Subscriber Management

Add Subscribers

Use this procedure as a high level workflow to add one or more subscribers in Cisco Unified Communications Domain Manager.

Note If **Enable CSS filtering** is enabled at the customer dial plan, then for all calling search space fields in this procedure, the list of available calling search spaces includes only those that are marked as a Class of Service under **Dial Plan Management** > **Site** > **Class of Service** at the particular site. If another CSS is required, you can add custom CSSs in a CSS field if you know the exact syntax.

If **Enable CSS filtering** is not enabled, then the list of available calling search spaces includes *all* CSSs that are configured on the Cisco Unified Communications Manager.

Procedure

Step 1 Log in as a customer or site level administrator. If you are logged on as the customer administrator for a specific site you can see all the fields described in this procedure. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2 Select a site from the hierarchy breadcrumb.

Step 3 Go to **Subscriber Management** > **Subscribers**.

Step 4 Click **Add**.

Step 5 On the **User** tab, complete fields to add a Cisco Unified Communications Manager user and a Cisco Unified Communications Domain Manager user. Consider the following when adding a user:

- Use only alphanumeric characters.

- The options available in the Service Profile dropdown menu are those that were imported from Cisco Unified Communications Manager.

- If an existing phone is to be associated with a user, select the device from the Associated Devices group.

- After an existing phone is associated to the user in the Associated Devices group Device dropdown menu, click **Save**. The subscriber is updated so that the **Phones** tab is populated with the information of the new phone associated with the user.

- If the added user is configured as an LDAP user, the Password and Repeat Password fields are hidden. The Enable Mobility checkbox is auto-enabled if any of the following are included or added: a remote destination phone, mobile identity for a phone, or remote destination profile (RDP).

- Select a BLF Presence Group for the end user from the pulldown. The selected group specifies the destinations that the end user can monitor and is configured in Cisco Unified Administration. BLF Presence Group authorization works with BLF Presence Groups to allow or block presence requests between groups. The Busy Lamp Field default is set according to the selected number and specifies the Standard Presence Group that is configured with installation. For more information, see the *Cisco Unified Communications Manager Features and Services Guide*.

Step 6 On the **Phones** tab, complete fields to add a new phone. Consider the following when adding a phone:

- Modify the values for the following fields if desired: Product Type, Device Protocol, Phone Button Template, and Device Security Profile. The possible value options for these fields change depending on which associated field is selected. For example, when you enter the Phone Name with the Product Type prefix and the MAC address, 79XX-type phones have the Phone Name "SEP" prefixed, while ATA-type phones have "ATA" prefixed to the MAC address. Fields are validated and tooltips are available to assist you to select Product Type.

- Modify phone specific settings such as DND Option dropdown menu, Do Not Disturb checkbox, and Hot Line Device. The phone settings that are available differ depending on the Product (phone) type selected, the protocol (for example SIP or SCCP), and the Field Display Policy (FDP) applied by the administrator. You can select a Mobile User ID Name from the dropdown list when a Dual Mode Phone for Android or iPhones is selected. This associates the selected user to the Mobile Identity feature on this phone and must match the Userid added on the **User** tab.

- The advanced settings fields are updated automatically for the phone based on the phone type. The phone is automatically associated to the user and is then displayed as an associated device when you view the subscriber after adding it. If a phone that has been associated with a user is also associated with another user, the Owner User ID defaults to the first user.

- In the Lines section of the tab, complete line assignments. Note that when you select a Route Partition Name, the available Pattern options are filtered according to the selected partition. However, you can add a custom pattern by typing it into the Pattern field. The associated Enduser field identifies the user for Presence, but you can add a new User ID. Cisco Unified Communications Domain Manager adds the user first and then adds the User ID.

- In the Speeddial section, add speed dial information. Available speed dials depend on the Phone Button Template.

- In the Blf Directed Call Park section, specify Busy Lamp Field Directed Call Park values. Values depend on a valid Directed Call Park on Cisco Unified Communications Manager.

- In the Add On Module section, specify Add On Modules if desired. The Add On Modules Load Name can be any value, but the Model has to be supported by the phone.

- In the Service section, add services that are valid IP services for Phones. To add a service to the device, a number must be added as the Uri Button index. If you do not add a number, only the service is added.

- Use the Mobile Identity form to configure mobile identity details when you select a Dual Mode Phone. Fields include: Name, Dual Mode Device Name (automatically populated from the Device Name field), and Mobility Profile Name (chosen from a dropdown list). The Destination field is a mandatory field and determines the destination number that is dialed when a call is made to the dual mode phone.

- Use the Remote Destination Phone form to configure your remote destinations when a Dual Mode Phone is selected. Remote destinations represent the mobile (or other) phones that are able to accept transfer from the desktop phone and can be used to initiate calls. Set the Pattern for the Line Association to the Route Partition name. If you enter more than one Pattern and the new Pattern is not on the system, enter the Route Partition Name manually.

- Use the Vendor Config section of the tab to view and edit the configuration settings for each device. The available configuration settings depend on the each Product type selected. Modify settings as required.

Step 7 On the **Extension Mobility** tab, complete fields to configure Extension Mobility for the end user. Consider the following:

- Only one Device Profile can be added for extension mobility.

- As with the **Phones** tab, Product Type, Device Protocol and Phone Button Template fields change, depending on the selection of an associated field.

- The fields on this tab behave in the same way that they do on the Phones tab, with the exception of Remote Destination information, which is not available on Device Profiles.

• Ensure that you associate the Extension Mobility Device Profile and target phone for login with the Extension Mobility service.

Step 8   On the **Single Number Reach** tab, note that you cannot add more than one Remote Destination Profile for Single Number Reach. However, you can add more than one Remote Destination Rdp.

Step 9   On the **Voicemail** tab, configure voice mail service for the end user if a valid Cisco Unity Connection server is available. Consider the following when configuring voice mail:

• You can leave the PIN and Password empty, in which case the default credential policy on the Cisco Unity Connection is used.

• If a user is prompted from ImportUsers to an LDAP Cisco Unity Connection user, the Password field is visible but should not be ignored. This is because there is no way to know that the user being added is an LDAP-synced user.

• The Voicemail Line dropdown list shows available lines but you can also add values manually. The Cisco Unity Connection server uses this line as a caller ID, so you should set it to the user's default line.

Step 10   On the **WebEx** tab, add details if a valid server is available. The mandatory fields on this tab are populated with the values entered on the **User** tab. Note however, that any updates on the **User** tab do not update these values; values are populated only during the Add workflow.

Step 11   When you are finished adding information for the subscriber, click **Save**.

Step 12   Repeat steps 4 to 11 to add another subscriber.

Modify Subscribers

Use this procedure to modify settings for one or more subscribers.

Procedure

Step 1   Log in as a customer or site level administrator. If you are logged on as the customer administrator for a specific site you can see all the fields described in this procedure. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2   Select a site from the hierarchy breadcrumb.

Step 3   Go to **Subscriber Management** > **Subscribers**.

Step 4   Choose the subscriber to be updated by clicking on its box in the leftmost column, then click **Edit**.

Step 5   Modify subscriber information as required, using the workflow described in Add Subscribers, on page 1.
Note   If more than one Phone is added, you can use the pop-up form that is available when modifying the Subscriber on the Phones tab. Alternatively, for one-to-many or zero-to-many item instances such as a Phone, it can be deleted.

Step 6   Click **Save**.

Delete Subscribers

Use this procedure to delete one or more subscribers.

Procedure

Step 1   Log in as a customer or site level administrator. If you are logged on as the customer administrator for a specific site you can see all the fields described in this procedure. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2   Select a site from the hierarchy breadcrumb.

Step 3   Go to **Subscriber Management** > **Subscribers**.

Step 4   Choose the subscriber to be deleted by clicking on its box in the leftmost column, then click **Delete**.

Step 5   From the popup window, click **Yes** to confirm the deletion.

> **Note**   For scenarios that include an LDAP-integrated Cisco Unified Communications Manager, the process for deleting a user is from the LDAP directory and not from the Cisco Unified communications Domain Manager system. Set up a data sync to synchronize the removal of the user.

When the delete action is complete, the Subscriber disappears from the list. All elements associated with the Subscriber are deleted, *except* Lines.

Configure Lines

Use this procedure as a high level workflow to configure one or more lines (directory numbers) in Cisco Unified Communications Domain Manager. Note that if the Number Inventory feature has been enabled by the administrator, lines are not added; rather, lines are selected from a dropdown list of available numbers.

> **Note**   The Lines interface in Cisco Unified Communications Domain Manager provides an easy method to add, modify, or delete individual lines and associated line settings to, or from the system. For inbound calls to work from PSTN, make sure that the line has the correct E.164 alternate number configured.

Procedure

Step 1   Log in as a provider, customer, or site level administrator. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2   Select a site from the hierarchy breadcrumb.

Step 3   Go to **Subscriber Management** > **Lines**.

Step 4   Click **Add**.

Step 5   Configure the line and its associated line settings using the following tabs. For more information on the values to fill in for the various line parameters such as partitions and CSS, refer to the *Cisco Hosted Collaboration Solution, Release 10.6(1) Dial Plan Management Guide for Cisco Unified Communications Domain Manager, Release 10.6(1)*.

Note If **Enable CSS filtering** is enabled at the customer dial plan, then for all calling search space fields in this procedure, the list of available calling search spaces includes only those that are marked as a Class of Service under **Dial Plan Management** > **Site** > **Class of Service** at the particular site. If another CSS is required, you can add custom CSSs in a CSS field if you know the exact syntax.

If **Enable CSS filtering** is not enabled, then the list of available calling search spaces includes *all* CSSs that are configured on the Cisco Unified Communications Manager.

Tab	Description
Directory Number Basic Information	Includes a directory number (mandatory), a route partition, calling search space, call pickup group (to which the line belongs), and other basic settings. The Directory Number field is either a dropdown list or a free text field, or a dropdown containing only the available directory numbers(depending on whether the Number Inventory feature is enabled or disabled). Only the actual Directory Number is mandatory.
Directory Number Advanced Information	Includes various profiles, groups, and advanced settings for the line; for example, voice mail profiles. It also includes enterprise and E.164 alternate number information, as well as URIs.
Shared Device Info	Shows any phones, device profiles, or remote destination profiles that have been associated with the particular line.
Line Settings for all Devices	Includes fields such as hold reversion ring duration, hold reversion notification interval, party entrance tone (selected from a dropdown list).
AAR Settings	Automated alternate routing (AAR) handles the calls that are routed to the AAR Destination Mask or Voice Mail.
Park Monitoring	Includes text fields such as park monitoring forward no retrieve destination external or internal voice mail enabled check boxes, park monitoring forward no retrieve destination external, external calling search space, internal, internal calling search space, and park monitoring reversion timer text fields. **Note** If **Enable CSS filtering** is enabled at the customer dial plan, then for all calling search space fields in this procedure, the list of available calling search spaces includes only those that are marked as a Class of Service under **Dial Plan Management** > **Site** > **Class of Service** at the particular site. If **Enable CSS filtering** is not enabled, then the list of available calling search spaces includes *all* CSSs that are configured on the Cisco Unified Communications Manager.
Call Forwarded Information	Includes call forward all settings, call forward busy external and internal settings, call forward no answer external and internal settings, and so on.

Step 6 When you are finished adding line information, click **Save**.

All additions or changes to Lines and line settings in the system are also reflected in the Cisco Unified Communications Manager. After configuring a line, the transaction menu item (**Administration Tools** > **Transaction**) can be used to verify the configuration.

Step 7 To modify existing line and line setting details, change the settings or add new line settings using the process described in Steps 1 to 6. For example, you can add additional directory URIs and directory URI partitions. Manual configuration must first be done on the Cisco Unified Communications Manager before URs will function. Note that not all line settings are configured using **Subscriber Management** > **Lines**. Device specific settings such as caller ID display, line label, E.164 mask, and associated user are configured with the Phones and Subscriber menu items.

Delete Lines

Use this procedure to delete one or more lines, or line settings.

Procedure

Step 1 Log in as a customer or site level administrator. If you are logged on as the customer administrator for a specific site you can see all the fields described in this procedure. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2 Select a site from the hierarchy breadcrumb.

Step 3 Go to **Subscriber Management** > **Lines**.

Step 4 Choose one of the following methods to delete lines or line settings:

- Choose an individual line to be deleted by clicking on its box in the leftmost column, then click **Delete**. From the popup window, click **Yes** to confirm the deleted line.

- Delete multiple lines at once by checking the relevant check boxes, then clicking **Delete**. From the popup window click **Yes** to confirm the deleted lines.

- Remove line settings from a line as required by removing them from the relevant tab of a selected line. Click **Save**.

When the delete action is complete, the line disappears from the list.

Add Agent Line (Phone)

Procedure

Step 1 Navigate to **Subscriber Management** > **Agent Lines**.

Step 2 On the **Agent Lines** page, click the **Add** icon to add a new agent line

Step 3 Do the following:

Field	Description
Device Type	Select device type: Phone
Device Name	Select the name of the Cisco Unified Communications Manager Phone. This is a mandatory field.
Line	Select the line to be marked as an agent line. This is a mandatory field.
Application User	Select the application user to be associated with the Phone. This is a mandatory field.
Agent Line Prefix	CC_Line. This is read only.

Step 4 Click the **Create** icon to add the agent line.

Configure Phones

Use this procedure as a high level workflow to configure one or more phones and associated settings. Note that if the Number Inventory feature has been enabled, phone lines are not added; rather, phones are selected from a dropdown list of available numbers.

The Phones menu screen is an integrated display to add, modify, or delete the following on the Cisco Unified Communications Manager device:

- A Line. If the line does not exist, it is created.

- Devices and device details related to the user

- The association of a line with the user's device

- For a Dual Mode Phone, if a mobile identity is provisioned, it is added to the phone. Additional remote destinations can be added if desired.

- The User is updated. Note that for a Dual Mode Phone, the Mobility User ID Name must be set.

When adding a device for a subscriber, ensure that the following properties of the selected device are related correctly:

- Product

- Protocol

- Security Profile Name

- Phone Template Name. If a new phone is added to Cisco Unified Communications Manager using COP files, the phone and associated template are only available in Cisco Unified Communications Domain Manager after it has been synced with Cisco Unified Communications Manager.

Before You Begin

To ensure that the Add Phones workflows execute successfully, create and configure the following items first on Cisco Unified Communications Manager and then import them into the Cisco Unified Communications Domain Manager:

- Softkey templates and phone button templates

- Service parameters and enterprise parameters that must be set for a subscriber service

- Custom SIP profiles

- Service profiles for Jabber

- Phone services

During the end-to-end creation of providers, customers, and sites, default values are created (for example, Site ID), and if the dial plan for the site specifies Device Pool, CSS, and Partition names, these are available for selection. To identify these site-related values, refer to the naming conventions used in the "Modify Site Defaults" procedure in this guide.

Certain default values for phones are populated by the Site Defaults Menu item which can be viewed and edited (depending on your login level). Go to **Site Management** > **Defaults** and click on the required site name in the list view. For phone parameter information, fields can be found in the **General Defaults** and **Device Defaults** tabs. Refer to the "Modify Site Defaults" procedure in this guide for additional information regarding the values to fill in for phone parameters such as partitions and CSSs.

Note   If **Enable CSS filtering** is enabled at the customer dial plan, then for all calling search space fields in this procedure, the list of available calling search spaces includes only those that are marked as a Class of Service under **Dial Plan Management** > **Site** > **Class of Service** at the particular site. If another CSS is required, you can add custom CSSs in a CSS field if you know the exact syntax.

If **Enable CSS filtering** is not enabled, then the list of available calling search spaces includes *all* CSSs that are configured on the Cisco Unified Communications Manager.

Procedure

Step 1   Log in as a provider, customer, or site level administrator. If you are logged in as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2   Select a site from the hierarchy breadcrumb.

Step 3   Go to **Subscriber Management** > **Phones**.

Step 4   Click **Add**.

Step 5   Configure the phone and its associated settings using the following tabs.

Tab	Description
Basic Information	Default values for Protocol and Phone Template name fields are updated automatically based on the selected product type.

Tab	Description
Advanced Information	The Vendor Config area displays the configurable vendor features available for the selected phone type. Configure each field as required. Note that the fields displayed are different, depending on the selected product (device type), as well as the device protocol; for example, SIP or SCCP. The availability of the Vendor Config settings depends on the Field Display Policy.
Lines	This tab serves two purposes: 1 to show all the lines that are associated with the device 2 to associate lines with the device. The Lines sections reflect the Lines object in Cisco Unified Communications Manager. You can add lines to this group and associate lines with the device. You can add custom lines by entering a line instead of selecting an existing line from the dropdown list (depending on the status of the Number Inventory feature).
Speed Dials	Allows you to configure speed dials for the device. Available speed dials depend on the device's Phone Button Template. The order in which Speed Dial entries are added matches the slots that are available in Cisco Unified Communications Manager.
Services	Used to set IP Phone services.
Busy Lamp Fields	Allows you to configure busy lamps for the device. Available busy lamp fields depend on the device's Phone Button Template.
Blf Directed Call Parks	Allows you to configure Busy Lamp field directed call parks for the device. Available BLF directed call parks depend on the device's Phone Button Template. BLF directed call parks must first be created in **Call Routing** > **Directed Call Parks** on the Cisco Unified Communications Manager before they can be configured for a device from this tab. The available BLF directed call parks match those created for each specific Route Partition Name.
Dual Mode Settings	Only applies to Dual Mode phones, and allows you to enter the relevant Mobile Identity and Remote Destination parameters for the Dual Mode phone. These include: Name, Destination, Dual Mode Device Name of the Phone, Answer Too Soon and Too Late Timers, and so on.

Step 6 When you are finished adding phones and phone settings, click **Save**.

Step 7 To modify existing phone and phone settings, change the settings or add new phone settings using the process described in Steps 1 to 6. When you modify a phone, the following workflow is executed (depending on what was modified):

- When adding a line, a check is made to see if it exists. If the line does not exist, it is created.

- The Phone and User Remote Destination are updated.

Delete Phones

Use this procedure to delete one or more phones, or phone settings. When phones are deleted, the following occurs:

- The Remote Destination is removed first, so that the Cisco Unified Communications Domain Manager cache remains in sync with the Cisco Unified Communications Manager.

- The Phone is deleted.

> **Note** Lines are not affected.

Procedure

Step 1 Log in as a customer or site level administrator. If you are logged on as the customer administrator for a specific site, you can see all the fields described in this procedure. If you are logged on as the site administrator, you can see a subset of the fields that are available on the interface.

Step 2 Select a site from the hierarchy breadcrumb.

Step 3 Go to **Subscriber Management** > **Phones**.

Step 4 Choose one of the following methods to delete phones or phone settings:

- Choose an individual phone to be deleted by clicking on its box in the far left column, then click **Delete**. From the popup window, click **Yes** to confirm the deleted phone.

- Delete multiple phones at once by checking the relevant check boxes, then clicking **Delete**. From the popup window, click **Yes** to confirm the deleted phones.

- Remove phone settings as required by removing them from the relevant tab of a selected phone. Click **Save**.

When the delete action is complete, the phone disappears from the list.

Quick Add Subscriber

The purpose of the Quick Add Subscriber interface is to provide a single input form to add users on Unified Communications Manager as well as selected Voicemail and WebEx accounts, and to provide them with services such as SNR, Extension Mobility, and Jabber Device (Mobile Identity).

The Quick Add Group, which is a conglomeration of individual templates that configure each of the subscriber features, is required.

The interface also makes it possible to add lines for the Unified CM user.

> **Note** In order to add subscribers using Quick Add Subscriber, a default user template "voicemailtemplate" must already exist on the Unified CM. It is possible, as a part of Dial Plan management, to change this default by editing the Default CUC User Template value in the Site Defaults reference.

In order for self-provisioned phones to show as associated with a Subscriber, administrators should carry out a Cisco Unified Communications Manager Data Sync after setting up a self-provisioned phone.

Any modification of the added subscriber and associated services are done from the respective service menu item.

Configuration

In order to create or provision any users, enable them with services or associate them with devices, certain configurations must be done on the system.

Server Configurations

The following servers need to be configured in Cisco Unified Communications Domain Manager:

1 Cisco Unified Communications Manager Server - Adding a Cisco Unified Communications Manager server is a required configuration. It is required to :

   1 Sync manually provisioned users or LDAP Integrated users in Cisco Unified Communications Manager to Cisco Unified Communications Domain Manager.

   2 Sync any of these users existing associated Phones, Directory Numbers, Extension Mobility Profiles in Cisco Unified Communications Manager to Cisco Unified Communications Domain Manager.

   3 Create Subscribers (push users to Cisco Unified Communications Manager)

   4 Push user's associated Phones, Directory Numbers, Extension Mobility Profiles, etc to Cisco Unified Communications Manager if any exist.

2 LDAP Server - in order to provision LDAP Synced users in Cisco Unified Communications Domain Manager , an LDAP Server will be required. Otherwise it will be an optional step.

3 Cisco Unity Connection Server - A Cisco Unity Connection Server is required only to add any Cisco Unity Connection voicemail users that are configured in Cisco Unified Communications Domain Manager.

DialPlan Deployment

A DialPlan needs to be configured at both the Customer and Site hierarchies where the users will be provisioned.

Voicemail Service

A Voicemail Service has to be deployed with a pilot number created and associated to a site under **Services > Voicemail** in Cisco Unified Communications Domain Manager in order to create a "Default CUC Subscriber Template" under **Site Defaults > CUC Defaults**. This template is required for creating any CUC Voicemail users.

Webex Service

The WebxEx Server needs to be configured in Cisco Unified Communications Domain Manager to be able to deploy any Webex users provisioned through QAS. A password for the Webex users needs to be defined in **Site Defaults**.

Quick Add Subscriber Conditions

In order to create users using Quick Add Subscriber, certain conditions must be followed:

1 From the **Quick Add Subscriber Group** menu, create a custom group or continue using the default group.

2 Existing Users can be provisioned in Cisco Unified Communications Manager through Quick Add Subscriber only if they exist at the Site level.

3 LDAP synced or LDAP Integrated at Cisco Unified Communications Manager user fields are always read only and cannot be edited.

4 A Line can be associated to Multiple phones.

5 A Phone can be associated to multiple lines.

6 Since multiple voice accounts can be created for a user the voice checkbox is always visible on the gui.

7 There can only be one extension mobility profile per user.

  • The Extension Mobility checkbox will not be visible once an EM Profile is created.

8 There can only be one Webex account per user.

9 Multiple Jabber Devices can be associated to a user. They don't have any line associations.

10 There can only be one self service id per user. This is set from the **Self Service ID** checkbox and can always be updated by assigning a new line from QAS in Cisco Unified Communications Domain Manager.

11 DN is created in Cisco Unity Call Manager in two ways :

  • By creating a voicemail line in QAS.

  • By creating just a Line in QAS.

Whenever a voicemail or voicemail line is created using Quick Add Subscriber, the DN "used" field is set to true under **Subscriber Management > Directory Number Inventory**.

12 DN created without any device associations (voicemail line) is tagged under **Subscriber Management> Lines** as "DN created without device from QAS".

Workflows

Workflow for Creating Configuration Templates

Procedure

Step 1 Login as HcsAdmin or Provider Admin.

Step 2 Go to **Role Management > Configuration Templates**.

Step 3 Open a configuration template from the existing ones whose properties are to be cloned for the custom one. Select **Action > Clone** on the top right of the screen.

Step 4 Edit the cloned template fields before saving as per the requirement.
Note: Certain dropdown fields only populate choices depending on specific conditions. Please refer to CSCur61890 release notes.

Example: To create a template for the Cisco 6941 SCCP Phone:

a) Set into the hierarchy where the Cisco Unified Communications Manager to be used exists. This step is required if the dropdown fields have to populate values because some of the values are derived from the actual device model through API.

b) Clone the "Default CUCM Phone Template". Do not save yet.

c) Change the template name and description.

d) Select "SCCP" from the **Protocol** field dropdown.

e) Select "Standard 6941 SCCP" from the **Phone Template Name** field dropdown.

f) Select the "Cisco 6941 - Standard SCCP Non-Secure Profile" from the **Security Profile Name** field dropdown.

g) Select the "Cisco 6941" from the **Product** field dropdown.

h) Select the "Standard Presence Group" from the **Presence Group Name** field dropdown.

i) The rest of other fields can use the default cloned values.

Note: The above step values can also be manually inputted instead of selecting from dropdowns if the values are known to the admin.

Step 5 Click on Save.
The template would get created at the hierarchy level you used.

Workflow for creating Quick Add Subscriber Groups

Procedure

Step 1 Log in as an Admin (Provider, Reseller, Customer or Site).

Step 2 Go to **Subscriber Management > Quick Add Subscriber Groups**.

Step 3 Click on **Add**.

Step 4 Enter the Group Name. This is a required field.

Step 5 Select the appropriate template from the dropdowns for the template field you choose to use.
Example To create back office QAS users with phone type 6911 using SCCP protocol (voice account):

  a) Select the "Backoffice Phone 6911 SCCP" template from the dropdown in the GUI for the **Default CUCM Phone Template** field.

  b) Select the "Default CUCM Line Template" for the **Default CUCM Line Template** field in order to associate a line with the phone.

  c) Custom configuration templates described above can also be used to assign to a **Quick Add Subscriber Group**.
Note : The custom configuration template has to be at the same hierarchy the group is at.

Step 6 Click on **Save**.

Workflow for Creating Subscribers

Existing Users

Existing Users already exist at the Site level under **User Management > Users** but are not yet pushed to the Cisco Unified Communications Manager.

1 Create a custom Quick Add Group or use the default Quick Add Group

2 Go to **Subscriber Management > Quick Add Subscribers**.

3 Select the user from the "Username" drop down.

4 The user data fields like First Name, Last Name are populated with values that exist for that user under **User Management > Users** .

5 Select the Quick Add Group to be assigned to the user

    • It is defaulted to **"default"** value.

6 Edit the user fields if required. Provision new services to the user if required as described in the workflow below.

7 Click **Save**.

New Users

These users do not yet exist in Cisco Unified Communications Domain Manager and Cisco Unified Communications Manager.

1   Go to **Subscriber Management > Quick Add Subscribers**.

2   Input the username in the "Username" drop down.

3   Input the mandatory Last Name field.

   • FirstName is optional but required for configuring a Webex account.

4   Select the Quick Add Group to be assigned to the user.

   • It defaults to the "default" value.

5   Provision new services to the user if required as described in the workflow below.

6   Click **Save**.

Workflow for Updating Subscribers

These are the users that already exist under **User Management > Users** and also in Cisco Unified Communications Manager.

Procedure

Step 1   Go to **Subscriber Management > Quick Add Subscribers**.

Step 2   Select the subscriber to be updated from the **Username** drop down.

Step 3   The user data fields like First Name, Last Name are populated with values that exist for that user under **User Management > Users** .Any associated devices or subscribed services for the user will show up under the **Existing Services** tab.

Step 4   Select the **Quick Add Group** to be assigned to the user.
It is defaulted to **default** value.

Step 5   Edit the user fields if required. Provision new services to the user if required described in the workflow below. The Quick Add Subscriber conditions described earlier will be complied while provisioning any existing services.

Step 6   Click **Save**.

Workflow for Provisioning Services to Users

Voice

1   Go to **Subscriber Management > Quick Add Subscribers**.

   • Select the user from the **Username** drop down.

2   Create a "Voice" device for the User.

   • Select the **Voice** check box.

   • The **Lines** and **Phones** fields are highlighted in red.

- Click on + in the Lines field.

- The **Directory Number** drop down field is displayed.

- Select a Line from the drop down.

  - The Line must have be a Directory Number under **Subscriber Management > Directory Number Inventory**.

- Click on + in the Phones field.

- The **Phone Name** field is displayed.

- Input a valid Phone Name in the **Phone** field. eg: SEP000000005001

  - Multiple Phone Devices can be added using +.

- Click **Save**.

3 Verify the voice device got associated to the Subscriber.

- Go to **Subscriber Management > Quick Add Subscribers**.

  - Select the above user from the **Username** drop down.

- Select the Existing Services Tab.

- The **Phones** field will display all the Phone devices information along with their line associations.

Extension Mobility

1 Go to **Subscriber Management > Quick Add Subscribers**.

- Select the user from the **Username** drop down.

2 Create an "Extension Mobility Profile".

- Select the **Extension Mobility** checkbox.

- Click **Save**.

3 Verify the Extension Mobility profile got created for the Subscriber.

- Go to **Subscriber Management > Quick Add Subscribers**.

  - Select the above user from the **Username** drop down.

- Select the **Existing Services** Tab.

- The **Extension Mobility** field will display the Extension Mobility profile name.

Voicemail

1 Go to **Subscriber Management > Quick Add Subscribers**.

- Select the user from the **Username** drop down.

2 Create a "Voicemail" line.

- Select the **Voicemail** checkbox.

- The **Line** field is highlighted in red.

- Click on + to add a Line.

- The **Directory Number** drop down field is displayed.

- Select a Line from the drop down.

- Click **Save**.

3 Verify the Voicemail line got created for the Subscriber.

- Go to **Subscriber management > Quick Add Subscribers**.

    - Select the above user from the **Username** drop down.

- Select the **Existing Services** tab.

- The **Voicemail** field will display the voicemail line.

Webex

1 Go to **Subscriber Management > Quick Add Subscribers**.

- Select the user from the **Username** drop down.

2 Create a Webex account.

- Select the **Webex** checkbox.

    - First Name is required for activating a Webex account.

    - If the First Name doesn't exist, the First Name field is highlighted in red.

    - Input the First Name if it doesn't exist.

- Click **Save**.

3 Verify the Webex account was created for the Subscriber.

- Go to **Subscriber Management > Quick Add Subscribers**.

    - Select the above user from the **Username** drop down.

- Select the **Existing Services** tab.

- The **Webex** field will display ACTIVATED.

Single Number Reach

1 Go to Subscriber Management > Quick Add Subscribers.

- Select the user from the **Username** drop down.

2 Create a **Single Number Reach** profile.

- Select the **Single Number Reach** checkbox.

- The **Mobile Number** field is displayed.

    - Input the Mobile Number in the right format without any spaces and special characters.

    - The Mobile Number can be the same as the Mobile Number (if it exists) for this user (unless the user is new) under **User Management > Users**.

- Click **Save**.

3 Verify the Single Number Reach profile was created for the Subscriber.

- Go to **Subscriber Management > Quick Add Subscribers**.

    - Select the above user from the **Username** drop down.

- Select the **Existing Services** tab.

- The **Single Number Reach** field will display the actual profile name.

    - The profile name is a combination of username and the text "RDP" cojoined by "-". For example, user5001-RDP.

Jabber Device

1 Go to **Subscriber Management > Quick Add Subscribers**.

- Select the user from the **Username** drop down.

2 Create a Jabber Device.

- Select the **Jabber Device** checkbox.

- The Jabber Devices column is displayed.

- Click on the + which displays the following fields:

    - Jabber Agent

    - Device Name

- Select a device type from the **Jabber Agent** drop down.

- Input the Device Name in the right format.

- Below are the device type and device name combinations.

Device	Device Name
Android	Bot<<Name>> *BOT123*
CSF	<<Name>> *123*

Device	Device Name
IPad	TAB<<Name>> *TAB123*
IPhone	TCT<Name>> *TCT123*

- Click **Save**.

3 Verify the Jabber Device account was created for the Subscriber.

- Go to **Subscriber Management > Quick Add Subscribers**.

  - Select the above user from the **Username** drop down.

- Select the **Existing Services** tab.
- The Phones field will display the Jabber Device.

Self Service Id

1 Go to **Subscriber Management > Quick Add Subscribers**.

- Select the user from the **Username** drop down.

2 Create a Self Service Id for Self Provisioning.

- Select the **Self Service Id** checkbox.
- The Line field is highlighted in red.
- Click on + to add a Line.
- The **Directory Number** drop down field is displayed.
- Select a Line from the drop down.
- Click **Save**.

3 Verify the Self Service Id line was created for the Subscriber.

- Go to **Subscriber Management > Subscribers.**

  - Select and open the above user.

- The **Self Service** field displays the Id created.

  - It's usually synonymous with the line when created through Cisco Unified Communications Domain Manager.
  - It creates a primary extension in Cisco Unified Communications Manager for that user which consists of a Pattern and a Route Partition Name.

Workflow for Deleting Subscribers

Delete Subscriber

Subscribers can be deleted/unprovisioned from the system in the following ways:

1 Delete the Subscriber from **Subscriber Management > Subscribers**.

2 Remove Users from CUCM action from **User Management > Manage Users**.

Deleting a Subscriber is the recommended method rather than using the "Remove User from Cisco Unified Communications Manager" option.

The delete workflow pattern differs for scenarios defined by the following two constraints:

- Subscriber Type : Ldap or Non Ldap users
- Device Associations

The Subscribers can be broadly categorized into the following users:

- **Non LDAP Synced Users**: All the following users come under this category

  - users created in Cisco Unified Communications Domain Manager 10.6(1) and pushed to Cisco Unified Communications Manager.
  - users provisioned in Cisco Unified Communications Manager and synced to Cisco Unified Communications Domain Manager 10.6(1).

- **LDAP Integrated at Cisco Unified Communications Domain Manager 10.6(1) Users**: These users are LDAP integrated at Cisco Unified Communications Manager and are synced to Cisco Unified Communications Domain Manager 10.6(1).

- **LDAP Synced Users**: All these users are directly synced from an LDAP Server to Cisco Unified Communications Domain Manager 10.6(1).

The Subscribers can either have

- Associated devices like Phones, Extension Mobility, Single Nyumber Reach, Voicemail and Webex.
- No Associations.

Delete Subscriber

Below is a detailed description of how to delete/unprovision Subscribers.

1 From the left menu, go to **Subscriber Management > Subscribers** .

2 Select the Subscriber you want to remove.

3 Click **Delete** .

Non LDAP Synced Users / LDAP Integrated at Cisco Unified Communication Manager Users

- **With Devices**

  - Deletes all devices.

- Phones : device/cucdm/Phone

- Single Number Reach : device/cucm/RemoteDestinationProfile

- Extension Mobility : device/cucdm/DeviceProfile

- Voicemail : device/cuc/User

- WebEx : device/webex/User

- Deletes the Provisioning Status

- **Without Devices**

- Deletes the Provisioning Status.

LDAP Synced Users

- **With Devices**

- Deletes all devices.

- Phones : device/cucdm/Phone

- Single Number Reach : device/cucm/RemoteDestinationProfile

- Extension Mobility : device/cucdm/DeviceProfile

- Voicemail : device/cuc/User

- WebEx : device/webex/User

- Deletes the User from CallManager

device/cucm/User

- Removes the Cisco Unity Call Manager from the Provisioning Status

- **Without Devices**

- Deletes the User from Call Manager

device/cucm/User

- Removes the Cisco Unity Call Manager from the Provisioning Status.

Remove Users from Cisco Unified Communications Manager

Below is a detailed description of how to remove Users from Cisco Unified Communications Manager.

1 From the left menu, go to **User Management > Manage Users**.

2 Select the **Remove Users from CUCM** action.

Non LDAP Synced Users / LDAP Integrated at Cisco Unified Communication Manager Users

- **With Devices**

- Doesn't delete the user from Cisco Unified Communications Manager

- Doesn't delete any of the below associations for the user from Cisco Unified Communications Manager.

  ◦ Phones : device/cucdm/Phone

  ◦ Single Number Reach : device/cucm/RemoteDestinationProfile

  ◦ Extension Mobility : device/cucdm/DeviceProfile

  ◦ Voicemail : device/cuc/User

  ◦ WebEx : device/webex/User

- A log message is generated under **User Management > Log Messages** that contains the details of why the user was not deleted and a list of associated devices for that user.

- **Without Devices**

  - Removes the user from the Cisco Unified Communications Manager. (device/cucm/User)

  - Removes the Cisco Unified Communications Manager Server from the Provisioning Status.

LDAP Synced users

- **With Devices**

  - Doesn't delete the user from Cisco Unified Communications Manager.

  - Doesn't delete any of the below associations for the user from Cisco Unified Communications Manager.

    - Phones : device/cucdm/Phone

    - Single Number Reach : device/cucm/RemoteDestinatinProfile

    - Extension Mobility : device/cucdm/DeviceProfile

    - Voicemail : device/cuc/User

    - WebEx : device/webex/User

  - A log message is generated under **User Management > Log Messages** that contains the details of why the user was not deleted and a list of associated devices for that user.

- **Without Devices**

  - Removes the user from the Cisco Unified Communications Manager. (device/cucm/User)

  - Removes the Cisco Unified Communications Manager Server from the Provisioning Status.

Voicemail

The Voicemail interface makes it easy for an Administrator to add, modify or delete CUC Voicemail users as well as associated Voicemail services from a single tabbed form. The user that is added to the system is

also added to the CUC Voicemail system, and if the relevant services are selected these are also added to the CUC Voicemail system.

The following can be provisioned by means of the Voicemail interface:

- CUC Account - A CUC User, which includes a VM account name, a VM number and an associated subscriber template. The CUC Subscriber Template default value is pulled from the Site Defaults menu, which can be viewed and edited (if logged in at the appropriate administrator level) by choosing the CUC Defaults tab from **Dial Plan Management > Site Defaults**.

- Alternate Extensions - Alternate extension numbers that are available to the CUC Voicemail user.

- Credentials - Password and PIN

- Notification Devices - Devices used to notify the CUC user of Voicemails sent to the user. These include: Phone, HTML, SMTP (email), Pager, and SMS (if an SMPP Provider has been added on the relevant Voicemail server)

Voicemail Workflows

A Voicemail account can only be added if:

- The administrator has navigated to the relevant Provider, Customer, Site level.
- A CUC Server (VM Server) has already been provisioned at the Global, Provider, or Customer level.
- A Network Device List (NDL) and NDLR points have already been created.

When adding a new Voicemail account, the following workflow is executed:

1 A CUC account is added with the details input by the user.

2 Alternate extensions are added with the details input by the user (if applicable).

3 Credentials (password and PIN) are added with the details input by the user. The password and PIN can either be locked by the administrator, or the user can be prompted to change the credentials upon first login.

4 Notification Devices are added. The system automatically provisions default notification devices, however additional notification devices can also be added when adding a Voicemail account.

You can modify either an existing Voicemail account service information (details that were added to a Voicemail account during the Add Voicemail process), or you can modify a Voicemail account by adding new Voicemail services (those that were not added to the Voicemail account during the initial Add Voicemail process). For example, you can add additional alternate extensions and/or notification devices. After adding a Voicemail service to a subscriber, any lines that are used by any of the devices associated to the subscriber must be updated to reflect the proper call forward and Voicemail profile settings to enable the Call Forwarding to Voicemail and Voicemail buttons.

When modifying a Voicemail account, the workflow and processes are executed as with the Add workflow.

- Modular Add and Delete workflows can be carried out. For example, if more than one alternate extension or notification device is added to the Voicemail account, a pop-up form is available on the appropriate Alternate Extensions tab or Notification devices tab. Alternatively, for one-to-many or zero-to-many item instances such as an alternate extension, it can be deleted. These Add and Delete operations carry out a secondary workflow on the Voicemail instance.

When deleting a Voicemail account, the following should be noted about the workflow:

1   All elements associated with the Voicemail account are deleted.

2   Modular Delete workflows can be carried out as a part of a Modify workflow.

Conferencing

Site administrators manage the conferencing credentials of users if a WebEx server is available at the site level. The WebEx server on which users are administered can be identified with the Network Device Reference of the site, or else (according to the common reference resolution process) with the first such server in the current or higher up hierarchy level.

The default Conferencing input form that provides the interface to WebEx users displays the minimum of WebEx user properties that are mandatory. The Field Display Policies and Configuration Templates for this Conferencing input form can be modified according to the suggested customization procedure for Policies and Templates.

If conferencing was added for a Subscriber user when the Subscriber was added, the WebExId is defaulted to the userid. Note that the WebEx user properties that are shown on the Subscriber form may not correspond with those shown on the Conferencing input form. If the Conferencing feature is to be added for an existing subscriber, make sure that the WebExId is the same as the userid.

For Conference Workflows to function, make sure that the following is done at the Customer:

   • A WebEx server is added.

   • The WebEx server is added to a Network Device List (NDL).

   • The required site references the relevant NDL.

Conference Workflows

User details can be added if a valid server is available.

When adding Conferencing from this input form, the mandatory fields are entered on the WebEx server.

Conferencing details can also be added as part of Subscriber Management. If the Web Ex Id is a Cisco Unified Communications Domain Manager 10.6(1) and Unified CM username of a Subscriber, the WebEx details are displayed on its Subscriber Management screen WebEx tab.

Modify Conferencing details on the selected item, or also add and delete details from the Subscriber Management form.

Deleting a Conference item will remove the details from the WebEx tab of Subscriber Management if the user is a Subscriber.

PLAR (Hotdial)

The Private Line Automatic Ringdown (PLAR) feature, also called Hotdial, automates the Unified CM configuration required to set up PLAR for a phone. The PLAR feature provides an administrator with a single interface and workflow for the management of the following elements of Unified CM:

- RoutePartition

- CSS

- TransPattern

- Phone

- Line

- SIP Dial Rule

The feature further provides an administrator with:

- A simplified user interface to select a Phone that must be enabled for PLAR, a destination number, and the destination CSS.

- The orchestration of a workflow to create the necessary Unified CM partition, CSS, Translation Pattern, and so on, and to apply these to the relevant Phone and Number.

To configure an existing phone for Hotdial, the user selects a pre-existing device and indicates that the device is a Hotdial device.

As soon as a PLAR configured phone goes off hook (or the NewCall softkey or line key gets pressed), the phone immediately dials a pre-configured destination number. The phone cannot dial any other number except the Hotdial destination that gets configured for PLAR.

The PLAR configuration can be added or deleted, but not modified.

PLAR (Hotdial) Workflows

When adding a new Hotdial Phone (PLAR configuration), the following workflow is executed:

1 A Unified CM route partition is created with:

   a Name set to the selected Hotdial destination prefixed with "HotdialPT-".

   b Description set to the Hotdial destination prefixed with "Hotdial Partition for Destination".

   c Time Zone set to the time zone defined for the site.

   d Partition Usage is set to General.

2 A Unified CM CSS is created with:

   a Name set to the selected Hotdial destination prefixed with "HotdialCSS-".

   b Description where the selected Hotdial destination is prefixed with "CSS for Hotdial/PLAR Destination".

   c The Partition created above is made a member of the CSS.

   d Partition Usage is set to General.

3 A Unified CM translation pattern is created with:

   a Route Partition Name is set to the selected Hotdial destination prefixed with "HotdialPT-".

   b Description is set to the selected Hotdial destination prefixed with "Used in Hotdial/PLAR for Destination".

    c   Calling Search Space Name set to the selected destination dialing CSS.

    d   Called Party Transformation Mask is set to the selected Hotdial destination.

    e   Route Option is set to Route this pattern.

    f   **For SIP Phones only**, a SIP Dial rule is created and the phone is set to use the SIP Dial Rule.

4   The Unified CM phone selected is updated as follows:

    a   CSS name set to the selected Hotdial destination prefixed with "HotdialCSS-".

    b   Hotline Device is set to true if the phone is marked as a Hotline Device by the user on the input form.

5   The Unified CM directory number selected as the Hotdial destination is updated as follows:

    a   The Route Partition Name is set to the route partition added in Step 1 above.

Cisco Unified Communications Domain Manager 10.6(1) automatically resets the phone when required.

When deleting Hotdial to disable Hotdial for a Phone (deleting the PLAR configuration), the following workflow is executed:

1   Update Phone CSS to the original CSS.

2   Update Line Partition and CSS to the original values.

3   Delete the Hotdial Translation pattern.

4   Delete the Hotdial CSS.

5   Delete the Hotdial Route Partition.

6   **For SIP Phones only**, the device is updated to use a Dial Rule of "None", and the Dial Rule is deleted.

Hunt Group Management

Hunt Groups are relevant to Sites only, and can be configured by a site administrator, or higher level administrator who must first navigate to the relevant site hierarchy.

The purpose of hunt group management is to provide business context for the lines selected as members of line groups and to provide the user with a single consolidated view of the following hunting elements.

    • Hunt Pilot

    • Hunt List

    • Line Groups

All fields of the hunt pilot and hunt list are mapped to the user input. Note that not all hunt group fields are exposed to the Site Admin. The user must select the lines that belong to line groups or any existing line groups that must be added to the hunt list members.

Searches can be performed on any of the details of the hunt pilot.

A hunt group is a combination of the above elements that are automatically linked together using unique identifiers for the following:

- The hunt pilot's hunt list is set to the name of the hunt list. Note that the hunt list name must be configured first in order for it to appear in the hunt pilot tab.

- The hunt list's line group members is set to the name of the associated line groups.

Certain default values for hunt groups are populated by the site defaults menu item, which can be viewed and edited (depending on your log in level). Go to **Dialplan Management > Site Defaults** and click on the required site name in the list view.

Hunt groups can be:

- Added - where the user specifies the parameters of the hunt pilot and the hunt list, and selects one or more new or pre-existing line groups. If your administrator has enabled the number inventory feature, the Hunt Pilot Pattern can be selected from a drop-down list of available numbers. If the feature is disabled, the Hunt Pilot Pattern field is a free text field or a drop-down containing only selected available numbers. To allow the successful use of call forwarding in a hunt pilot, the defaults for Max Callers In Queue (32) and Max Wait Time In Queue (900) are cleared to allow the successful use of call forwarding in a hunt pilot. To use queueing instead of call forwarding, set these values other than the default, for example to 33 and 901.

- Modified - where the user modifies the parameters of the hunt pilot or hunt list, for example by adding or deleting additional line groups, and adding or deleting line group members.

- Deleted - where the user deletes a hunt group.

Hunt Group Management Workflows

When adding a new Hunt Group, the following workflow is executed:

1 A hunt pilot is added with the details input by the user.

2 A hunt list is added with the details input by the user.

3 One or more line groups are created with the specified directory numbers as members.

When modifying a Hunt Group, the following workflow is executed (depending on what was modified):

1 The line group details are modified.

2 Added line groups are added. Note that removed line groups are not deleted.

3 The hunt list is modified

4 The hunt pilot is modified.

When deleting a Hunt Group, the following workflow is executed:

1 The line groups that are members of the hunt list are deleted (if they are not used by any other hunt list in the system).

2 The hunt pilot is deleted.

3 The hunt list is deleted.

Call Pickup Groups

Certain default values for call pickup groups are populated by the site defaults menu item, which can be viewed and edited (depending on your log in level). Go to **Dialplan Management > Site Defaults** and click on the required site name in the list view.

The Call Pickup Groups feature provides an administrator with the following:

- A single interface on which to create call pickup groups, and to select one or more lines as members of a pickup group.

- The ability to add Unified CM call pickup groups and to modify the call forward and call pickup settings of each Unified CM directory number for membership to a newly added call pickup group. When adding a call pickup group, If your administrator has enabled the number inventory feature, the Pattern can be selected from a drop-down list of available numbers. If the feature is disabled, the Pattern field is a free text field or a drop-down containing only selected available numbers.

- The ability to add lines to an existing call pickup group by selecting the pattern (directory number). When adding a member line, if your administrator has enabled the number inventory feature, the Pattern can be selected from a drop-down list of available numbers. If the feature is disabled, the Pattern field is a free text field or a drop-down containing only selected available numbers. The Route Partition Name field is populated automatically based on the selected Pattern.

- The ability to delete a pre-existing call pickup group, and to delete one or more lines from an existing call pickup group.

The first member of the associated pickup group name is set the newly created pickup group, and associated pickup groups can be added as part of the workflow.

Call Pickup Groups Management

When creating a Call Pickup Group, the following workflow is executed:

1   Adds a Unified CM Call Pickup Group.

2   Modifies the Call Forward and Call Pickup Settings of each line by setting the Call Pickup Group to the newly created Call Pickup Group.

When deleting a Call Pickup Group, the following workflow is executed:

1   All lines belonging to the call pickup group are updated to remove them from the call pickup group.

2   All associated pickup groups are modified to remove the call pickup group associations to the deleted call pickup group.

3   The call pickup group is deleted from Unified CM.

When modifying a Call Pickup Group:

- A change to the name of the Call Pickup Group also requires a corresponding change to the name in the list of Included Call Pickup Groups.