



Configuring Users for Cisco Unified Communications Manager Express (CUCME)

Perform the following tasks in the Configure User window:

- [Viewing a List of Users](#)
- [Adding a New User](#)
- [Selecting a Phone for a User](#)
- [Selecting an Extension for a User](#)
- [Displaying or Modifying a User Profile](#)
- [Displaying or Modifying Group Subscriptions](#)
- [Finding a User](#)
- [Deleting a User](#)

Viewing a List of Users

Use this procedure to view a list of users in the system.

-
- Step 1** Choose **Configure > Users**. The Users window appears and contains the following fields:
- [User ID](#)—By default, the system displays users in alphabetical order by user ID. To sort from A to Z, click **User ID**.
 - [Display Name](#)—To display the list of users in order by display name, click **Display Name**.
 - [Primary Extension](#)—To display the list of users in order by primary extension, click **Primary Extension**.
 - Use the dialog box to change the number of rows displayed per window.
-

Adding a New User

Use this procedure to add a new user to the system.

Step 1 Choose **Configure > Users**. The Configure Users window appears.

Step 2 Click **Add**. The Add a New User window appears.

Step 3 Enter information into the following fields:

- [User ID](#)
- [First Name](#) and [Last Name](#)
- Nick Name
- [Display Name](#)
- [Site name](#)
This field only appears if multiple Cisco Unified CME sites are configured.
- [Associated Phone](#)—To reach the Select Phone window, click **Add/Edit**. To remove an associated phone, click **Remove**.
- [Primary Extension](#)
- [Primary E.164 number](#)
- Fax number
- [Language](#)
- [Password options](#)
- [Password](#)
- Confirm password—Enter the password again for confirmation.
- [PIN options](#)
- [Personal identification number \(PIN\)](#)
- Confirm PIN—Enter the PIN again for confirmation.
- Create mailbox—Click to create a voice mailbox for this new user.

Step 4 To save the information, click **Add**.



Note If you click to add a new mailbox, the Add a New Mailbox window will appear after you click **Add** to add the new user. See [Adding a New Mailbox](#) to set the parameters.



Note If you selected a random password or PIN, a message appears with the new password or PIN. Write these values in a secure place to give to the user. They are also displayed on the user profile page (see [Displaying or Modifying a User Profile](#)).

Selecting a Phone for a User

To select a phone for a user, use this procedure.

-
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
 - Step 2** In the User ID field, click on the user for whom you want to select a phone. The User Profile window appears.
 - Step 3** In the Associated Phone field, click **Add/Edit**. The Select Phone window appears and shows the sequence number, hardware address, and extensions of all unassociated phones. These phones are available to assign to users.
 - Step 4** Click the button next to the phone that you want to assign to the user and click **Select Phone**. You are returned to the User Profile window.
-



Note A user may only be assigned one phone.

Selecting an Extension for a User

To select an extension for a user, use this procedure.

-
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
 - Step 2** Click **Add**. The Add a New User window appears.
 - Step 3** In the Primary Extension field, do one of the following:
 - a. Click **Other** then type in the extension in the field.
 - b. Click **Other** then click on the magnifying glass icon. The Select Extension window appears and shows all unassociated extensions. These extensions are available to assign to users.
 - Step 4** Click the button next to the extension that you want to assign to the user and click **Select Extension**. You are returned to the User Profile window.
 - Step 5** Click **Apply** to save the extension selection for that user.
-



Note A user may only be assigned one extension.

Displaying or Modifying a User Profile

Use this procedure to display or modify a user profile.

-
- Step 1** To view a user's profile, click **Configure > Users**. The Configure Users window appears.
- Step 2** If you do not see the user, click **Find** to search for the user (See [Finding a User](#)). You can also select **All** in the Rows Per Page field.
- Step 3** Click the user ID of the person whose profile you want to see. The User Profile window appears with the following fields shown:
- [User ID](#)
 - [First Name](#) and [Last Name](#)
 - Nick Name
 - [Display Name](#)
 - [Associated Phone](#)—To reach the Select Phone window, click **Add/Edit**. To remove an associated phone, click **Remove**.
 - [Primary Extension](#)
 - [Primary E.164 number](#)
 - Fax Number
 - [Language](#)
 - [Password options](#)
 - [Password](#)
 - Confirm password—Enter the password again for confirmation.
 - PIN login (enabled by default)
 - [PIN options](#)
 - [Personal identification number \(PIN\)](#)
 - Confirm PIN—Enter the PIN again for confirmation.
- Step 4** Click to modify this user profile.
-

Additional User Profile Options

You can also click the following tabs in the Configure Users window:

- Groups—Change a user's groups. See [Displaying or Modifying Group Subscriptions](#).
- Mailboxes—Display or modify a user's mailbox information. See [Displaying or Modifying a Mailbox](#).
- Notification—Configure notification of received voice-mail messages to be sent to a user's phone, pager, or email. See [Configuring Notification Devices](#).
- Set Cascade options—Set your cascade settings to notify specified recipients after any specified time.
- Set notification devices:
 - Device type

- Destination
- Click to enable the device type.
- Apply [Call forward no answer \(CFNA\)/call forward busy \(CFB\)](#) to voice-mail number if a primary extension is configured. Click **Ok** to accept the changes. See [Selecting an Extension for a User](#).

Displaying or Modifying Group Subscriptions

Use this procedure to modify the groups to which a user is assigned.

-
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** Click the name of the user whose group subscription you want to view or modify. The User Profile window appears.
- Step 3** Click the **Groups** tab. The following fields are displayed:
- [Group ID](#)
 - Rights—member or owner
 - Description
 - Primary extension—primary extension of the general-delivery mailbox assigned to the group.
- Step 4** To subscribe the user as the owner of another group, click **Subscribe as owner**. To subscribe the user as a member of another group, click **Subscribe as member**. The Find window appears.
- Step 5** Enter the group ID, description, or extension number and click **Search**.
- Step 6** Click the box next to the group that this user should join and click **Select Rows**.
- Step 7** (Optional) To unsubscribe the user from a group, click the box next to the Group Name and click **Unsubscribe**.
- See [Configuring Groups](#) for more information.
-

Finding a User

Use this procedure to search for a user.

-
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** Click **Find**. The following fields appear:
- [User ID](#)
 - [Name](#)
 - Extension



Note All fields are optional.

- Step 3** Enter the search criteria in one or more fields and click **Find**. The User Configuration window displays the results of your search.
-

Deleting a User

To delete a user from Cisco Unity Express, use this procedure. Deleting a user in the Cisco Unity Express GUI also deletes the user's mailbox. Deleting a user in the command-line interface leaves the user's mailbox orphaned.

- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** Click the box next to the user ID that you want to delete.
- Step 3** Click **Delete**.
- Step 4** Click **Ok** to confirm the deletion.
-