Working with User Device Profiles

The User Device Profiles (UDP) option in BAT allows you to bulk-add or bulk-delete large numbers of user device profiles. This chapter describes the options for managing user device profiles.

Used in conjunction with the extension mobility feature, UDP contains attributes such as device profile name, description, phone template, softkey template, expansion modules, directory numbers, subscribed services, forward busy destination, forward no answer destination, call pickup group, and speed-dial information.

The following topics explain user device profiles in more detail:

- Configuring User Device Profiles, page 5-1
- Creating a Template for Inserting User Device Profiles, page 5-2
- Creating the CSV File for User Device Profiles, page 5-4
- Inserting User Device Profiles, page 5-13
- Deleting User Device Profiles, page 5-17
- Field Descriptions for Adding a Line to a UDP Template, page 5-18

Configuring User Device Profiles

Use the following sections to create templates, create CSV files, insert UDPs, and delete UDPs:

- Creating a Template for Inserting User Device Profiles, page 5-2

Creating a Template for Inserting User Device Profiles

Use this procedure to create a template to add user device profiles in bulk.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Template > User Device Profile**.

Step 3   Enter a unique name in the User Device Profile Name field. This name can comprise up to 50 characters.

Step 4   To specify the audio source that is played when a user initiates a hold action, choose the audio source from the list that displays in the User Hold Audio Source drop-down list.

If you do not choose an audio source, Cisco CallManager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID.

> **Note**   You define audio sources in the Music On Hold Audio Source Configuration window in Cisco CallManager Administration. Refer to the *Cisco CallManager Administration Guide* for details.

Step 5   From the phone button template list, choose a phone button template.

Step 6   You can configure one or two expansion modules for this device profile by choosing phone buttons from the expansion module drop-down lists in the expansion module fields.

> ✎
>
> **Note**   You can view a phone button list at any time by choosing the View button list link next to the phone button template fields. A separate dialog box pops up, displaying the phone buttons for that particular expansion module.

Step 7   In the Softkey Template field, choose the appropriate softkey template for the phone from the drop-down list box.

Step 8   In the Login User ID field, enter a valid login user ID.

> ✎
>
> **Note**   If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.

> ✎
>
> **Note**   You can obtain help in finding a valid login user ID by choosing the Select Login User ID link below the Login User ID field. A separate dialog box pops up. In the Login User ID field, enter the first few characters of the login user ID that you want to use, and all login user IDs that match the pattern that you entered will display in the Selected login user ID field. Choose the desired ID and click OK.

Step 9   Click **Insert**.

Step 10   A dialog box appears that asks you to scroll down to insert lines. Click **OK** and scroll down.

Step 11   Depending on how many lines you chose in your template, you will see links to add lines. Click **Add Line 1** or **Add Line 2** as appropriate.

The Directory Number Configuration window displays.

Step 12   Enter or choose the appropriate values for the line settings that are described in "Field Descriptions for Adding a Line to a UDP Template" section on page 5-18.

Step 13   Click **Insert**.

No further prompts appear. You have successfully inserted a template for adding user device profiles.

Related Topics

Creating the CSV File for User Device Profiles

Three ways to create a CSV file exist. You can use the export utility to extract existing records from a Cisco CallManager database into a CSV file. You can use the Microsoft Excel template called BAT.xlt or create a CSV file by using the sample text file. Cisco recommends that if you are creating new records, you useBAT.xlt template because the data is validated automatically when you export to CSV format.

Use this procedure to create a new CSV file for inserting user device profiles. Use the information that you provide here, in combination with the information provided in the BAT template for user device profiles, to add the user device profiles to the Cisco CallManager database.

Procedure

Step 1   The BAT.xlt file resides on the publisher database server. However, because you need Microsoft Excel to open BAT.xlt and you normally would not have Microsoft Excel running on the publisher database server, you must copy the file from the publisher database server to the local machine on which you plan to work.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate\ on the publisher database server and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

Step 2   Double-click **BAT.xlt**.

Step 3   When prompted, click **Enable Macros**.

Step 4   To add user device profiles, click the **User Device Profiles** tab at the bottom of the spreadsheet.

Step 5   Scroll to the right side of the template until you see the Number of Phone Lines box. In that box, enter the number of lines that equals the number of directory numbers. For values other than 1, enter the appropriate value for the appropriate number of lines and click anywhere in a column. The screen then refreshes to match the value that you entered. For example, if you enter two lines, the screen refreshes to display additional columns where appropriate.

> **Note**   The number of lines that you specify here must match the number of lines that are configured in the BAT user device profile template, or an error will result when you attempt to insert a BAT user device profile template and CSV with mismatched number of lines.

Step 6   In the Number of Speed Dials box, enter the number of speed dials that are configured on the BAT phone template. For values other than 1, enter the appropriate value for the appropriate number of speed dials and click anywhere in a column. The screen then refreshes to match the value that you entered. For example, if you enter two speed dials, the screen refreshes to display two more columns, Speed Dial Number 2 and Speed Dial Label 2.

> **Note**   The number of speed dials that you specify here must match the number of speed dials that are configured in the BAT template, or an error will result when you attempt to insert the BAT phone template and CSV file.

Step 7   Complete all mandatory fields and any relevant, optional fields. Each column heading specifies the maximum length of the field and whether it is required or optional. If you have multiple user device profiles, several fields will appear multiple times, once for each device.

> **Caution**   The system treats blank rows in the spreadsheet as "End of File" and discards subsequent records.

In each row, provide the following information:

- In the Device Profile Name field, enter a unique name of the user device profile.

- In the Description field, enter something descriptive. For text, use anything that will describe this particular user device profile.

- In the Login User ID field, enter a valid user ID, which is usually found in the DC directory, for the user to whom this user device profile will be issued.

- In the Directory Number 1 field, enter the directory number that is associated to the user device profile.

- In the Display 1 field, use the user name or the directory number. Leave this field blank to have the system display the extension.

- In the Line Text label field, enter text that identifies this directory number for a line. Use this field only if you do not want the directory number that is shown on the line appearance.

- In the Forward Busy Destination1 field, enter the directory number to which a call is forwarded when the line is in use.

- In the Forward No Answer 1 field, enter the directory number to which a call is forwarded when the line is unanswered.

- In the Call Pickup Group 1 field, enter the directory number that can be dialed to answer calls placed to directory number that is assigned to this user device profile.

- In the Speed Dial Number 1 field, enter the directory number that can be dialed when the user presses the speed-dial button.

- In the Speed Dial Label 1 field, enter the alphanumeric characters that will appear next to the speed-dial button.

Step 8   Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

The system saves the file to **C:\XLSDataFiles** (or to your choice of another existing folder) as

tabname#timestamp.txt (or to your choice of filename)

where "tabname" represents the type of CSV file that you created (such as user device profiles), and "timestamp" represents the precise date and time that the file was created.

Step 9 To be accessible by BAT, the CSV file must reside on the publisher database server. However, you normally would not have Microsoft Excel running on the publisher database server. So, this step assumes that you have saved the CSV file to the local machine (not the publisher database server). In that case, you must copy the file to publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles\ to the appropriate C:\BATFiles\ folder on the server that is running the publisher database for Cisco CallManager. For user device profiles, you would copy the CSV file to C:\BATFiles\User Device Profiles\.

For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert User Device Profiles window in BAT (**Configure > User Device Profiles**).

Related Topics

Creating a Text-Based CSV File for User Device Profile

If you do not use the BAT.xlt file for data input when you are adding user device profiles, you must create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

If you created the CSV file by using the BAT.xlt file, you can skip the following procedure in this section.

Note If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

⌕

Tips   Use **BAT.xlt** to input data because data validation is performed on that file.

The CSV file provides a common textual way of providing tabular information. You can create a data file by using any file format, such as Microsoft Notepad, Microsoft Word, and so on. Save the CSV file to C:\BATFiles\User Device Profiles\ on the server that is running the publisher database for Cisco CallManager.

Use this procedure to create a CSV text file for users.

Procedure

Step 1   Open Microsoft Notepad to create the CSV file.

Step 2   Using a separate line for each user device profile, enter the values for each user device profile that you want to add to Cisco CallManager. See Tips for Creating a Text-Based CSV File, page 5-9, for detailed information about the formatting that you must use in the text-based CSV file.

Step 3   Save the file C:\BATFiles\User Device Profiles\ on the publisher server.

✎

Note   If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

✎

Note   You cannot use UDP CSV files that are saved anywhere besides C:\BATFiles\User Device Profiles\ on the publisher server.

Related Topics

- Configuring User Device Profiles, page 5-1
- Creating the CSV File for User Device Profiles, page 5-4
- Understanding the BAT.xlt File, page 3-9
- Inserting User Device Profiles, page 5-13
- Deleting User Device Profiles, page 5-17

- Tips for Creating a Text-Based CSV File, page 5-9
- Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials, page 5-10

Tips for Creating a Text-Based CSV File

The following example format shows the field length and string types of a CSV file for user device profiles. To view an online example, choose **Configure > User Device Profiles**; then, click **View Sample File**.

User Device Profile Name(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID**(Optional, 4 to 30 characters),**Directory Number**(Optional, up to 50 numerals),**Display**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy Destination**(Optional, up to 50 numerals),**Forward No Answer Destination**(Optional, up to 50 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Speed Dial Number**(Optional, up to 50 numerals),**Speed Dial Label**(optional, up to 30 characters)

Example

```
John Profile,John's Profile,Johns,9728437154,9728437154,
Mike,9728437172,9728437196,9728437121/TollByPass,1230000000,Helpdesk
```

Example

You must specify delimiters even if a field is blank. The following example shows the correct format for not specifying a Display setting:

```
John Profile,John's Profile,Johns,9725557154,,
Mike,9725557172,9725557196,9725557121/TollByPass,1230000000,Helpdesk
```

Example

If it is a 0-line profiles and only mandatory fields are added, use the following example:

```
John Profile,,,,,
```

Example

If only the mandatory fields are completed and you want to associate the user device profile to only one directory number, use this format:

```
John Profile,,,9725557154,,,,,
```

Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials

The following example format shows the field length and string types of a CSV file for user device profiles with two lines.

User Device Profile Name(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID**(Optional, 4 to 30 characters),**Directory Number1**(Optional, up to 50 numerals),**Display1**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label1**(Optional, up to 30 characters),**Forward Busy Destination1**(Optional, up to 50 numerals),**Forward No Answer Destination1**(Optional, up to 50 numerals),**Call Pickup Group1**(Optional, up to 50/50 characters),**Directory Number2**(Optional, up to 50 numerals),**Display2**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label2**(Optional, up to 30 characters),**Forward Busy Destination2**(Optional, up to 50 numerals),**Forward No Answer Destination2**(Optional, up to 50 numerals),**Call Pickup Group2**(Optional, up to 50/50 characters),**Speed Dial Number1**(Optional, up to 50 numerals),**Speed Dial Label1**(optional, up to 30 characters),**Speed Dial Number2**(Optional, up to 50 numerals),**Speed Dial Label2**(optional, up to 30 characters)

Example

```
John Profile,John's Profile,Johns,9725557154,9725557154,
Mike,9725557172,9725557196,9725557121/TollByPass,9725557154,
9725557154,Mike L2,9725557172,9725557196,9725557121/TollByPass,
1230000000,Receptionist,1234000000,Helpdesk
```

Fields in a Export File Generated Using All User Device Profile Details Option in the Export Utility

The following sample format shows the length and type of fields in the file that is generated by using All User Device Profile Details option in the export utility.

⚠️

Caution   Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates some fields, such as Logout time and Login time, that must not be edited at all. The login user ID and Product Specific XML fields have to be accurate to work properly and must not be edited. Use BAT to update the product specific configurations.

<<DEVICE>>**User Device Profile name**(Mandatory, 1 to 50 characters)**,, Description**(Optional, 1 to 50 characters)**,Device Pool** (Mandatory, up to 50 characters)**,Calling Search Space**(Optional, up to 24 characters)**,AAR Calling Search Space**(Optional, up to 24 characters)**,Media Resource Group List**(Mandatory, up to 50 characters)**,User Hold Audio Service**(Optional, up to 50 characters)**, Network hold audio source**(Optional,up to 50 characters)**,Login UserID**(Optional, up to 30 characters)**,User Locale**(Optional, up to 50 characters)**,Network Locale**(Optional, up to 100 characters)**,Phone Button Template**(Mandatory, up to 50 characters)**,Expansion Module 1**(Optional, up to 50 characters)**,Expansion Module 2**(Optional, up to 50 characters)**,Softkey Template**(Optional, up to 50 characters)**,Phone Load name**(Optional, up to 32 characters)**,Module I load name**(Optional, up to 32 characters)**,Module II load name**(Optional, up to 32 characters)

<<MODEL SPECIFIC>>**Information**(Optional, up to 255 characters)**,Directory**(Optional, up to 255 characters)**, Messages**(Optional, up to 255 characters)**, Services**(Optional,, up to 255 characters)**, Authentication Server**(Optional, up to 255 characters)**, Proxy Server**(Optional, up to 255 characters)**,Idle**(Optional,, up to 255 characters)**,Idle timer**(Optional**, up to 5 numerals)**, Enable extension mobility**(Optional, boolean)**,Logout Profile**(Optional,1 to 50 characters)**,Login User ID**(Optional, 1 to 30 characters-)**,Logout time**(Written by login service)**,Login time**(Written by login service)**,Product Specific XML**(Optional)

<<LINE>>**Directory number**(Optional, up to 50 numerals)**, Partition**(Optional, up to 50 characters)**,Voice mail Profile**(Optional, up to 50 characters)**,Calling Search Space**(Optional, up to 24 characters)**, AAR Group**(Optional, up to 20 characters)**,User Hold Audio Source**(Optional, up to 50 characters)**, Network hold audio source**(Optional, up to 50 characters)**,Call waiting**(Optional, boolean)**,Auto Answer**(Mandatory, up to 50 characters)**, Forward all to Voice Mail**(Optional, up to 50 numerals)**, Forward all destination**(Optional, up to 50 numerals)**, Forward all CSS**(Optional, up to 24 numerals)**, Forward Busy to Voice Mail**(Optional, up to 50 numerals)**, Forward Busy destination**(Optional, up to 50 numerals)**,Forward Busy CSS**(Optional, up to 24 numerals)**, Forward**

No Answer to Voice Mail(Optional, up to 50 numerals)**,Forward No Answer destination**(Optional, up to 50 numerals)**,Forward No Answer CSS**(Optional, up to 24 numerals)**,Forward on Failure to Voice Mail**(Optional, up to 50 numerals)**,Forward on Failure destination**(Optional, up to 50 numerals)**,Forward on Failure CSS**(Optional, up to 24 numerals)**, Call Pickup Group**(Optional, up to 50/50 characters)**, Display**(Optional, for internal Caller ID, up to 30 characters)**,External phone mask**(Optional, up to 30 numerals or Xs, where the Xs represent the mask)**, Message Waiting Lamp Policy**(Optional, up to 50 characters)**,Ring Setting when idle**(Optional, up to 50 characters)**,Ring Setting when Active**(Optional, up to 50 characters)**,Line Text label**Optional, up to 30 characters)

<<USER>>**User ID**(Optional, 1 to 30 characters)

<<SPEEDDIALS>>**Speed Dial Number 1**(Optional, up to 50 numerals and special characters)**, Speed Dial Label 1**(Optional, up to 30 characters)

<<SERVICES>>**Service Name 1**(Optional, up to 100 characters)**,Subscribed Service Name 1**(Optional, up to 50 characters)**,Parameter Name 1**(Optional, up to 50 characters)**, Parameter Value 1**(Optional, up to 100 characters**)**

True and False are used for settings with Boolean values.

Validating User Device Profiles

If you are inserting a large number of records, you can validate your CSV file against the publisher database and correct any errors before you insert the user device profile in the Cisco Callmanager database. The following section describe how to validate user device profiles against the publisher database.

Perform the following task before you begin:

- You must create a BAT user device profile template before you attempt to add phones to Cisco CallManager.

Step 1 Start BAT. (See Starting BAT, page 1-3.)

Step 2 Choose **Configure > User Device Profiles**.

The Insert User Device Profiles window displays.

Step 3 In the File Name field, choose the CSV file that you created for this type of bulk transaction.

Step 4   Choose the Insert Option. Choose the **Specific Details** radio button if you are validating User Device Profile records that follow the Default User Device Profile CSV template format. Choose the **All Details** radio button if you are validating User Device Profile records from a file that was generated with the export utility by using the All Details option.

Complete Step 5 if you chose the **Specific Details** radio button. Skip to Step 6 if you chose the **All Details** radio button.

Step 5   In the User Device Profile Template Name field, choose the BAT template that you created for this type of bulk transaction. Skip to step 6.

Step 6   Click **Validate** to check the selected CSV file for errors against the publisher database.

Step 7   Click **View Latest Log File** to see a log file that displays the devices or user that would not be added and the error code that would be encountered.

Inserting User Device Profiles

The following sections describe how to insert user device profiles in bulk.

Tip   If you choose **Based on devices controlled by users,** BAT can assist you in setting up extension mobility quickly by generating and inserting profiles for all IP phone users. BAT only generates one user device profile per user regardless of the number of devices that are controlled by the user. The Cisco IP phone 7960 button template provides the basis for all profiles.

Perform the following task before you begin:

• If you are inserting user device profiles, you must create a BAT user device profile template before you attempt to add phones to Cisco CallManager. Refer to "Creating a Template for Inserting User Device Profiles" section on page 5-2.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > User Device Profiles**.

The Insert User Device Profiles window displays.

Step 3   In the File Name field, choose the CSV file that you created for this type of bulk transaction.

Step 4   Choose your insert option. Choose **Specific Details** radio button if you want to insert user device profile records that follow the Default user default profile CSV template format. Choose the **All Details** radio button if you want to insert user device profile records from a file that was generated with the export utility by using the All Details option. Choose **Based on devices controlled by users** radio button if you want BAT to generate and insert a user device profile record that is based on the user's current IP phone.

The file that is generated with the export All Details option includes information that BAT will use to associate a user with a user device profile during the insert operation. A CSV file that follows the default user default profile CSV template does not contain user information. You will need to make the association by using Cisco CallManager Administration.

See Table 5-1 for information on the fields in the Default user default profile CSV file.

See Table 5-1 and Table 5-2 for information on the fields in a file when you export with the All Details option.

Complete Step 5 if you chose the **Insert** radio button. Skip to step 6 if you chose the **Insert all User Device Profile Details** radio button. Complete Step 7 if you chose the **Based on devices controlled by users** radio button.

Step 5   In the User Device Profile Template Name field, choose the BAT template that you created for this type of bulk transaction. Skip to Step 8.

Step 6   In the Model list box, choose the type of device or specific model. The current default specifies Cisco 7960. Skip to Step 8.

Step 7   Check the Set User Device Profile as Log Out Profile for the device check box if you want the device to use the generated user device profile as the logout profile.

Step 8   Click **Insert**.

A window appears and displays estimated time for the insertion to complete. If you want to proceed, click **OK**.

> ✎
>
> **Note**   You may want to insert UDP during nonpeak hours because this process may adversely affect call processing.

A window displays to show you the Total Number Of Records, Records Passed, and Records Failed.

If your CSV files are inconsistent with your template, you will receive a window that alerts you of an error. You must fix the inconsistency before you can insert the UDP.

Step 9   To check the status of your insertion, read the status line, which is located above the Insert button. If the status indicates that you inserted UDP successfully, you are finished with this operation. If the status bar displays a failure, click **View Latest Log File** to display a window that will help you determine where the operation failed.

> ✎
>
> **Note**   You may need to read the release notes for the Bulk Administration Tool for this release to determine why the operation failed.

Related Topics

- Configuring User Device Profiles, page 5-1
- Creating the CSV File for User Device Profiles, page 5-4
- Understanding the BAT.xlt File, page 3-9
- Deleting User Device Profiles, page 5-17
- Tips for Creating a Text-Based CSV File, page 5-9
- Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials, page 5-10

Adding Lines

You can use BAT to add lines for user device profiles. You can access the Add Lines window from the Insert User Device Profiles window.

Use this procedure to add lines to a User Device Profile.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > User Device Profile** and click the **Add Lines** link in the upper, right corner of the window.

The Add Lines window displays. Follow Step 3 through Step 8 in Chapter 3, "Adding Lines to Existing Phones."

Updating Lines

You can use BAT to bulk-update line attributes for user device profiles. You can access the Update Lines window from the Insert User Device Profiles window.

✎
Note   Lines for both phone and user device profile get updated at the same time when you get query results that contain line information for both phone and user device profile.

Use this procedure to update lines.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > User Device Profile** and click the **Update Lines** link in the upper, right corner of the window.

The Update Lines window displays. To locate the records that you want to update, define the filter.

Follow Step 3 through Step 10 in Chapter 3, "Updating Lines."

Deleting User Device Profiles

Use this procedure to bulk-delete user device profiles from Cisco CallManager.

Procedure

Step 1   Start BAT. (See Starting BAT, page 1-3.)

Step 2   Choose **Configure > Users Device Profiles**.

The Insert User Device Profiles window displays.

Step 3   In the right corner of the window, click **Delete User Device Profiles**.

The Delete User Device Profiles window displays. To locate the user device profiles that you want to delete, define the filter.

> ⚠ **Caution**   If you do not define a filter, BAT deletes all user device profiles.

Step 4   In the first drop-down list box, choose a field to query such as Device Name or Description.

Step 5   In the second drop-down list box, choose contains, is exactly, not equal to, begins with, ends with, is empty, or is not empty.

Step 6   In the third box, which is the search field/list box, either choose or enter the value that you want to locate, such as a specific user.

Step 7   Click **Add To Query** button to add the defined filter to the query.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to Step 4 and start over.

Step 8   Click **View Query Result** to display the records that are going to be affected.

Specify the setting that you want to update for all the records that you defined in your query.

Step 9   Click **Delete** to delete the chosen user device profiles.

A message advises you of approximately how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

If the deletion fails, click **View Latest Log File** to display a window that will help you determine where the operation failed.

Related Topics

Field Descriptions for Adding a Line to a UDP Template

Table 5-1 describes the optional fields for adding line details to UDP template.

Table 5-1   Field Descriptions for Adding a Line to a UDP Template

Field	Description
Directory Number	
Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs.
	Note The directory number can appear in more than one partition; however, make sure the directory number and Partition combination is unique.
Directory Number Settings	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-mail server configured for this phone.

Table 5-1   Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Calling Search Space	This field contains a collection of partitions that are searched for numbers that are called from this directory number. **Note** Changes cause an update of the numbers listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
User Hold Audio Source	This field specifies the music on hold audio source that is to be played when the user places a call on hold (presses the Hold button or soft key).
Network Hold Audio Source	This field specifies the music on hold audio source that is to be played when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).
Call Waiting	The choice that you make in this field applies to all devices that are using this directory number and specifies whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the system-wide default setting (Default).
Auto Answer	(Not used for CTI ports) The choice that you make in this field applies to all devices that are using this directory number and specifies whether this directory number uses Auto Answer with handset or Auto Answer with speakerphone.

Table 5-1   Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Call Forward and Pickup Settings	
Voice Mail	Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.
	If you choose this box, the forward all destination field and forward all calling search space box have no relevance.
Forward All Destination	This field indicates the directory number to which all calls are forwarded.
	Note Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward All Calling Search Space	This optional field setting applies to all devices that are using this directory number and indicates the calling search space to use when forwarding to the specified destination.
Voice Mail	Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.
	If you choose this box, the forward all destination field and forward all calling search space box have no relevance.
Forward Busy Destination	This field indicates the directory number to which a call is forwarded when the line is in use.
	Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Calling Search Space	This setting applies to all devices that are using this directory number and indicates the calling search space to use when forwarding to the specified destination.

Table 5-1   Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Voice Mail	Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.
	If you choose this box, the forward all destination field and forward all calling search space box have no relevance.
Forward No Answer Destination	This field indicates the directory number to which a call is forwarded when the phone is not answered.
	Note Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer Calling Search Space	This setting applies to all devices that are using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if is is configured in the system.
Call Pickup Group	This field indicates a number that can be dialed to answer calls to this directory number (in the specified partition); for example, 3003/Partitionl.
Line Settings for this Device	
External Phone Number Mask	This setting indicates the phone number (or mask) that is used to send Caller ID information when a call is placed from this line. This setting uses a maximum of 30 number and "X" characters; the X characters must appear at the end of the pattern.
Message Waiting Lamp Policy	This field indicates how the Message Waiting Indicator behaves for the device. You can have the MWI always come on or never come on or use the system policy, as defined in Cisco CallManager Administration.

Table 5-1   Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Ring Setting when idle	This setting designates the type of ring for an incoming call on a phone.
Ring Setting when active	This setting designates the type of ring for an incoming call on a phone that is busy.
Line Text Label	Use this field only if you do not want the directory number that is shown on the line appearance. Enter text that identifies this directory number for a line/phone combination.

Table 5-2 describes the optional fields for adding line details to the All UDP details template.

Table 5-2   Additional Field Descriptions for Inserting All UDP Details Template

Field	Description
User Locale	For this optional field, choose the country and language set that you want to associate with this user.
	This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.
Note Values appear in the Phone Button Template and Expansion Module fields. Use Cisco CallManager Administration to configure these templates in the system.	
Phone Button Template	Choose the button template to be used for all phones in this group. This field does not apply if you chose CTI Ports in the Model field.
	Button templates determine the configuration of buttons on a phone and identify which feature (line, speed dial) that each button designates.
Expansion Module 1	For this optional field (Cisco IP Phone 7960 only), choose the button template to be used for the first expansion module.

Table 5-2   Additional Field Descriptions for Inserting All UDP Details Template (continued)

Field	Description
Expansion Module 2	For this optional field (Cisco IP Phone 7960 only), choose the button template to be used for the second expansion module.
Softkey Template	Choose the softkey template to be used for all phones in this group.

■ Configuring User Device Profiles