Adding Cisco IP SoftPhone Users

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Contents

Introduction

Use this document to add each Cisco IP SoftPhone user to the Cisco CallManager administration pages. When a user's SoftPhone client logs in, the username and password configured on the Cisco IP SoftPhone must match exactly what is configured on the server in this step.

This document is part of a document set. It assumes you have already gone through the previous steps and are logged in as administrator on the Cisco CallManager system. For information on each of the other documents, consult the index for this set Installing and Configuring Cisco IP SoftPhone.

This document explains how to add user accounts on the Cisco CallManager server for clients running Cisco IP SoftPhone to log in on. For an overview on how to configure IP SoftPhone, refer to Installing and Configuring Cisco IP SoftPhone.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 requires IP SoftPhone version 1.2 or later
- For CallManager 4.01, refer to Release Notes for Cisco IP SoftPhone Release 1.3(4)
- Microsoft Windows 95, Windows 98, Windows NT 4.0 (Service Pack 4 or later), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Opening Cisco CallManager Administration

To get the administration screen to come up, enter the URL **http://*servername*/ccmadmin** where *servername* is either the name or IP address of your Cisco CallManager system.

Adding a New User

Perform these steps to add a new user:

1. Click **User** and select **Add a New User**.

   The Add a New User screen appears.
2. Complete all the user fields with the requested information.

   Required fields are indicated by an asterisk (*). This is an example of how the screen should look after filling in the fields:

User Configuration

Application Profiles of

<No Application Profiles>

Application Profiles can be accessed after the new User is inserted in the directory.

User : New User

Status: Ready

[Insert]

First Name   Wayne

Last Name*   Bruce

User ID*   12345

User Password*   ✱✱✱✱✱

Confirm Password*   ✱✱✱✱✱✱

PIN *   ✱✱✱✱✱

Confirm PIN *   ✱✱✱✱✱✱

Telephone Number

Manager User ID

Department

User Locale   < None >   ▼

Enable CTI Application Use   ☑

Call Park Retrieval Allowed   ☐

Enable Calling Party Number Modification   ☐

* indicates required item.

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Note: The Associated PC field is required for collaboration with Virtual Conference Room.
3. After filling in the fields, click **Insert**. That brings up the User Configuration Process screen.

The user is now added, but still needs to be associated with the device created earlier – SoftPhonePort. That process is handled in the next section.

You have now completed this task. Return to the Installing and Configuring Cisco IP SoftPhone.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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