Hosted Unified Communications Services Division Administration

This document describes the options available to Division administrators within the Hosted Unified Communications Services (UCS) system. The options available to the Division administrator depend on the specific Hosted UCS implementation. If you have questions about the availability of a specific option, contact the customer administrator for the Hosted UCS system. The following sections describe the options available to the Division administrator on each submenu:

Overview

This section includes the following topics:

User Interface Guidelines

Note the following conventions used in Hosted UCS menus and associated administration pages:

- Links to other pages are bright blue.
- Required fields are indicated by a red asterisk (*).
- Error messages are displayed in red type.
- Changes to a page are not saved until you click the **Add**, **Submit**, or **Modify** button, which is required to complete the transaction.

- A transaction record generally appears after submitting each change, which indicates if the transaction is successful or if a problem occurred. To view previously completed transactions, use the **Transactions** option on the General Tools menu.

- You can use the browser **Back** button to return to a previously viewed page, or you can click on any option in the navigation menu to go directly to a specific option.

Quick Search

Each page of the USM user interface includes a Quick Search link, which allows you to search the database for specific entries, including phones, extensions, and user accounts. The Quick Search page lets you search for entries of various types from a single page. The entries to which you have access are determined by the access privileges associated with the user account that you used to log into the system.

When you click the Quick Search link, the system displays a Quick Search page containing a list of the entries in the Hosted UCS database to which you have access.Select the options described in Table B-1 from the **Search For** pull-down selection list to identify the type of entries for which you want to search.

Click on a blue link on this page to open the management page for the selected entry. To refine your search, select one of the following options from the **Search By** pull-down selection list.

- Pattern ends with—Enter the last few characters of the entry that you want to find.

- Pattern starts with—Enter the first few characters of the entry that you want to find.

- Pattern includes—Enter any string that is included in the entry that you want to find.

To specify the number of entries you want the system to display on a single page, select the number from the **Max Results** pull-down selection list.

Table B-1   Search Types

Search Type	Description
Location Searches	
Location	Find a location by name within the division or customer level.
Location with Site Code	Find a specific location by entering the site code.
Location of User	Find a location by entering a user account name.
Location of Phone	Find a location by entering the Mac address of a phone.
Extension Search	
Extension	Find an extension by its numeric identifier.
Extension associated with DDI	Find an extension by entering the external line to which it is registered.
Extension used by User	Find an extension by entering the associated user account.
Extension used by Phone	Find an extension provisioned on a phone by entering the MAC address of the phone.
Mac Search	
Phone with Mac	Find a phone by entering the MAC address.
Phone with Extension	Find a phone by entering the associated extension.
Phone with DDI	Find a phone by entering the external line to which the phone is registered.

Table B-1   Search Types

Search Type	Description
Phone with User	Find a phone by entering the associated user account name.
User Search	
Username	Find a user account by entering the user account name.
Surname	Find a user account by entering the last name associated with the user account.
Firstname	Find a user account by entering the first name associated with the user account.
User with Extension	Find a user account by entering the extension associated with the user account.

Managing Phones

This section provides an overview of how to manage phones in the Hosted UCS system. It includes the following topics:

- Phone Management Summary, page B-3
- Manually Adding Phones, page B-4
- Removing Phones, page B-4

Phone Management Summary

The following summarizes the tasks for making a new phone available to a user:

1. Add a phone (to the Hosted UCS system).

This is normally accomplished through bulk loading the Mac address, phone type, and associated button template. However, phones can also be added at the Provider Administration level.

2. Move a phone to the location.

This step is performed from the Customer Administration level by moving the phone to a specific location. This associates the phone with the subnet where it gets its IP address assigned. After completing this step, in the USM interface, this phone will appear in an "Unregistered" state. However, the phone is registered with Unified CM and can be used to make calls to internal extensions and to make emergency calls. When a call is placed to an emergency number from a phone in this state, the dialing number used is the emergency number assigned to the location.

3. Register a phone (once registered, you can make and receive calls.

This step is performed at the Location Administration level by selecting the phone from a list of unregistered phones in the USM database. On the Phone Registration page for the selected phone, you select the feature group and allocate the DDI line number. This phone then appears in the Registered state in USM.

4. Associate a phone to a user account (once associated, the user account will be listed in the corporate directory).

This step is performed at the location level from the User Management page for the location.

5. Log-on to a phone with a Mobility Profile (once logged-on, the phone adopts the user mobility profile). For information about using the Phone Management option, refer to *Customizing Your IP Phone.*

Manually Adding Phones

A phone can only be added by a service provider administrator and the phone is automatically added at the Provider level, assuming that the phone will physically exist in the provider warehouse. This is normally performed as a Bulk Load process. Once a phone is added to the Hosted UCS system, the MAC address is added to the database and is then tracked by the resource management tools.

Before a phone can be connected to the physical network within a customer location, it must be moved within the Hosted UCS system to the relevant location.

When moving a phone to a location, the Hosted UCS system automatically allocates an IP address to the phone and links it to the phone MAC address within the Hosted UCS system database and the DHCP service.

Once a phone has been moved to a location within the Hosted UCS system, it can be provisioned by physically connecting it to the network. A phone is automatically provisioned by the Hosted UCS system when you connect it to the relevant VLAN, within the correct location. When the phone is provisioned, it will receive an IP address and a default configuration file. It will be operational, but will not allow a user to make or receive calls, other than emergency calls. You will be able to access the menu screens on the phone and confirm the default settings.

If the phone has not been moved into the location within the Hosted UCS system, it will not be allocated an IP address when it is connected to the network. Similarly if you try to connect it to the wrong VLAN it will also not receive its IP address.

Phone registration allocates a Class of Service (CoS) and one or more phone numbers to the phone. Registration involves rebooting the phone by the Hosted UCS system and a new, updated configuration file being sent to the phone. The CoS defines the features and settings that the phone are allocated in its configuration file.

Associating a phone links a user account to a phone, thereby associating that user account with a telephone number. Only one user account can be associated with a single phone. Before association, the phone must be registered with the new CoS and preferences of the user account. The user is not required to log onto the phone.

If the phone CoS has "Phone Extension Mobility" allowed and the user account has a Mobility Profile allocated, then that user can log in to the phone and the phone will adopt the user Mobility profile.

Removing Phones

The process of deleting a phone completely from the system, requires reversing each task in the opposite order in which they were performed when provisioning a phone. For example:

1. Log out, or disassociate the user account from the phone.
2. De-register the phone.
3. Move the phone from the location to the provider (de-provision).
4. Delete the phone from the phone inventory.

Managing Internal and External Numbers

External (or DDI) numbers are unique E.164 numbers that are not necessarily allocated to every business phone. A call from another company can only be placed to an external (DDI) number. You cannot call an internal number from outside the company. Internal numbers are allocated to every phone. They allow internal calls to be made between staff within a company, both intra-location and inter-location. External numbers must be associated to an internal number before it can be registered with a phone, because every phone must have an internal number.

The following summarizes the process of managing numbers:

1. Add E.164 number range.
2. Create internal numbers when adding a location.
3. Move E.164 numbers to a location.
4. Associate E.164 number range to internal number range.
5. Register phone with one or more numbers.

An E.164 number range can only be added by a service provider administrator and the numbers are automatically added at the Provider level, assuming that the numbers have been allocated to the provider by the regulated authority. Once a number range has been added to the Hosted UCS system, the numbers are added to the Hosted UCS system database and are then tracked by the system management tools.

Internal numbers are created automatically when a location is created. Part of the location configuration process requires the number of internal lines to be specified and the Hosted UCS system automatically creates the configured number of internal numbers. Internal numbers can be added by modifying the configuration of a location. Internal numbers are created on the basis of the definitions created in the Dial Plan number construction section. This defines the number of digits in the site code and extension number.

Before an external number can be used by a phone on the physical network within a customer location, it must be moved within the Hosted UCS system to the relevant location. The Hosted UCS system maintains a record of where numbers are allocated.

Once an External Number Range has been moved to a location, it can then be associated with an internal number range. This procedure is performed at the Location level. If the external number range has not been moved into the correct location, it cannot be associated with the internal number range.

When a phone is registered, it is always given an internal number. If the CoS or feature group for the phone allows for an external or DDI number, then it will also receive an external number. You cannot allocate an external or DDI number to a phone if the external number is not associated with an internal number for that location.

Managing Services

Managing services consists of the following major steps:

1. Create Services at the Provider Level (Provider Management).
2. Allocate Services to Customer locations (General Administration).
3. Create and Allocate Services to feature groups (General Administration).
4. Allocate Services to Users (Location Administration).
5. Manage Services in Profile.

Services are created at the Provider level when a provider is created. Part of the provider configuration process requires the number of Services to be defined and the Hosted UCS system automatically creates the configured number of Services. Services can be added to by modifying the service counters within the Provider Management menu.

Before a service can be allocated to a user account within a customer location, it must be moved within the Hosted UCS system to the relevant location. This requires service counters to be increased at each level, including customer, division (if used), and location.

The Hosted UCS system maintains a record of where services are allocated through the service counters at each level. Additional services can be ordered at any one level by modifying the reserved services counters. Changes to service counters can be configured to create billing records, allowing service providers to charge customers when they re-order services.

Feature groups provide the mechanism for packaging services for user accounts. When you create a feature group, you define the services that are authorized for user accounts within that feature group. You cannot authorize services for user accounts any other way.

You allocate the feature group to a user account when you create the user account. This feature group sets the default when creating a mobility profile for the user.

The customer administrator can modify a user account feature group and can modify the underlying services within the feature group.

Once a user account has been allocated a feature group, the services in that feature Group will then be present in their user account profile. For example, if they are allocated the User Mobility service, then the Mobility Profile option will be present on their Manage User page.

Add services to the user account by modifying the User Profile in the Manage User page. Once the service has been added, you can configure the service for that user account. Again, using Mobility as the example, once the service has been added to the user account, the Mobility Profile Configuration link will be present on the Manage User page.

Users can manage their own services on their Self Care pages, using the Manage Profile option. Certain service configuration variables (not all) are available under Self Care for the user to manage. The balance of the service configuration can be managed by the location administrator, using the Manage User page.

If you cannot add a service to a user account, verify the following:

- Does the user account have the correct feature group allocated?
- Does the location have sufficient services available to be allocated to this user account?

If the user account does not have the correct feature group, then you will need to change their feature group. If the location does not have sufficient service resources, then you will need to re-order more resources from their parent company resources.

Resources/Phone Inventory

Note   The specific options available on the Resources menu may vary depending on your Hosted UCS implementation.

This section describes the Phone Inventory option on the Resources menu. Phones are added to the Inventory by the provider administrator and allocated to customers. As the customer administrator, you can allocate phones to divisions, locations, and users. The Hosted UCS system tracks the inventory and provides feature management for each phone.

The Phone Inventory option lets you view information about phones, assign a phone to a location, and move a phone between locations.

To view the phone inventory or move a phone between locations, complete the following steps:

Procedure

Step 1   Select **Phone Inventory** on the Resources Menu.
A Phone Inventory page having a list of the phones on the system with their location and status, is displayed. To search for a phone, select one of the following options from the Search by pull-down selection list:

- MAC starts with

- MAC ends with

- Search by phone location

- Extension Number Ends with

- Extension Number Starts with

- Full Internal Number

Enter as many characters as you know in the field provided and click **Search**. The search string is *not* case-sensitive.

Step 2   Click the blue link in the MAC address column to view information about a specific phone or move it to a different location, in the Phone Inventory page.

Step 3   Click **Next**.

Step 4   Select the location to which you want to move the phone from the pull-down selection list, in the Phone Inventory page.

Step 5   Click **Next**.

Step 6   Click **Move Phone**.

The transaction record appears and the phone is moved to the designated location.

General Tools

✎
Note   The specific options available on the General Tools menu may vary depending on your Hosted UCS implementation.

This section describes the Transaction options on the General Tools menu.

Transactions

Use the **Transactions** option to view the status of recently completed transactions, such administrative changes, user login attempts, and password changes. When you select the **Transactions** option, the screen shown in Figure B-1 appears.

Figure B-1   Manage Transactions

To search for a Transaction, select the appropriate option from the pull-down selection lists to specify the search criteria and click **Search**.

- Specify a time range:
  - Any Time
  - Within Hour
  - Within 24 Hours
- Select the type of criteria to use for searching:
  - Action type
  - Cancelled transactions
  - All transactions)

General Administration

✎
Note   The specific options available on the General Administration menu may vary depending on your Hosted UCS implementation.

This section describes the Location option on the General Administration menu.

Locations

When adding a new location, you must first confirm that the following steps have been completed by your service provider:

- The new location has cabling installed within the building and individual offices are connected

- The Cisco ISR or 3600 line-powered switch has been installed on-site at the new location and connected to the service provider network

- The IP Subnet address (or Pool Addresses) have been allocated and the Edge Device has been configured for the IP Subnet

- The E.164 telephone numbers have been allocated

- Phones have been provisioned by the Hosted UCS system, allocated to the new location and are physically available at the new location

Obtain the following information from the service provider before adding a location:

- Hardware Group for the location: for example, QT-P1-PGW1-C1-CP

- Internal Site code for the location: for example, 7101

- PSTN Area code for the location: for example, 4

- Primary location Number (i.e. main number): for example, 86644000

- Emergency Number (for callback by emergency services): for example, 86644001

- Start and end range for E.164 telephone number range to be allocated to users in this location: for example, 86644000 to 86644999

- Phone MAC addresses: for example, 12.34.56.78.AB.90

The following is a summary of the tasks for adding a new location:

1. Add the location details, scope of services and infrastructure configuration the Hosted UCS system automatically configures the Cisco Unified Communications Manager, gatekeepers, transit switch and PSTN Gateway for the new location, and the new location is added to the Hosted UCS database.

2. Add new user details, including their services and features into the Hosted UCS system, including site administrators. The Hosted UCS system creates the users within the central database, linked to the new location.

3. Register the phones, which allows the location phones to be recognized by the Hosted UCS system when they are plugged into their new office locations. The Hosted UCS system configures the Cisco Unified CM and IP management system for the new phones, linking them to their location and IP Subnet.

   Registered phones will be able to acquire an IP address and obtain their configuration file (phone number) and once they have fully booted, will operate as an authorized phone.

4. Associate each phone to the user, which links the user to their phone, allowing them to personalize the phone. The Hosted UCS system links the user to the phone within the central database. The phone will thenceforth operate as the user phone, until the user is disassociated with the phone. The user will be able to personalize the settings of the phone.

Adding a Location

Refer to the following when adding locations:

- A location administrator cannot add a new location. Only division administrators or higher (including customer administrators) are authorized to add locations.

- You must add a location from the Location Management page.

- You must first add the parent customer (and division if used) before adding the location.

- After adding the location, add the associated phones and users.

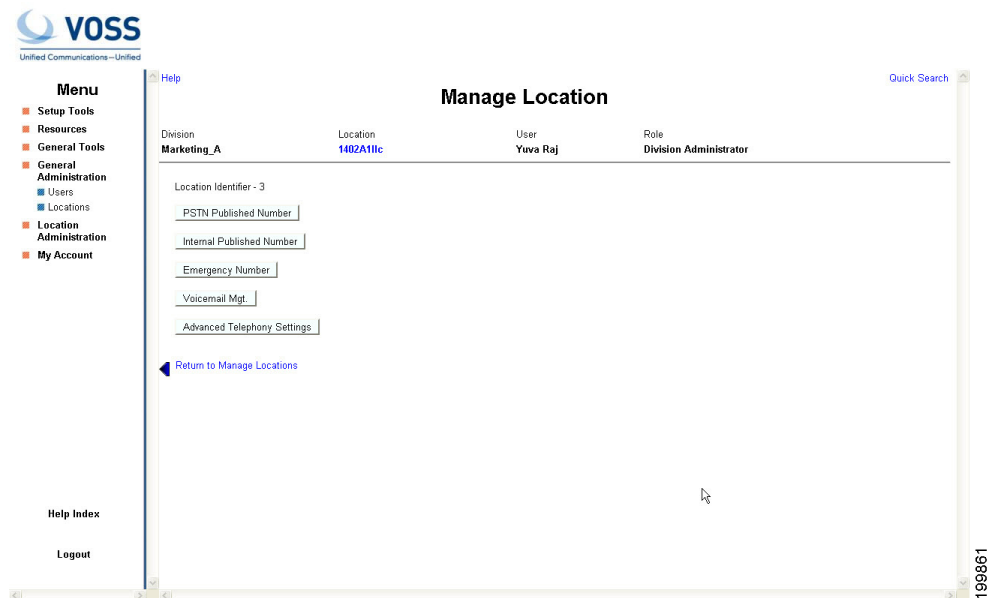To add a new location, complete the following steps:

Procedure

Step 1   Select **Location** from the Location Administration menu.
A Location Management page having a list of the locations in the Hosted UCS system, is displayed. You can use this page to search for locations in the database, to manage a specific location, or add a location.

Step 2   To manage an existing location, click the blue link in the Name column.

Step 3   To add a location, click **Add**.
An Add Location screen is displayed.

Step 4   Enter the details required for the current location. The mandatory fields are indicated by a red asterisk in the Add Location screen.

Step 5   Select Hardware Group from the drop-down menu.
Hardware group is very important and defines a set of hardware devices, including PBXs, Transit Switches, and so forth. Through selection of an appropriate Hardware Group you are controlling the set of hardware resources that is assigned to the new location. Obtain this information from your service provider.

Step 6   Click **Next**.

Step 7   Select the site code for the location from the pull-down selection list, in the Add Location page.
The service provider configures the entries on the Site Code pull-down selection list.

Step 8   Select the local area code (prefix to dial this area) for the location.
The service provider configures the entries on the Area Code pull-down selection list.

Step 9   Set the extension number length and outside line prefix.
The service provider configures the options available.

Step 10   Select the IP subnet.
The service provider configures the subnets before creating the location.

Step 11   Select the branding for the location from the Default branding of User Interface pull-down selection list.

Step 12   Click **Add**.

The system starts automatically configuring the new location.

Managing Location Resources

The screen shown in Figure B-2 appears when you click **Advanced Mgt.** on the Manage Location page. This page provides the following options, which are described in the following sections:

- PSTN Published Number
- Internal Published Number
- Emergency Number
- VoiceMail Mgt.
- Advanced Telephony Settings.

Figure B-2   Manage Location

PSTN Published Number

To manage the PSTN numbers for the current location, complete the following steps:

Procedure

Step 1   Click **Advanced Mgmt > PSTN Published Number**.

Step 2   Enter the PSTN number in the Published PSTN Number field.

Note   Use the information given on the screen for the format of this number. Otherwise, some calls to the PSTN (such as those from internal numbers) may fail.

Step 3   Click Modify.

Internal Published Number

To manage the internal published numbers for the current location, complete the following steps:

Procedure

Step 1   Click **Advanced Mgmt > Internal Published Number**.

Step 2   Select the internal number to add to the location from the Internal Published Number pull-down selection list.

Step 3   Click **Add**.

Emergency Number

To manage the emergency numbers for the current location, complete the following steps:

Procedure

Step 1   Click **Advanced Mgmt > Emergency Number**.

Step 2   Select the emergency number for the location from the Emergency Number pull-down selection list.

Step 3   Click **Submit**.

VoiceMail Management

To create a voicemail service within a location, the service provider must first create the voicemail resource and corresponding pilot number for the customer that owns the location.

To manage voicemail services, complete the following steps:

Procedure

Step 1   Click **Advanced Mgmt > VoiceMail Mgt**. on the Manage Location page.
A VoiceMail Management page having a list of the voicemail services in the current location, is displayed. You can use this page to search for voicemail services in the database, to manage a specific voicemail service, or add a voicemail service.

Step 2   To manage an existing voicemail account, click the blue link in the Name column.

Step 3   To add a voicemail service, click **Add**.

Step 4   Enter the voicemail service name.

Step 5   Select the voicemail resource from the pull-down selection list.

Step 6   Click **Next**.

Step 7   Select the pilot number from the pull-down selection list.
The pilot number in this example is an internal extension number and not a DDI number. If an internal number is used, then users cannot dial into the pilot number from outside the customer to retrieve voicemail messages. The pilot number must be a DDI (E.164) number for Users to dial into the number from off-site or mobile phones. The setup of the pilot number is done at the customer level.

Step 8   Click **Add**, or Click **Add and Enable** to add the voicemail service to the location and make the voicemail service available for all the phones and users already set up or configured at this location.

Advanced Telephony Settings

To manage the Advanced Telephony Settings, do the following:

Procedure:

Step 1   Click **Advanced Mgmt > Advanced Telephony Settings** on the Manage Location page.
An Advanced Telephony Settings page is displayed.

Step 2   Under Details, Select the **Emergency CLI Preference** using the pull-down menu.

Step 3   Click **Submit.**

Location Administration

Note   The options available on the Location Administration menu may vary depending on your Hosted UCS implementation.

This section describes the following options on the Location Administration menu.

Switchboards

Refer Location Administration Options in Chapter 3 of the Getting Started with Cisco Hosted Unified Communication Services Release 7.1(a) guide.

Telephony

Refer Location Administration Options in Chapter 3 of the Getting Started with Cisco Hosted Unified Communication Services Release 7.1(a) guide.

Hunt Groups

A hunt group is a set phones to which rules can be applied so that calls can be answered more efficiently. Depending on the rules, a call to any phone in the group causes all the phones to ring at the same time, or each phone rings in turn and the call is forwarded to the next phone in the group until it is answered.

Hunt groups are created by the customer administrator, but you can use the Hunt Groups option to add or remove lines from an existing hunt group.

✎
Note   Before you can add lines to a hunt group, you must first create the Number group, as described in the "Number Groups" section on page B-15. A single Number group can be used with multiple hunt groups, and multiple number groups can be used with a single hunt group.
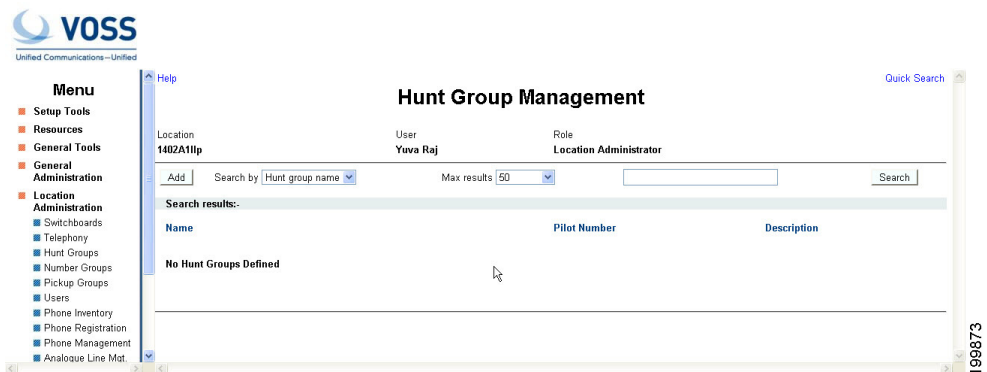
This section describes how to add a hunt group to a location. For information about managing hunt groups, including adding lines to a hunt group, see Appendix A, "Hosted Unified Communications Services Location Administration".

To create a hunt group, complete the following steps:

Procedure

Step 1   Select **Hunt Groups** on the Location Administration menu.
The Hunt Group Management page appears (see Figure B-3).

Figure B-3   Hunt Group Management

To search for a hunt group, select Hunt group name or description from the Search by pull-down selection list, and type as many characters as you know in the field provided and click **Search**. The search string is case-sensitive.

Step 2   Click **Add**.

Step 3   Enter a unique name for the hunt group.

Step 4   Enter a description for the hunt group (Optional).

Step 5   Select the pilot number from the Pilot Number pull-down selection list.
The pilot number, when called, directs the call to the hunt group.

Step 6   Enter a number to which the call should be directed when it is not answered in the Call Forward Destination field.
Each Number group contains a group of numbers that ring when a call is placed to the specified pilot

number. More than one number group can be associated with a hunt group, which allows the call to roll over to the second number group if no member of the first number group answers the call. If none of the lines associated with any number group answers the call within the time limit specified by the Maximum Hunt Timer pull-down selection list, the call is forwarded to the number specified in the Call Forward Destination field.

Step 7   Select the maximum ring time from the Maximum Hunt Timer pull-down selection list.
Each number group has rules regarding how the call rolls over to the next line or number group, and how long it should ring before rolling over. The Maximum Hunt Timer specifies the total maximum length of time the call can ring on every line in each number group. Therefore this value should either be set high enough, or the RNA Reversion Timeout on the number group should be configured short enough to allow each line to be called before the Maximum Hunt Timer expires.
The maximum length of time that can be set for this timer is 180 seconds (3 minutes).

Step 8   Click **Add** at the bottom of the Add Hunt Group page.

Using a Hunt Group with Multiple Number Groups

You can use a hunt group with a ordered list of number groups that can be used in sequence.

To add a number group to an existing hunt group, complete the following steps:

Procedure

Step 1   On the Hunt Group Management page, select the name of the hunt group to which you wish to add a Number group.

Step 2   Click **Select Number Group.**
The Select Number Group page appears.

Step 3   Select a Number group to add to the Hunt Group from the pull-down selection list.

> **Note**   The same number group can be added to more than one hunt group.

Step 4   Select the order in which the Number group should be used.

Step 5   Click **Add**.

Number Groups

A Number group is a set of phones that can be used by one or more hunt groups to determine the way that incoming calls are handled when a call is received by the pilot number assigned to the hunt group.

For instructions about creating a number group, see Appendix A, "Hosted Unified Communications Services Location Administration".

> **Note**   Number groups in the location administrator level are called line groups.

Pickup Groups

A pick-up group is a set of phone numbers that allows a user of any phone in the group to answer an incoming call by pressing a soft key button. Pickup groups are created by customer administrators, but location administrators can add or remove numbers from a pickup group or associate and unassociate pickup groups. When two pickup groups are associated, they function as a single pickup group for as long as they remain associated.

Group pickup allows the user of a phone that is not in the pickup group to also pick up a call. This is achieved by the use of the Group pickup extension number.
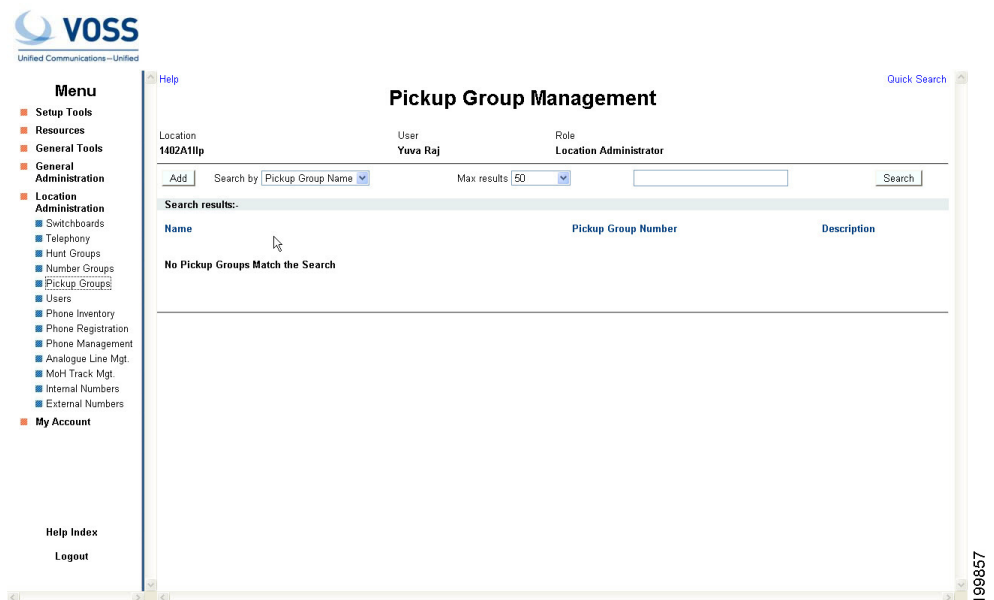
This section describes how to add a pickup group to a location. For information about managing pickup groups, including adding lines to the pickup group, see Appendix A, "Hosted Unified Communications Services Location Administration".

To create a pickup group, complete the following steps:

Procedure

Step 1   On the Location Administration menu, select **Pickup Groups**.

The Pickup Group Management page appears (see Figure B-4).

Figure B-4   Pickup Group Management

To search for a pickup group, select Pickup Group Name or Description from the Search by pull-down selection list, and type as many characters as you know in the field provided and click **Search**. The search string is case-sensitive.

Step 2   Click **Add** on the Pickup Group Management page.

Step 3   Enter a unique name for the pickup group.

Step 4   Enter a description for the pickup group (Optional).

Step 5   Select a number that is not within the pick-up group that will be allowed to pick up a call.

Step 6   Click **Add**.

Users

This section describes how to change password for users within a location. For information about creating and managing user accounts, refer to Appendix A, "Hosted Unified Communications Services Location Administration".
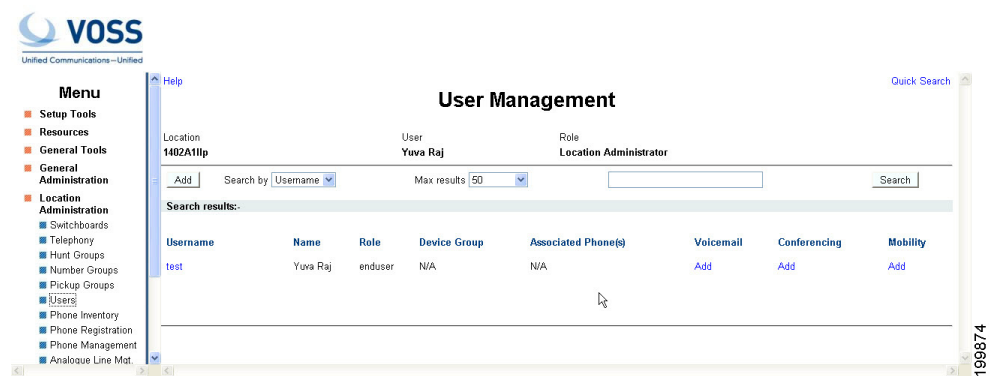
To change the password for a user, complete the following steps:

Procedure

Step 1   Click **User** on the Location Administration menu.

The screen shown in Figure B-5ppears.

Figure B-5   Location/User Management

Step 2   Click the blue link in the Username column for the user account you want to manage.

Step 3   Click **Change Password**.
A Reset Password page appears on the screen.

Step 4   Enter New Password and Re-enter the New Password.

Step 5   Click **Submit**.

Phone Inventory

Refer Location Administration Options in Chapter 3 of the Getting Started with Cisco Hosted Unified Communication Services Release 7.1(a) guide.

Phone Registration

After a phone is assigned to a location it is assigned its IP address and will appear in the USM database in the Unregistered state. However, the phone is registered with Unified CM and can be used to make calls to internal extensions and to make emergency calls. When a call is placed to an emergency number from a phone in this state, the dialing number used is the emergency number assigned to the location.

When the phone is registered, it is assigned a feature group and an external (DDI) number. After registration, the phone can be used for logging in to a Mobility profile, and can be used to make calls to external numbers.

Use the **Phone Registration** option on the Location Administration menu to register phones in the current location.
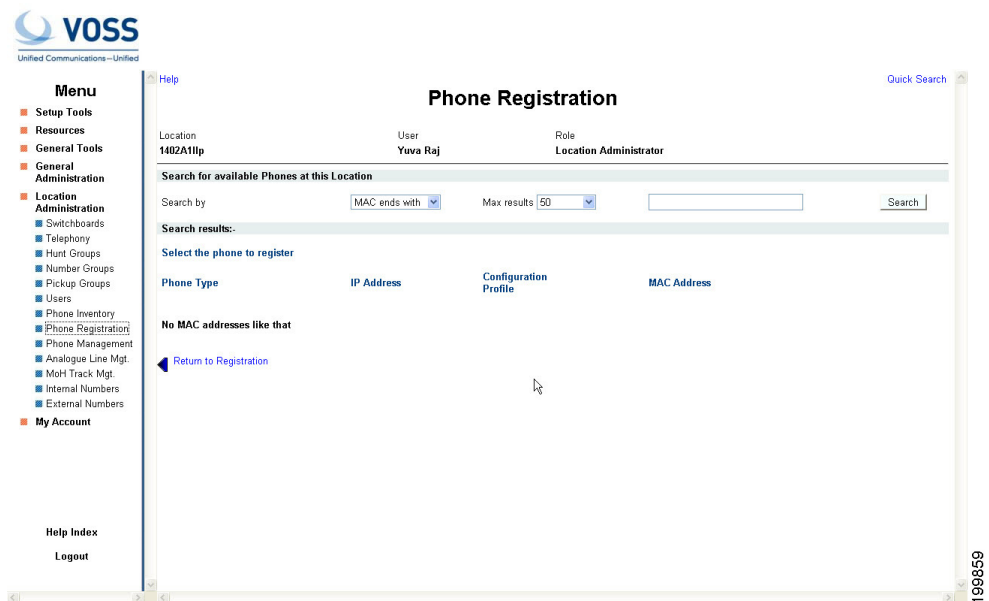
To register phones, complete the following steps:

Procedure

Step 1   Select **Phone Registration** on the Location Administration Menu.

The screen shown in Figure B-6 appears.

Figure B-6   *Phone Registration*

This page displays a list of the unregistered phones in the current location. You can use this page to search for unregistered phones in the database, to register a specific phone, unregister a phone, or display phone status.

Step 2   To register a phone, click the blue link in the Name column.

For further information about registering phones, see Appendix A, "Location Administration."

Phone Management

Use the **Phone Management** option on the Location Administration menu to manage the phones within a location. For information about managing phones within a location, see Appendix A, "Hosted Unified Communications Services Location Administration".

Analogue Line Mgmt

Refer Location Administration Options in Chapter 3 of the Getting Started with Cisco Hosted Unified Communication Services Release 7.1(a) guide.

MoH Track Mgmt

Refer Location Administration Options in Chapter 3 of the Getting Started with Cisco Hosted Unified Communication Services Release 7.1(a) guide.

Internal Numbers

DDI numbers must be associated with an internal number before allocation. Range association allows a set of external numbers to be linked together with a range of internal numbers. Number association is required to ensure that all DDI numbers assigned to a phone or Mobility profile always have an internal number for internal calls. It is also possible to bulk load the DDI numbers and range association.

Use the **Internal Numbers** option on the Location Administration menu to manage internal numbers. To manage internal numbers, complete the following steps:

Procedure

Step 1   Select **Internal Numbers** on the Location Administration Menu.

The screen shown in Figure B-7 appears.

Figure B-7   Manage available Internal numbers

The Manage available internal numbers page provides a list of internal numbers, their associated PSTN numbers, their associated phone users, switchboard pilot, and type of phone. You can use this page to search for internal numbers in the database, or to manage the internal number range.

Note   You cannot reserve a number if it has already been associated.

Step 2   To manage the internal number range, click **Internal Number Range Mgt.**

Step 3   Enter the starting range for the internal numbers in the Start Internal Number field.

Step 4   Select the number of internal numbers from the Range Size pull-down selection list.

Step 5   Click one of the following buttons, depending on how you want to manage:

- **Enable**—Enable the selected range of internal numbers.

- **Disable**—Disable the selected range of internal numbers.

- **Reserve**—Reserve the selected range of internal numbers.

- **Unreserve**—Unreserve the selected range of internal numbers.