



Managing Users

The Cisco Voice Provisioning Tool allows you to find, add, update, or delete a user. If you want to do so, you can find, update, or delete multiple users at the same time.

Use the information in this chapter in conjunction with the [“Management Overview” section on page 2-1](#), which provides descriptive information and important caveats for managing your users.

This chapter contains information on the following topics:

- [Finding and Viewing a User, page 3-1](#)
- [Adding a User, page 3-2](#)
- [Updating a Single User, page 3-3](#)
- [Updating Multiple Users at the Same Time, page 3-4](#)
- [Configuring Phones and Device Profiles for Users, page 3-5](#)
 - [Adding a Phone from a User Page, page 3-6](#)
 - [Adding a Device Profile on a User Page, page 3-6](#)
 - [Associating a Phone or Device Profile to a User, page 3-8](#)
 - [Deleting an Association, page 3-9](#)
- [Deleting Users, page 3-10](#)
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Finding and Viewing a User

To find and view a user, perform the following procedure.

To Find and View a User

Step 1 In the Cisco Voice Provisioning Tool, choose **Users > Manage Users**.



Tip

We recommend that you narrow your search before you click Go. If many users and product systems exist for the search, performance degradation may occur.

- Step 2** In the Phone System and Message System drop-down list boxes, specify the search criteria.
- Step 3** If you want to do so, narrow the search criteria for your choices in the drop-down list boxes by choosing additional search parameters, or click **Advanced Search** to expand the search criteria and enter the search information.
- Step 4** Click **Go**.
- Step 5** To navigate through the search results, perform the following tasks as applicable:
- In the Rows Per Page drop-down list box, choose the number of rows that you want to display on the page.
 - In the Page field, enter the page that you want to display, then click **Go**.
 - To go to the last page of results, click the forward double-arrow button.
 - To go to the next page of results (for example, to go from page 1 to page 2), click the forward single-arrow button.
 - To go to the first page of results, click the backward double-arrow button.
 - To go to the preceding page (for example, to go from page 2 to page 1), click the backward single-arrow button.



Tip To sort the columns, click the column header at the top of the table.

- Step 6** Perform one of the following tasks:
- If you want to view only one user record, click the User ID link for the specific user. The user record displays. If you want to update a single user record after the record displays, see the [“Updating a Single User” section on page 3-3](#).
 - If you want to update multiple user records at the same time, see the [“Updating Multiple Users at the Same Time” section on page 3-4](#).
 - If you want to delete the user record(s), see the [“Deleting Users” section on page 3-10](#).
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Adding a User

To add a user, perform the following procedure.

To Add a User

- Step 1** In the Cisco Voice Provisioning Tool, choose **Users > Add New User**.
- Step 2** If you want to apply a Voice Provisioning user template to the user, choose a template from the Template-Name drop-down list box.
- Step 3** Enter the basic user configuration settings, as described in the [“User Parameters \(Basic User Settings\)” section on page 11-1](#).
- Step 4** Choose a phone system type and voice mail system type from the Phone System and Message System drop-down list boxes, respectively.

If you chose a Cisco Voice Provisioning Tool user template from the Template Name drop-down list box, your settings for that template display in the system drop-down list boxes.

You must choose at least one system type.

The Cisco CallManager and Cisco Unity settings for users display after the page refreshes.



Tip To expand the CallManager User Information and/or the Unity User Information sections so that all settings display at the same time, choose **Shortcut > Expand All Sections**.

To display the CallManager User Information settings, choose **Shortcut > CallManager User Information**. If the Unity User Information was displayed before you used the shortcut, the Cisco Unity information now becomes hidden.

To display the Unity User Information settings, choose **Shortcut > Unity User Information**. If the CallManager User Information was displayed before you used the shortcut, the Cisco CallManager information now becomes hidden.

To display the Basic settings, choose **Shortcut > Basic User Information**. The GUI takes you immediately to the Basic User Information section.

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- Step 5** Configure the CallManager User Information or Unity User Information settings, as described in the following sections:
- [CallManager User Information Settings, page 11-3](#)
 - [Cisco Unity User Information Settings, page 11-4](#)
- Step 6** If you want to add a phone or device profile, see the following sections:
- To add a phone, see the [“Adding a Phone from a User Page” section on page 3-6](#).
 - To add a device profile, see the [“Adding a Device Profile on a User Page” section on page 3-6](#).
- Step 7** If you want to associate a device or a device profile with the user, see the [“Associating a Phone or Device Profile to a User” section on page 3-8](#).
- Step 8** When you complete the configuration, click the **Save** button or choose **Action > Save**.
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Updating a Single User

To update a single user, perform the following procedure.

To Update a Single User

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- Step 1** Find a user, as described in the [“Finding and Viewing a User” section on page 3-1](#). The user record displays.
- Step 2** To apply a Cisco Voice Provisioning Tool user template to the user, choose the template from the Template Name drop-down list box.
- Step 3** To configure basic user settings, see the [“User Parameters \(Basic User Settings\)” section on page 11-1](#).
- Step 4** If you have not previously chosen a phone system type and voice mail system type, choose the product systems from the Phone System and Message System drop-down list boxes, respectively.

**Tip**

To expand the CallManager User Information and/or the Unity User Information sections so that all settings display at the same time, choose **Shortcut > Expand All Sections**.

To display the CallManager User Information settings, choose **Shortcut > CallManager User Information**. If the Unity User Information was displayed before you used the shortcut, the Cisco Unity information now becomes hidden.

To display the Unity User Information settings, choose **Shortcut > Unity User Information**. If the CallManager User Information was displayed before you used the shortcut, the Cisco CallManager information now becomes hidden.

To display the Basic settings, choose **Shortcut > Basic User Information**. The GUI takes you immediately to the Basic User Information section.

Step 5 To update CallManager User Information or Unity User Information configuration settings, see the following sections:

- [CallManager User Information Settings, page 11-3](#)
- [Cisco Unity User Information Settings, page 11-4](#)

**Tip**

You can reset the CCM User Password, CCM PIN, and PIN by clicking the **Reset** button for each field. After you click the Reset button, the page refreshes and displays the applicable fields where you can enter the updated information.

Step 6 If you want to add a phone or device profile, see the following sections:

- To add a phone, see the “[Adding a Phone from a User Page](#)” section on page 3-6.
- To add a device profile, see the “[Adding a Device Profile on a User Page](#)” section on page 3-6.

Step 7 If you want to associate a device or a device profile with the user, see the “[Associating a Phone or Device Profile to a User](#)” section on page 3-8.

Step 8 After you update the settings, click the **Save** button or choose **Action > Save**.

Updating Multiple Users at the Same Time

To modify multiple users at the same time, perform the following procedure.

To Update Multiple Users at the Same Time

Step 1 Find the users, as described in the “[Finding and Viewing a User](#)” section on page 3-1.

Step 2 On the Manage User search results page, check the check boxes for multiple user records that you want to modify.

After you check the check boxes, the Delete and Multi-Modify buttons become active.

Step 3 Click the **Multi-Modify** button or choose **Action > MultiModify**.

The system validates that the users belong to the same server list; an error message displays in the GUI if a problem is identified.

The chosen users display on the Manage Users page.

Step 4 Perform one of the following tasks:

- To add more users to the list that you want to modify, see [Step 5](#) through [Step 7](#).
- To remove users from the list that you want to modify, see [Step 8](#).
- To modify the attributes for the users, see [Step 9](#).

Step 5 To add more users to the list that you want to modify, click the **Add More** button.

Step 6 The search page for managing users displays. Click **Go**, and the users that belong to the same server list display.

Step 7 Check the check boxes for the users that you want to add to the list, and click the **Add Users** button. The complete list of users display.

Step 8 To remove users from the list of users that you want to modify, check the check boxes for the users that you want to remove from the modification list, and click the **Remove** button.

Step 9 To modify the settings for the users in the list through the Manage Users wizard, click **Next**.

Step 10 A list of settings that you can modify for multiple users displays. Check the check boxes for the settings that you want to edit for all users in the list.

Step 11 The list of users and the settings that you want to update display. Update the settings, as described in the following sections:

- [CallManager User Information Settings, page 11-3](#)
- [Cisco Unity User Information Settings, page 11-4](#)

The user settings that display in the table are read only; use these settings as a reference when you make your updates. In the table, you can sort the settings by clicking the column header, or you can drag and drop the vertical and horizontal scroll bars to expand or narrow the column width.

Configuring Phones and Device Profiles for Users

If you want to do so, you can add a phone or device profile on the user page and then associate the phone/device profile with the user. This section contains information on the following topics:

- [Adding a Phone from a User Page, page 3-6](#)
- [Adding a Device Profile on a User Page, page 3-6](#)
- [Associating a Phone or Device Profile to a User, page 3-8](#)
- [Deleting an Association, page 3-9](#)

Adding a Phone from a User Page

To add a phone on a specific Add New or Manage <user ID> configuration page, perform the following procedure.

To Add a Phone on a User Page

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- Step 1** Find the user, as described in the [“Finding and Viewing a User”](#) section on page 3-1.
 - Step 2** After you click the user in the search results page and the specific user configuration page displays, click the **Add Phone/Profile** button.
 - Step 3** If you want to apply a Cisco Voice Provisioning Tool phone template, choose the template name from the VPT Phone Template drop-down list box.
 - Step 4** From the Device Class drop-down list box, choose **Phone**.
 - Step 5** From the Device Type drop-down list box, choose the phone model that you want to add.



Tip To display Basic and Advanced configuration settings at the same time, choose **Shortcuts > Expand All Sections**.

- Step 6** Wait for the basic configuration settings to display. Configure basic phone settings, as described in the [“Basic Phone Settings”](#) section on page 12-3.
 - Step 7** If you want to subscribe services to the phone, click the **Add IP Phone Service** button, and see the [“Configuring IP Phone Services and Lines”](#) section on page 4-5.
 - Step 8** To configure advanced phone settings, click the **Advanced Phone/Profile Configuration**, and use the [“Advanced Phone Settings”](#) section on page 12-5 as a reference to configure the settings.
 - Step 9** If you want to assign lines (directory numbers) to the phone, see the following sections:
 - [Configuring IP Phone Services and Lines, page 4-5](#)
 - [Basic Line Configuration Settings for Phones, page 12-12](#)
 - [Advanced Line Configuration Settings for Phones, page 12-18](#)
 - Step 10** After you complete the configuration, click **Save**.
If the tool identifies errors with the configuration, the GUI displays an error message.
 - Step 11** Reset or restart the phone, as described in the [“Resetting/Restarting a Phone”](#) section on page 4-15.
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Adding a Device Profile on a User Page

In Cisco CallManager, a device profile comprises the set of attributes (services and/or features) that are associated with a particular device. Device profiles include name, description, phone button template, add-on modules, softkey templates, multilevel precedence and preemption (MLPP) information, directory numbers, subscribed services, and speed-dial information. You can assign the user device profile to a user so that when the user logs in to a device, the user device profile that you have assigned to that user loads onto that device as a default login device profile. After a user device profile is loaded onto the phone, the phone picks up the attributes of that device profile.

Before You Begin

Before you configure the device profile, verify that you performed the following tasks:

- Configured a phone button template, softkey template, and user hold audio source in Cisco CallManager Administration, as described in the *Cisco CallManager Administration Guide*
- Installed the Cisco IP Telephony Locale Installer on every server in the cluster, as described in the Cisco IP Telephony Locale Installer documentation

Adding a Device Profile on a User Page

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- Step 1** Find a user, as described in the “[Finding and Viewing a User](#)” section on page 3-1.
- Step 2** After you click the user in the search results page and the specific user configuration page displays, click the **Add Phone/Profile** button.
- Step 3** If you want to apply a Cisco Voice Provisioning Tool device profile template, choose the template name from the VPT Profile Template drop-down list box.
- Step 4** From the Device Class drop-down list box, choose **Device Profile**.
- Step 5** From the Device Type drop-down list box, choose the phone model where you want to apply the profile.
- Step 6** Enter a unique name in the User Device Profile Name field. You can enter up to 50 characters.
- Step 7** Enter a description of the user device profile in the Description field. Enter any text that describes this particular user device profile.
- Step 8** From the Phone Button Template drop-down list box, choose the phone button template that you want to apply to the phone.
- Step 9** To specify the audio source that plays when a user initiates a hold action, choose the audio source from the User Hold Audio Source drop-down list box.
- If you do not specify an audio source in the Cisco CallManager database, 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.
- Step 10** From the User Locale drop-down list box, choose the language in which the device displays.
- Step 11** To configure call display restrictions and ignore any presentation restriction that is received for internal calls, choose Enabled from the Ignore Presentation Indicators drop-down list box.



Tip Use this configuration in conjunction with the calling line ID presentation and connected line ID presentation configuration at the translation pattern-level. Together, these settings allow you to configure call display restrictions to selectively present or block calling or connected line display information for each call. For more information about call display restrictions, see the *Cisco CallManager Features and Services Guide*.

- Step 12** From the Softkey Template drop-down list box, choose the softkey template that you want to use for the phone.
- Step 13** You can configure one or two expansion modules for this device profile by choosing phone templates from the expansion module drop-down lists in the expansion module fields.
- Step 14** To use the user device profile for MLPP precedence calls, enter a hexadecimal value between 0 and FFFFFFFF in the MLPP Domain field. If you leave this field blank, this device profile inherits its MLPP domain from the value set for the MLPP Domain Identifier enterprise parameter in Cisco CallManager Administration.

- Step 15** To use the user device profile for MLPP precedence calls, assign an MLPP Indication setting to the device profile. This setting specifies whether the MLPP-supported device will play precedence tones when it places an MLPP precedence call.

From the drop-down list box, choose a setting to assign to this device profile from the following options:

- **Default**—This device profile inherits its MLPP indication setting from the device pool of the associated device.
- **Off**—This device does not handle or process indication of an MLPP precedence call.
- **On**—This device profile does handle and process indication of an MLPP precedence call.



Note Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off or Default* (when default is *Off*) while MLPP Preemption is set to *Forceful*.

- Step 16** To use the user device profile for MLPP precedence calls, assign an MLPP Preemption setting to the device profile. This setting specifies whether the MLPP-supported device will preempt calls in progress when it places an MLPP precedence call.

From the drop-down list box, choose a setting to assign to this device profile from the following options:

- **Default**—This device profile inherits its MLPP preemption setting from the associated device pool for the device.
- **Disabled**—This device does not allow preemption of lower-precedence calls to take place when necessary for completion of higher-precedence calls.
- **Forceful**—This device allows preemption of lower-precedence calls to take place when necessary for completion of higher-precedence calls.



Note Do not configure a device profile with the following combination of settings: MLPP Indication is set to *Off or Default* (when default is *Off*) while MLPP Preemption is set to *Forceful*.

- Step 17** Enter a valid login user ID in the Login User ID field.



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 next to the Login User ID field.

- Step 18** Click **Save**.

Associating a Phone or Device Profile to a User

With the correct provisioning privileges for the product systems, you can associate a phone or device profile to a user when you add or modify a user record, as long as the phone or device profile exist in the product database.

Associating Phones

In Cisco CallManager, associating devices to a user gives the user control over specified devices. Users control some devices, such as phones. Applications that are identified as users control other devices, such as CTI ports. When users control a phone, they can control certain settings for that phone, such as speed dials and call forwarding.

If a device has multiple extensions that are associated with it, each line extension appears in the list. You need to choose only one line extension to choose all the lines that are associated with that device.

Associating Device Profiles

Before you associate a device profile, make sure that you added the device profile for the Cisco CallManager product system.

To associate a device profile or phone to a user, perform the following procedure:

To Associate a Phone or Device Profile With a User

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- Step 1** Find a user, as described in the [“Finding and Viewing a User”](#) section on page 3-1.
 - Step 2** After you click the user in the search results page and the specific user configuration page displays, click the **Associate Phone/Profile** button. The Associate Phone/Profile page displays.
 - Step 3** Choose the search criteria for the devices that you want to display, and click **Go**. The user records display.
 - Step 4** Check the check boxes for the devices that you want to associate with the user.
 - Step 5** Click the **Associate** button. The Manage User <user ID> page displays. The associated device information displays in the device association table.
 - Step 6** If you configured a line for the device or device profile, the directory number displays in the Primary Extension drop-down list box. If you want to do so, choose an extension from the drop-down list box. The option that you choose serves as the primary extension for user.
 - Step 7** From the Default Profile drop-down list box, choose the profile that you want to serve as the default for the user.
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Deleting an Association

If you want to delete the phone or device profile association while you delete the user, see the information in the [“Deleting Users”](#) section on page 3-10.



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On a specific Add New User or Manage User <user ID> configuration page, you can disassociate the devices or profiles for a user by checking the check box next to the device and clicking the **Delete Selected Row** button. Disassociating a device or profile from a user does not remove the device or profile from the Cisco CallManager database.

Deleting Users

Before you delete a Cisco CallManager user, the tool displays the device class that is associated with the user, if you associated devices/device profiles with the user. If you check the user record check box, you delete all user data, including the phone/device profile association.

For Cisco Unity, deleting the user removes all user data from the Cisco Unity system.

If the system cannot delete the user, the GUI displays an error message.



Tip

To remove a phone or device profile association without deleting the Cisco CallManager user, see the [“Deleting an Association” section on page 3-9](#).

For more information, see the following sections:

- [Deleting a Single User, page 3-10](#)
- [Deleting Multiple Users at the Same Time, page 3-11](#)

Deleting a Single User

You can delete a single user on the Manage User search results page or a specific Manage User <user ID> configuration page. Use the following procedures in conjunction with the [“Deleting Users” section on page 3-10](#).

To delete a single user on the Manage User search results page, you must check the check boxes for the user (and, if you choose to do so, any corresponding phone/device profile associations) that you want to delete.

The following procedure allows you to delete more than one user at the same time.

To Delete a User from the Manage User Search Results Page

- Step 1** Find the users that you want to display in the Manage User search results page, as described in the [“Finding and Viewing a User” section on page 3-1](#).
 - Step 2** On the Manage User search results page, check the check boxes for the users that you want to delete. The Delete button becomes active.
 - Step 3** Click the **Delete** button or choose **Action > Delete**.
 - Step 4** Check the deletion check boxes that apply.
 - Step 5** Click the **Delete** button.
 - Step 6** To proceed, click **OK**.
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On a specific Manage User <user ID> configuration page, you can delete a single user (and, if you choose to do so, any phone/device profile associations).

To Delete a User on a Specific Manage User <User ID> Configuration Page

- Step 1** Find the user, as described in the [“Finding and Viewing a User” section on page 3-1](#).

- Step 2** On the Manage User search results page, click the User ID link for the user that you want to delete.
 - Step 3** After the specific user configuration record displays, click the **Delete** button or choose **Action > Delete**.
 - Step 4** After the confirmation dialog box displays, click **OK**.
 - Step 5** On the Manage Users page, check the check boxes that apply. After you click all applicable check boxes, click **Delete**.
 - Step 6** To proceed, click **OK** in the confirmation dialog box.
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Deleting Multiple Users at the Same Time

To delete multiple users at the same time on the Manage User search results page, you must have the appropriate provisioning privileges for the product system(s) for which you plan to perform the task. If you do not have the correct administrative privileges to delete users from any product systems where user data exists, the GUI displays a message that indicates the systems for which you do not have adequate privileges. If you do not have the correct privileges, the check boxes for the users display but appear disabled.

You cannot delete specific associated devices/device profiles by using this procedure. For example, you cannot delete phone with MAC address 123456789102 for user jsmith, but you can delete all phones that are associated with user jsmith by checking the Delete Associated Phones check box.

To Delete Multiple Users at the Same Time

- Step 1** Find the user that you want to display in the Manage User search results page, as described in the [“Finding and Viewing a User”](#) section on page 3-1.
 - Step 2** On the Manage User search page, check the check boxes for the users that you want to delete.
 - Step 3** Click the **Delete** button or choose **Action > Delete**.
 - Step 4** Check the check boxes for the configuration that you want to delete.
 - Step 5** Click the **Delete** button or choose **Action > Delete**.
 - Step 6** To proceed, click **OK**.
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Obtaining Information on User Configuration Settings

For information on user configuration settings, see the [“User Configuration Settings”](#) section on page 11-1.

