

# Contained Front End

## CFE 2.1

# Administrator Guide

May 2016

Document version 2.1a

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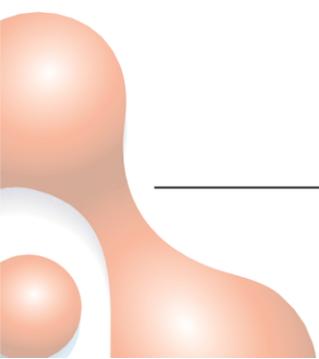
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## Document History

Date	Author	Version	Summary
20 May 2016	Murray Lum	2.1a	Updated screens for version 2.1 user interface and new features: <ul style="list-style-type: none"> <li>• default CUC Service profile</li> <li>• Line or Profile precedence</li> <li>• default jabber android settings</li> <li>• Set call forward for unregistered phones</li> <li>• Site range now shows percentage used</li> </ul>
12 May 2015	Murray Lum	1.5a	Updated for version 1.5.31, including: Jabber options, SIP profile, two level site CCS, line CSS precedence, mobile device features, and reset/restart on the phone edit page.

## Related Documents

Document	Description
CFE User Guide	Guide for people who use the CFE to configure phones on the Cisco phone system



# 1 Overview – Makes Telephone System Tasks Repeatable

*The CFE simplifies a number of configuration tasks on the Cisco telephone system, allowing people who are less familiar with the telephone system to safely make configuration changes that are easily repeated.*

## **Streamline your operations and costs**

The CFE allows organisations to streamline their operations for performing service request moves, adds and changes of telephones, by freeing up time for skilled resources. Only pre-defined changes can be made, reducing the likelihood and impact of configuration changes made in error.

## **Separate areas for configuring users and telephones, or the CFE itself**

The CFE is split into two areas; one for making changes to telephones or users, and one for setting up the CFE. An administrator can be set up as either a phone administrator, or a CFE administrator, or both.

- **Phone administrators** set up users and telephones.
- **CFE administrators** set up the CFE to match the CUCM environment. These items are generally set up once, with additions as telephone solution is adapted over time.

## **Set up your CFE to match your systems and processes**

Configuration options allow you to set defaults for a number of automated items, and set the CFE to match your systems. This can be done when the CFE is first installed, and also as your telephone system evolves, such as when new sites are added. This guide explains the items that can be changed by the CFE administrator.

## **Your CFE may not have all the features shown in this guide**

Some features in your CFE are determined at installation time and by the license option purchased. Some items in this guide may not appear in your solution. Specific settings are:

- Bulk add user settings
- Bulk delete user devices / device profiles
- Device only CSS (where the Calling Search Space for the device include class of service dialling restrictions – legacy method for configuring CUCM)
- CAPSL – CUCM Automated Provisioning Systems for LDAP, which configures phones for users with minimal intervention by administration staff

## 2 Getting Started – same login for Phone and CFE administrators

### 2.1 Log on from a web browser

- Enter the **URL** or address for the CFE application. The usual format for the url is:

**http://[server IP address]:8080/apex/f?p=cfe**

User Name

Password

- Enter your **user name and password**. This is usually the same as your LAN login. If you do not regularly have a LAN login, then an alternative login account may be provided.

### 2.2 Getting around – navigation tabs and breadcrumbs

The screenshot shows the Atea Systems Contained Front End for Ateasystems Ltd. The interface includes a top navigation bar with tabs like Reports, Modify User (highlighted in red), New Phone, Modify Phone, Bulk Add Users, Bulk Delete Users, UCM Phones, AAES, MailBoxes, and Users & Phones. Below this is a breadcrumb trail: DirectoryUser > Edit Directory User. The main content area is titled 'Edit Directory User' and contains a form with fields for User ID, First Name, Middle Name, Last Name, Telephone Number, Mail ID, and Department. There are also checkboxes for 'Update Associated Devices' and two buttons: 'Modify User Profile' and 'Link Existing Device'. Annotations with arrows point to various parts of the interface: 'Menu tabs' points to the top navigation bar; 'Logged in user' points to the top right corner showing 'Welcome: ATEA\_CFE\_ADMIN Logout' and 'CFE Admin Users & Phones'; 'Breadcrumbs' points to the 'Edit Directory User' breadcrumb; 'Handy information' points to the 'Information' icon; 'Action buttons' points to the '< Previous' and 'Apply' buttons; 'Essential items' points to the asterisk-marked fields in the form; and 'Navigation tabs' points to the 'Users & Phones' tab.

#### Menu tabs

Displays the options available for the selected module. You may see more or less menu tabs according to your access permissions and how your CFE is configured.

#### Breadcrumbs

These show where you are and allow you to go back to a previous screen by clicking on a preceding item. The current screen is displayed in red.

**Navigation tabs**

These show the CFE modules available to you. Your permissions may allow you to see just a single tab. The red tab is the one currently selected.

**Navigation bar - User name and logout**

Shows who is logged in, and allows you to logout of the CFE.

**Essential items are marked with a red asterisk**

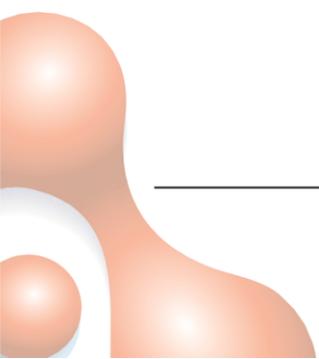
Any item marked with a red asterisk must be completed before going to the next screen.

**Action buttons determine the next step**

Use the action buttons to move to the next step. Sometimes there is an action button next to a field. This is usually specific to that individual field, such as checking whether the entry is valid.

**Handy information is the help text**

Expand this section to see the on screen help.



## 3 Recommended configuration for CUCM and CFE

### 3.1 CUCM and CFE settings

*We suggest these settings to get the most out of your CFE.*

#### **CUCM: LDAP synchronisation (Active Directory) – one or more times per day**

Set the CUCM to synchronise to your LDAP source. This may be Active Directory. Users that appear in your LDAP source will automatically be imported into the CUCM. You may like to set the synchronisation period to several times per day so that when new users are added there is less delay before they appear in the CUCM.

#### **CUCM: Calling Search Spaces (CSS) – split into Devices and Class of Service**

Calling Search Spaces are easier to manage if they are arranged to achieve two separate functions (sometimes called the device / line approach):

- “Device” CSS – this is applied to each phone device with call routing settings relevant to the site for the device. In the name for the CSS include a reference like “Dev” to make it easier to identify and filter the CSS. E.g. ATEA-WLG-DEV-CSS or [customer ID]-[site ID]-DEV-CSS
- “Class of Service” CSS – this is applied to the line to restrict the calls that can be made, thereby applying the dialling class of service (dialling restrictions). It is independent of the site call routing settings. In the name for the CSS include useful references such as “ational” and “ocal” (national, international, local) or perhaps “COS”, to make it easier to identify and filter these types of CSS. E.g. ATEA-International-CSS, Atea-Local-CSS, Atea-National-COS-CSS

We recommend you avoid mixing site call routing and class of service settings in the same CSS.

#### **CUCM: Calling Search Spaces (CSS) legacy alternative – Device CSS only**

This method (Device CSS only), can result in a large number of CSS settings. It also is not suited to extension mobility. The CFE can be implemented with “Device CSS only”, as a global setting meaning all sites must be configured this way. In this case, the CSS on the CUCM must follow the naming format where the last part of the name represents the dialling class of service. The end part of the name must be consistent and identifiable, such as “\_COS1” and “\_COS2”, for the different classes of service.

#### **CFE: Setup System wide settings – descriptions, role settings, parameters**

[System Settings] Set up the entries that will be default system settings. You can include “Standard CCM End Users” and “Standard CTI Enabled” roles, to automatically set them for users.

### **CUCM: Use a naming convention for phone button templates**

Make the names descriptive. We like the format “[phone model] [quantity of lines]L [quantity of speed dials]SD” as the description makes it easier to select the correct button template when creating user and phone profiles.

For example:

- “7960 1L 5SD” is a 7960 phone with 1 line and 5 speed dials
- “7960 2L 4SD” is a 7960 phone with 2 lines and 4 speed dials.

### **CUCM & CFE: Set up services – Meeting place, extension mobility**

[Profiles > IPPhone Services] Set up the services that are used within the profiles for users and phones. Configure these on both the CUCM and on the CFE.

### **CFE: Create Device Types with meaningful names**

[Profiles > Device Types] Create the Device Types prior to creating profiles for phones and users. We suggest you use meaningful names. The Device Types may be a:

- Physical phone (e.g. “IPPhone7965”)
- Softphone (e.g. “CICP”)
- Device profile for use with extension mobility (e.g. “EM7941”)

### **CFE: Create profiles for phones and users – include line settings**

[Profiles > Profile Groups / Profile Templates] Set up a profile for each common type of user or common phone configuration. Once you have this set up, it is easy to add another phone or user that matches a profile. Remember to set up the line settings for each profile (all profiles must have at least one line). Profile Templates are for an individual phone device or a device profile. Profile Groups are where a user has a combination of devices.

### **CFE: Create Line Group groups**

[Profiles > Manage Line Groups] Line Groups are used to determine the order that directory numbers are chosen within a hunt group. A user may be included in several Line Groups. Create groups for the line groups so that a single group may be allocated to a user. For each group, set how the line groups will be used.

### **CFE: Create sites – include number ranges**

[Sites] The CFE uses the concept of sites for each different location where there are phones. For new deployments, you can either add the sites all at once, or as you are ready to configure the phones or user at each site.

Include a number range for each site so the CFE can check that phone numbers are in the correct range. You can usually include the phone number mask for the external PSTN number. If the mask will be different for just a few numbers, you can always change this for a specific phone or user using the “Modify” screens upon completing their creation.

## 3.2 Information to collect to complete the configuration

Collect this information from the CUCM telephone system design to make it easier to set up the CFE.

### For each site:

- Location
- Device Pool
- CSS - Calling Search Space for call routing
- CFA CSS – Call Forward All Calling Search Space
- VM Profile – voice mail profile
- Extension number range, including:
  - Start number
  - End number
  - E164 mask (DDI or DID mask)
  - Preference (priority for choosing this range)
  - Any reserved numbers

### For each profile (a profile is a combination of common settings (e.g. basic user, meeting room):

- Phone model
- Phone or EM profile
- Button template
- EM enabled (if applicable)
- Jtapi association (if applicable)
- Built-in bridge enabled (if applicable)
- Line information including:
  - CSS – Calling Search Space for Class of Service (dialling restrictions)
  - Line auto answer
  - Max calls
  - Busy trigger
  - Forwarded call information display

## 4 Managing CFE Accounts

Use the *CFE Accounts* tab to set who has access the CFE user and administration roles. From here you can:

- Add or delete CFE accounts
- Set permissions for level 1 or level 2 user roles, or CFE administration

### Two types of account – CFE Accounts and Third Party Accounts

CFE accounts are from the CUCM. Existing phone users within the CUCM will have this type of account. The accounts are created either by the CFE, or via a linked directory system (such as Active Directory).

Third Party accounts, are for other users that are not part of the directory or otherwise configured as a CUCM user. For example, these may be for your Systems Integrator support team or perhaps system accounts.

### Three levels of permission – Two CFE User roles and CFE administrator

Users may be set up with a combination of CFE User and CFE administration permissions.

- **Phone administrators** can set up users and telephones and will be set to either the Level1-user-role or the Level2-user-role. Level-2 users can configure a set of CFE phone profiles not available to Level-1.
- **CFE administrators** can set up the CFE to match the CUCM environment (Admin\_role). For example, setting up site number ranges and telephone profiles.

### 4.1 Change permissions for users

On the CFE Accounts page:

1. Next to the relevant userID, select **enabled** or **disabled** to toggle the permissions. You may change the permissions for several users at once.
2. Click **Submit** to save the settings and update the CUCM

Profiles Sites **CFE Accounts** System Settings Reports Tool Box CAPSL Reserved Numbers Admin Guide

Information

CFE Accounts

Userid ▲	L1 User Role	L2 User Role	Admin Role
anzauser1	enabled	disabled	disabled

1 - 1

Submit ← Save settings

New ← Add to list

Third Party Accounts

Userid ▲	L1 User Role	L2 User Role	Admin Role	Action
CFEUSER_1	disabled	enabled	disabled	delete
atea_cfe_admin	disabled	enabled	enabled	
axl_cfe	disabled	enabled	enabled	

1 - 3

Submit ← Save settings

New ← Add to list

Set user roles

Note: Setting all roles to **disabled** will hide the user from the list upon clicking **Submit**.

If you cannot see the user you want, you may need to search for them. Click **New** to add the user to the appropriate list.

### Searching for a user

Information

Search For User

Back

Search  Search ← Add existing user to table:

Selected User  Add User ←

1. Search
2. Select
3. Then Add

1. Click **New** to search for a user to add to the list
2. On the search screen, enter the **name** of the account and press **Search** (you can use part of the account name too)
3. **Select** the account from the results
4. Click **Add User** to add the user to the list

## 4.2 Add a Third Party Account

Information

**Search For User** Back

Search  Search ← 1

Selected User  Add User ← 2 ← 3

For existing users:  
1. Search  
2. Select  
3. Then Add

**Create new 3rd party User** Create

UserID CFE  (the userID is prefixed) ← 1

Password  ← 2

Verify  ← 2

For new users:  
1. Enter a user ID  
2. Set Password  
3. Then Create

First check whether the user account already exists.

In the **Third Party Account** section, click **New**:

1. Search for the user by entering part of the account name and clicking **Search**. You can use CFE to view all the existing Third Party Accounts
2. If the account already exists, **select** the account from the drop-down list
3. Click the **Add User** button to put this user back on the list
4. Now update the permissions for that user and click **Submit**.

If the user account does not already exist, create a new one.

In the Third Party Account section, click **New**:

1. Enter a new **user ID**
2. Enter a **password** and repeat it in the **verify** box
3. Click **Create** button to add the user to the list
4. Now update the permissions for that user and click **Submit**

### 4.3 Delete a Third Party account

All third party accounts start with CFE in the account name. To delete a third party account, click the **delete** link next to the user account. The screen will refresh once the account is deleted.

The screenshot shows the CFE Admin interface with the 'CFE Accounts' tab selected. Below the navigation bar, there are two sections: 'CFE Accounts' and 'Third Party Accounts'. The 'CFE Accounts' section shows 'no data found' and a 'Submit' button. The 'Third Party Accounts' section shows a table with three columns: 'Userid', 'L1 User Role', 'L2 User Role', 'Admin Role', and 'Action'. The table contains three rows of data. A red arrow points to the 'delete' link in the 'Action' column of the first row.

Userid ▲	L1 User Role	L2 User Role	Admin Role	Action
CFEUSER_1	<a href="#">disabled</a>	<a href="#">enabled</a>	<a href="#">disabled</a>	<a href="#">delete</a>
atea_cfe_admin	<a href="#">disabled</a>	<a href="#">enabled</a>	<a href="#">enabled</a>	
axl_cfe	<a href="#">disabled</a>	<a href="#">enabled</a>	<a href="#">enabled</a>	

1 - 3

If the account is not displaying (because all permissions were previously set to disabled), you'll need to add the account back into the list by searching for it.

To display an account that is hidden:

1. Click **New** in Third Party Accounts
2. Search for **CFE** or for the account name (all third party accounts start with CFE)
3. Click **Add User** to make the user appear in the list.
4. Now you can select **delete** for this account

Note: The specific system accounts cannot be deleted.

## 5 Setting up profiles and devices

Use this module to create profiles for phones and users, and set-up the range of physical devices and services available. This module is intended for people that are familiar with configuring users and devices on the Cisco telephone system.

### Profiles are used to simplify adding similar phones or users

To keep the configuration of users and phones orderly, several profiles can be created. When adding a new phone or user, simply select the appropriate profile. This will set up the phone or user with all of the defaults for that profile, meaning all you need to do is update one or two details such as the phone number.

### Profiles use Device Types and Phone Services

Profiles use a Device Type. The Device Types are either a phone device, or a phone device profile for extension mobility. Phone services are the CUCM services that phones may require, such as the Extension Mobility service.

## 5.1 Manage device types, phone services and line groups

### 5.1.1 Create, Edit or Delete Device Types

Devices may be models of physical IP phones or Extension mobility device profiles. These Device Types are used by the user and phone profiles.

On the **Profiles** page under **Components** (left of screen):

1. Click **Device Types** to bring up a list of devices.

The screenshot shows the 'Profiles' page in the CFE Admin Guide. The top navigation bar includes 'Profiles', 'Sites', 'CFE Accounts', 'System Settings', 'Reports', 'Tool Box', 'CAPSL', 'Reserved Numbers', and 'Admin Guide'. The 'Profiles' tab is active. Below the navigation bar is an 'Information' section with a dropdown arrow. The main content area is divided into two panels. The left panel, titled 'Components', contains three items: 'Device Types' (selected with a red arrow), 'IPPhone Services', and 'Manage Line Groups'. The right panel is split into two sections. The top section, 'Profile Groups (multiple devices)', has a 'Create' button and a table with one entry: 'PG\_STD' with a '1 - 1' indicator. The bottom section, 'Profile Templates (single devices)', has a 'Create' button and a table with three entries: 'ExecutiveUser', 'StandardUser', and 'dx80', each with a 'COPY' action link. The table in the Profile Templates section has columns for 'Name' and 'Action'.

Name	Action
ExecutiveUser	<a href="#">COPY</a>
StandardUser	<a href="#">COPY</a>
dx80	<a href="#">COPY</a>

- Click **Create** for a new entry, or click the **edit symbol** to change an existing entry.

The screenshot shows the 'Device Types' section of the CFE Admin interface. At the top, there is a navigation bar with tabs: Profiles, Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, Reserved Numbers, and Admin Guide. Below this, there are sub-tabs for 'Profiles' and 'Device Types'. The 'Information' section is expanded to show the 'Device Types' table. The table has columns for Name, Description, Devicetype, and Model. The first row is 'BlackBerryMVS' with a description of '-'. To the right of the table is a red 'Create' button. A red arrow points to the 'Create' button, and another red arrow points to the 'edit symbol' (a small square with a diagonal line) in the first row of the table.

Name	Description	Devicetype	Model
BlackBerryMVS	-	IPPhone	BlackBerry MVS Client with Voice over Wi-Fi
CIPC	-	IPPhone	Cisco IP Communicator
CONF7937	-	IPPhone	Cisco 7937
CTI Remote Device	-	IPPhone	CTI Remote Device
Cisco 7821	-	IPPhone	Cisco 7821

- Update these details:

- **Name** – Enter a meaningful device name. For IP phones enter the model number of the phone e.g. Cisco 7940, Cisco 7941. For a Cisco IP Communicator softphone enter CIPC. For device profiles used with extension mobility include EM, e.g. EM7941.
- **Device Type** – select from the drop-down, IPPhone for both physical phones and the CIPC otherwise choose DeviceProfile.
- **Model** – either the model of phone or Cisco IP Communicator
- **Description** – any other information that you wish to add to identify this device type.

The screenshot shows the 'Device Type' form in the CFE Admin interface. At the top, there is a navigation bar with tabs: Profiles, Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, Reserved Numbers, and Admin Guide. Below this, there are sub-tabs for 'Profiles' and 'Device Types'. The 'Information' section is expanded to show the 'Device Type' form. The form has fields for Name, Devicetype, Model, and Description. At the top right of the form are three buttons: Cancel, Delete, and Apply Changes. The Name field contains 'CIPC', the Devicetype dropdown is set to 'IPPhone', and the Model dropdown is set to 'Cisco IP Communicator'.

- When you are done, click an action button:

- **Create** – will save the new device; OR
- **Cancel** – to return to the previous screen; OR
- **Delete** – to remove the device type; OR
- **Apply Changes** – to save changes to the settings for the device type.

### 5.1.2 Create, Edit or Delete IP Phone Services

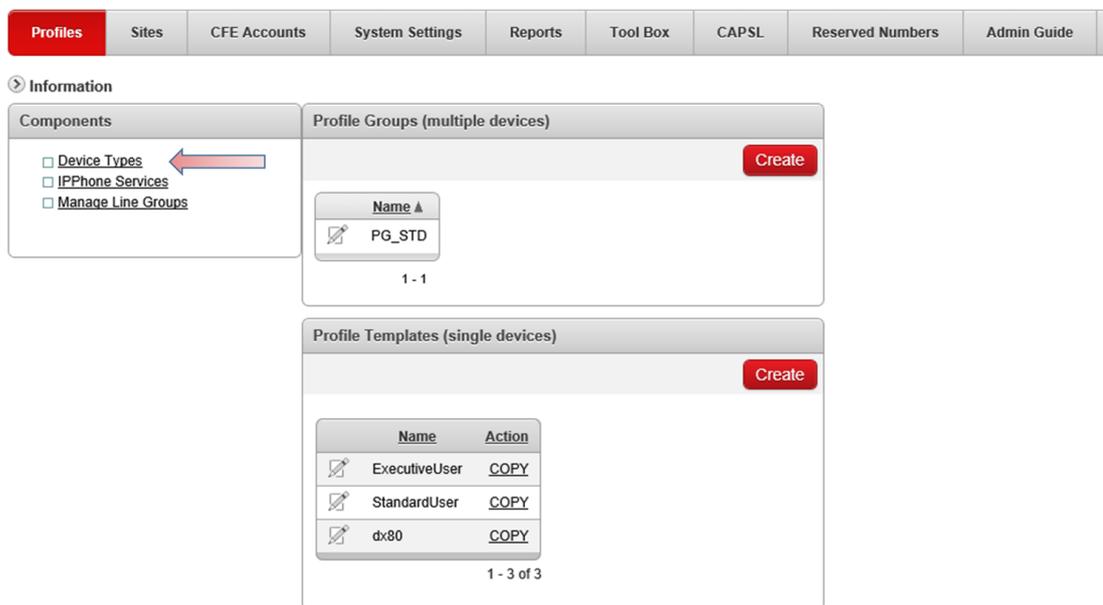
IP phone services give your phones additional features. These are often included within a profile. Examples of IP phone services are:

- Extension Mobility
- Meeting Place
- Atea Advanced Speed Dials
- Atea Agent Observe Application

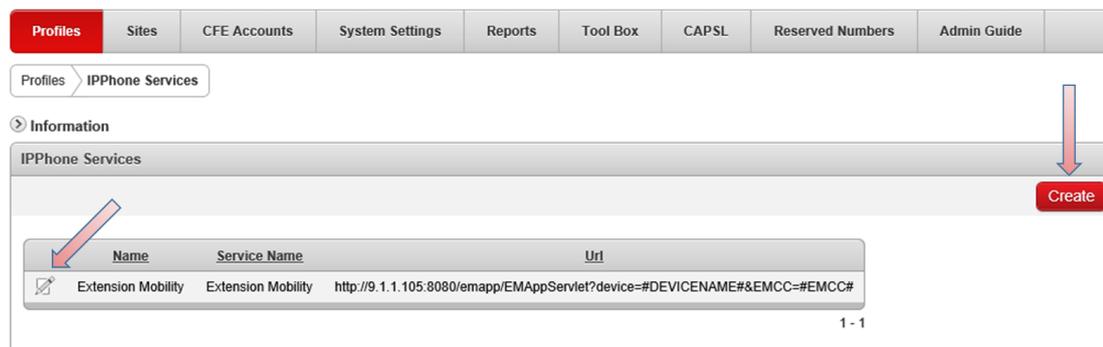
Note: from CUCM 7.0, some services may be set globally on the CUCM and used by all users.

On the **Profiles** page under **Components** (left of screen):

1. Click **IPPhone Services** to bring up a list of services.



2. Click **Create** to add new services; OR
3. Click the **edit** symbol by the name of the service to change the details.



4. Enter the details:

Profiles Sites CFE Accounts System Settings Reports Tool Box CAPSL Reserved Numbers Admin Guide

Information

IP Phone Service

Cancel Delete Apply Changes

Name Extension Mobility x

Service Name Extension Mobility

URL http://9.1.1.105:8080/emapp/EMAppServlet?device=#DEVICEN#

- **Name** – This displays in the CFE for the service
- **Service Name** appears on the phone menu (if appropriate)
- **URL** is the link to the service, including the server address.

Tip: You can use substitute strings within the URL. For example, the Meetingplace Express URL can include #USERID# #EXTN# #PIN#.

Substitute string	Description
#USERID#	User ID
#FNAME#	First name
#LNAME#	Last name
#EXTN#	Extension number (DN) of line 1
#PIN#	User PIN
#PARAMID#	Site parameter from the Site configuration page
#DEVICENAME#	Device name

5. When you are done, click an action button:
  - **Create** – will save the new IP Phone service; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the IP Phone service; OR
  - **Apply Changes** – to save changes to the settings for the IP Phone service.

### 5.1.3 Create, Edit or Delete Line Groups

Cisco uses Line Groups to set the order in which directory numbers are chosen. These are configured in conjunction with a Hunt list. Telephone users may be members of more than one Line Group.

You can create groups in the CFE to associate users to a Line Group. You'll need to create a group for every combination of Line Groups that you wish to use. Each group may contain one or more Line Groups. You'll also need to set how the Lines are to be used.

For example, say the CUCM has two Line Groups called LGSales and LGTech. In the CFE, you may wish to create three groups, say SalesGroup, TechGroup, and SalesTechGroup. You could then assign the group SalesTechGroup to a user that has line(s) on their phone for both the LGSales and LGTech. The usage setting will determine line preferences for delivery of the calls.

On the **Profiles** page under **Components** (left of screen):

1. Click Manage Line Groups to bring up a list of Line Groups.

The screenshot shows the CFE Admin interface. At the top is a navigation bar with tabs: Profiles (selected), Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, Reserved Numbers, and Admin Guide. Below the navigation bar is a section titled 'Information'. On the left is a 'Components' sidebar with three items: Device Types, IPPhone Services, and Manage Line Groups. A red arrow points to 'Manage Line Groups'. The main content area is divided into two sections: 'Profile Groups (multiple devices)' and 'Profile Templates (single devices)'. The 'Profile Groups' section shows a table with one entry: 'PG\_STD' with a '1 - 1' indicator and a 'Create' button. The 'Profile Templates' section shows a table with three entries: 'ExecutiveUser', 'StandardUser', and 'dx80', each with a 'COPY' action link and a 'Create' button. The 'dx80' entry has a '1 - 3 of 3' indicator.

This will display any line groups already configured.

The screenshot shows the CFE Admin interface with the 'Manage LineGroups' page selected. The navigation bar is the same as in the previous screenshot. Below the navigation bar is a breadcrumb trail: Profiles > Manage LineGroups. The main content area is titled 'Linegroup Groups' and contains a table with one entry: 'LG - always line 1' with a usage of 'L1-1LP\_L1-2LP' and an 'Edit' link. A 'Create' button is visible in the top right corner. The table has a '1 - 1' indicator at the bottom.

2. Click **Create** to add a new Linegroup Group; (OR **edit** to change an existing linegroup Group)

The screenshot shows the 'Linegroup Group' configuration page. At the top, there is a navigation bar with tabs: Profiles (selected), Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, Reserved Numbers, and Admin Guide. Below the navigation bar, the 'Linegroup Group' section has a header with 'Back', 'Delete', and 'Apply Changes' buttons. The 'Name' field is filled with 'LG - always line 1'. The 'Usage' dropdown menu is open, displaying a list of options: 'Line1 if 1 Line Profile - Line1 if 2 Line Profile' (highlighted), 'Line1 if 1 Line Profile - Line1 if 2 Line Profile (UDP Only)', 'Line1 if 1 Line Profile - Line1 if 2 Line Profile (IPPhone Only)', 'Line1 if 1 Line Profile - Line2 if 2 Line Profile', 'Line1 if 1 Line Profile - Line2 if 2 Line Profile (UDP Only)', and 'Line1 if 1 Line Profile - Line2 if 2 Line Profile (IPPhone Only)'. Below the 'Usage' dropdown, there is a section for 'Linegroups' with an 'Add' button and a table listing 'LG\_SCM\_1' with a 'remove' button. At the bottom, it shows '1 - 1'.

- Enter the **name** for the Linegroup Group
  - Select the line preference setting from the **Usage** dropdown
  - Either click **Back** to return to the Linegroup page or click **Create** to save the settings for the new Linegroup Group. After creating a Linegroup Group, add one or more Linegroup members to this group.
- Click the **Edit** by the name of the Line Group to change the details (edit screen).

This screenshot is similar to the previous one, but the 'Usage' dropdown is now closed and set to 'Line1 if 1 Line Profile - Line1 if 2 Line Profile'. The 'Linegroups' section below still shows 'LG\_SCM\_1' with a 'remove' button.

Here you can:

- Change the name for the Linegroup Group
- Change the line preference setting using the Usage dropdown
- Add or remove Linegroup members (list derived from the CUCM)

The screenshot shows the 'LineGroup' configuration page. It features a header with an 'Add LineGroup' button. Below the header, there is a 'linegroup' dropdown menu currently set to 'LG\_SCM\_1'.

- When you are done, click an action button:
  - **Back** – to return to the previous screen; OR
  - **Delete** – to remove the current Linegroup Group; OR
  - **Apply Changes** – to save changes to the settings for the Linegroup Group.

## 5.2 Add or change a profile template or profile group

When you set up a phone or a user, you'll select from one of these templates from a list.

- A **profile template** is a combination of settings for a single phone or device.
- A **profile group** is a combination of several devices for a user (such as a desk phone and a softphone combo).

Note: Set-up the profile templates first, as you will choose from these when you create the profile groups.

The profiles include the line setup. We suggest that you create a profile for each of the main combinations of devices and lines that you plan to use.

### 5.2.1 Create, Edit or Delete a profile template (includes set to level 2 role)

On the Profiles page under Profile Templates (single devices):

The screenshot shows the CFE Admin interface. The 'Profiles' tab is selected. The 'Information' section is expanded. Under 'Profile Groups (multiple devices)', there is a 'Name' field with 'PG\_STD' and a 'Create' button. Under 'Profile Templates (single devices)', there is a table with columns 'Name' and 'Action'. The table contains three rows: 'ExecutiveUser' with 'COPY', 'StandardUser' with 'COPY', and 'dx:80' with 'COPY'. A 'Create' button is also present. Red arrows point to the 'Create' buttons and the 'COPY' actions.

1. Click **Create** for a new profile; OR
2. Click the “**Edit**” symbol next the name of the profile; OR
3. Click **COPY** to duplicate an existing template.

The screenshot shows the 'Copy Profile' dialog box. The 'Copy' field contains 'ExecutiveUser' and the 'To' field is empty. A 'Create' button is at the bottom.

- a. Copy only - Enter the name for the new Profile Template then select an action button
  - **Previous** – takes you to the previous screen without creating a new template
  - **Create** – duplicates the template, and take you to the template settings page

On the Edit Template page:

Information

Cancel
Delete
Apply Changes

**Edit Template**

Name  Level2 only

Device Type

Button Template

Softkey Template

Expansion Module 1

Expansion Module 2

Expansion Module 3

AAR Enabled

Set IPCC Extension

DND Incoming Call Alert

MLPP Indication

SIP Profile  (only applied to SIP devices)

**Buttons**

IDX	TYPE	ACTION
1	Line	<a href="#">Edit</a>
2	Line	<a href="#">Create</a>
3	Speed Dial	<a href="#">Add</a>
4	Speed Dial	<a href="#">Add</a>
5	Speed Dial	<a href="#">Add</a>
6	Speed Dial	<a href="#">Add</a>

1 - 6

**IPPhone Services**

ADD

NAME	ACTION
Extension Mobility	<a href="#">Delete</a>

1 - 1

4. Enter or edit the details of the profile. The type of device you select changes the configuration options that appear, so you only see the ones that are applicable. The items align with the CUCM configuration options.
  - **Name** – make the name of the profile meaningful so CFE users will pick the right profile for each situation.
  - **Level2 only** – determines whether this template is available to the level one user role, or just the level 2 users.

- **Device type** – Select the device type for this profile. It will either be a model of IP phone, or an extension mobility profile. The range of device types is defined under the Device Types in the Manage section. Examples might be IPPHONE7941, EM7965, Jabber or CIPC.
- **Button template** – Select the template for this profile. This will match and define the side buttons on the phone. Examples are 7941 1L 1SD (7941 phone with one line and once speed dial) or 7941 2L (7941 with two lines). Button templates are defined on the CUCM.
- **Softkey template** – Select the template for this profile. This is for the four softkeys on the phone below the display. Button templates are defined on the CUCM.
- **Expansion Modules** – type of expansion module (if part of profile)
- **EM Enabled** – set to “yes” if the IP phone is used for extension mobility
- **Login UDP** – Only applicable to CIPC
- **AAR Enabled** – Select whether Automatic Alternative Routing is enabled for this profile.
- **JTapi Association** – leave blank unless you require it. JTapi is often used in call centre for agent phones. Enter a value or use a comma separated list if several users are required.
- **Set IPCC Extension** – Choose the line for the IPCC extension, or set to “No” if IP Contact Centre is not required.
- **Enable Built-in Bridge** – Option for some models of phone, and often used for live monitoring or recording.
- **Enable PC Port Span** – Option for some models of phone
- **Video Capabilities** – Option to enable/disable video on some models of phone
- **Enable PC Port** – Option for some models of phone
- **Enable Settings Access** – Determines whether the settings button on the phone is disabled. Usually this is set to “Yes”.
- **Video Capabilities** – Option for some models of phone
- **Directories URL** – This is the URL used when you press the Directory button. Leave blank to use the system wide setting, otherwise specify the URL here
- **Service URL** – This is the URL used when you press the Services button. Leave blank to use the system wide setting. If you use something other than the default, the IPPhone Services section (bottom of screen) is ignored.
- **DND Incoming Call Alert** – Alert setting when Do Not Disturb is activated. This can be either none, disabled, flash-only or beep-only.
- **MLPP Indication** – Choose from none, on, off, or default. The Multilevel Precedence and Preemption (MLPP) service allows properly validated users to place priority calls
- **SIP Profile** – this is for SIP devices only. Set to either standard, Cisco VCS or telepresence.
- **Common Phone Profile** – CUCM setting for the phone profile (usually standard)
- **Custom Configuration** – this is for any other CUCM device settings that are not already covered. Contact Support at Atea Systems to get the customised details.
- **Vendor Configuration** – this is specific to the type of device and represents the content of the CUCM “Product Specific Configuration Layout” screen. To include product specific items, contact Support at Atea Systems to get the script for the specific device.

Tip: You can use substitute strings within the Directories and Service URLs. For example, the Directories URL can be derived from the site configuration page using #SITEURL1#

Substitute string	Description
#SITEURL1#	URL 1 from the Site configuration page
#SITEURL2#	URL 2 from the Site configuration page

6. When you are done, click an action button:
  - **Create** – will save the new profile; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the profile; OR
  - **Apply Changes** – to save changes to the settings for the profile.
5. Now go and create or edit the lines.

### 5.2.2 Create, Edit or Delete the line settings for a profile

Under the Buttons section, IDX is the index number for the button (i.e. a Cisco7941 has two buttons, 1 and 2). The type indicates what the button is used for, either line or speed dial. The number of buttons will change depending on the phone chosen under device type.

1. On each line, click **Edit** or **Create** to set up the line defaults.

**Buttons**

IDX	TYPE	ACTION
1	Line	<a href="#">Edit</a>
2	Line	<a href="#">Create</a>
3	Speed Dial	<a href="#">Add</a>
4	Speed Dial	<a href="#">Add</a>
5	Speed Dial	<a href="#">Add</a>
6	Speed Dial	<a href="#">Add</a>

1 - 6



Profiles Sites CFE Accounts System Settings Reports Tool Box CAPSL Reserved Numbers Admin Guide

Information

Line 1

Cancel Delete Apply Changes

Line CSS: CSS L4 (Site settings may override this)

Auto Answer: Auto Answer Off

VoiceMail: Yes

Recording Option: Call Recording Disabled

Recording Profile: %

Monitoring Calling Search Space: %

**Multiple Call/Call Waiting Settings**

Maxcalls: 4

Busytrigger: 2 set to 1 to disable Call Waiting

**Forwarded Call Information Display**

Caller Name: Yes

Caller Number: No

Redirected Number: No

Dialled Number: Yes

2. Change each setting to the value required as a default for the line:
  - **Line CSS (Normal)** – default calling search space for the line. The options available will be filtered as line CSS if the filter has been set in the system settings. Normally you will use this to determine the class of service for the line. Calling Search Spaces (CSS) are defined on the CUCM. Be aware that the settings for a specific site may be override this parameter.
  - **Line CSS (Device CSS only configuration)** – where the CFE is configured as Device CSS only, the line CSS will only show the “\_COSX” suffix of the device CSS. For example, this may appear as “\_COS2” where the device CSS is say “ABC\_SITE\_COS2”
  - **Auto Answer** – the options are; off, auto answer with headset, auto answer with speakerphone.
  - **Recording Option** – the options are; disabled, automatic, application invoked.
  - **Recording Profile** – as applicable for the recording option chosen
  - **Monitoring Calling Search Space** – as applicable for the recording option chosen. Sometimes a specific CSS is required to allow the connection to the monitoring device.
  - **Multiple Call / Call wait settings**
    - **Max calls** – default maximum calls allowable on that line
    - **Busy trigger** – the number of calls allowable before the line is deemed to be busy. To disable Call Waiting, set this to one (i.e. only one call is permitted. A second call is presented with a busy condition).
  - **Forwarded Caller Information Display**
    - **Caller Name** – whether the caller name is presented for internal calls
    - **Caller Number** – whether the caller number is presented
    - **Redirected Number** – whether the number the call was redirected to is presented (set this to “no” if you do not want caller to see what number you forwarded the phone to)
    - **Dialled Number** – whether the number dialled is presented (set this to “yes” if you want the caller to see only the number they dialled)
- When you are done, click an action button:
  - **Create** – will save the new line; OR

- **Cancel** – to return to the previous screen; OR
- **Delete** – to remove the line; OR
- **Apply Changes** – to save changes to the settings for the line.

### 5.2.3 Add an IP Phone Service to a profile

IP phone services may be required in some scenarios, such as adding the extension mobility phone service to CUCM 6.x implementations.

Under the IP Phone Services section:

1. Click **Add** to add a phone service. A pop-up window will appear.

2. Select the relevant Phone Service (such as Extension Mobility).
3. Click **Finish**

**Warning:** These IP phone services are ignored if anything other than the default Service URL is used in the Edit Template module above.

### 5.2.4 Create, Edit or Delete a Profile Group

Profile Groups are used to deploy multiple devices when a New User is created (i.e. a UDP & CIPC).

**Tip:** Set up the Profile Templates (single devices) before setting up Profile Groups.

On the **Profiles** page, under the **Profile Groups** section:

The screenshot shows the 'Profiles' menu in the top navigation bar. Below it, the 'Information' section is expanded to show 'Components' on the left and 'Profile Groups (multiple devices)' on the right. The 'Components' list includes 'Device Types', 'IPPhone Services', and 'Manage Line Groups'. The 'Profile Groups (multiple devices)' section contains a table with one row: 'PG\_STD' (1 - 1). A red arrow points from 'Manage Line Groups' to the 'PG\_STD' entry, and another red arrow points from the 'PG\_STD' entry to a red 'Create' button. Below this, the 'Profile Templates (single devices)' section is visible, containing a table with three rows: 'ExecutiveUser' (COPY), 'StandardUser' (COPY), and 'dx80' (COPY). A red 'Create' button is also present in this section.

1. Click **Create** or **Edit** to open the Profile Groups page
2. Enter a name (like PG\_udp7965\_CIPC\_CSF) so you can easily identify the required profile group when deploying a new user.

The screenshot shows the 'Profile Groups' configuration page. At the top, there are navigation tabs: 'Profiles', 'Sites', 'CFE Accounts', 'System Settings', 'Reports', 'Tool Box', 'CAPSL', 'Reserved Numbers', and 'Admin Guide'. Below the tabs, the 'Information' section is expanded to show 'Profile Groups'. The page has three action buttons: 'Cancel', 'Delete', and 'Apply Changes'. The configuration fields are:
 

- \* Profile Group Name: PG\_STD
- \* Main Device: StandardUser
- IP Communicator: -none-
- Create Remote Dest Profile: No
- Softphone1: -none-
- Softphone2: -none-
- Softphone3: -none-
- Softphone4: -none-

3. Select a main device, this can be either an IPPhone or an Extension Mobility profile (UDP). (You will have created these previously under Profile Templates.)
4. Select the other secondary devices and options:
  - IP Communicator
  - Create Remote Destination Profile (yes or no)
  - Softphones (such as Jabber, or Jabber iPhone)
5. When you are done, click an action button:
  - **Create** – will save the new profile group; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the profile group; OR
  - **Apply Changes** – to save changes to the settings for the profile group.

## 6 Managing and setting up sites

Use this module to manage and setup sites that have telephones. Set up new sites on the CUCM first. This module is intended for people who are familiar with the design of the telephone network and the CUCM configuration.

### Set up items specific to a site including telephone number ranges

Each site within the CUCM has a specific set of parameters that applies to all phones at the site. When creating a phone, these settings are automatically set according to the site selected. By setting the extension number range for the site, checks can be made when setting up a user or a phone whether the number is in the correct range for the site.

A site is a collection of CUCM settings including:

- Device Pool
- Location
- Device and Call-forward-all Calling Search Space
- Voicemail profile
- Extension Ranges with the E164 mask

### 6.1 Add or change a site – set up CUCM first, CFE second

Create your sites on the CUCM first, then set up the sites on the CFE. Setting the site up on the CFE allows the CFE Phone Users to choose it when setting up a new phone.

On the **Sites** page:

The screenshot shows the 'Sites' page in the CFE Admin interface. The navigation bar at the top includes 'Profiles', 'Sites' (highlighted in red), 'CFE Accounts', 'System Settings', 'Reports', 'Tool Box', 'CAPSL', 'Reserved Numbers', and 'Admin Guide'. Below the navigation bar is an 'Information' section with a 'Sites' table. The table has columns for 'Name' and 'Action'. It lists two sites: 'NSW' and 'VIC', both with a 'COPY' action. There are also 'Ext Range Summary' and 'Create' buttons. Red arrows point to the 'COPY' actions and the 'Create' button.

Name	Action
NSW	COPY
VIC	COPY

2. Click **Create** to create a new site from scratch; OR
3. Click the **edit** symbol to edit an existing site: OR
4. Click **COPY** to duplicate an existing site with the same settings

The screenshot shows a web application interface. At the top, there is a horizontal navigation menu with several tabs: Profiles, Sites (highlighted in red), CFE Accounts, System Settings, Reports, Tool Box, CAPSL, Reserved Numbers, and Admin Guide. Below the menu is a form titled 'Copy Site'. The form has a light gray header with the title 'Copy Site' and a red button labeled '< Previous'. The main content area of the form contains two input fields: 'Copy' with the text 'NSW' and 'To'. Below these fields is a red button labeled 'Create'.

- a. Copy only - Enter the name for the new site then select an action button
  - **Previous** – takes you to the previous screen without creating a new site
  - **Create** – duplicates the site, and take you to the site settings page

On the Site settings page

Information

Cancel
Delete
Apply Changes

<b>Site Name</b>	<input style="width: 90%;" type="text" value="NSW"/>
<b>Site ID</b>	<input style="width: 90%;" type="text" value="NSW"/>
<b>Site Prefix</b>	<input style="width: 90%;" type="text" value="NSW"/>
<b>CUCM Partition</b>	<input style="width: 90%;" type="text" value="P_Internal"/> (Default will use CFE System Setting Default Partition)
<b>CUCM Location</b>	<input style="width: 90%;" type="text" value="Hub_None"/>
<b>CUCM Device Pool</b>	<input style="width: 90%;" type="text" value="Default"/>
<b>CUCM Device CSS</b>	<input style="width: 90%;" type="text" value="CSS_PSTN"/>
<b>CUCM Line CSS</b>	<input style="width: 90%;" type="text" value="Default (Profile - Line)"/> (if set will override Profile Line CSS)
<b>CUCM Line CSS 2</b>	<input style="width: 90%;" type="text" value="-none-"/> (applies when #SITE CSS 2 is selected on the Profile)
<b>CUCM CFA CSS</b>	<input style="width: 90%;" type="text" value="-select CFA css-"/>
<b>CUCM CFA SEC CSS</b>	<input style="width: 90%;" type="text" value="-select CFA SEC css-"/>
<b>CUCM CF(B/NA/U) CSS</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>CUCM CFU Ext Dest</b>	<input style="width: 90%;" type="text" value="#E164#"/> leave empty, enter a number, #E164# or #VM#
<b>CUCM CFU Int Dest</b>	<input style="width: 90%;" type="text" value="#VM#"/> leave empty, enter a number, #E164# or #VM#
<b>RDP CSS</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>RDP CPT CSS</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>MI - Mobility Profile</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>CUCM Phone Rerouting CSS</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>CUCM Phone Subscribe CSS</b>	<input style="width: 90%;" type="text" value="%"/>
<b>CUCM User Subscribe CSS</b>	<input style="width: 90%;" type="text" value="Default"/>
<b>CUCM VM Profile</b>	<input style="width: 90%;" type="text" value="Default"/>
<b>CUC Voicemail Template</b>	<input style="width: 90%;" type="text" value="Default"/>
<b>CUCM AAR Group</b>	<input style="width: 90%;" type="text" value="Atea"/>
<b>CUCM AAR CSS</b>	<input style="width: 90%;" type="text" value="CSS_Internal"/>
<b>CUCM AAR Destination Mask</b>	<input style="width: 90%;" type="text" value="#E164#"/>
<b>CUCM TimeZone</b>	<input style="width: 90%;" type="text" value="Australia/Sydney"/>
<b>CUCM Locale (User/Phone)</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>Site Extension</b>	<input style="width: 90%;" type="text"/>
<b>Param ID</b>	<input style="width: 90%;" type="text"/>
<b>URL 1</b>	<input style="width: 90%;" type="text"/>
<b>URL 2</b>	<input style="width: 90%;" type="text"/>
<b>Subnets</b>	<input style="width: 90%;" type="text"/>
<b>Jabber Device Pool</b>	<input style="width: 90%;" type="text" value="-select-"/>
<b>Jabber Location</b>	<input style="width: 90%;" type="text" value="-default site location-"/>
<b>Jabber Calling Search Space</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>Jabber Rerouting Calling Search Space</b>	<input style="width: 90%;" type="text" value="-none-"/>
<b>Jabber Subscribe Calling Search Space</b>	<input style="width: 90%;" type="text" value="-none-"/>

5. Enter the details:

- **Site name** – the name of the site to appear in the CFE, such as the drop down boxes for selecting a site.
- **Site ID** – Abbreviation of the site name (10 characters or less). This is available in the system settings area and can be part of the default description or other fields.
- **CUCM Location** – select from the drop down of locations available on the CUCM.
- **CUCM Device Pool** – Usually set to Default and may match a site or region.
- **CUCM Device Pool Odd** – This only appears if Odd/Even Device Pools (System Settings) is set to yes. This allows a separate device pool for odd numbered phones.
- **CUCM Device CSS (Normal)** – the Calling Search Space to be applied to devices at this site. This often includes the site ID and is used to determine how calls are routed from this site.
- **CUCM Device CSS (“Device CSS only” configuration)** – the first part of the name of the Calling Search Space applied to be device at this site. This often includes the site ID. The last part of the name of the CSS is determined by the setting in the line CSS.
- **CUCM Line CSS** – The Calling Search Space for the line. Setting a value other than the default will override the Line CSS in the Profile Template for the phone device.
- **CUCM Line CSS 2** – This only applies when [#SITE CSS 2] is selected on the line in the profile template for the device
- **CUCM CFA CSS** – the Calling Search Space used for Call Forward All. This is often the same as the CUCM Device CSS.
- **CUCM CF(B/NA/U) CSS** – the Calling Search Space for Call Forward Busy/No-Answer/Unconditional. This is often restricted to internal on-net calls.
- **CUCM CFU Ext Dest / CUCM CFU Int Dest** – Call forward for external or internal calls to unregistered phones. Phones at a remote site become unregistered to the CUCM if the WAN link fails. Setting this value to the E.164 PSTN number allows an attempt to forward the call to the DDI number for the phone via the PSTN. Alternatively, this could be set to forward to user’s voicemail.
- **RDP CSS** – the Calling Search Space for the Remote Destination Profile
- **RDP CPT CSS** – the Calling Search Space for the Calling Party Transform option in the Remote Destination Profile
- **MI Mobility Profile** – profile for the Mobility Identity
- **CUCM Phone Rerouting CSS** – Calling Search Space for the phone when rerouting
- **CUCM Phone Subscribe CSS** – Calling Search Space for presence requests by the phone
- **CUCM User Subscribe CSS** – Calling Search Space for presence requests by the user
- **CUCM VM Profile** – Usually set to Default (which will pick up whatever the system default profile is for voicemail).
- **CUC Voicemail Template** – select the Unity Connection template that applies for the site.
- **CUCM AAR Group** – Choose the preferred Automated Alternate Routing Group (note: also set the AAR Enable to true on the CUCM in order to use this).
- **CUCM AAR CSS** – Choose the Calling Search Space for the AAR to use.
- **CUCM AAR Destination Mask** – Usually this is set to #E164# unless you have a specific number mask to be used.
- **CUCM TimeZone** – Time zone that the CUCM is set to.
- **CUCM Locale (User/Phone)** – Choose the locale (e.g. English or French)
- **Site Extension** – This value can be used as a speed dial. Use #SITEEXTN# as the speed dial destination.
- **Param ID** – This is a text string that can be used with an IP Phone services URL. Use #PARAMID# in the URL where you want this string to appear. Use this where you want an IP Phone services URL to be site specific.
- **URL 1 / URL 2** – These URL’s can be referenced from the Profile Template for a device using #SITEURL1# and #SITEURL2#. Use these where you want the Directories URL or the Services URL to be site specific.

- **Subnets** – enter the site subnet ranges here only when using auto-provisioning
- **Jabber Device Pool** – Device pool for Jabber phones
- **Jabber Calling Search Space** – for Jabber phones
- **Jabber Rerouting Calling Search Space** – for Jabber phones upon rerouting
- **Jabber Subscribe Calling Search Space** – for presence requests from the Jabber phone

Tip: You can use substitute strings within the CFE. The site ones allow you to set some of the phone device parameters based on a site. You can also group sites by using the same values for the sites within the group. For example, all the northern sites may have a different directory URL to the southern sites.

Substitute string	Description
#SITEEXTN#	Extension number (DN) that can be used as a speed dial
#PARAMID#	String parameter that can be included into a IP phone services URL
#SITEURL1# #SITEURL2#	URLs that can be substituted into a Profile Template for a device
#E164#	External PSTN telephone number
#VM#	Internal voicemail phone number

6. When you are done, click an action button:
  - **Create** – will save the new site; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the site; OR
  - **Apply Changes** – to save changes to the settings for the site.
7. Now go and create or edit the extension number ranges for the site.

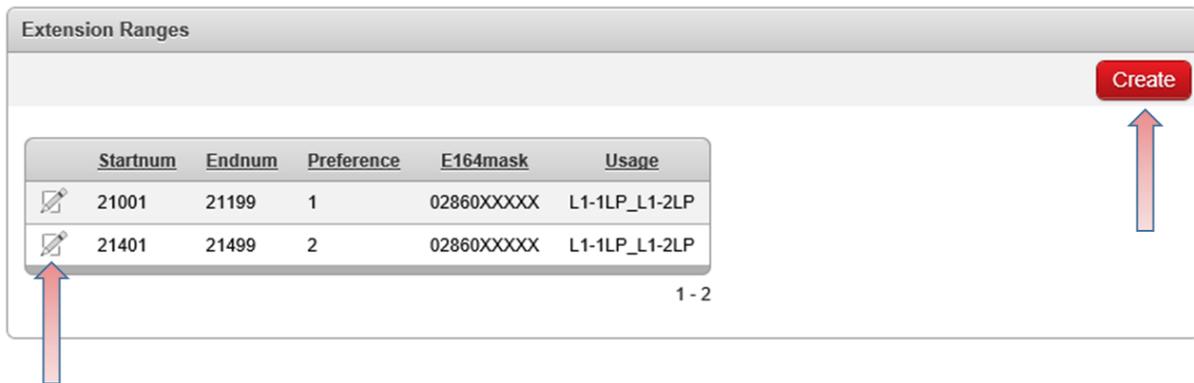
## 6.2 Create or edit the site number ranges

Each site can have one or several number ranges. This is used when you ask the CFE to find the next spare number for a phone, or validating a phone number. Ranges are defined by the extension number, and can be mapped by the DDI (DID) mask (also called E164 mask on the CUCM). You can prioritise the ranges so that one range is used prior to another range being started.

You can also create separate number ranges for each linegroup group used at the site. This may assist with managing the numbering plan for your system.

Create as many number ranges as you need for each site.

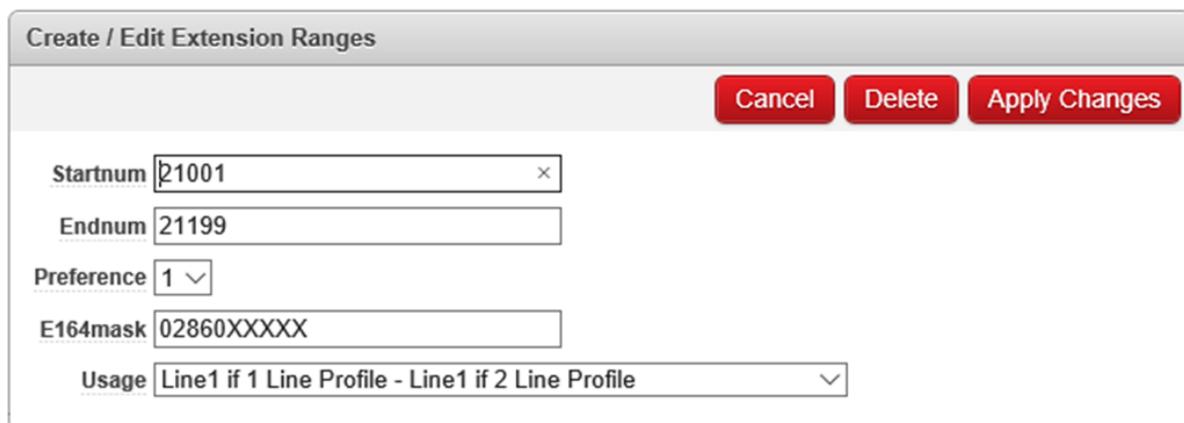
On the lower section of the site settings page under **Extension Ranges**:



1. Click **Create** to create a new number range; OR
2. Click the “**Edit**” symbol next to the appropriate range.

The extension ranges screen will appear.

Information



3. Enter the details:
  - **Startnum** – the first number in the range.
  - **Endnum** – the last number in the range.
  - **Preference** – this determines which number range is used first. “1” will be the first preference. “2” is the second range to be used and so forth.
  - **E164mask** – otherwise known as the DDI (DID) mask. This translates the extension numbers in the range to a PSTN number and is presented for the CLID. Use “X” to represent a digit that is kept. For example, the mask 12345XXX translates the extension number 2001 into the PSTN number 12345001.
  - **Usage** – The linegroup group that uses this range. Each group can have a separate number range.
  
8. When you are done, click an action button:
  - **Create** – will save the new site; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the site; OR
  - **Apply Changes** – to save changes to the settings for the site.

**TIP:** You can reserve numbers out of a number range so that they are not automatically allocated (see the Reserved Number module). This avoids having to create several smaller number ranges where some numbers of a larger range are not available.

### 6.3 View a Summary of Extension Ranges

To view all configured extension ranges, navigate to the Sites page and click on the “Ext Range Summary”.

The screenshot shows the top navigation bar with 'Sites' highlighted. Below it, the 'Information' section is expanded to show 'Sites'. In the 'Sites' panel, there is a table with two rows: 'NSW' and 'VIC', each with a 'COPY' link. To the right of the table is a red button labeled 'Ext Range Summary' and a 'Create' button. A red arrow points from the 'Ext Range Summary' button to the text below.

This will show a list of all configured Extension Ranges for all sites with information on the spare capacity within each range.

The screenshot shows the 'Extension Ranges' page. At the top is a navigation bar with 'Sites' selected. Below it is a table with the following columns: Name, Startnum, Endnum, E164mask, Preference, UCM Free, CFE Reserved, and % Free. The table contains four rows of data. Below the table is an 'Export' link and a 'Back' button. A red arrow points from the 'Export' link to the text below. Another red arrow points from the '% Free' column header to the text below.

Name	Startnum	Endnum	E164mask	Preference	UCM Free	CFE Reserved	% Free
NSW	21001	21199	02860XXXXX	1	199	2	
NSW	21401	21499	02860XXXXX	2	99	0	
VIC	31001	31199	03860XXXXX	1	198	2	
VIC	31401	31499	03860XXXXX	2	99	0	

You can export this list as a CSV file using the **Export** link.

## 7 Managing system settings

Use this module to set up default settings and configure the CFE to match your systems and operations. This module determines some of features available on your CFE.

### Configure the features available, defaults and the main interface to CUCM

This module is used to adapt the CFE to your operations, such as whether you require a job number to be included in the phone description, and how fields such as the display name are populated by default. Also, this module includes the settings to communicate to the CUCM.

Profiles	Sites	CFE Accounts	<b>System Settings</b>	Reports	Tool Box	CAPSL	Reserved Numbers	Admin Guide
----------	-------	--------------	------------------------	---------	----------	-------	------------------	-------------

Information

**License Information**

Licensee	Atea
Licensed Ethernet	eth0 (Valid)
Licensed MAC address	00:0C:29:7C:BD:3D (Valid)
Licensed number of phones	50 (3 used)
License Valid	true
License Expires in	0 days

**System Settings** Apply Changes

Default Partition	P_Internal
---User Devices	
Default Display	#FNAME# #LNAME#
Default Alerting Name	#FNAME# #LNAME#
Default Description	#FNAME# #LNAME# #EXTN#
Default Line Description	#FNAME# #LNAME#
Default UDP Name	UDP_#USERID#
Default Line1 Label	#FNAME# #LNAME# - #EXTN#
Default Line2 Label	Agent Line
---Phones (without user)	
Default Line Label	Logged Out #EXTN#
Default Line Description	Logged Out #EXTN#
Default Display	Logged Out #EXTN#
Default Alerting Name	Logged Out #EXTN#
Default Device Description	Logged Out #EXTN#
---	

Default PIN	<input type="text" value="123792"/>
Default Password	<input type="text" value="cisco"/>
Default User Roles	<input type="text" value="Standard CCM End Users,Standard"/>
Job ID Required	<input type="text" value="No"/>
CUCM AD Sync	<input type="text" value="No"/>
Use AD Extension	<input type="text" value="No"/>
Odd/Even Device Pools	<input type="text" value="No"/>
Line CSS Filter	<input type="text" value="upper(name) like upper('%_L%')"/>
Device CSS Filter	<input type="text" value="upper(name) like upper('%PSTN%')"/>
CSS Filter Enabled	<input type="text" value="No"/>
Line CSS Precedence	<input type="text" value="Profile - Site"/>
Add CUP License	<input type="text" value="Yes"/>
Add CUPC License	<input type="text" value="No"/>
Default UC Service Profile	<input type="text" value="ATEA_UC"/>
User Subscribe CSS	<input type="text" value="CSS_Internal"/>
CUCM Set UDP as CTI Controlled Device	<input type="text" value="Yes"/>
Default CUC Template	<input type="text" value="voicemailusertemplate"/>
Default CIPC Name	<input type="text" value="#PWCCHASH#"/>
Default Dual Mode for iPhone Name	<input type="text" value="TCT#USERID#"/>
Default Unified Client Services Framework Name	<input type="text" value="CSF#USERID#"/>
Default BlackBerry MVS Name	<input type="text" value="#EXTN#"/>
Default Jabber iPad name	<input type="text" value="TAB#USERID#"/>
Default Jabber Android Name	<input type="text" value="BOT#USERID#"/>
MVS RNA Timer	<input type="text" value="20"/>

**CUCM Detail Sync**

[Refresh](#)

Synchronisation Status: **Finished Sync at Thu May 05 00:02:21 AEST 2016**

Last Synchronisation **05-MAY-16 12.02.21.444377 AM** [Force Sync](#)

## 7.1 License Information

This section provides information about the license attached to your system. If you exceed your license, your CFE users will be presented with a warning onscreen.

## 7.2 Default system settings for display name and other features

On the System Settings page:

1. Enter the default partition. Usually, all phones are in a single partition unless there are groups of phones on the network that will be prevented from calling each other directly.
2. Enter the default text strings. These may include fixed text, or the contents of specific fields. For example, to enter the first name then last name of a user, use #FNAME#

#LNAME#. The substitution strings are:

Substitute string	Description
#FNAME#	First name
#LNAME#	Last name
#FINT#	First initial for the user
#EXTN#	Extension number (DN)
#SITEID#	the Site ID as specified in the "Sites" setup page
#JOBID#	Job ID, the reference ID for the job
#USERID#	UserID (in UDP name only)
#MODEL#	Phone Model (in UDP name only)

You can use these in any of the following fields:

#### User Devices

- **Default Display** – the internal caller ID display name.
- **Default Alerting Name** – the internal caller ID that is presented to the caller when ringing a shared line. After the call is answered, the caller ID of the receiver of the call is presented.
- **Default Description** – the description for the phone.
- **Default Line Description** – the description for the line
- **Default UDP Name** – The name of the User Device Profile (UDP) for extension mobility users. Often this ends with the letters "EM".
- **Default Line1 Label** – Label to appear for line 1. This is often the extension number.
- **Default Line2 Label** – Label to appear for line 2.

#### Phones not associated with a user

- **Default Line Label** (phones only) – Line label for phones that are not assigned to a user
- **Default Device Description** (phones only) – the description for the phone
- **Default Display** – the internal caller ID display name.
- **Default Alerting Name** – the internal caller ID that is presented to the caller when ringing a shared line. After the call is answered, the caller ID of the receiver of the call is presented.
- **Default Description** – the description for the phone.

#### Default settings

- **Default PIN** – the user PIN that is used when setting up a new user, such as their extension or perhaps "12345".
- **Default Password** – the password for new users. This ignored if Active Directory is being used.
- **Default User Roles** – the roles on the CUCM to be added to the user profile. Normally this includes "Standard CCM End Users" for all telephone users.

### 3. Set the CFE features required:

- **Job ID Required** – whether Job ID is mandatory. If this is set to "yes", a Job ID field will be required when creating or making changes to phones. The contents will appear in fields where #JOBID# is included.

- **CUCM AD Sync** – whether the CUCM is synchronised to Active Directory. This should match how the CUCM is set-up (referred to as LDAP synchronisation). When this parameter is set to yes, the ability to create users is disabled, and new users can only be added through AD.
  - **Use AD Extension** – If this is set to “yes”, the extension number provided by AD will be presented when configuring a user. The extension number can be overwritten with something else, if you wish to use a different number. If you do choose something else, you should consider whether to update AD, as the telephone directory number in AD is often used to match telephone calls from an extension to a user.
  - **Odd/Even Device Pools** - usually set to “no”. Set this to “yes” if you want the option to specify a different device pool for odd numbered extensions within the “Sites” configuration page.
4. Set the filter for calling search space (CSS) names:
- Most implementations use a structured name to describe the CSS. These filters rely only on the name and cannot actually determine any other properties of the CSS. Filter functions include:
    - a. upper(name) – for upper case conversion of the name
    - b. like – to indicate that the items should match
    - c. %\_L% - indicates that part of the string can include the string “\_L”
  - **Line CSS filter** – the search string that looks at the names of calling search spaces. If a CSS name matches this string, then it will be presented as one of the choices for the line CSS. If the CSS name does not match, the CSS is hidden. An appropriate search string might be “upper(name) like upper('%ational%)’” if the line CSS includes the word “national” or “international”.
  - **Device CSS filter** – the search string that looks at the names of calling search spaces. If a CSS name matches this string, then it will be presented as one of the choices for the device CSS. If the CSS name does not match, the CSS is hidden. An appropriate search string might be “upper(name) like upper('%PSTN%)’” if the line CSS includes the word “PSTN”.
  - **CSS Filter Enabled** – whether the Line CSS and Device CSS filters are active.
  - **Line CSS Precedence** – whether the line or the profile take precedence, e.g. either Profile – Site, or Site - Profile
5. Set the ancillary and mobility features:
- **Add CUP License** – whether a Cisco Unified Presence license is added for new users.
  - **Add CUPC License** – whether a Cisco Unified Personal Communicator license is added for new users.
  - **Default UC Service Profile** – allows a profile from the CUCM Service Settings to be applied to the end-user settings.
  - **Default Remote Destination Name** – Default name format for Remote Destination using a text string e.g. RD\_#USERID#. Applicable if SNR creation is enabled in the CFE.
  - **Default Remote Destination Profile Name** – Default name format for Remote Destination Profile using a text string e.g. RDP\_#USERID#. Applicable if SNR creation is enabled in the CFE.
  - **User Subscribe CSS** – Calling Search Space applied to the User for SUBSCRIBE presence requests and extension mobility calls.

- **CUCM Set UDP as CTI Controlled Device** – whether to set the User Device Profile as CTI controlled.
- **Default CUC Template** – the template to apply by default for Cisco Unity Connection
- **Default CIPC Name** – Default name format for IP communicator e.g. CIPC#USERID#
- **Default Dual Mode for iPhone Name** – Default name format for IP communicator e.g. TCT#USERID#
- **Default Unified Client Services Framework Name** – Default name format for Client Services Framework e.g. CSF#USERID#
- **Default BlackBerry MVS Name** – Default name format for BlackBerry Mobile Voice System e.g. MVS\_#USERID#
- **Default Jabber iPad name** – Default name format for jabber client on iPad tablet e.g. TAB#USERID#
- **Default Jabber Android name** – Default name format for jabber client on an Android device e.g. BOT#USERID#
- **MVS RNA Timer** – timer in seconds for Mobile Voice System Ring No Answer

6. Click “**Apply Changes**” to save the settings.

### 7.3 CUCM Detail Sync – when the CFE last got CUCM update

System settings such as Calling Search Spaces are obtained from the CUCM as a complete refresh. This is usually scheduled as a daily task.

CUCM Detail Sync

[Refresh](#)

Synchronisation Status: **Finished Sync at Thu May 05 00:02:21 AEST 2016**

Last Synchronisation **05-MAY-16 12.02.21.444377 AM** [Force Sync](#)

On the System Settings page:

- **Synchronisation status** – This indicates whether the CFE synchronisation of system settings with the CUCM is completed. If this is older than 24 hours, the scheduled task to perform this may not be operating.
  - **Last Synchronisation** – time and date details of the synchronisation
1. Click "**Force Sync**" to instantly initiate the synchronisation process. This is handy if you know that details on the CUCM have changed, such as when a new site is established and new CCS's have been created on the CUCM.
  2. Click "**Refresh**" if you are waiting for the synchronisation process to finish and you want to see if it has completed.

## 8 Reports on activity

The reports show you when and who made each change in the administration area of the CFE. To see user and telephone reports, select the “Users and Phones” section of the CFE, rather than the Administration section.

Information

Last Requests

Report

Search  Display

Date/Time of Request	Result Code	Summary	User
05-MAY-2016 09:08:53	0	Added LineGroup id:101	ATEA_CFE_ADMIN
04-MAY-2016 14:27:37	0	Added CFE User anzauser1	ATEA_CFE_ADMIN
04-MAY-2016 14:22:14	0	Deleted 3rd party CFE User CFEMurray	ATEA_CFE_ADMIN
04-MAY-2016 14:22:00	0	Added CFE User CFEMurray	ATEA_CFE_ADMIN
04-MAY-2016 14:09:31	0	Deleted 3rd party CFE User CFetest	ATEA_CFE_ADMIN
04-MAY-2016 14:09:14	0	Added CFE User CFetest	ATEA_CFE_ADMIN
04-MAY-2016 14:08:47	0	Changed CFE User roles	ATEA_CFE_ADMIN
04-MAY-2016 13:51:26	0	Changed CFE User roles	ATEA_CFE_ADMIN
04-MAY-2016 13:50:48	0	Deleted 3rd party CFE User CFetest2	ATEA_CFE_ADMIN
04-MAY-2016 13:50:10	0	Created 3rd party CFE User test2	ATEA_CFE_ADMIN

1 - 10 Next >

Use the drop down box to select the Admin Changes report.

This report provides information about CFE administration changes to items such as profiles and site configuration, or other activity. The report details are:

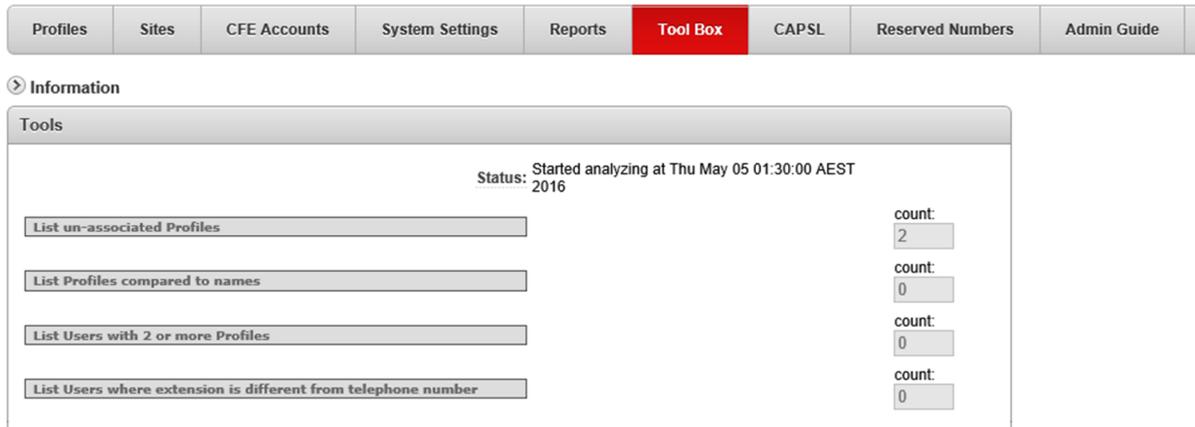
- Time and date
- Result code (0 is successful. Any other number indicates the type of error.)
- Summary of result in words
- User who made the request.

On the Reports page:

1. Select the type of report or enter an item to search on. Search items may be anything that appears in the Summary, including profile, phone type, sync and create or save.
2. Select the number of lines to display in the report (the normal setting is 15).
3. Click **Go** to run the report, or click **Reset** to clear the request.

## 9 Tool Box for CUCM Reconciliation

The Tool Box page reconciles CUCM User and Profile information. Use this to identify discrepancies in user configurations.



Tool	count
List un-associated Profiles	2
List Profiles compared to names	0
List Users with 2 or more Profiles	0
List Users where extension is different from telephone number	0

These items provide information about CUCM user data anomalies and allow you to fix them. The tools are:

- List un-associated Profiles
- List Profiles compared to names
- List Users with 2 or more Profiles
- List Users where extension is different from the telephone number

On the toolbox page, the count shows the number of anomalies found. Normally these are zero.

### To use the Tools

On the Tool Box page, click any item where the count is not zero. View the report and take action if you wish.

### 9.1 List un-associated Profiles

Provides a list of Device Profiles (Extension Mobility Profiles) that are not associated to any users. Check and delete any unwanted profiles.

ToolBox > List un-associated Profiles

Delete checked Profiles

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	UDP2JUNIT	jUnit TEST UDP DO NOT DELETE OR CHANGE
<input type="checkbox"/>	UDP_anzauuser5	Anzau User5-31005

1 - 2

### 9.2 List Profiles compared to names

Provides a list of Device Profiles (Extension Mobility Profiles) where either the Display, Label, Alerting or Description field does not conform to the user details template. An example of this is when the LastName is changed in the Active Directory.

You may check and update the profiles.

Update checked Profiles

<input type="checkbox"/>	User Firstname	User Lastname	User Userid	Profile Name	Profile Alerting	Profile Linelabel	Profile Linedisplay	Profile Description
<input type="checkbox"/>	Demo	User20	duser20	UDP_duser20	Demo User20	Demo User20 - 50019	Demo User20	Demo User20

1 - 1

### 9.3 List users with two or more profiles

Provides a list all users associated to several Device Profiles (Extension Mobility Profiles). In some cases, this may be a valid configuration.

Multiple Profiles		
User Firstname	User Lastname	Profile Name
Demo	User100	SEPDEADBEEF0020
Demo	User100	UDP_duser100
Demo	User100	UDP_duser100
Dev	User406	CIPC_devuser406

### 9.4 List Users where extension number and telephone number differ

Provides a list of all Users where the extension number of line 1 (of the default profile) does not match the telephone number in the Directory.

Telephone differs from Extension			
User Lastname	User Firstname	User Telephone	Line1 Extension
User20	Demo		50019

1 - 1

## 10 CAPSL – CUCM automated provisioning system for LDAP

Where your system is configured with CAPSL for dynamic provisioning, users and phones are linked automatically with LDAP/Active-Directory. The CFE becomes an automated interface between LDAP and the CUCM.

This module provides status of the CAPSL provisioning. Specifically, the time/date when the last CAPSL sync last occurred, and user information that has been synchronised.

Profiles Sites CFE Accounts System Settings Reports Tool Box **CAPSL** Reserved Numbers Admin Guide

CAPSL Status Refresh

Last CAPSL Sync: 14-04-2016 06.01

Q-  Go Rows: 10 Actions

	Department	Telephonenumber	Sync Datetime	Processed	Processed Datetime	Processed Action
Userid	-	-	06-MAY-16 08.01.00.000000 AM	y	06-MAY-16 08.01.00.000000 AM	CAPSL [incremental] ran, no changed Objects
Givenname	-	-	06-MAY-16 07.01.00.000000 AM	y	06-MAY-16 07.01.00.000000 AM	CAPSL [incremental] ran, no changed Objects
Surname	-	-	06-MAY-16 06.01.00.000000 AM	y	06-MAY-16 06.01.00.000000 AM	CAPSL [incremental] ran, no changed Objects
Department	-	-	05-MAY-16 07.01.21.000000 PM	y	05-MAY-16 07.01.21.000000 PM	CAPSL [full] Finished
Telephonenumber	-	-	05-MAY-16 07.01.20.000000 PM	y	05-MAY-16 07.01.20.000000 PM	[WARN] User[jUnit] found in UC, does not exist in Capsl
Sync Datetime	-	-	05-MAY-16 07.01.18.000000 PM	y	05-MAY-16 07.01.18.000000 PM	Found [0] users with a new Extension
Processed	capsl	Atea	Capsl	-	05-MAY-16 07.01.18.000000 PM	Found [0] users with a General Attribute changed
Processed Datetime	capsl	Atea	Capsl	-	05-MAY-16 07.01.17.000000 PM	Found [0] users with a State change
Processed Action	capsl	Atea	Capsl	-	05-MAY-16 07.01.17.000000 PM	Found [0] users to be provisioned
	capsl	Atea	Capsl	-	05-MAY-16 07.01.02.000000 PM	CAPSL [full] started

1 - 10

### To search for an item

Enter your criteria in the search box. You may refine your search using the search drop-down or clicking the **Actions** button. When you are ready click "Go". The resulting list can be sorted by clicking the heading of the column.

The **Actions** button allows you to save, export or filter the report.

## 11 Reserved Phone Numbers

Numbers may be reserved so that they cannot be allocated. Reservations may be both automatic and manual.

- Automatic reservation occurs when a user is deleted. This prevents the next new user being assigned this number straight away. The default period for automatic reservation is configured when system is installed.
- Manual reservation allows you to reserve specific numbers that are not available. Often, there are numbers within a site number range that you do not want the CFE to allocate.

Each reservation has an expiry date. If a number should always remain unavailable, leave the expiry date blank.

You can edit any reserved numbers using this module.

The screenshot shows the 'Reserved Numbers' module interface. At the top is a navigation bar with tabs: Profiles, Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, **Reserved Numbers**, and Admin Guide. Below the navigation bar is an 'Information' section with a search box, a 'Go' button, a 'Rows' dropdown set to 15, an 'Actions' dropdown, and a red 'Create' button. The main area contains a table with the following data:

Extn	Expiry	Description
21001	14-MAY-2016	Deleted extn of user[anzauser2,Anzau User2]
21004	27-MAY-2016	Deleted extn of user[anzauser2,Anzau User2]
31002	-	Old Extn reserved for user[anzauser1,Anzau User1] due to Location change
31001	-	-

At the bottom right of the table, there is a page indicator '1 - 4'.

### To search for an item

Enter your criteria in the search box. You may refine your search using the search drop-down or clicking the **Actions** button. When you are ready click **Go**. The resulting list can be sorted by clicking the heading of the column.

### To edit or create an item:

1. On the Reserved Numbers screen
  - Click the **Create** button; OR
  - Click the **edit** symbol next to the item.

The screenshot shows the 'Reserved Number' edit form. At the top is a navigation bar with tabs: Profiles, Sites, CFE Accounts, System Settings, Reports, Tool Box, CAPSL, **Reserved Numbers**, and Admin Guide. Below the navigation bar is a form titled 'Reserved Number' with three buttons: 'Cancel', 'Delete', and 'Apply Changes'. The form contains the following fields:

- Extn**: A text input field containing '21001'.
- Expiry**: A date picker field showing '14-MAY-2016'.
- Description**: A text input field containing 'Deleted extn of user[anzauser2,A'.

2. Edit or enter the details:
  - **Extn** – is the reserved extension number (DN)
  - **Expiry** – the date that the reservation expires. You can use the date-picker next to this field or type in the date. To reserve a number indefinitely, leave the date field blank.

- **Description** – usually this is why the number is reserved.
- g. When you are done, click an action button:
- **Create** – will save the new reserved number; OR
  - **Cancel** – to return to the previous screen; OR
  - **Delete** – to remove the reserved number; OR
  - **Apply Changes** – to save changes to the settings for the reserved number.

## 12 Mobility Primary Device - Repair Tool

Mobility users must have a primary device to have a valid configuration. This process checks whether mobility users have a primary device. If a user is missing the primary device, this process allocates a phone to them so that they have a valid configuration.

This process is run manually as it is an optional maintenance task. When doing maintenance, run this process last. This avoids assigning a phone to a mobility user whilst setting up the user is still in progress.

To run the process, enter a search criterion (or leave blank) and press **Go**. The process will report on any repairs that it applied.

## 13 Link to current documentation

Use the **Admin Guide** link to find the current CFE documentation on the Atea website.

## 14 Terms used in this guide

Term	Description
<b>AD</b>	Microsoft Active Directory. The CUCM is often synchronized to AD using the LDAP feature on the CUCM.
<b>CAPSL</b>	CUCM automated provisioning system for LDAP – optional feature on the Atea CFE.
<b>CFE</b>	Contained Front End – the application allowing users to perform a number of telephone and user related tasks without having direct access to the CUCM.
<b>CLID</b>	Calling line identification. Presentation of the calling telephone number.
<b>CUCM</b>	Cisco Unified Communications Manager or Call Manager. Telephones and users are set up on this device.
<b>DDI or DID</b>	Direct Dial In or Direct Inward Dial number. This is the public telephone number that may be used to call a specific telephone on the system.
<b>Extension</b>	A Cisco IP phone directory number or DN.
<b>EM</b>	Extension Mobility. A feature that enables users to log onto a telephone to automatically adopt their phone properties including phone number and speed dials.
<b>PSTN</b>	Public Services Telephone Network – This is the normal telephone network for public use.
<b>UDP</b>	User device profile. The device profile for an extension mobility user.