



Configuring Users for Cisco Unified Communications Manager (CUCM)

Perform the following tasks in the Configure Users window:

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Viewing a List of Users

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

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- Step 1** 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.
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Adding a New User

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

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- 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 [Adding a New Mailbox](#).
- Step 4** Click **Add** to save your changes. The Add a New Mailbox window appears. Proceed to [Adding 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 (see [Displaying or Modifying a User Profile](#)).

Importing 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.

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- 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.

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.



Note

If you do not see the user, click **Find** to search for the user (see [Finding a User](#)). 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 [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](#).

Displaying or Modifying Group Subscriptions

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

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- 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 [Configuring Groups](#) for more information.

Finding a User

Use this procedure to search for a user.

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- 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.
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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.

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- 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.
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