window opens and allows you to configure the busy lamp field speed dial settings that will associate to this device profile. See "Configuring BLF/SpeedDial Buttons" in the *Cisco Unified Communications Manager Features and Services Guide* for configuration details of this window.
- **Add/Update Busy Lamp Field Directed Call Park**—To add or update the busy lamp field directed call park settings that are associated with a device profile, select this link and click **Go**. The Busy Lamp Field Directed Call Park Configuration window opens and allows you to configure the busy lamp field/directed call park settings that will associated to this device profile. See "BLF/Directed Call Park Configuration Settings" in the *Cisco Unified Communications Manager Features and Services Guide* for configuration details of this window.
- **Add/Update Service URL Buttons**—To add or update the service URL buttons that are associated with a device profile, select this link and click **Go**. The Configure Service URL Buttons window opens and allows you to configure the service URL buttons that will associate to this device profile. See the "Configuring Service URL Buttons" section on page 67-39 for configuration details of this window.
- **Subscribe/Unsubscribe Services**—To subscribe or unsubscribe IP phone services that are associated with a device profile, select this link and click **Go**. The Subscribed Cisco IP Phone Services window opens and allows you to subscribe or unsubscribe to Cisco IP Phone services that will associate to this device profile. See the "Configuring IP Phone Services" section on page 67-37 for configuration details of this window.

Tips About Deleting Device Profiles

You cannot delete a device profile if it is assigned to devices. To find out which devices are using the device profile, choose **Dependency Records** link from the Related Links drop-down list box in the Device Profile Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency

records, see the "Accessing Dependency Records" section on page A-2. If you try to delete a device profile that is in use, Cisco Unified Communications Manager displays message. Before deleting a device profile that is currently in use, you must perform either or both of the following tasks:

- Assign a different device profile to any devices that are using the device profile that you want to delete.
- Delete the devices that are using the device profile that you want to delete.

Note If a user device profile is configured as a default logout device profile, you cannot delete it. If you want to delete a logout device profile, you must change it from a logout device profile and configure another device profile as the logout device profile for that phone. After the user device profile is no longer a logout device profile, you can delete it.

Using the GUI

For instructions on how to use the Cisco Unified Communications Manager Administration Graphical User Interface (GUI) to find, delete, configure, or copy records, see the "Navigating the Cisco Unified Communications Manager Administration Application" section on page 1-13 and its subsections, which explain how to use the GUI and detail the functions of the buttons and icons.

Configuration Settings Table

Table 72-1 describes the available settings in the Device Profile Configuration window. For more information about related procedures, see the "Related Topics" section on page 72-8.

Table 72-1 Device Profile Configuration Settings

Field	Description
User Device Profile Information	
Product Type	This field displays the product type to which this device profile applies.
Device Protocol	This field displays the device protocol to which this device profile applies.
Device Profile Name	Enter a unique name. This name can comprise up to 50 characters in length.
Description	Enter a description of the device profile. For text, use anything that describes this particular user device profile.
User Hold MOH Audio Source	To specify the audio source that plays when a user initiates a hold action, choose an audio source from the User Hold MOH Audio Source drop-down list box. If you do not choose an audio source, Cisco Unified Communications Manager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID. **Note** You define audio sources in the Music On Hold Audio Source Configuration window. For access, choose **Media Resources > Music On Hold Audio Source**.

Table 72-1 Device Profile Configuration Settings (continued)

Field	Description
User Locale	From the drop-down list box, choose the locale that is associated with the phone user interface. The user locale identifies a set of detailed information, including language and font, to support users. Cisco Unified Communications Manager makes this field available only for phone models that support localization. **Note** If no user locale is specified, Cisco Unified Communications Manager uses the user locale that is associated with the device pool. **Note** If the users require information to display (on the phone) in any language other than English, verify that the locale installer is installed before configuring user locale. See the Cisco Unified Communications Manager Locale Installer documentation.
Phone Button Template	From the Phone Button Template drop-down list, choose a phone button template. **Tip** If you want to configure BLF/SpeedDials for the profile for presence monitoring, choose a phone button template that you configured for BLF/SpeedDials. After you save the configuration, the Add a New BLF SD link displays in the Association Information pane. For more information on BLF/SpeedDials, see "Presence" in the *Cisco Unified Communications Manager Features and Services Guide*.
Softkey Template	From the Softkey Template drop-down list box, choose the softkey template from the list that displays.
Privacy	From the Privacy drop-down list box, choose **On** for each phone on which you want privacy. For more information, see "Barge and Privacy" in the *Cisco Unified Communications Manager Features and Services Guide*.
Single Button Barge	From the drop-down list box, choose from the following options: • **Off**—This device does not allow users to use the Single Button Barge/cBarge feature. • **Barge**—Choosing this option allows users to press the Single Button Barge shared-line button on the phone to barge into a call using Barge. • **Default**—This device inherits the Single Button Barge/cBarge setting from the service parameter and device pool settings. **Note** If the server parameter and device pool settings are different, the device will inherit the setting from the service parameter setting. For more information, see "Barge and Privacy" in the *Cisco Unified Communications Manager Features and Services Guide*.

Table 72-1 Device Profile Configuration Settings (continued)

Field	Description
Join Across Lines	From the drop-down list box, choose from the following options: • **Off**—This device does not allow users to use the Join Across Lines feature. • **On**—This device allows users to join calls across multiple lines. • **Default**—This device inherits the Join Across Lines setting from the service parameter and device pool settings. **Note** If the server parameter and device pool settings are different, the device will inherit the setting from the service parameter setting. For more information, see "Understanding Directory Numbers" in the *Cisco Unified Communications Manager System Guide*.
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.
Always Use Prime Line for Voice Message	From the drop-down list box, choose one of the following options: • **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.

Table 72-1 Device Profile Configuration Settings (continued)

Field	Description
Ignore Presentation Indicators (internal calls only)	To configure call display restrictions and ignore any presentation restriction that is received for internal calls, check the "Ignore Presentation Indicators (internal calls only)" check box. **Tip** 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. For more information about call display restrictions, see the Call Display Restrictions chapter in the *Cisco Unified Communications Manager Features and Services Guide*.
Do Not Disturb	Check this check box to enable Do Not Disturb.
DND Option	When you enable DND on the phone, this parameter allows you to specify how the DND feature handles incoming calls: • **Call Reject**—This option specifies that no incoming call information gets presented to the user. Depending on how you configure the DND Incoming Call Alert parameter, the phone may play a beep or display a flash notification of the call. • **Ringer Off**—This option turns off the ringer, but incoming call information gets presented to the device, so that the user can accept the call. • **Use Common Phone Profile Setting**—This option specifies that the DND Option setting from the Common Phone Profile window will get used for this device. **Note** For 7940/7960 phones that are running SCCP, you can only choose the Ringer Off option. For mobile devices and dual-mode phones, you can only choose the Call Reject option. When you activate DND Call Reject on a mobile device or dual-mode phone, no call information gets presented to the device.
DND Incoming Call Alert	When you enable the DND Ringer Off or Call Reject option, this parameter specifies how a call displays on a phone. 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 will get 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 phone to play a beep tone only. • **Flash Only**—For an incoming call, this option causes the phone to display a flash alert.

Table 72-1 Device Profile Configuration Settings (continued)

Field	Description
Extension Mobility Cross Cluster CSS	From the drop-down list box, choose an existing Calling Search Space (CSS) to use for this device profile for the Extension Mobility Cross Cluster feature. (To configure a new CSS or modify an existing CSS, choose **Call Routing > Class of Control > Calling Search Space** in Cisco Unified Communications Manager Administration.) Default value specifies *None*. The home administrator specifies this CSS, which gets used as the device CSS that gets assigned to the phone when the user logs in to this remote phone. For more information, see the "EMCC Call Routing" section in the "Cisco Extension Mobility Cross Cluster" chapter of the *Cisco Unified Communications Manager Features and Services Guide*.
Expansion Module Information	
Module 1	You can configure one or two expansion modules for this device profile by choosing phone templates from the expansion module drop-down lists in the expansion module fields. **Note** You can view a phone button list at any time by choosing the View button list link next to the phone button template fields. A separate dialog box pops up and displays the phone buttons for that particular expansion module. Choose the appropriate expansion module or *None*.
Module 2	Choose the appropriate expansion module or *None*.
Multilevel Precedence and Preemption	
MLPP Domain	If this user device profile will be used for MLPP precedence calls, choose the MLLP Domain from the drop-down list box. **Note** You define MLPP domains in the MLPP Domain Configuration window. For access, choose **System > MLPP Domain**.
MLPP Indication	If this user device profile will be used for MLPP precedence calls, assign an MLPP Indication setting to the device profile. This setting specifies whether a device that can play precedence tones will use the capability when it places an MLPP precedence call. From the drop-down list box, choose a setting to assign to this device profile from the following options: • **Default**—This device profile inherits its MLPP indication setting from the device pool of the associated device. • **Off**—This device does not handle nor process indication of an MLPP precedence call. • **On**—This device profile does handle and process indication of an MLPP precedence call. **Note** Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off* or *Default* (when default is *Off*) while MLPP Preemption is set to *Forceful*.

Table 72-1 Device Profile Configuration Settings (continued)

Field	Description
MLPP Preemption	If this user device profile will be used for MLPP precedence calls, assign an MLPP Preemption setting to the device profile. This setting specifies whether a device that can preempt calls in progress will use the capability when it places an MLPP precedence call. From the drop-down list box, choose a setting to assign to this device profile from the following options: • **Default**—This device profile inherits its MLPP preemption setting from the device pool of the associated device. • **Disabled**—This device does not allow preemption of lower precedence calls to take place when necessary for completion of higher precedence calls. • **Forceful**—This device allows preemption of lower precedence calls to take place when necessary for completion of higher precedence calls. **Note** Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off* or *Default* (when default is *Off*) while MLPP Preemption is set to *Forceful*.
Logged Out (Default) Profile Information	
Login User Id	From the Login User ID drop-down list box, choose a valid login user ID. **Note** If the 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.

Additional Information

See the "Related Topics" section on page 72-8.

Related Topics

- Device Profile Configuration Settings, page 72-1

Directory Numbers, Join Across Lines, Single Button Barge, Presence, Directed Call Park, Phone Configuration, Cisco Extension Mobility Cross Cluster

- Directory Number Configuration Settings, page 43-1
- Understanding Directory Numbers, *Cisco Unified Communications Manager System Guide*
- Barge and Privacy, *Cisco Unified Communications Manager Features and Services Guide*
- Presence, *Cisco Unified Communications Manager Features and Services Guide*
- Call Park and Directed Call Park, *Cisco Unified Communications Manager Features and Services Guide*
- Cisco Unified IP Phone Configuration, page 67-1
- Cisco Extension Mobility Cross Cluster, *Cisco Unified Communications Manager Features and Services Guide*