

Cisco Business Edition 6000 Pre-Configured Option 10.6 Reference Guide

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Introduction

This document is to be used with Cisco Business Edition 6000 pre-configured images. You will use this guide to ready your network and power up the pre-configured images.

These images are being provided as a convenience only and are not required for your installation. You should verify these pre configurations in a lab before deploying at a customer location. If you choose not to use these pre-configured images you may simply delete and remove these from the UCS server using the ESXI management interface.

The Pre-Configured Unified Communications Solution currently consists of four applications. These applications have already been configured, deployed and ready for use:

- Cisco Prime Collaboration Provisioning (10.6)
- Cisco Unified Communications Manager (10.5.2)
- Cisco Unified Communications Manager IM & Presence Service (10.5.2)
- Cisco Unity Connection (10.5.2)

Basic Configuration

Auto registration with Self Provisioning has been configured for provisioning devices. It is assumed you will use Prime Collaboration Provisioning for end user provisioning but not required.

Here are some highlights regarding site-specific dialing and configuration. You may need or modify these settings to match your internal extension range. Reference the **Site Specific Dialing** section for details.

- +E.164 dialing is assumed to be configured in the gateway.
- Directed Call Park/Pickup has been configured with #1XXX/##1XXX.
- Direct Transfer to Voicemail is configured with *1XXX
- MeetMe Conferences have been configured with 731XXX.
- Dial 0 for operator has been configured to use a Hunt Group 751000. You will need to add your operators to this hunt group.

The **Configuration Reference** section will have more detail on how the pre-configured images have been configured by default.

Please follow these steps to prepare the pre-configured images for use:

1. Network Readiness
 - a. Add new 172.27.199.x network subnet
 - b. Add new DNS zone with reverse lookup
2. Mandatory Change of Credentials for applications
 - a. Reset username and password for Cisco Unified Communications Manager FIRST. All services should be running before changing credentials for IM&P application.
3. Update NTP reference for all applications
4. Update DNS reference for all applications
5. Update Date/Time reference for all applications.

Network Readiness

Please complete this section before powering on the pre-configured images.

The pre-configured images have been configured with the following network settings:

Subnet = 172.27.199.0/26

Domain = ciscocal.com

You will create administrator Usernames and Passwords for all applications after powering on each virtual machine through the CLI.

Description	VM Machine	IP Address	Fully Qualified Domain Name
Cisco Prime Collaboration Provisioning	PCP_Small_PreInst_10.6.0-1015.1	172.27.199.10	pcp.ciscocal.com
Cisco Unified Communications Manager	UCM1K_PreInst_K9_10.5.2.10000-5.1	172.27.199.11	ucm-pub.ciscocal.com
Cisco Unity Connection	CUC1K_PreInst_K9_10.5.2.10000-5.1	172.27.199.12	ucn1.ciscocal.com
Cisco IM & Presence	IMP1K_PreInst_K9_10.5.2.10000-10.1	172.27.199.13	imp1.ciscocal.com

Configure UCS Server IP Addresses

You will have two UCS server IP addresses that should be defined for use with the pre-configured images. For BE6000S this has already been configured for you:

ESXi Host: 172.27.199.2

Management Interface (CIMC): 172.27.199.3

Add Voice IP Subnet to Existing Network:

This is a quick reference to add the new subnet to your existing network. You should reference BE6000 Cisco Validated Design for complete recommendations for your voice network:

<http://www.cisco.com/c/en/us/solutions/enterprise/validated-designs-collaboration/index.html>

If you are using a non-IOS based DHCP server, add option 150 defined as ip address 172.27.199.11. This will allow your endpoints to register with Cisco Unified Communications Manager at 172.27.199.11.

- Add dhcp scope, add option 150 defined as IP address 172.27.199.11
- Add secondary ip address 172.27.199.0/26 to your existing default gateway.

Create New DNS Domain:

NOTE: You MUST add a new domain to your local DNS server.

The applications have been configured to use DNS and will NOT work properly without DNS.

Create a **forward** and **reverse** lookup zone in your DNS server called:

ciscolocal.com:

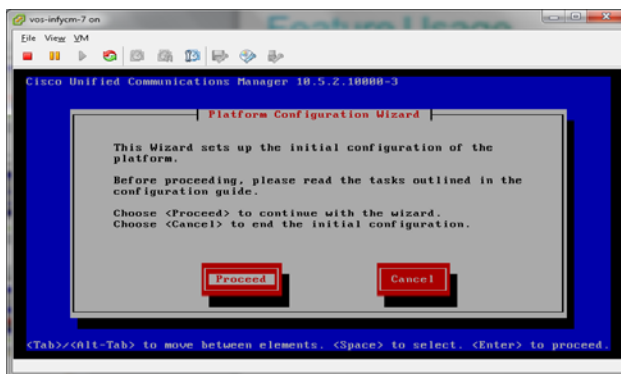
- pcp.ciscolocal.com - 172.27.199.10
- ucm-pub.ciscolocal.com - 172.27.199.11
- ucn1.ciscolocal.com - 172.27.199.12
- imp1.ciscolocal.com - 172.27.199.13

Pre-configured OVA Setup

Please make sure you have completed the Network Readiness section, including the DNS configuration, before you attempt to reset the credentials.

The Pre-configured images should already be deployed as Virtual Machines.

From the **UCM**, **CUC** and **IMP** command line interface, you will automatically be provided the password reset wizard after the images are powered on. Follow the prompts to change the credentials. After resetting the credentials, please be patient as it may take a few moment for the wizard to complete. The images will automatically reboot.



From the **PCP** command line interface, type “setup” at the setup prompt after powering on the image.

Password reset is mandatory for all applications. If you do not complete the wizard or cancel the wizard at any time, the images will shut down or not start any services.

Make sure to complete the password reset on Cisco Unified Communications Manager first. All services should be running before changing credentials on IM&P server.

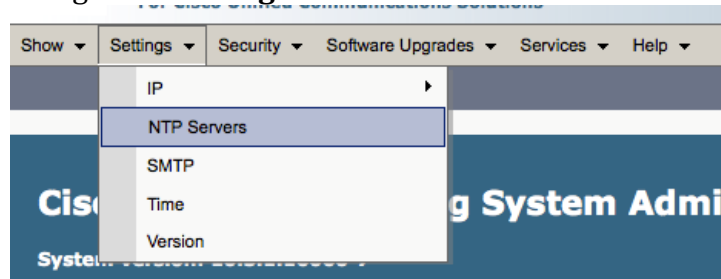
1. Cisco Unified Communications Manager (UCM1K_PreInst_K9_10.5.2.10000-5.1).
2. Cisco Unity Connection (CUC1K_PreInst_K9_10.5.2.10000-5.1).
3. After all services are running on Cisco Unified Communications Manager BEFORE changing credentials on Cisco IM & Presence (IMP1K_PreInst_K9_10.5.2.10000-10.1).
4. Cisco Prime Collaboration Provisioning (PCP_Small_PreInst_10.6.0-1015.1).

Update NTP Reference:

Applications have been setup with a generic setting for NTP reference. You should change this reference via the GUI interface to quickly setup your new NTP reference.

Log into the Operating System Administration webpage for each application and repeat this step for each application (**ucm-pub, ucn1 and imp1**):

- Navigate to **Settings >> NTP Servers**



- Add **New NTP Server** before removing the old NTP server reference.
- Click **Add New** and enter your new NTP server IP address.
- Select Old NTP reference and click, **Delete Selected**.

For PCP:

Log into the Command Line Interface using admin account and execute the configuration command:

- admin(config)# **ntp server ip address**
- admin(config)# **exit**
- admin# **write memory**

Update DNS Reference:

Applications have been setup with hostnames so you will need to resolve to ip address. You should have already setup the new cicolocal.com domain with correct DNS entries.

You will log into the command line interface for each application (ucm-pub, ucn1 and imp1). After changing the DNS setting you will also have to restart the Tomcat service.

Repeat for each application (**ucm-pub, ucn1 and imp1**):

Log into the Command Line Interface:

- a. set network dns primary **ip address**
- b. utils service restart Cisco Tomcat

For PCP:

Log into the Command Line Interface using admin account and execute the following configuration command:

- admin(config)# **ip name-server ip address**
- admin(config)# **exit**
- admin# **write memory**

Update Date/Time Reference:

For UCM-PUB:

Date/Time reference has been set to GMT-8.

The screenshot shows the 'Date/Time Group Configuration' page in a web browser. The navigation bar at the top includes 'System', 'Call Routing', 'Media Resources', 'Advanced Features', 'Device', 'Application', 'User Management', and 'Bulk Administration'. Below the navigation bar is a toolbar with icons for 'Save', 'Delete', 'Copy', 'Reset', 'Apply Config', and 'Add New'. The main content area is divided into sections: 'Status' (with an information icon and the text 'Status: Ready') and 'Date/Time Group Information'. The 'Date/Time Group Information' section displays the following configuration for the 'PCP_Site One_DTG' group (used by 11 devices):

- Group Name*: PCP_Site One_DTG
- Time Zone*: (GMT-8:00) America/Los_Angeles† (Entries with † are compatible with [legacy phone loads](#))
- Separator*: / (slash) (applies to Date Format only)
- Date Format*: M/D/Y
- Time Format*: 12-hour

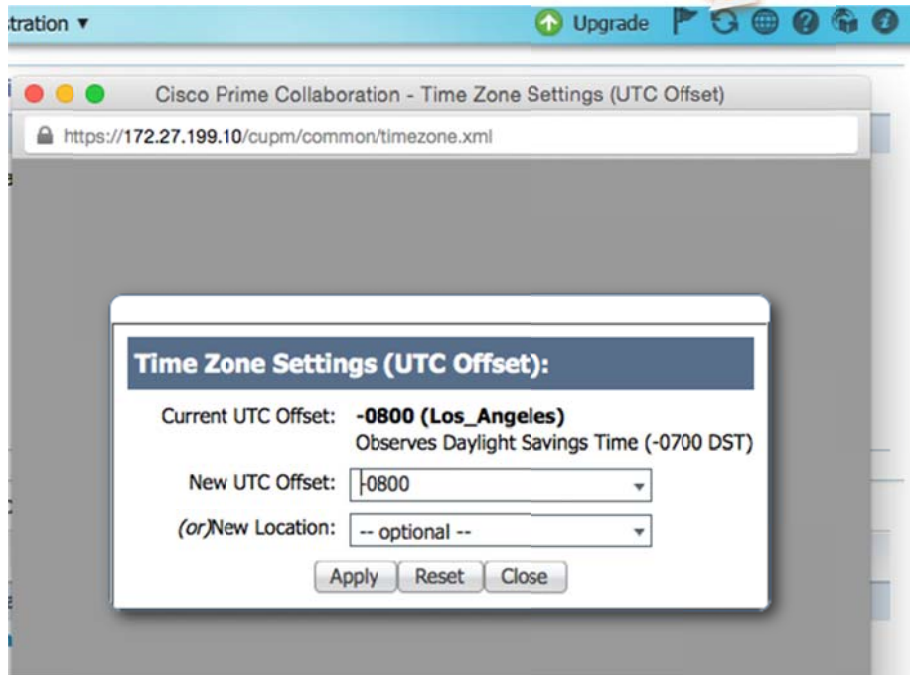
For UCN1:

Date/Time reference has been set to GMT-8.

From CLI:

- **show timezone list** (this will allow you to retrieve the zone index for your timezone)
- **set timezone zone index** (i.e. set timezone 132)
- reboot the Unity Connection Server

For PCP:
Date/Time reference has been set to GMT-8.



Install software updates or Language Packs:

Applications are up to date when shipped. However, patches may have been released after installation. Now would be a good time to install any software updates.

Also, if Language packs are required, please install those now.

Device Deployment:

Cisco Unified Communications Manager auto registration has been enabled for device deployment. If DHCP option 150 has been configured then you should be able to plug phones into your network.

A Self Provisioning speed dial button has been configured for auto-registered devices.

User Deployment:

Prime Collaboration Provisioning is assumed for end user deployment and management using LDAP, templates or manual configuration.

Reference the next section - Prime Collaboration Provisioning Management...

Prime Collaboration Provisioning Management

This section is intended to provide an overview of the existing setup on Prime Collaboration Provisioning and also outlines some best practices for user deployment and management.

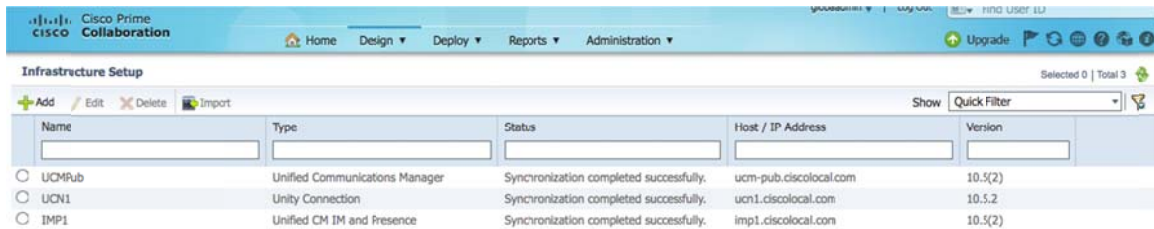
You can begin using Prime Collaboration Provisioning after both the credentials and synchronization has been changed for all applications.

Cisco Prime Collaboration Provisioning IP Address: 172.27.199.10

Log into PCP and navigate to **Design > Infrastructure Setup** to find the existing infrastructure devices (applications).

You will need to edit each application with the appropriate username/password credentials.

- Highlight the application name, and select **Edit**.
- Enter the new username and password for each application.



Name	Type	Status	Host / IP Address	Version
<input type="radio"/> UCMPub	Unified Communications Manager	Synchronization completed successfully.	ucm-pub.ciscocal.com	10.5(2)
<input type="radio"/> UCN1	Unity Connection	Synchronization completed successfully.	ucn1.ciscocal.com	10.5.2
<input type="radio"/> IMP1	Unified CM IM and Presence	Synchronization completed successfully.	imp1.ciscocal.com	10.5(2)

Start Infrastructure Synchronization for each application after changing the credentials.

Hover over the icon and you will see a pop up with option to sync:



Device Details

Name: UCMPub
Device Name: UCMPub-CiscoUnifiedCM
Associated Unified CM IM and Presence: IMP1-CiscoUnifiedPresence
IP Address: ucm-pub.ciscocal.com
Type: Unified Communications Manager
Version: 10.5(2)
Device Protocol: HTTPS
LDAP Directory Integration: None
User Name: administrator
Jabber Service: Enabled
Self-Provisioning: Enabled

Test Connection

Tested: 06-Jan-2015 11:22:52 +0000
Result: Success

Extension Mobility Details

Service Name: PCP_ExtensionMobility
Service URL: http://ucm-pub.ciscocal.com:8080/emapp/EMAppServlet?device=#DEVICENAME#&EMCC=#EMCC#

Infrastructure Synchronization

Started: 22-Dec-2014 00:38:41 +0000
Completed: 22-Dec-2014 00:39:36 +0000
Result: Completed

User Synchronization

Started: 22-Dec-2014 00:44:07 +0000
Completed: 22-Dec-2014 00:45:20 +0000
Result: Completed

Actions

Start Infrastructure Synchronization | Test Connection | Start User Synchronization | Serviceability | View Detailed Log

After all applications have successfully synchronized, you can begin using Prime Collaboration Provisioning to manage users. You may also use Prime Collaboration Provisioning to import your Dial Plan. See Dial Plan Import in the next section for more information.

Existing Setup Details:

Navigate to **Design > User Provisioning** Setup to find the Domains, Service Area, User Roles and Service Templates already added to Cisco Prime Provisioning.

Provisioning Construct	Provisioning Construct Name	Details								
<p>Domain</p> <p><i>A Domain is group of users. For each domain one or more administrators can be assigned to manage services for users within that domain.</i></p>	Main	One only domain named "Main" has been created.								
<p>Service Area</p> <p><i>A Service Area represents a site. Service Areas are used to structure and manage the IP telephony, messaging and presence services at a particular site.</i></p>	Site One	One Service Area named "Site One" has been created. This Service Area has the below settings for Call processor, Presence Processor and Message Processor.								
		Call Processor Settings								
		<table border="1"> <tr> <td>Name</td> <td>ucm-pub-CiscoUnifiedCM</td> </tr> <tr> <td>Location</td> <td>PCP_Site One_LOC</td> </tr> <tr> <td>Partition</td> <td>PCP_Base_PT</td> </tr> <tr> <td>Device Pool</td> <td>PCP_Site_One_DP</td> </tr> </table>	Name	ucm-pub-CiscoUnifiedCM	Location	PCP_Site One_LOC	Partition	PCP_Base_PT	Device Pool	PCP_Site_One_DP
Name	ucm-pub-CiscoUnifiedCM									
Location	PCP_Site One_LOC									
Partition	PCP_Base_PT									
Device Pool	PCP_Site_One_DP									
		Note that the Communications Manager "ucm-pub-CiscoUniifedCM" has the following Locations, Partitions and Device Pools created but this Service Area has been associated with the PCP_Site One_LOC Location, PCP_Base_PT Partition and PCP_Site_One_DP Device Pool.								

Provisioning Construct	Provisioning Construct Name	Details								
		<p align="center">Unified Presence Processor Settings</p> <table border="1"> <tr> <td>Name</td> <td>IMP1-CiscoUnifiedPresence</td> </tr> </table> <p align="center">Unified Message Processor Settings</p> <table border="1"> <tr> <td>Name</td> <td>UCN1-CiscoUnityConnection</td> </tr> <tr> <td>Exchange Server</td> <td>None</td> </tr> <tr> <td>Subscriber Template</td> <td> <ol style="list-style-type: none"> voicemailusertemplate PCP_UserTemplateWithTTS </td> </tr> </table>	Name	IMP1-CiscoUnifiedPresence	Name	UCN1-CiscoUnityConnection	Exchange Server	None	Subscriber Template	<ol style="list-style-type: none"> voicemailusertemplate PCP_UserTemplateWithTTS
Name	IMP1-CiscoUnifiedPresence									
Name	UCN1-CiscoUnityConnection									
Exchange Server	None									
Subscriber Template	<ol style="list-style-type: none"> voicemailusertemplate PCP_UserTemplateWithTTS 									
<p>User Role</p> <p><i>A User Role determines what services can be assigned to a particular user.</i></p>	Employee	This is the default role assigned to new users. The Employee user role must be configured to match the typical setup of employees in the organization.								
	Executive	A second role named Executive is also created by default. This role can be customized to include more services than the Employee role. Therefore Executive role is intended for Executives at an organization. This role can also be renamed and customized as required.								
	Common Area	A third role named Common Area is also available. This role is used to order services that do not have to be associated any particular user.								
<p>Service Templates</p> <p><i>Service Templates are used to provision a consistent set of attributes for a particular service</i></p> <p><i>At order time, Prime Collaboration Provisioning will use these templates to create services.</i></p>	Default Cisco Jabber for Desktop Template	A template that is being used for provisioning jabber soft clients for desktops.								
	Default Line Template	A template that is being used to set common attributes while provisioning lines.								
	Default User Services Template	A template that is being used to set common attributes for User Services								
	Default Voicemail Template	A template that is being used to set common attributes for Voicemail.								

Dial Plan Import

Cisco Unified Communications Manager has not been configured with any Country specific dial plans. You will need to configure your specific dial plan.

As a convenience, we have some Country specific dial plans configured using Prime Collaboration Provisioning route pattern and translation pattern templates. These templates may be used to import the dial plan through Prime Collaboration Provisioning batch import.

When ready to import your dial plan using Prime Collaboration Provisioning templates, use the following instructions:

Download Cisco Business Edition 6000 Prime Collaboration Provisioning Dial Plan Templates at the following location:

<http://www.cisco.com/go/be6kpreconfig>

You can use dial plan batch templates to import your specific dial plans. You may modify/add/change these templates to meet your requirements.

NOTE: Remember to add your PSTN gateway into the existing route list: PCP_Site One_PSTN_RL in Cisco Unified Communications Manager.

We have designed the pre-configured images to utilize +E.164 dialing. We have provided two templates for some Country Route Plans.

For Example, here are two NANP templates:

- PCP-ROUTE_PATTERN-NANP.txt (Route Pattern)
- PCP-TRANSLATION-NANP.txt (Translation Pattern)

PCP-ROUTE_PATTERN-NANP:

A	B	C	D	E	F	G	H	I	J	
OrderType	UserID	FirstName	LastName	ProductName	Domain	ServiceArea	Processor Name	Pattern	Description	Route P
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1911	Emergency	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1[2-8]11	Local Calls - Services	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1800XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1888XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1877XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1866XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1855XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+([1])!	International Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+([1])#	International Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	\+1555[2-9]XXXXXX	Local Calls	PCP3_S

When modifying the Route Pattern template you should only modify two columns (Pattern and/or Description). All the other columns use existing configurations in Cisco Unified Communications Manager and are static.

You will need to modify any patterns that are using area code 555 as a placeholder for the real deployment area code.

Also, you will need to import the Translation Pattern template as described below.

PCP-TRANSLATION-NANP:

A	B	C	D	E	F	G	H	I	J	K
OrderType	UserID	FirstName	LastName	ProductName	Domain	ServiceArea	Processor Name	Translation Pattern	Description	Partition
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.911	Emergency	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	911	Emergency	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-8]11	Local Services	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.800XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.888XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.877XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.866XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.855XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9011.!	International Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9011.#!	International Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.555[2-9]XXXXXX	Local Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.555[2-9]XXXXXX	Local Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9555.1234.XXX	Internal Calls	PCP_Base
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91555.1234.XXX	Internal Calls	PCP_Base
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1555.1234.XXX	Internal Calls	PCP_Base

When modifying the Translation Pattern template you should only modify two columns (Translation Pattern and/or Description). All the other columns use existing configurations in Cisco Unified Communications Manager and are static.

This translation template has been designed to be used with the provided Route Pattern template. You will need to modify the placeholder area code 555 to the deployment site's area code.

Modify then Import Prime Collaboration Provisioning Dial Plan Templates

1. Locate the Route Pattern Dial Plan text file (i.e. PCP-ROUTE PATTERN-NANP.txt) and open with Excel.
2. Make the necessary changes to the Route Pattern as described above and save As Tab Delimited Text (.txt) file.

A	B	C	D	E	F	G	H	I	J	K
OrderType	UserID	FirstName	LastName	ProductName	Domain	ServiceArea	Processor Name	Pattern	Description	Route P
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1911	Emergency	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1[2-8]11	Local Calls - Services	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1800XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1888XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1877XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1866XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1855XXXXXXX	Toll Free Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1[1]!	International Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1[1]#!	International Calls	PCP3_S
add	icadmin	IC	Administrator	Route Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1555[2-9]XXXXXX	Local Calls	PCP3_S

3. Locate the Translation Pattern Dial Plan text file (i.e. PCP-TRANSLATION-NANP.txt) and open with Excel.

- Make the necessary changes to the Translation Pattern as described above and save As Tab Delimited Text (.txt) file

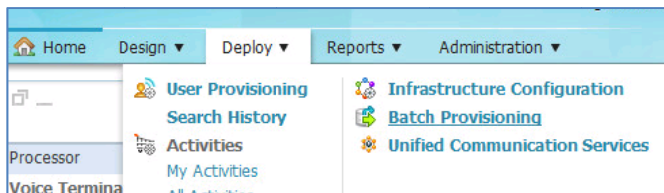
A	B	C	D	E	F	G	H	I	J	K
OrderType	UserID	FirstName	LastName	ProductName	Domain	ServiceArea	Processor Name	Translation Pattern	Description	Partition
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.911	Emergency	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	911	Emergency	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-8]11	Local Services	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.800XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.888XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.877XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.866XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.855XXXXXXX	Toll Free Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9011.!	International Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9011.!	International Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9011.!	International Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9.555[2-9]XXXXXX	Local Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91.555[2-9]XXXXXX	Local Calls	PCP3_Site
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	9555.1234.XXX	Internal Calls	PCP_Base_
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	91555.1234.XXX	Internal Calls	PCP_Base_
add	icadmin	IC	Administrator	Translation Pattern	Main	Site One	UCMPub-CiscoUnifiedCM	+1555.1234.XXX	Internal Calls	PCP_Base_

- You need to import the text files into Prime to add the Route Plan and Translation Pattern into Unified Communications Manager.

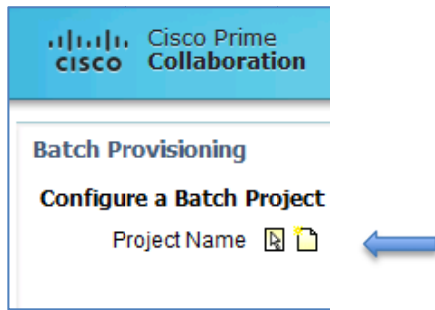
Open a web browser page, browse to <http://172.27.199.10/>, and log in with the appropriate credentials.



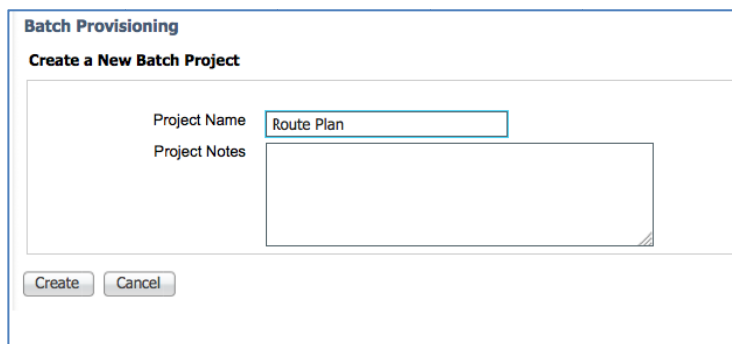
- Navigate to **Deploy -> Batch Provisioning**



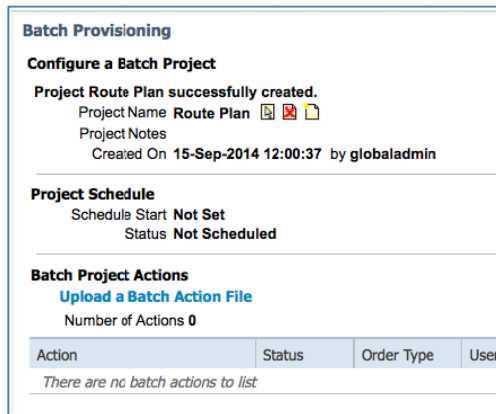
7. Configure a New Batch Project



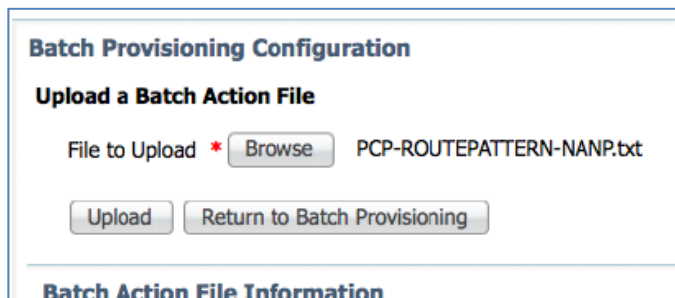
8. Give your Project a name (Route Plan), then click **Create**.



9. Select **Upload a Batch Action File**





10. **Browse** and select the Route Pattern text file. Click **Upload**.



- The file will begin uploading. You can refresh the browser to make sure the file upload was complete.

Batch Project Actions

 **File Upload In Progress** [0] 

Upload file PCP-ROUTE PATTERN-NANP.txt started on 09/15/2014 12:25:36 UTC



Number of Actions **0**



Action	Status	Order Type	User ID	Service
<i>There are no batch actions to list</i>				

- After the Route Pattern template has been uploaded, click **NOW** to start the batch file import.

Project Schedule

Schedule Start **15-Sep-2014 12:35:02**

Project Start Date/Time: **NOW**  

Status  **Scheduled** 

Batch Project Actions

Number of Actions **12**



Filter Status


Action	Status	Order Type	User ID	Service	Service Area	Details
1	Not Started	add	icadmin	Route Pattern	Site One	View
2	Not Started	add	icadmin	Route Pattern	Site One	View
3	Not Started	add	icadmin	Route Pattern	Site One	View
4	Not Started	add	icadmin	Route Pattern	Site One	View
5	Not Started	add	icadmin	Route Pattern	Site One	View
6	Not Started	add	icadmin	Route Pattern	Site One	View
7	Not Started	add	icadmin	Route Pattern	Site One	View
8	Not Started	add	icadmin	Route Pattern	Site One	View
9	Not Started	add	icadmin	Route Pattern	Site One	View
10	Not Started	add	icadmin	Route Pattern	Site One	View
11	Not Started	add	icadmin	Route Pattern	Site One	View
12	Not Started	add	icadmin	Route Pattern	Site One	View

Click the **Refresh** button next to Status Scheduled until the Status changes to Completed.

Project Schedule

Schedule Start **15-Sep-2014 12:35:02**

Project Start Date/Time: **NOW**  

Status  **Completed**

Started on **15-Sep-2014 12:35:05**

Completed on **15-Sep-2014 12:35:17**

Batch Project Actions

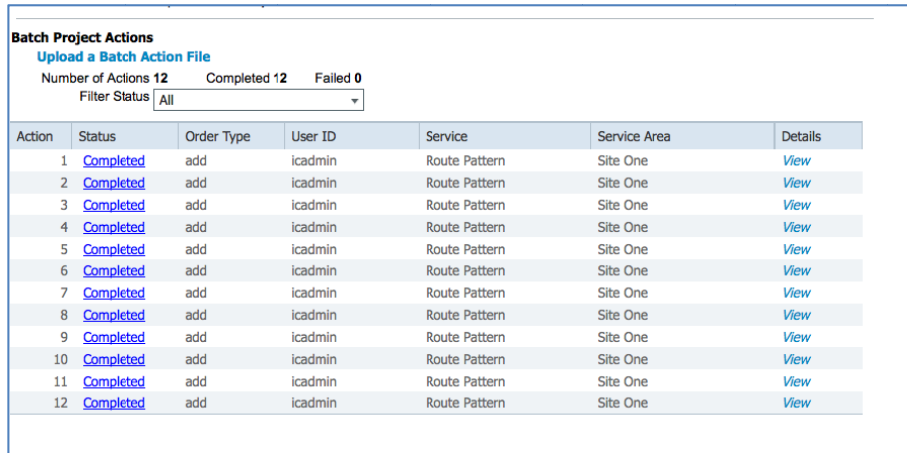
[Upload a Batch Action File](#)

Number of Actions **12** Completed **12** Failed **0**

Filter Status

Action	Status	Order Type	User ID	Service	Service Area	Details
1	Completed	add	icadmin	Route Pattern	Site One	View
2	Completed	add	icadmin	Route Pattern	Site One	View
3	Completed	add	icadmin	Route Pattern	Site One	View
4	Completed	add	icadmin	Route Pattern	Site One	View
5	Completed	add	icadmin	Route Pattern	Site One	View
6	Completed	add	icadmin	Route Pattern	Site One	View
7	Completed	add	icadmin	Route Pattern	Site One	View
8	Completed	add	icadmin	Route Pattern	Site One	View
9	Completed	add	icadmin	Route Pattern	Site One	View
10	Completed	add	icadmin	Route Pattern	Site One	View
11	Completed	add	icadmin	Route Pattern	Site One	View
12	Completed	add	icadmin	Route Pattern	Site One	View

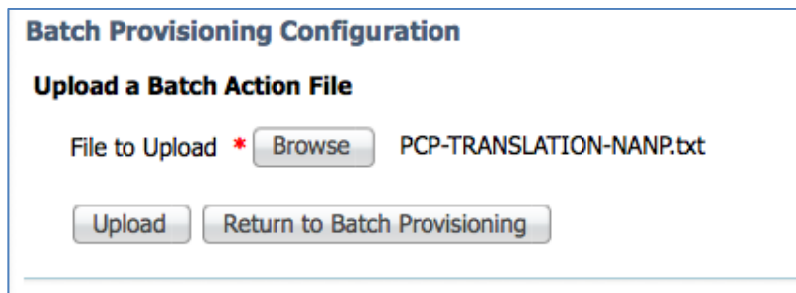
13. Select **Upload a Batch Action File** to upload the Translation Pattern.



Batch Project Actions
Upload a Batch Action File
Number of Actions **12** Completed **12** Failed **0**
Filter Status

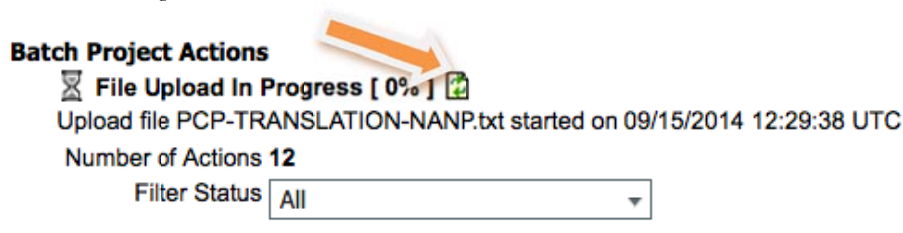
Action	Status	Order Type	User ID	Service	Service Area	Details
1	Completed	add	icadmin	Route Pattern	Site One	View
2	Completed	add	icadmin	Route Pattern	Site One	View
3	Completed	add	icadmin	Route Pattern	Site One	View
4	Completed	add	icadmin	Route Pattern	Site One	View
5	Completed	add	icadmin	Route Pattern	Site One	View
6	Completed	add	icadmin	Route Pattern	Site One	View
7	Completed	add	icadmin	Route Pattern	Site One	View
8	Completed	add	icadmin	Route Pattern	Site One	View
9	Completed	add	icadmin	Route Pattern	Site One	View
10	Completed	add	icadmin	Route Pattern	Site One	View
11	Completed	add	icadmin	Route Pattern	Site One	View
12	Completed	add	icadmin	Route Pattern	Site One	View


14. **Browse** and select the Translation Pattern text file, then click **Upload**.







Batch Provisioning Configuration
Upload a Batch Action File
File to Upload * PCP-TRANSLATION-NANP.txt

15. The file will begin uploading. You can refresh to make sure the file upload was complete.



Batch Project Actions
⌚ **File Upload In Progress [0%]** 
Upload file PCP-TRANSLATION-NANP.txt started on 09/15/2014 12:29:38 UTC
Number of Actions **12**
Filter Status




16. After the Translation Pattern template has been uploaded, click **NOW** to start the batch file import.

Project Schedule
 Schedule Start **15-Sep-2014 12:51:32**
 Project Start Date/Time: **NOW**  
 Status  **Scheduled** 

Batch Project Actions
 Number of Actions **31**
 Filter Status

Action	Status	Order Type	User ID	Service	Service Area	Details
1	Completed	add	icadmin	Route Pattern	Site One	View
2	Completed	add	icadmin	Route Pattern	Site One	View
3	Completed	add	icadmin	Route Pattern	Site One	View
4	Completed	add	icadmin	Route Pattern	Site One	View
5	Completed	add	icadmin	Route Pattern	Site One	View
6	Completed	add	icadmin	Route Pattern	Site One	View
7	Completed	add	icadmin	Route Pattern	Site One	View
8	Completed	add	icadmin	Route Pattern	Site One	View
9	Completed	add	icadmin	Route Pattern	Site One	View
10	Completed	add	icadmin	Route Pattern	Site One	View
11	Completed	add	icadmin	Route Pattern	Site One	View
12	Completed	add	icadmin	Route Pattern	Site One	View
13	Not Started	add	icadmin	Translation Pattern	Site One	View
14	Not Started	add	icadmin	Translation Pattern	Site One	View
15	Not Started	add	icadmin	Translation Pattern	Site One	View
16	Not Started	add	icadmin	Translation Pattern	Site One	View

Click the **Refresh** button next to Status Scheduled until the Status changes to **Completed**.

Project Schedule
 Schedule Start **15-Sep-2014 12:51:32**
 Project Start Date/Time: **NOW**  
 Status  **Completed**
 Started on **15-Sep-2014 12:51:34**
 Completed on **15-Sep-2014 12:51:55**

Batch Project Actions
[Upload a Batch Action File](#)
 Number of Actions **31** Completed **31** Failed **0**
 Filter Status

Action	Status	Order Type	User ID	Service	Service Area	Details
1	Completed	add	icadmin	Route Pattern	Site One	View
2	Completed	add	icadmin	Route Pattern	Site One	View
3	Completed	add	icadmin	Route Pattern	Site One	View
4	Completed	add	icadmin	Route Pattern	Site One	View
5	Completed	add	icadmin	Route Pattern	Site One	View
6	Completed	add	icadmin	Route Pattern	Site One	View
7	Completed	add	icadmin	Route Pattern	Site One	View
8	Completed	add	icadmin	Route Pattern	Site One	View
9	Completed	add	icadmin	Route Pattern	Site One	View
10	Completed	add	icadmin	Route Pattern	Site One	View
11	Completed	add	icadmin	Route Pattern	Site One	View
12	Completed	add	icadmin	Route Pattern	Site One	View
13	Completed	add	icadmin	Translation Pattern	Site One	View
14	Completed	add	icadmin	Translation Pattern	Site One	View
15	Completed	add	icadmin	Translation Pattern	Site One	View
16	Completed	add	icadmin	Translation Pattern	Site One	View
17	Completed	add	icadmin	Translation Pattern	Site One	View
18	Completed	add	icadmin	Translation Pattern	Site One	View
19	Completed	add	icadmin	Translation Pattern	Site One	View
20	Completed	add	icadmin	Translation Pattern	Site One	View

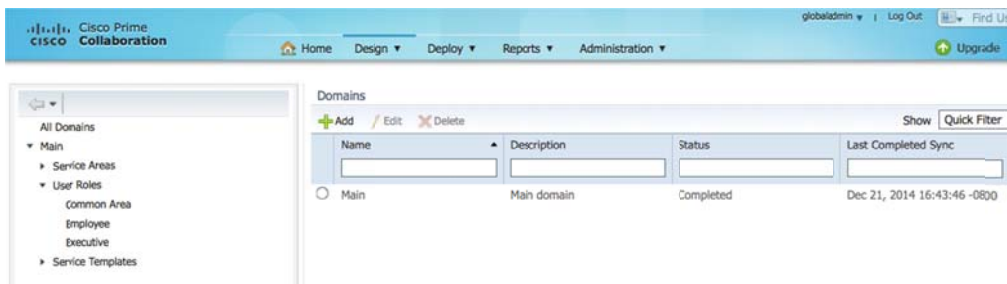
You have successfully added the Route Pattern and Translation Pattern into Unified Communications Manager.

Managing Users

A user is a person who has active IP Telephony services. Cisco Prime Collaboration Provisioning allows you to add users, synchronize user information, apply services, and update user information.

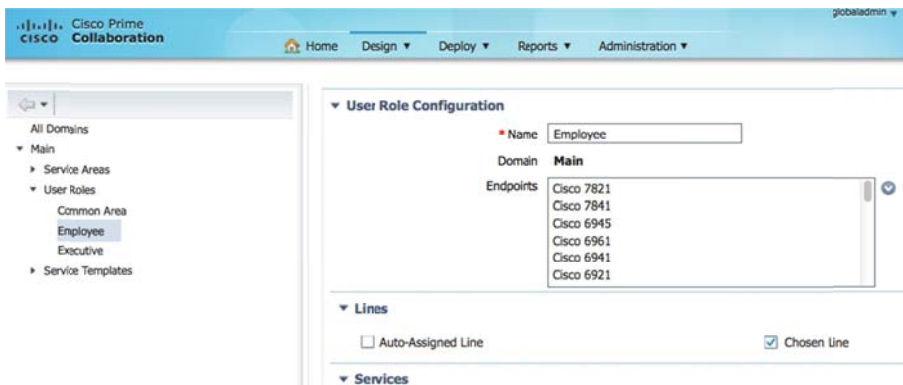
The user role refers to the role that a user will have within an organization. This role dictates the services to which the user is entitled (for example, phone model type, Jabber or SNR). Three user roles have been predefined in the system (Executive, Employee and Common Area).

You can review User Roles by navigating to **Design > User Provisioning Setup**.



The Employee User Role is the default user role. Most of the common services and endpoints have been selected.

You may want to review the User Roles to make sure that all your endpoints are made available, and all the services (for example, SNR or Extension Mobility) that you want to enable by default each time a user is created are selected.

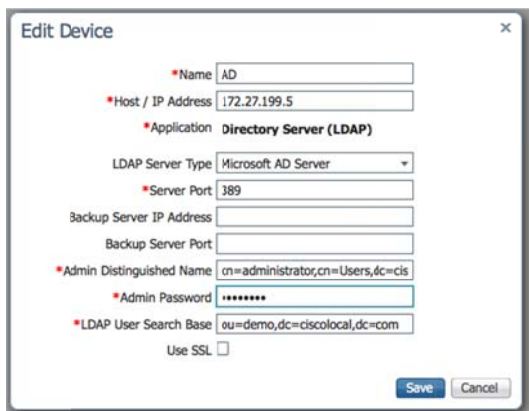


LDAP Synchronization

Cisco Prime Collaboration Provisioning can be configured to synchronize users/subscribers from an external Lightweight Directory Access Protocol (LDAP) server. With this feature, Cisco Prime Collaboration Provisioning can populate its user database with user IDs directly from an associated LDAP source. Configuring and scheduling LDAP synchronization is done through PCP Domain configuration.

Filter queries can be configured to allow Cisco Prime Collaboration Provisioning to automatically assign users to specific User Roles, which will create services automatically when synchronized. Reference the Managing Users section for User Role information.

To add an AD server into Prime Provisioning, go to **Design > Infrastructure Setup**, Add a new device of type Directory Server (LDAP).



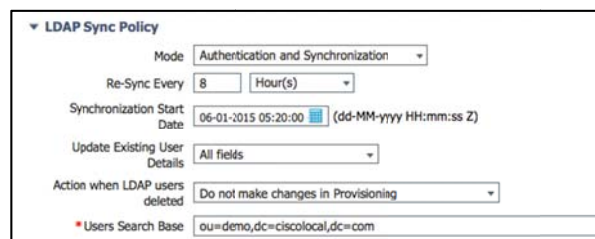
The screenshot shows the 'Edit Device' configuration window for an LDAP server. The fields are as follows:

- Name: AD
- Host / IP Address: 172.27.199.5
- Application: Directory Server (LDAP)
- LDAP Server Type: Microsoft AD Server
- Server Port: 389
- Backup Server IP Address: (empty)
- Backup Server Port: (empty)
- Admin Distinguished Name: cn=admin,dc=cisco,dc=com
- Admin Password: (masked with asterisks)
- LDAP User Search Base: ou=demo,dc=ciscocolocal,dc=com
- Use SSL:

Buttons: Save, Cancel

After configuring the LDAP server, you will need to assign it to the PCP Domain configuration. Navigate to **Design > User Provisioning Setup** and edit the “Main” PCP Domain.

- Devices section, select the LDAP server you just created from the Security Server drop down menu.
- LDAP Sync Policy section
 - Select **Authentication and Synchronization**
 - Re-Sync Every *(create the LDAP sync policy)*
 - Enter your **Users Search Base**



The screenshot shows the LDAP Sync Policy configuration window. The fields are as follows:

- Mode: Authentication and Synchronization
- Re-Sync Every: 8 Hour(s)
- Synchronization Start Date: 06-01-2015 05:20:00 (dd-MM-yyyy HH:mm:ss Z)
- Update Existing User Details: All fields
- Action when LDAP users deleted: Do not make changes in Provisioning
- Users Search Base: ou=demo,dc=ciscocolocal,dc=com

- In the **LDAP field Mappings** window, make the appropriate changes for your deployment.

LDAP field Mappings

Provisioning User Field	LDAP Attribute
User ID	sAMAccountName
First Name	givenName
Middle Name	initials
Last Name	sn
Contact Phone Number	telephoneNumber
Contact Email	mail
Directory URI	mail
Manager ID	manager
Department	department
Title	title
Home Number	homephone
Mobile Number	mobile
Pager Number	pager

- Service Area LDAP Filters, configure this setting to automatically provision users in Unified Communications Manager for Self Provisioning and create additional services (for example, voice mailbox or SNR). In this example, all users are created using the Employee User Role.

Service Area LDAP Filters

User Synchronization Filters for Service Areas
 If you are synchronizing users from LDAP server for Automatic Service Provisioning, use the following filters to specify which Service Area should be used for provisioning the services for the users.

Service Area Name	Filter	Line Settings
Site One	User ID = *	

You can create additional LDAP filters based in order to automatically provision users with different services.

For more details on LDAP synchronization, please refer to the Cisco Prime Collaboration Provisioning User Guide:

<http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-collaboration/tsd-products-support-series-home.html>

Importing Users with a Text File

A text file is another option for importing users.

You can download Cisco Business Edition 6000 Prime Collaboration Provisioning batch templates, including the user import file *AddUser.txt*, at the following location:

<http://www.cisco.com/go/be6kpreconfig>

You can edit the sample file (.txt) using Excel. The columns marked in Orange have already been defined for you based on the default configuration. You should not change these settings.

The other items that will be required for you to define include:

- UserID
- FirstName
- LastName
- Phone Number
- Auto Provisioning Directory Number

Update any other settings in the spreadsheet. Save the updated spreadsheet as tab-delimited text file, and import the file.

Procedure for importing user file:

- Step 1 Click **Deploy > User Provisioning > Import Users**.
- Step 2 In the **Import User** dialog box, click the **From File** radio button.
- Step 3 Click **Browse** and select the user import file.
- Step 4 Click **Import**.

The **Import** button remains disabled, till you select a file for import. After you click the Import button, the import status of the file will be displayed in the Import Users page. To see the import status of the previously imported file, click **View Last File Import Status**.

Cisco Prime Collaboration Provisioning creates the users based on the details provided in the file. Auto-provisioning is enabled on the sample file so Cisco Prime Collaboration Provisioning will automatically provision the default services for the users based on the Employee User Role (see previous section, *Managing Users* for more information about pre-configured User Roles)

Site Specific Dialing

The pre-configured dial plan includes a dial plan that supports both E.164 number dialing as well as site specific calling using 4 digits for dialing. The pre-configured 4-digit dialing may be modified from current 1xxx format to 3 digit, 5 digit or even to different 4 digit (to match a 4 digit DID number). Since the user's DN will be set in Cisco Unified Communications Manager through Prime Collaboration Provisioning, the administrator has the choice of using 3, 4 or 5 digits for extension to extension calling.

The existing dial plan is set up such that the last three digits of the user's DID number are masked such that the extension on a user's device will be 1XXX with the three X's being the user's DID number. The 1 prefix is used to eliminate pattern overlap. Although an extension can be any length, and use any number, Cisco recommends that the first digit of the user extension does not start with 0 or 9 for North American Numbering plan.

The following section details what aspects of the dial plan would need to change if the format of the extension to extension calling changes. For example, as a customer with a DID range for my users of 212-555-3XXX and the internal extension to extension dialing will be the last 4 digits of the DID assigned user extension. To change the dial plan from the current 1xxx pattern to the desired 3XXX range, the following changes would need to be made:

- 1) In Cisco Unified CM Administration, navigate to **User Management->User/Phone Add->Universal Line Template**. Select **PCP Default Line Template**. Expand the +E.164 Alternate Number and set the number mask to 3XXX. All devices will now have a 4 digit number associated with them for 4 digit dialing
- 2) If Directed Call Park is used and the desired slot number has been set to match the user's extension. To maintain this consistency, the directed call park number and retrieval must be changed to match the user's directory number. To make this change, navigate to **Call Routing->Directed Call Park**. Select **'Find'** to list all Directed Call Park numbers. Select each of the 10 Directed Call Park numbers and change the first number to match the user's extension. So if the users' directory numbers were changed to 3XXX, then the appropriate change to the first Directed Call Park number range will be #30XX.

- 3) Another configuration setting that aligns with a user's directory number is the MeetMe Conference number. If a user's directory number changes to 3XXX, Cisco recommends changing the MeetMe Conference numbers to match the user's directory number. The default MeetMe number range is 731XXX. If a user's directory number has been changed to 3XXX, the MeetMe number range should change to 733XXX.

This same general process can be followed to create a 3-digit or even 5-digit dial plan.

Auto-Registration:

Although most deployments can use the pre-defined auto-registration number, an administrator can change the auto-registration number range as needs. To change the auto-registration range, navigate to **Server->Cisco Unified CM** configuration page. Change the **Starting Directory Number** and **Ending Directory Number** fields and **Save** the change. No other changes are needed if the auto-registration number range is changed.

Voicemail Pilot:

The voicemail pilot number is used by to reach the voicemail services. The default voicemail pilot number is configured such that any user can reach voicemail by simply pressing the voicemail button on their phone. If external direct access to voicemail is required, a simple change to a translation pattern will enable direct access. After determining the external number that will be used to access Voicemail, go to **Call Routing->Translation Patterns**. Select the 770000 translation and change the Translation Pattern field to match the external number. After saving, when calling the external number, the call should be directly routed to Voicemail.

Intercom Numbers:

If the deployment would like to use the intercom feature, the Route Partition will be PCP_Intercom and the Calling Search Space will be PCP_Intercom_GEN.

Intercom configuration is outside the scope of this document.

Unity Access/Pilot Number

The pre-configured system contains route patterns to reach specific Voicemail features if enabled. Features like Speech Connect, Live Record or Greetings Administrator. The default access to the different features is 77100x. If you want to specify a different number than the default number for any of the services, navigate to **Call Routing->Route/Hunt->Route Pattern**. Select the desired Cisco

Unity Connection feature pattern and change the **Route Pattern** value. There are no other changes to be considered by changing these feature access numbers.

Hunt Group Access

The pre-configured system includes default hunt pilots to be used for specific groups with a company. The default groups are Finance, Help Desk, Human Resources and Sales. Although each group has a default hunt pilot number, the hunt pilot number can be changed to suit a site specific requirement. To change the number used to access a group of people, select the hunt pilot to change and just change the ' Hunt Pilot ' value on the configuration page. If you would like to change make the hunt pilot accessible to external callers, change the hunt pilot number to an external DID number. The new pilot number will be made available immediately after saving the change.

Depending on if the Voicemail system can redirect calls to the specific operational groups, there may need to be call routing change in Voicemail to reflect the change in any of the hunt pilot number.

Reference Material

Pre-configured OVAs may be downloaded from the software.cisco.com/download site:

[BE6000 pre-configured OVA downloads](#)

This section will detail the default configuration with screen shots mostly for the pre-configured images.

Review the baseline default configuration for this deployment and then you can review each section for default configurations specific to each application (Unified Communications Manager, Unity Connection and IM & Presence).

Base Configuration Default Guidelines

Pre-configured Application Default

Application	Naming Conventio n	IP Address
Prime Collab Provisioning	pcp	172.27.199.10
Cisco Unified Communications Manager	ucm-pub	172.27.199.11
Cisco Unity Connection	ucn1	172.27.199.12
Cisco IM & Presence	imp1	172.27.199.13

Default Domain
ciscolocal.com

Application	Default
NTP Server	172.27.199.1
DNS Server	172.27.199.1

Must be manually changed:

- Administrator Usernames and Passwords will be changed at first login
- NTP Server
- DNS Server
- Time Zone (GMT-8, Los Angeles) - Default

Cisco Unified Communications Manager Numbering Plan

E.164 Directory Number is assumed

E.164 Alternate Number Mask (1XXX) can be used on DN to allow for 4 digit dialing

1XXX can be modified to customer's environment

Feature	Range
Extensions	1XXX
Directed Call Park / Pickup	#1XXX / ##1XXX
Direct Transfer to Voicemail	*1XXX
Auto Registered Ext	70 1XXX
Call Pickup Groups (10)	72 1XXX
Meet Me Conference	73 1XXX
Hunt Groups (5)	75 1XXX
Voicemail Pilot	77 1000
Self-Provisioning CTI	78 1000
Operator	0
PSTN Access	9

Cisco Unified Communications Manager Pre-configured Settings

- „ Serviceability: Service Activation
- „ Administration:



- „ System
- „ Call Routing
- „ Media Resources
- „ Advanced Features
- „ Device
- „ User Management

Service Activation

Services that have been activated

CM Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco CallManager
<input type="checkbox"/>	Cisco Unified Mobile Voice Access Service
<input checked="" type="checkbox"/>	Cisco IP Voice Media Streaming App
<input checked="" type="checkbox"/>	Cisco CTIManager
<input checked="" type="checkbox"/>	Cisco Extension Mobility
<input checked="" type="checkbox"/>	Cisco Extended Functions
<input type="checkbox"/>	Cisco DHCP Monitor Service
<input type="checkbox"/>	Cisco Intercluster Lookup Service
<input checked="" type="checkbox"/>	Cisco Location Bandwidth Manager
<input checked="" type="checkbox"/>	Cisco Directory Number Alias Sync
<input checked="" type="checkbox"/>	Cisco Directory Number Alias Lookup
<input checked="" type="checkbox"/>	Cisco Dialed Number Analyzer Server
<input checked="" type="checkbox"/>	Cisco Dialed Number Analyzer
<input checked="" type="checkbox"/>	Cisco Tftp

CTI Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco IP Manager Assistant
<input checked="" type="checkbox"/>	Cisco WebDialer Web Service
<input checked="" type="checkbox"/>	Self Provisioning IVR

CDR Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco SOAP - CDRonDemand Service
<input checked="" type="checkbox"/>	Cisco CAR Web Service

Database and Admin Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco Bulk Provisioning Service
<input checked="" type="checkbox"/>	Cisco AXL Web Service
<input checked="" type="checkbox"/>	Cisco UXL Web Service
<input checked="" type="checkbox"/>	Cisco TAPS Service

Performance and Monitoring Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco Serviceability Reporter
<input checked="" type="checkbox"/>	Cisco CallManager SNMP Service

Security Services	
	Service Name
<input type="checkbox"/>	Cisco CTL Provider
<input type="checkbox"/>	Cisco Certificate Authority Proxy Function

Directory Services	
	Service Name
<input checked="" type="checkbox"/>	Cisco DirSync

System > Cisco Unified CM



- Auto-registration enabled
- Self-Provisioning enabled
- Auto-registration:
Directory Number Range:
701XXX

- Cisco Unified Communications Manager Information -
Cisco Unified Communications Manager: CM_ucm-pub (used by 13 devices)

- Server Information -

CTI ID: 1
Cisco Unified Communications Manager Server*: ucm-pub
Cisco Unified Communications Manager Name*: CM_ucm-pub
Description: Unified Call Manager
Location Bandwidth Manager Group: PCP_LBMG

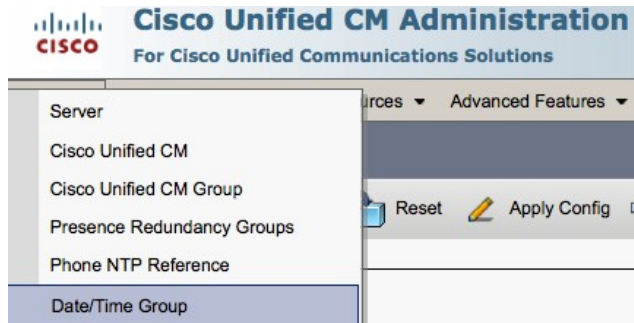
- Auto-registration Information -

Universal Device Template*: PCP_AutoReg
Universal Line Template*: PCP_AutoReg
Starting Directory Number*: 701000
Ending Directory Number*: 701998
 Auto-registration Disabled on this Cisco Unified Communications Manager

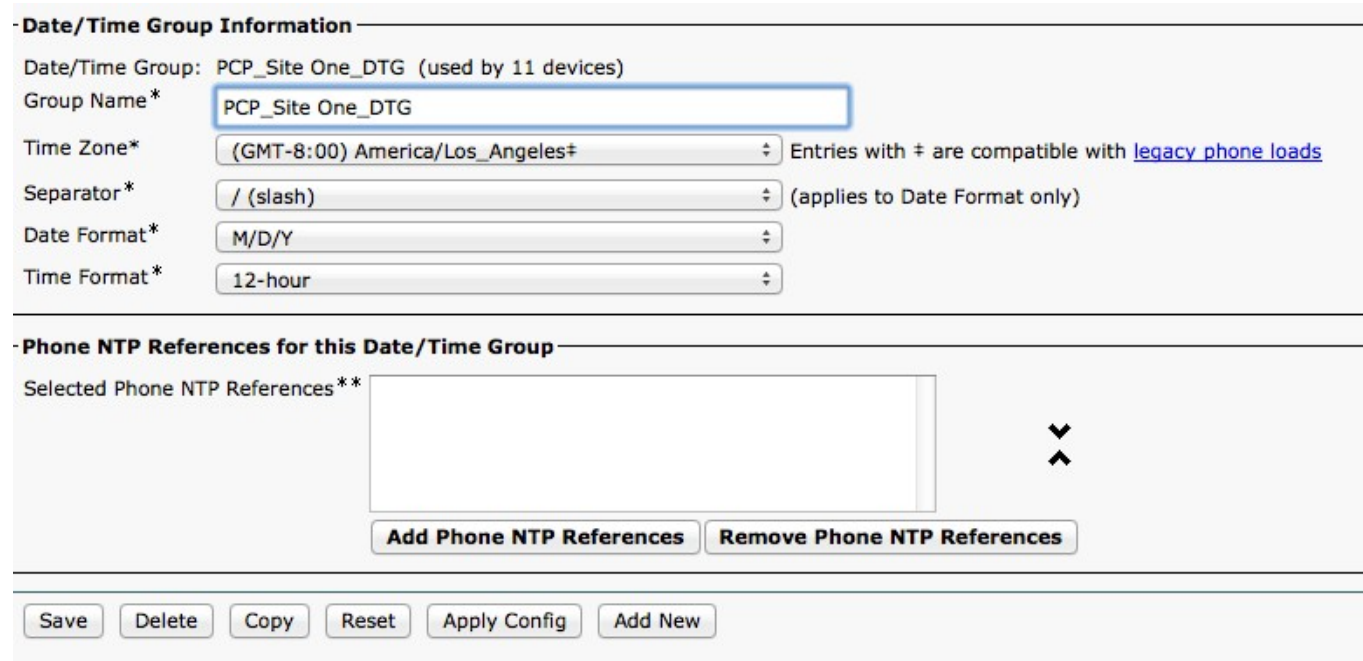
- Cisco Unified Communications Manager TCP Port Settings for this Server -

Ethernet Phone Port*: 2000
MGCP Listen Port*: 2427
MGCP Keep-alive Port*: 2428
SIP Phone Port*: 5060
SIP Phone Secure Port*: 5061

System > Date/Time Group



- Default: GMT-8, Los Angeles



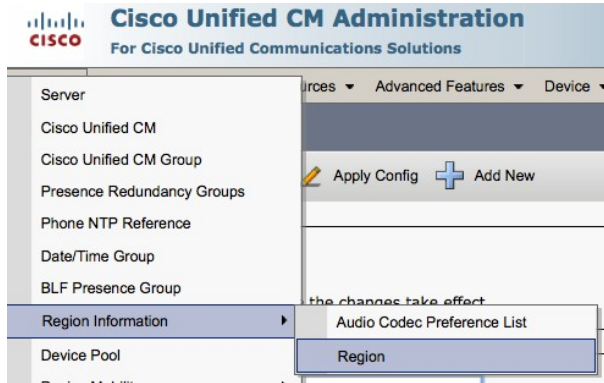
The screenshot displays the configuration page for a Date/Time Group. The page title is 'Date/Time Group Information'. The configuration details are as follows:

- Date/Time Group: PCP_Site One_DTG (used by 11 devices)
- Group Name*: PCP_Site One_DTG
- Time Zone*: (GMT-8:00) America/Los_Angeles+ (Entries with + are compatible with [legacy phone loads](#))
- Separator*: / (slash) (applies to Date Format only)
- Date Format*: M/D/Y
- Time Format*: 12-hour

Below the configuration fields is a section titled 'Phone NTP References for this Date/Time Group'. It contains a list box for 'Selected Phone NTP References**' which is currently empty. To the right of the list box are two arrows (down and up) for scrolling. Below the list box are two buttons: 'Add Phone NTP References' and 'Remove Phone NTP References'.

At the bottom of the page, there is a row of buttons: 'Save', 'Delete', 'Copy', 'Reset', 'Apply Config', and 'Add New'.

System > Region Information > Region



Region Information

Name*

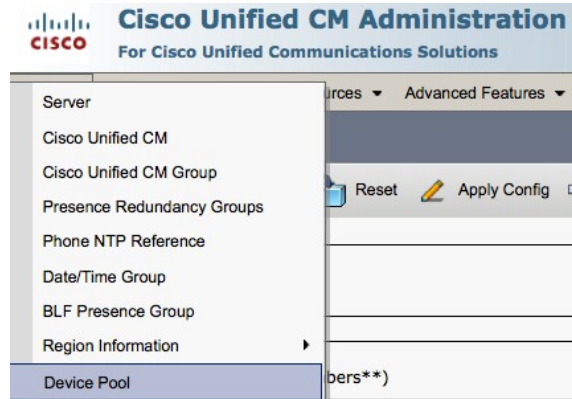
Region Relationships

Region	Audio Codec Preference List	Maximum Audio Bit Rate	Maximum Session Bit Rate for Video Calls	Maximum Session Bit Rate for Immersive Video Calls
Default	Use System Default (Factory Default low loss)	Use System Default (64 kbps (G.722, G.711))	384 kbps	2147483647 kbps
PCP_Site One_VR	Use System Default (Factory Default low loss)	256 kbps (L16, AAC-LD)	6000 kbps	2147483647 kbps
NOTE: Regions not displayed	Use System Default	Use System Default	Use System Default	Use System Default

Modify Relationship to other Regions

Regions	Audio Codec Preference List	Maximum Audio Bit Rate	Maximum Session Bit Rate for Video Calls	Maximum Session Bit Rate for Immersive Video Calls
<input type="checkbox"/> Default <input type="checkbox"/> PCP_Site One_VR	<input type="radio"/> Keep Current Setting <input type="radio"/> <input type="text" value=""/> kbps	<input checked="" type="radio"/> Keep Current Setting <input type="radio"/> <input type="text" value=""/> kbps	<input checked="" type="radio"/> Keep Current Setting <input type="radio"/> Use System Default <input type="radio"/> None <input type="radio"/> <input type="text" value=""/> kbps	<input checked="" type="radio"/> Keep Current Setting <input type="radio"/> Use System Default <input type="radio"/> None <input type="radio"/> <input type="text" value=""/> kbps

System > Device Pool



Device Pool Settings	
Device Pool Name *	PCP_Site One_DP
Cisco Unified Communications Manager Group *	PCP_CMGroup
Calling Search Space for Auto-registration	PCP_Site One_DEVICE_CSS
Adjunct CSS	< None >
Reverted Call Focus Priority	Default
Intercompany Media Services Enrolled Group	< None >

Local Route Group Settings	
Standard Local Route Group	PCP_Site One_RG
PSTN	PCP_Site One_RG

Roaming Sensitive Settings	
Date/Time Group *	PCP_Site One_DTG
Region *	PCP_Site One_VR
Media Resource Group List	PCP_Site One_MRGL
Location	Hub_None
Network Locale	< None >
SRST Reference *	Disable
Connection Monitor Duration ***	120
Single Button Barge *	Default
Join Across Lines *	Default
Physical Location	PCP_Site One_PHY
Device Mobility Group	PCP_Mobility_Group
Wireless LAN Profile Group	< None > View Details

Device Mobility Related Information ****	
Device Mobility Calling Search Space	PCP_Site One_DEVICE_CSS
AAR Calling Search Space	PCP_Base_CSS
AAR Group	< None >
Calling Party Transformation CSS	PCP_Base_CSS
Called Party Transformation CSS	PCP_Base_CSS

System > Device Mobility

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

- Server
- Cisco Unified CM
- Cisco Unified CM Group
- Presence Redundancy Groups
- Phone NTP Reference
- Date/Time Group
- BLF Presence Group
- Region Information
- Device Pool
- Device Mobility**
 - Device Mobility Group
 - Device Mobility Info
- DHCP

Status

i Status: Ready

Device Mobility Group Information

Name* PCP_Mobility_Group

Description PCP_Mobility_Group

Save Delete Copy Add New

Device Mobility Info (1 - 2 of 2)

Find Device Mobility Info where Name begins with Find Clear Filter

<input type="checkbox"/>	Name	Subnet	Subnet Mask
<input type="checkbox"/>	PCP_Site_One_DMI1	0.0.0.0	0
<input type="checkbox"/>	PCP_Site_One_DMI2	172.27.199.0	24

Add New Select All Clear All Delete Selected

Device Mobility Info Configuration

Save ~~Delete~~ Copy Add New

Status

i Status: Ready

Device Mobility Info Information

Name* PCP_Site_One_DMI1

Subnet* 0.0.0.0

Subnet Mask (bits size)* 0

Device Pools for this Device Mobility Info

Available Device Pools Default

Selected Device Pools* PCP_Site_One_DP

Save Delete Copy Add New

Device Mobility Info Configuration

Save ~~Delete~~ Copy Add New

Status

i Status: Ready

Device Mobility Info Information

Name* PCP_Site_One_DMI2

Subnet* 172.27.199.0

Subnet Mask (bits size)* 24

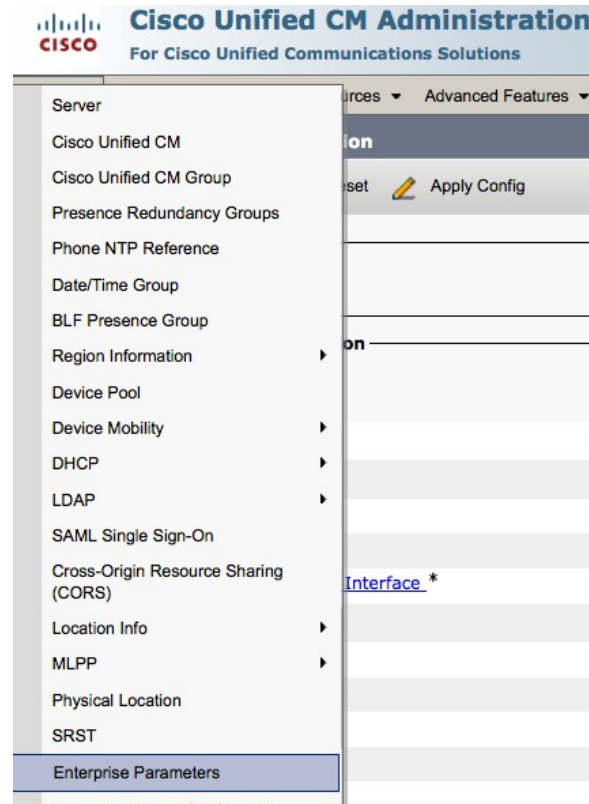
Device Pools for this Device Mobility Info

Available Device Pools Default

Selected Device Pools* PCP_Site_One_DP

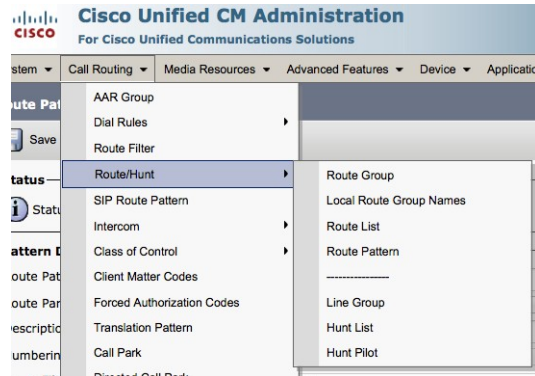
Save Delete Copy Add New

System > Enterprise & System Parameters



Navigation	Parameter	Value
System > Enterprise Parameters	Cluster ID	ucm-pub.ciscocal.com
System > Enterprise Parameters	Auto Register on Phone Protocol	SIP
System > Enterprise Parameters	BLF For Call Lists	Enabled
System > Enterprise Parameters	URI Lookup Policy	Case Insensitive
System > Enterprise Parameters	Self Care Portal Default Server	ucm--pub
System > Enterprise Parameters	Show Ring Settings	True
System > Enterprise Parameters	Show Line Label Settings	True
System > Enterprise Parameters	Show Call Forwarding	Show Only Forward All
System > Enterprise Parameters	Directory URI Alias Parameter	PCP_Base_PT
System > Enterprise Parameters	<URL Parameters>	<All use Publisher FQDN>
System > Enterprise Parameters	Organization Top Level Domain	ciscocal.com
System > Enterprise Parameters	Cluster Fully Qualified Domain Name	*.ciscocal.com
System > Enterprise Phone Configuration	Cisco Camera	Enabled
System > Enterprise Phone Configuration	RTCP	Enabled
System > Service Parameters > Cisco CallManager	CDR Enabled Flag	True
System > Service Parameters > Cisco CallManager	Call Diagnostics Enabled	Enabled Only When CDR Enabled Flag is True
System > Service Parameters > Cisco CallManager	Transfer On-hook Enabled	True
System > Service Parameters > Cisco CallManager	Maximum Ad Hoc Conference	8
System > Service Parameters > Cisco CallManager	Maximum MeetMe Conference Unicast	8
System > Service Parameters > Cisco CallManager	Advanced Ad Hoc Conference Enabled	True
System > Service Parameters > Cisco CallManager	Join Across Lines Policy	On
System > Service Parameters > Cisco CallManager	Default Interregion Max Audio Bit Rate	64 kbps (G.722, G.711)
System > Service Parameters > Cisco CallManager	Default Intra-region Max Video Call Bit Rate (Includes Audio)	32256
System > Service Parameters > Cisco CallManager	Default Interregion Max Video Call Bit Rate (Includes Audio)	768
System > Service Parameters > Cisco CallManager	Automated Alternate Routing Enable	True
System > Service Parameters > Cisco CallManager	Matching Caller ID with Remote Description	Partial Match
System > Service Parameters > Cisco CallManager	Number of Digits for Caller ID Partial Match	10

Call Routing > Route/Hunt > Route Pattern



Route Patterns (1 - 6 of 6)

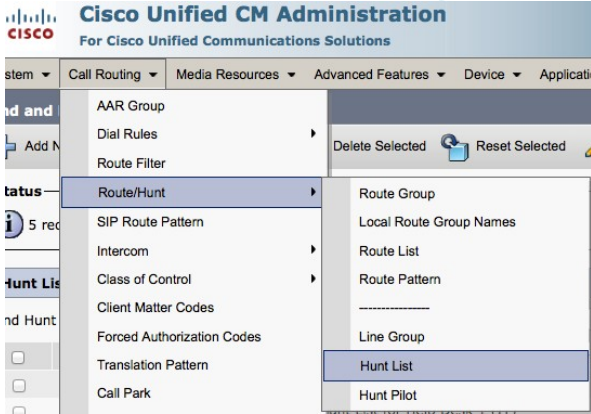
Find Route Patterns where begins with

<input type="checkbox"/>	Pattern ^	Description
<input type="checkbox"/>	771000	Cisco Unity Connection - Voicemail Pilot
<input type="checkbox"/>	771001	Cisco Unity Connection - Speech Connect
<input type="checkbox"/>	771002	Cisco Unity Connection - Live Record
<input type="checkbox"/>	771003	Cisco Unity Connection - Broadcast Administrator
<input type="checkbox"/>	771004	Cisco Unity Connection - Greetings Administrator
<input type="checkbox"/>	771005	Cisco Unity Connection - Visual Voicemail - R-Trap

Route patterns are created for Unity Connection

Dial Plan Route Patterns may be imported using Prime Collaboration Provisioning Dial Plan template

Call Routing > Route/Hunt > Hunt List



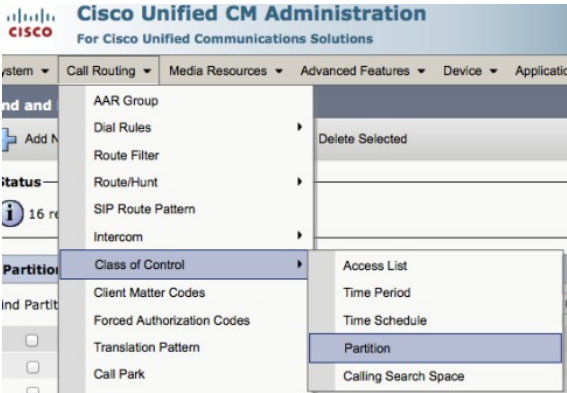
- 5 Hunt Pilots are created 751XXX
- Queuing can be enabled for Hunt Groups
- Members will be added manually

Hunt Pilots (1 - 5 of 5)

Find Hunt Pilots where

<input type="checkbox"/>	Pattern ^	Description
<input type="checkbox"/>	751000	Queue for Operators (Broadcast)
<input type="checkbox"/>	751011	Hunt List for Finance Team 1
<input type="checkbox"/>	751021	Queue for Help Desk 1
<input type="checkbox"/>	751031	Queue for HR Team 1
<input type="checkbox"/>	751041	Queue for Sales Team 1

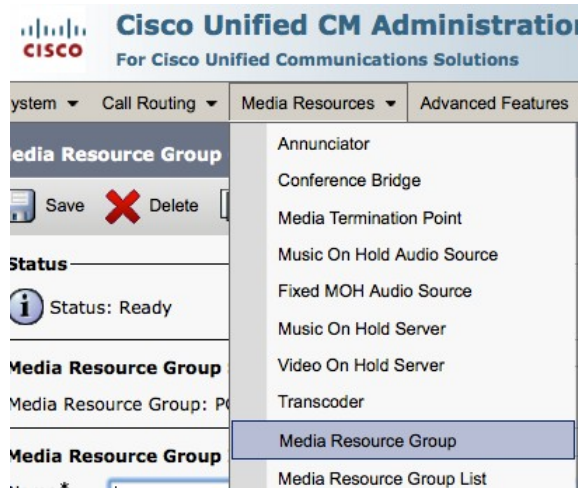
Call Routing > Class of Control > Calling Search Space



Calling Search Spaces and Partitions have been created for outbound calling and features.

Description	CSS Name	Partitions
CSS for Auto-Reg / Base Phones	PCP_Base_CSS	PCP_Base_PT
		PCP1_CONF_PT
		PCP1_PARK_PT
		PCP1_PICKUP_PT
CSS for Site One	PCP_Site One_DEVICE_CSS	PCP_Base_PT
		PCP1_CONF_PT
		PCP1_PARK_PT
		PCP1_PICKUP_PT
		PCP3_Site One_EMER_PT
		PCP3_Site One_INTL_PT
		PCP3_Site One_LD_PT
		PCP3_Site One_Local_PT
		PCP3_Site One_TF_PT

Media Resources > Media Resource Group List



Media Resource Group List Status
Media Resource Group List: PCP_Site One_MRGL (used by 11 devices)

Media Resource Group List Information
Name*

Media Resource Groups for this List

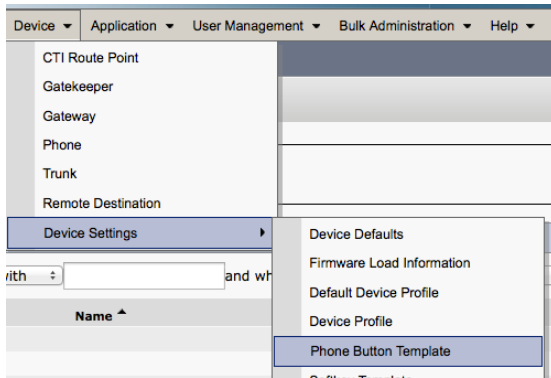
Available Media Resource Groups

v ^

Selected Media Resource Groups

v ^

Device > Device Settings > Phone Button Template



Phone Button Template Configuration Related Links:

Save Delete Copy Reset Apply Config Add New

Status
 Status: Ready

Phone Button Template Information
 Button Template Name * PCP_PBT

Button Information

Button	Feature	Label
1	Line **	Line
2	Speed Dial	Self Provisioning Speed Dial

Two Phone Button Templates:

- Self-Provisioning
- User

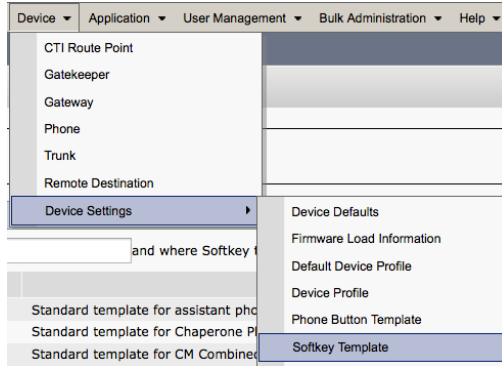
Status
 Status: Ready

Phone Button Template Information
 Button Template Name * PCP_12PLK_PBT

Button Information

Button	Feature	Label
1	Line **	Line
2	Do Not Disturb	Do Not Disturb
3	Speed Dial	Speed Dial
4	Speed Dial	Speed Dial
5	Speed Dial BLF	Speed Dial BLF
6	Speed Dial BLF	Speed Dial BLF
7	Speed Dial BLF	Speed Dial BLF
8	Speed Dial BLF	Speed Dial BLF
9	Speed Dial BLF	Speed Dial BLF
10	Speed Dial BLF	Speed Dial BLF
11	Speed Dial BLF	Speed Dial BLF
12	Speed Dial BLF	Speed Dial BLF

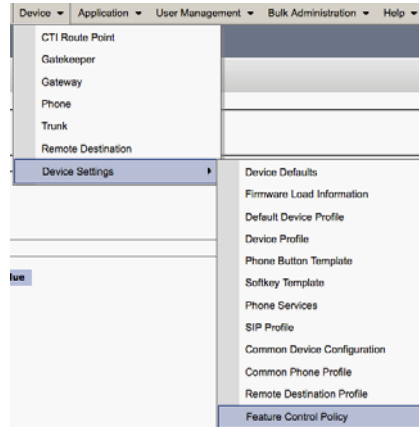
Device > Device Settings > Softkey Templates



- Two Softkey templates are created.

<input type="checkbox"/>	PCP User with Feature Hardkeys	Default template for phones - features (Hold, Transfer, etc.) on hardkeys
<input type="checkbox"/>	PCP_Jabber-Softkey-Template	Softkey Template for Jabber Service

Device > Device Settings > Feature Control Policy



Feature Control Policy is used in the Standard Common Phone Profile and Universal Device Template.

- Feature Control Policy Info -

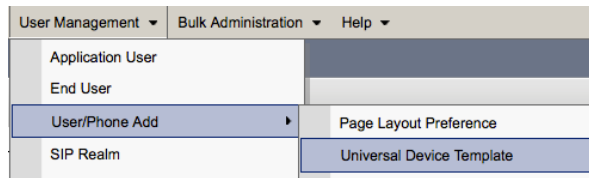
Name*

Description

- Feature Control Section -

Override Default	Feature Name	Enable Setting	Default Value
<input type="checkbox"/>	Barge	<input checked="" type="checkbox"/>	Enabled
<input type="checkbox"/>	Call Back	<input checked="" type="checkbox"/>	Enabled
<input type="checkbox"/>	Call Pickup	<input type="checkbox"/>	Disabled
<input type="checkbox"/>	Conference List	<input checked="" type="checkbox"/>	Enabled
<input checked="" type="checkbox"/>	Divert (Alerting)	<input checked="" type="checkbox"/>	Disabled
<input checked="" type="checkbox"/>	Divert (Connected)	<input checked="" type="checkbox"/>	Disabled
<input type="checkbox"/>	Forward All	<input checked="" type="checkbox"/>	Enabled
<input checked="" type="checkbox"/>	Group Call Pickup	<input checked="" type="checkbox"/>	Disabled
<input checked="" type="checkbox"/>	Meet Me	<input checked="" type="checkbox"/>	Disabled
<input checked="" type="checkbox"/>	Mobility	<input checked="" type="checkbox"/>	Disabled
<input type="checkbox"/>	Other Call Pickup	<input type="checkbox"/>	Disabled
<input type="checkbox"/>	Park	<input type="checkbox"/>	Disabled
<input type="checkbox"/>	Redial	<input checked="" type="checkbox"/>	Enabled
<input type="checkbox"/>	Report Caller	<input type="checkbox"/>	Disabled
<input type="checkbox"/>	Report Quality	<input type="checkbox"/>	Disabled
<input type="checkbox"/>	Speed Dial	<input checked="" type="checkbox"/>	Enabled

User Management > User/Phone Add > Universal Device Template

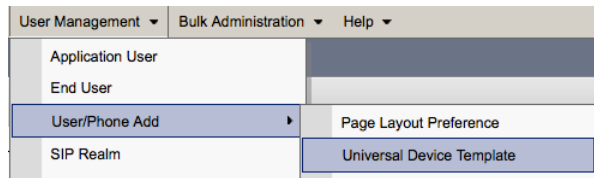


Universal Device Templates (UDT):

- Self-Provisioning – PCP_AutoReg
- Employee – PCP_SingleLine_UDP

<input type="checkbox"/>	PCP SingleLine UDP	#LastName# #FirstName# (#Product# #Protocol#)
<input type="checkbox"/>	PCP_AutoReg	PCP Auto Registration UDT

User Management > User/Phone Add > Universal Device Template



Universal Device Templates (UDT):

- UDTs are assigned to auto registered phones
- UDTs are assigned to User Profiles.
User Profiles get assigned to each user.

A screenshot of the 'Universal Device Template' configuration page in CUCM. The page is titled 'Name * PCP SingleLine UDP'. Below the title, there is a section for 'Required and Frequently Entered Settings' with the following fields:

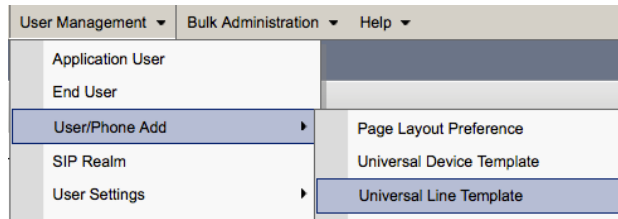
- Device Description: #LastName# #FirstName# (#Pro)
- Device Pool *: PCP_Site One_DP (with a 'View Details' link)
- Device Security Profile *: Universal Device Template - Moc
- SIP Profile *: Standard SIP Profile
- Phone Button Template *: PCP_SingleLine

Below these settings is a list of expandable sections:

- Device Settings
- Device Routing
- Phone Settings
- Protocol Settings
- Phone Buttons Configuration
- IP Phone Services Subscription
- Security Settings
- Service Configuration Settings
- Troubleshooting Settings
- Locale Settings
- Multilevel Precedence Preemption (MLPP) Settings
- Do Not Disturb (DND) Settings
- Automatic Alternate Routing (AAR) Settings
- Busy Lamp Field Settings
- Music on Hold Settings
- Location Settings

At the bottom of the page are four buttons: Save, Delete, Expand All, and Add New.

User Management > User/Phone Add > Universal Line Template



Universal Line Templates (ULT):

- Self-Provisioning – PCP_AutoReg
- Employee – PCP Default Line Template

Universal Line Templates (1 - 3 of 3)

Find Universal Line Templates where Name begins with Find Clear Filter

<input type="checkbox"/>	Name ^	Description
<input type="checkbox"/>	PCP Default Line Template	#FirstName# #LastName#
<input type="checkbox"/>	PCP_AutoReg	
<input type="checkbox"/>	Sample Line Template with TAG usage examples	#FirstName# #LastName# (#UserID#)

User Management > User/Phone Add > Universal Line

Universal Device Templates (ULT):

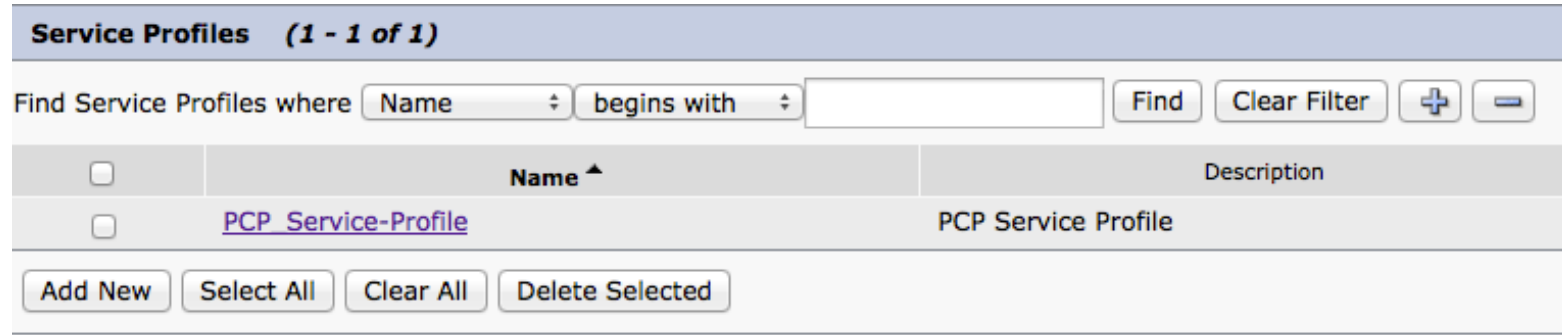
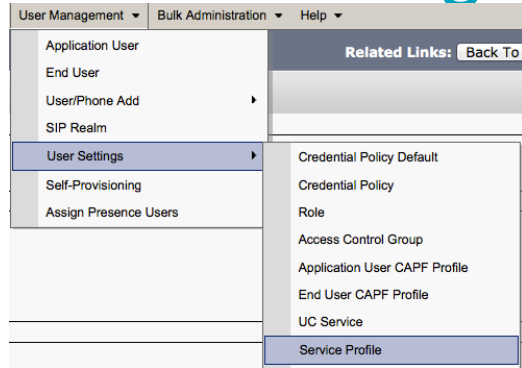
- ULTs are assigned to auto registered phones
- ULTs are assigned to User Profiles. User Profiles get assigned to each user.

The screenshot shows the 'Universal Line Template Configuration' web interface. At the top, there are navigation buttons: 'Save', 'Delete', 'Expand All', and 'Add New'. The main content is organized into sections:

- Template Information:** Includes a 'Name' field with the value 'PCP Default Line Template' and an 'Urgent Priority' checkbox.
- Required and Frequently Entered Settings:** Contains several fields:
 - 'Line Description': '#FirstName# #LastName#' with a pencil icon.
 - 'Route Partition': 'PCP_Base_PT' with a dropdown arrow.
 - 'Voice Mail Profile': 'PCP_Connection_Voic' with a dropdown arrow.
 - 'Calling Search Space': an empty field with a dropdown arrow.
 - 'Alerting Name': '#FirstName# #LastName#' with a pencil icon.
 - 'External Call Control Profile': an empty field with a dropdown arrow.
- Directory Number Settings:** A section header.
- Music On Hold (MOH) Settings:** A section header.
- Automatic Alternate Routing (AAR) Settings:** A section header.
- Call Forward Settings:** A section header.
- Park Monitoring Settings:** A section header.
- Multilevel Precedence Preemption (MLPP) Alternate Party Settings:** A section header.
- Hold Reversion Settings:** A section header.
- Enterprise Alternate Number:** A section header.
- +E.164 Alternate Number:** A section header with the following settings:
 - 'Number Mask': '1XXX' in a text box.
 - 'Add to Local Route Partition': checked checkbox.
 - 'Route Partition': 'PCP_Base_PT' with a dropdown arrow.
 - 'Is Urgent': unchecked checkbox.
 - 'Advertise Globally via ILS': unchecked checkbox.
 - 'Remove +E.164 Alternate Number': a button.
- PSTN Failover for Enterprise Alternate Number, +E.164 Alternate Number, and URI Dialing:** A section header.

At the bottom of the interface, there are buttons for 'Save', 'Delete', 'Expand All', and 'Add New'.

User Management > User Settings > Service Profile



Service Profile is created for Jabber:

- Voicemail
- Mailstore
- IM and Presence
- CTI

User Management > User Settings > User Profile

User Management > Bulk Administration > Help

- Application User
- End User
- User/Phone Add
- SIP Realm
- User Settings**
 - Credential Policy Default
 - Credential Policy
 - Role
 - Access Control Group
 - Application User CAPF Profile
 - End User CAPF Profile
 - UC Service
 - Service Profile
 - User Profile**
- Self-Provisioning
- Assign Presence Users

Related Links: Back To

User Profiles (1 - 2 of 2) Rows per Page 50

Find User Profiles where Name begins with

<input type="checkbox"/>	Name ^	Description	Desk Phones Universal Device Template	Mobile Devices Universal Device Template	Remote Destination/Device Profiles Universal Device Template	Universal Line Template	Self-Provisioning Enabled	Self-Provisioning Device Limit	System Default User Profile
<input type="checkbox"/>	PCP_UserProfile	PCP user profile	PCP_Main_UDT	PCP_Main_UDT	PCP_Main_UDT	PCP_User	true	3	
<input type="checkbox"/>	Standard (Factory Default) User Profile	Standard (Factory Default) User Profile					false	0	Standard (Factory Default) User Profile

User Profiles are assigned to users in their End User web pages.

User Profile Configuration

Status

Status: Ready

User Profile

Name*

Description

Make this the default User Profile for the system

Universal Device Template

Desk Phones [View Details](#)

Mobile and Desktop Devices [View Details](#)

Remote Destination/Device Profiles [View Details](#)

Universal Line Template

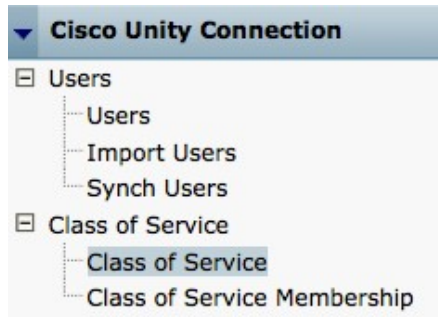
Universal Line Template [View Details](#)

Self-Provisioning

Allow End User to Provision their own phones

Limit Provisioning once End User has this many phones

Class of Service > Class of Service

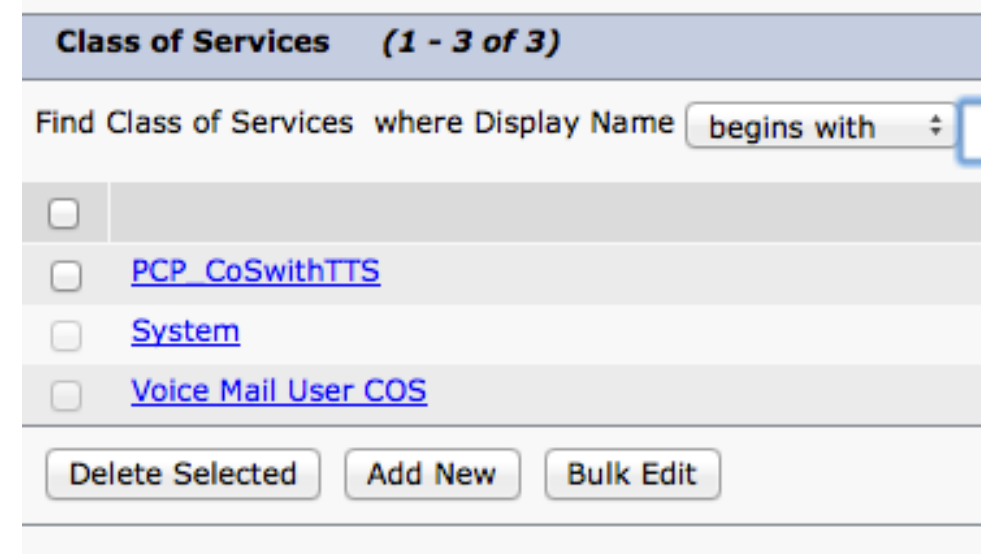


Two Classes of Service are used:

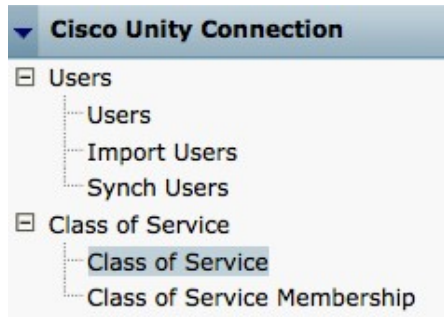
- Voice Mail User COS
- PCP CoSwithTTS

Standard voicemail user – Voice Mail User COS

Voicemail user with TTS – PCP CoSwithTTs



Class of Service > Class of Service

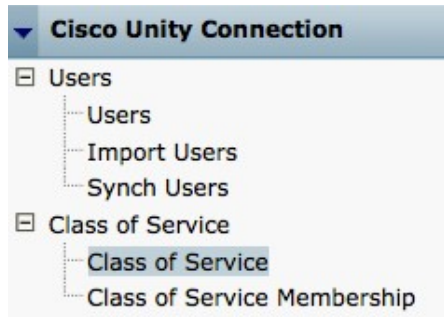


Class of Service without TTS

A screenshot of the 'Edit Class of Service' configuration page in Cisco Unity Connection. The page is titled 'Edit Class of Service' and contains several sections of settings:

- Display Name***: PCP_CoWithoutTTS
- Recorded Name**:
 - Allow User to Record Name
 - Maximum Length: 30 Seconds
- Directory Listing**:
 - Allow Users to Choose to Be Listed in the Directory
- Greetings**:
 - Maximum Length: 90 Seconds
- Licensed Features**:
 - Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox
 - Allow IMAP Users to Access Message Bodies
 - Allow IMAP Users to Access Message Bodies Except on Private Messages
 - Allow IMAP Users to Access Message Headers Only
 - Allow Users to Use the Web Inbox and RSS Feeds
 - Allow Access to Advanced Features
 - Allow Access to Exchange Email by Using Text to Speech (TTS)
 - Allow Users to Use Voice Recognition
 - Allow Users to Access SpeechView Transcription Service
 - Use Standard SpeechView Transcription Service
 - Use SpeechView Pro Transcription Service
 - Secure Message Transcription (Speech View Standard/Pro)
 - Do Not Transcribe Secure Messages
 - Allow Transcriptions of Secure Messages
 - Allow Transcriptions of Secure Messages to Be Sent to Notification Devices
- Enable Video**:
 - Allow Users to Playback and Record Video Greetings
 - Allow Outside Callers
- Features**:
 - Allow Users to Use Personal Call Transfer Rules
 - Allow Users to Use the Messaging Assistant
 - Allow Users to Use Unified Client to Access Voicemail
- Alternate Extensions**:
 - Allow Users to View Administrator-Defined Alternate Extensions
 - Allow Users to Manage Their User-Defined Alternate Extensions
- Message Length**:
 - Maximum Length: 300 Seconds
- Message Options**:
 - Allow Users to Send Messages to System Distribution Lists
 - Delete Messages without Saving to Deleted Items Folder
 - Users Can Reply to Messages from Other Users by Calling Them
 - Users Can Reply to Messages from Unidentified Callers by Calling Them
 - Require Secure Messaging: Private
- Private Distribution Lists**:
 - Maximum Lists per User (1-99): 25
 - Maximum Members per List (1-999): 99
- Call Transfer**:
 - Allow Users to Change Call Screening Options
 - Allow Users to Change Call Holding Options
- Restriction Tables**:
 - Outcalling: Default Outdial
 - Transfers: Default Transfer
 - Fax: Default Fax
- Buttons: Save, Delete, Previous, Next

Class of Service > Class of Service



Class of Service with TTS

Edit Class of Service

Display Name*

Recorded Name

Allow User to Record Name

Maximum Length Seconds

Directory Listing

Allow Users to Choose to Be Listed in the Directory

Greetings

Maximum Length Seconds

Licensed Features

Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox

Allow IMAP Users to Access Message Bodies

Allow IMAP Users to Access Message Bodies Except on Private Messages

Allow IMAP Users to Access Message Headers Only

Allow Users to Use the Web Inbox and RSS Feeds

Allow Access to Advanced Features

Allow Access to Exchange Email by Using Text to Speech (TTS)

Allow Users to Use Voice Recognition

Allow Users to Access SpeechView Transcription Service

Use Standard SpeechView Transcription Service

Use SpeechView Pro Transcription Service

Secure Message Transcription (Speech View Standard/Pro)

Do Not Transcribe Secure Messages

Allow Transcriptions of Secure Messages

Allow Transcriptions of Secure Messages to Be Sent to Notification Devices

Enable Video

Allow Users to Playback and Record Video Greetings

Allow Outside Callers

Features

Allow Users to Use Personal Call Transfer Rules

Allow Users to Use the Messaging Assistant

Allow Users to Use Unified Client to Access Voicemail

Alternate Extensions

Allow Users to View Administrator-Defined Alternate Extensions

Allow Users to Manage Their User-Defined Alternate Extensions

Message Length

Maximum Length Seconds

Message Options

Allow Users to Send Messages to System Distribution Lists

Delete Messages without Saving to Deleted Items Folder

Users Can Reply to Messages from Other Users by Calling Them

Users Can Reply to Messages from Unidentified Callers by Calling Them

Require Secure Messaging

Private Distribution Lists

Maximum Lists per User (1-99)

Maximum Members per List (1-999)

Call Transfer

Allow Users to Change Call Screening Options

Allow Users to Change Call Holding Options

Restriction Tables

Outcalling

Transfers

Fax

Templates > User Templates

- ▼ Cisco Unity Connection
 - Users
 - Users
 - Import Users
 - Synch Users
 - Class of Service
 - Class of Service
 - Class of Service Membership
 - Templates
 - User Templates**
 - Call Handler Templates
 - Contact Templates
 - Notification Templates

One new template is created

User Templates (1 - 3 of 3)

Find User Templates where Alias begins with Find

<input type="checkbox"/>	Alias ^	
<input type="checkbox"/>	administratortemplate	Administrator Template
<input type="checkbox"/>	PCP_UserTemplateWithTTS	PCP_UserTemplateWithTTS
<input type="checkbox"/>	voicemailusertemplate	Voice Mail User Template

Delete Selected Add New

Name

Alias*

Display Name*

Display Name Generation First Name, Then Last Name
 Last Name, Then First Name

Phone

Outgoing Fax Server

Partition

Search Scope

Phone System

Class of Service

Active Schedule

Set for Self-enrollment at Next Sign-In

List in Directory

Send Non-Delivery Receipts on Failed Message Delivery

Skip PIN When Calling From a Known Extension

Use Short Calendar Caching Poll Interval

Location

Address

Building

City

State

Postal Code

Country

Use System Default Time Zone

Time Zone

Language Use System Default Language
 English(United States)

Department

Manager

Billing ID

Generate SMTP Proxy Address From Corporate Email Address

System Settings > Authentication Rules

- System Settings
 - General Configuration
 - Cluster
 - Authentication Rules
 - Roles
 - Restriction Tables
 - Licenses
 - Schedules
 - Holiday Schedules
 - Global Nicknames
 - Subject Line Formats
 - Attachment Descriptions
 - Enterprise Parameters
 - Service Parameters
 - Plugins
 - Fax Server

Authentication Rules (1 - 2 of 2)

Find Authentication Rules where Display Name

- [Recommended Voice Mail Authentication Rule](#)
- [Recommended Web Application Authentication Rule](#)

Authentication Rule Refresh Help

Edit Authentication Rule

Display Name*

Failed Sign-In Attempts No Limit for Failed Sign-Ins

Reset Every Failed Sign-In Attempts Minutes

Lockout Duration Minutes Administrator Must Unlock

Minimum Duration between Credential Changes Minutes

Credential Expires After Days Never Expires

Expiration Warning Days Days

Minimum Credential Length

Stored Number of Previous Credentials

Check for Trivial Passwords

Fields marked with an asterisk (*) are required.

- Call Management
 - System Call Handlers
 - Directory Handlers
 - Interview Handlers
 - Custom Recordings
 - Call Routing
 - Direct Routing Rules**
 - Forwarded Routing Rules

Direct Routing Rules in Descending Order of Precedence								
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>								
<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Phone System	Port	Send Call to	Schedule
<input type="checkbox"/>	Visual Voicemail Reverse TRAP	Active	771005				Reverse Trap	
<input type="checkbox"/>	Greetings Administrator	Active	771004				Greetings Administrator	
<input type="checkbox"/>	Broadcast Administrator	Active	771003				Broadcast Message Administrator	
<input type="checkbox"/>	Live Record	Active	771002				Start Live Record	
<input type="checkbox"/>	Speech Connect	Active	771001				Alpha Directory Conversation	
<input type="checkbox"/>	Attempt Sign In	Active	771000				Attempt Sign-In	
<input type="checkbox"/>	Opening Greeting	Active					Transfer Conversation	
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>								