Configure Users for Cisco Unified Communications Manager (CUCM)

View List of Users

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

Choose Configure > Users. The Configure 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.

Add 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

- 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. See Add a New Mailbox .

Step 4   Click Add to save your changes. The Add a New Mailbox window appears. Proceed to Add a New Mailbox.

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.

Import a User from CUCM

Use this procedure to select a user to import.

Note   You must first configure the Cisco Unified Communications Manager Web Administrator Username.

Step 1   Choose **Configure** > **Users** > **Import**. The Import Cisco CUCM Users window appears.

Step 2   Click on **Find**. The Cisco CUCM User Search window appears.

Step 3   Specify User IDs in the field separated by a space, comma, or a new line.

Tip   You can enter a maximum of 200 user IDs.

Step 4   Click Find. The Search Results window appears with the results listed. You have the option to View/Hide details of your search.

Display or Modify 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.

> **Note**   If you do not see the user, click Find to search for the user (see). You can also select All from the drop-down menu in the Rows Per Page field at the bottom of the Configure Users window.

Step 2   Click the user ID of the person whose profile you want to see. The user's profile window appears with the following fields shown:

- User ID
- First Name and Last name
- Nick Name
- Display Name
- Primary Extension
- Primary E.164 number
- Fax Number
- Language
- Password Login (enabled by default)
- 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 3   Click to enable notification for this user profile.

Additional User Profile Options

In this window, you can also click the following tabs:

- Groups—Change a user's groups. See .
- Mailboxes—Display or modify a user's mailbox information. See Display or Modify a Mailbox.

- Notification—Configure notification of received voice-mail messages to be sent to a user's phone, pager, or email. See Configure Notification Devices.

Display or Modify 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. The Find window appears. Enter the group ID, description, or extension number in the Find window and click Find.

Or

Step 5	To subscribe the user as a member of another group, click Subscribe as member. The Find window appears. Enter the group ID, description, or extension number in the Find window and click Find.
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 Configure Groups for more information.

Find 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.

Delete 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.

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.