



TelePresence

Cisco Unified Communications Manager (CUCM) 8.6 Basic Configurations for IP Phone Calls

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Cisco Unified Communications Manager (CUCM) 8.6 Basic Configurations for IP Phone Calls
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Table of Contents

1	INTRODUCTION	4
1.1	Release Notes	4
2	SETTING UP BASIC CONFIGURATIONS ON CUCM.....	4
2.1	Click Cisco Unified Communications Manager link.	4
2.2	Check your current Licenses: System/ Licensing/ License Unit Report.....	5
2.3	Initializing Services	6
2.4	Returning to Cisco Unified CM Administration	8
2.5	Setting up a Partition	9
2.6	Setting up a Call Search Space.....	12
2.7	Setting up a Device Pool.....	15
3	ADDING CISCO IP COMMUNICATOR 8.6(1) SOFT CLIENT FOR WINDOWS TO CUCM VIA SIP	18

List of Tables

Table 1 - Release Notes	4
--------------------------------------	----------

1 Introduction

This guide is an introduction on how to setup basic configurations on your **Cisco Unified Call Manager (CUCM)** server, in order to establish phone calls between two devices registered to it. For a full list of definitions and advanced settings, refer to the “Cisco Unified Communications Manager Administration Guide” for your particular release. The devices covered in this guide are **Cisco IP Communicator 8.6(1)** softphones configured for **Session Initiation Protocol (SIP)**. **CUCM** in this guide is running version 8.6.2.22900-2 on a **Virtual Machine (VM)** with a Demo License and assumes you already have it installed, ready to begin with configurations.

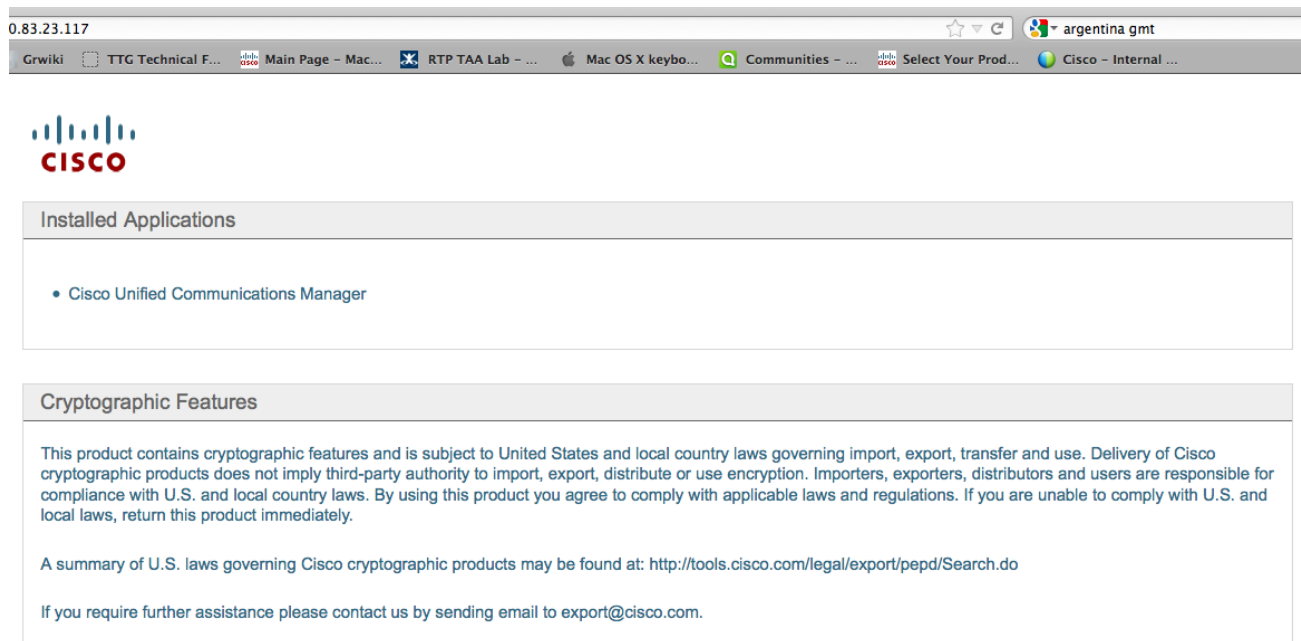
1.1 Release Notes

Table 1 - Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial Release		Matt Limbrick	9/17/2012

2 Setting up Basic Configurations on CUCM

Once **CUCM** is installed, open a web browser and type its IP address in the address bar (i.e. 10.83.23.117). You then see the following main page showing the currently installed applications:

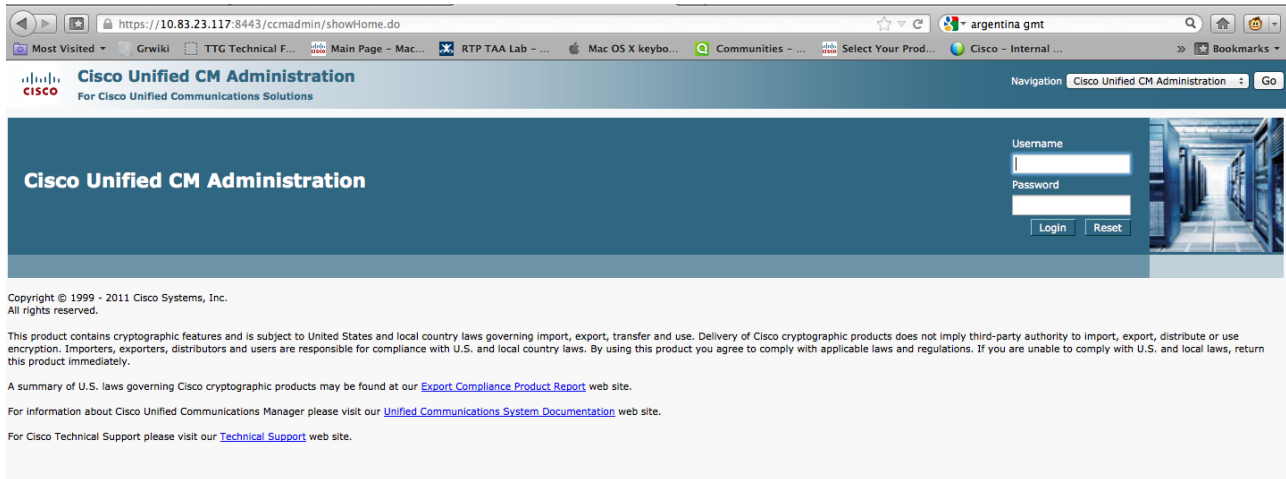


2.1 Click Cisco Unified Communications Manager link.

NOTE: To bypass the 1st page, you can type the following directly into the address bar:

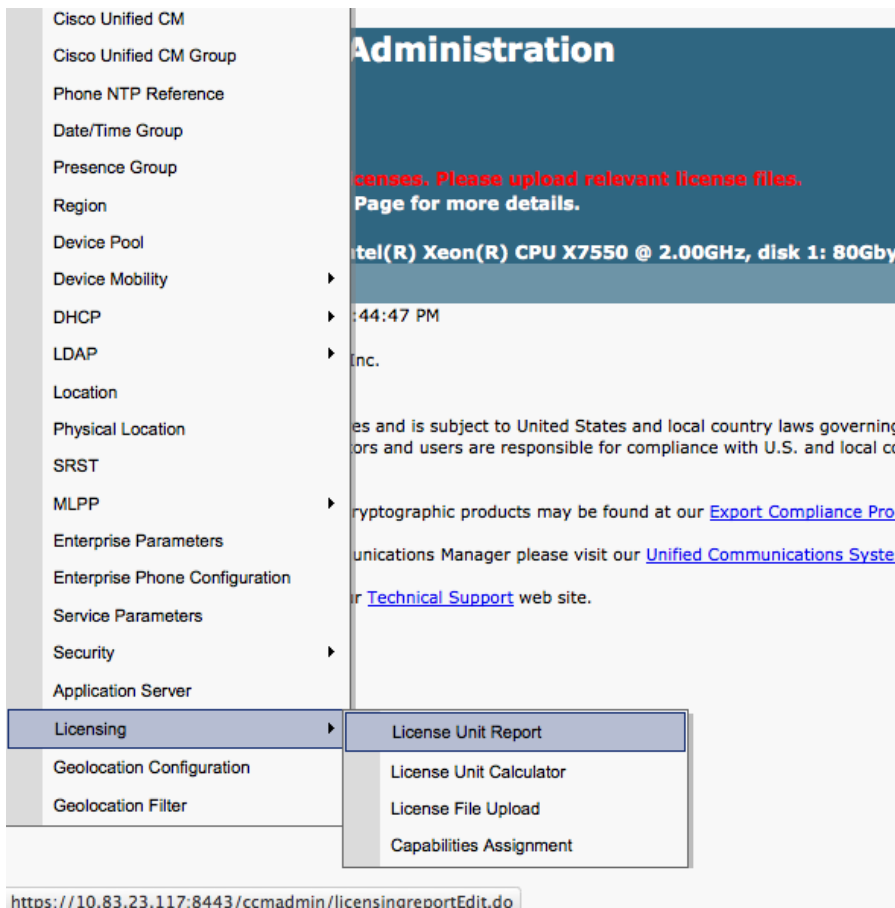
`xxx.xxx.xxx.xxx/ccmadmin` where `xxx.` is the IP address of your CUCM.

On the **Cisco Unified CM Administration** page, login with the **Administrator** credentials made during the installation.



2.2 Check your current Licenses: System/ Licensing/ License Unit Report

On the **Administration** screen, use the **Licensing** pull-down menu to go to the **License Unit Report**.



The **License Unit Report** shows you how many licenses you have. As shown in the following screenshot, I am running a demo license to allow 150 units to register. The name assigned to my system is cucmvm06

Invalid License Guideline
 If status of license is "Invalid" verify license files have been obtained with correct License MAC. Compare License MAC from "show status" cli command with content of license file (View Files on License Upload page). Obtain license files for the correct License MAC and upload.

License Unit Distribution

Phone License Feature

License Server	Units Authorized	Units Used	Units Remaining	Units Pending	Status
cucmvm06	150	0	150	0	Demo
Total Units for Feature	150	0	150	0	

CCM Node License Feature

License Server	Units Authorized	Units Used	Units Remaining	Status
cucmvm06	3	0	3	Demo
Total Units for Feature	3	0	3	

Software License Version

License Server	SW Version	Status
cucmvm06	8.0	Demo

2.3 Initializing Services

You must 1st turn on the services in order to use them as they are all off by default. To initialize services:

1. Go to **Navigation** (top right drop-down).
2. **Choose Cisco Unified Serviceability**
3. Then click **Go**.

The screenshot shows the top navigation bar of the Cisco Unified CM Administration interface. The 'Navigation' dropdown menu is open, and 'Cisco Unified Serviceability' is highlighted. Other options in the menu include 'Cisco Unified Reporting', 'Cisco Unified CM Administration', 'Disaster Recovery System', and 'Cisco Unified OS Administration'. The 'Go' button is visible next to the selected option.

atus" cli command with content of license file (View Files on License Upload page). Obtain license files for the

Units Remaining	Units Pending	Status
150	0	Demo
150	0	

Units Used	Units Remaining	Status
3		Demo
3		

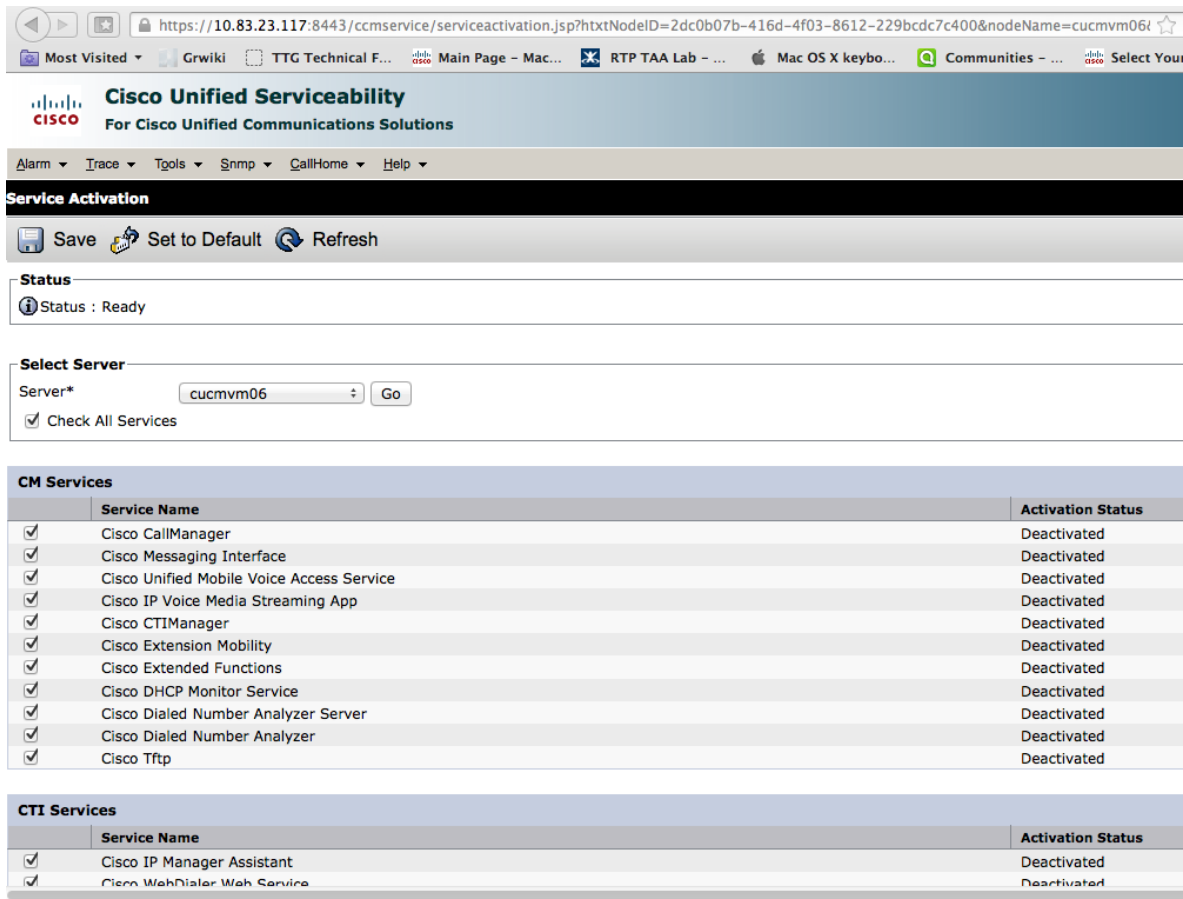
SW Version	Status
	Demo

On the **Cisco Unified Serviceability** page, go to the **Tools** pull-down menu, and select **Service Activation**.



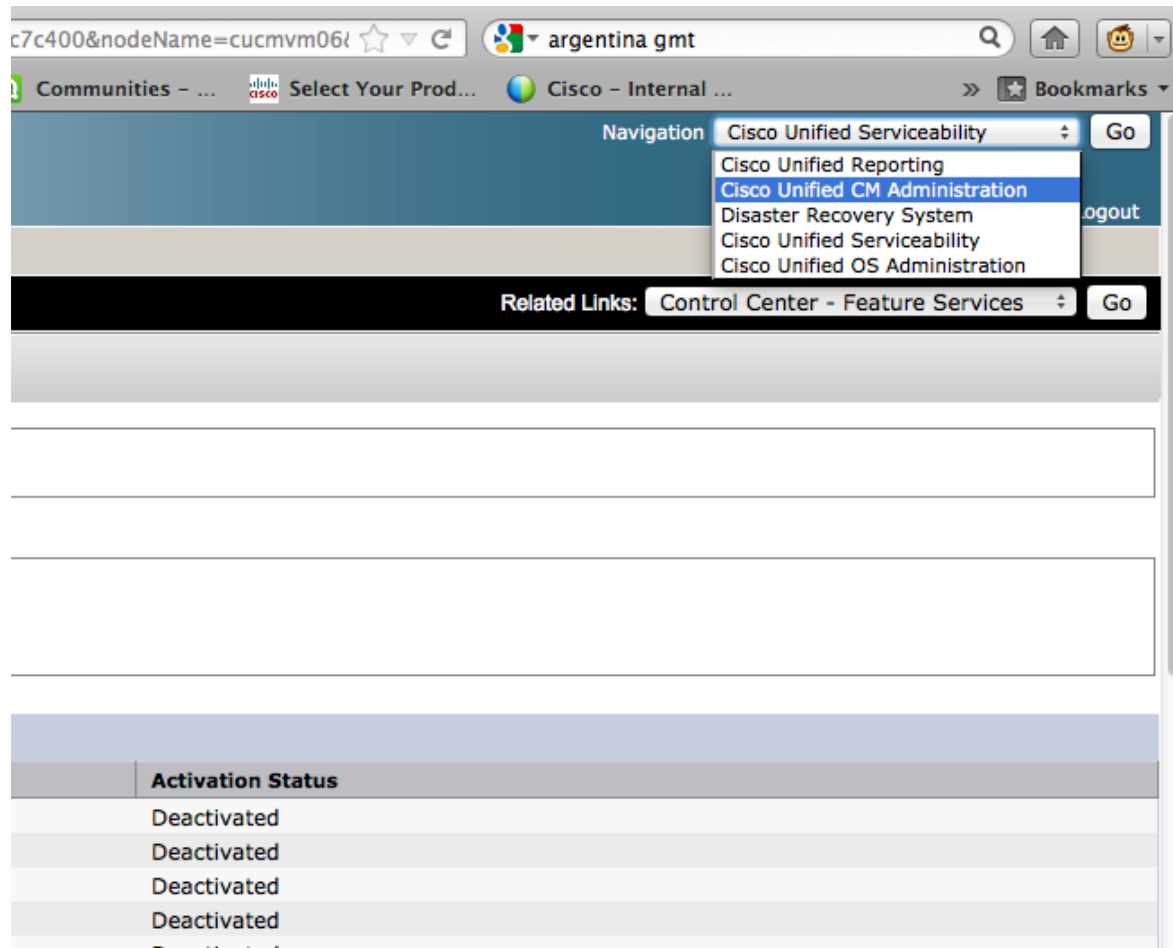
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Click **Check All Services** and then click **Save**. It takes a few minutes for all the services to activate.



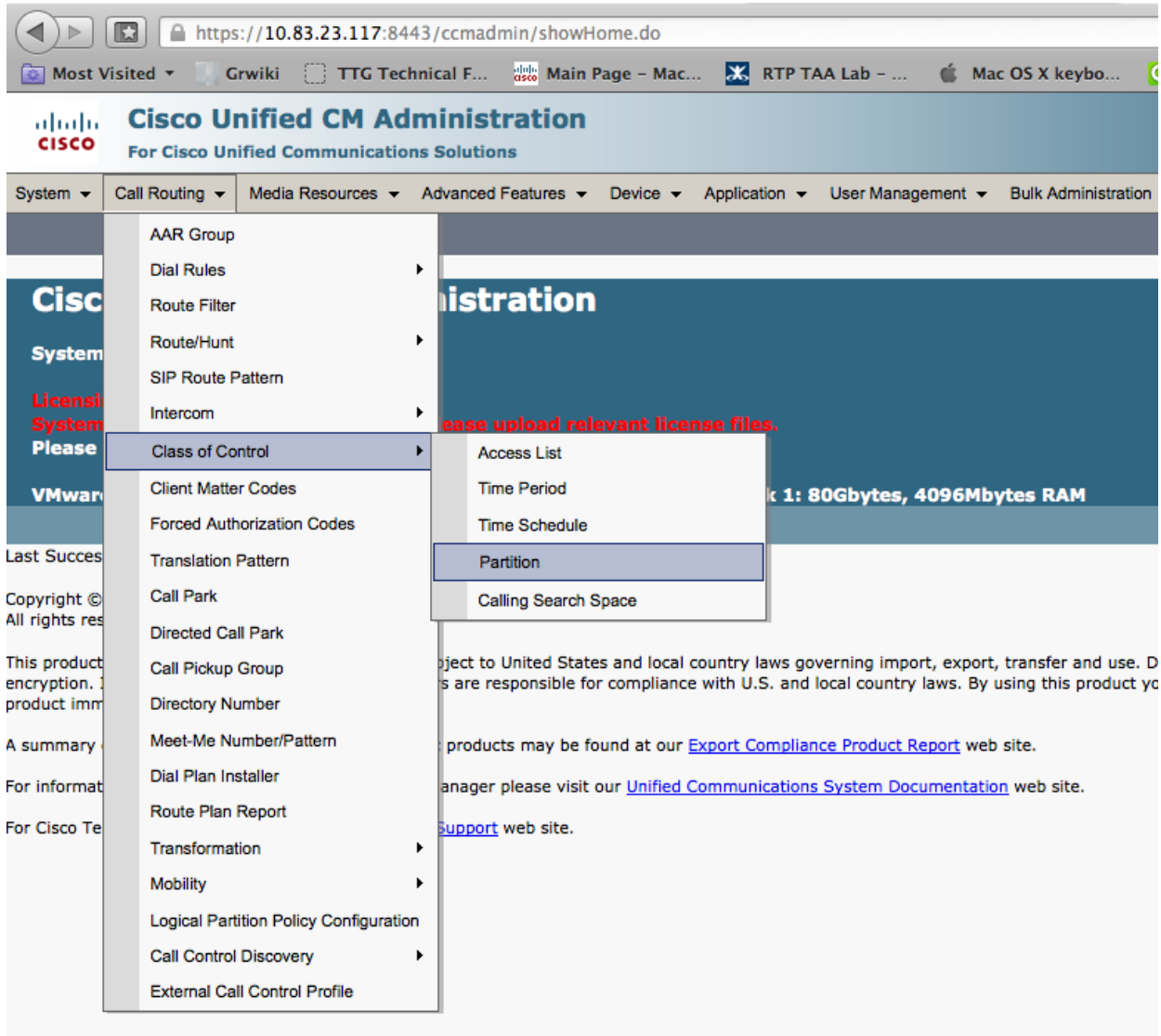
2.4 Returning to Cisco Unified CM Administration

Go to **Navigation** (top right drop-down), choose **Cisco Unified CM Administration**, then click **Go**.



2.5 Setting up a Partition

To setup a partition, make sure you are back on the **Cisco Unified CM Administration** page. On the toolbar, go to **Call Routing > Class of Control > Partition**.



Click **Add New** and type any name you want, (i.e., cucmvm06_partition) then click **Save**.

The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar displays `https://10.83.23.117:8443/ccmadmin/partitionEdit.do`. The page title is "Cisco Unified CM Administration" with the tagline "For Cisco Unified Communications Solutions". The navigation menu includes: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The main heading is "Partition Configuration". Below this is a "Save" button. The "Status" section shows "Status: Ready". The "Partition Information" section contains the following text: "To enter multiple partitions, use one line for each partition entry. You can enter up to 75 partitions; the names and descriptions can have up to a total of 1475 characters. The partition name cannot exceed 50 characters. Use a comma (',') to separate the partition name and description on each line. If a description is not entered, Cisco Unified Communications Manager uses the partition name as the description. For example: << partitionName >> , << description >>". Below this text are three example lines: "CiscoPartition, Cisco employee partition", "DallasPartition", and "Name* cucmvm06_partition". A "Save" button is visible at the bottom left of the form area.

You now see 1 record found with your partition name (i.e., **cucmvm06_partition**)

The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar indicates the URL: `https://10.83.23.117:8443/ccmadmin/partitionFindList.do?key=`. The page title is "Cisco Unified CM Administration" with the subtitle "For Cisco Unified Communications Solutions". The navigation menu includes "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", and "User Management".

The main section is titled "Find and List Partitions". It features a toolbar with icons for "Add New", "Select All", "Clear All", and "Delete Selected". Below this, a "Status" box indicates "1 records found".

The search criteria are set to "Name" and "begins with". The search results table shows one entry:

<input type="checkbox"/>	Partition Name ^
<input type="checkbox"/>	cucmvm06_partition

At the bottom of the table, there are buttons for "Add New", "Select All", "Clear All", and "Delete Selected".

2.6 Setting up a Call Search Space

To setup a **Call Search Space**, on the toolbar go to the **Call Routing** pull-down menu:

1. Select **Class of Control**.
2. Select **Calling Search Space**.
3. Once there, click **Add New**

The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar displays the URL: `https://10.83.23.117:8443/ccmadmin/partitionFindList.do?key=`. The page title is "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The navigation menu includes "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", and "User Management". The "Call Routing" menu is expanded, showing options like "AAR Group", "Dial Rules", "Route Filter", "Route/Hunt", "SIP Route Pattern", "Intercom", "Class of Control", "Client Matter Codes", "Forced Authorization Codes", "Translation Pattern", "Call Park", "Directed Call Park", "Call Pickup Group", "Directory Number", "Meet-Me Number/Pattern", "Dial Plan Installer", "Route Plan Report", "Transformation", "Mobility", "Logical Partition Policy Configuration", "Call Control Discovery", and "External Call Control Profile". The "Class of Control" menu item is selected, and its sub-menu is displayed, containing "Access List", "Time Period", "Time Schedule", "Partition", and "Calling Search Space". The "Calling Search Space" option is highlighted. The main content area shows a table with a "Delete Selected" button and a "Partition Name" column header.

- In the name field, type any name: (i.e., **cucmvm06_css**).

The screenshot shows the Cisco Unified CM Administration interface for configuring a Calling Search Space. The browser address bar shows the URL: `https://10.83.23.117:8443/ccmadmin/cssEdit.do`. The page title is "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The navigation menu includes System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The current page is "Calling Search Space Configuration".

The configuration details are as follows:

- Status:** Ready
- Calling Search Space Information:**
 - Name*:
 - Description:
- Route Partitions for this Calling Search Space:**
 - Available Partitions**: (highlighted)
 - Selected Partitions:

At the bottom of the configuration section, there is a "Save" button. Below the configuration area, there are two informational messages:

- *- indicates required item.
- **Selected Partitions are ordered by highest priority

- In the **Available Partitions** field, highlight the partition that you previously created (i.e., **cucmvm06_partition**), and click the down-arrow to move it to the **Selected Partitions** field.

Calling Search Space Information

Name*

Description


Route Partitions for this Calling Search Space


Available Partitions**

▼ ▲

Selected Partitions

▼ ▲

 *- indicates required item.

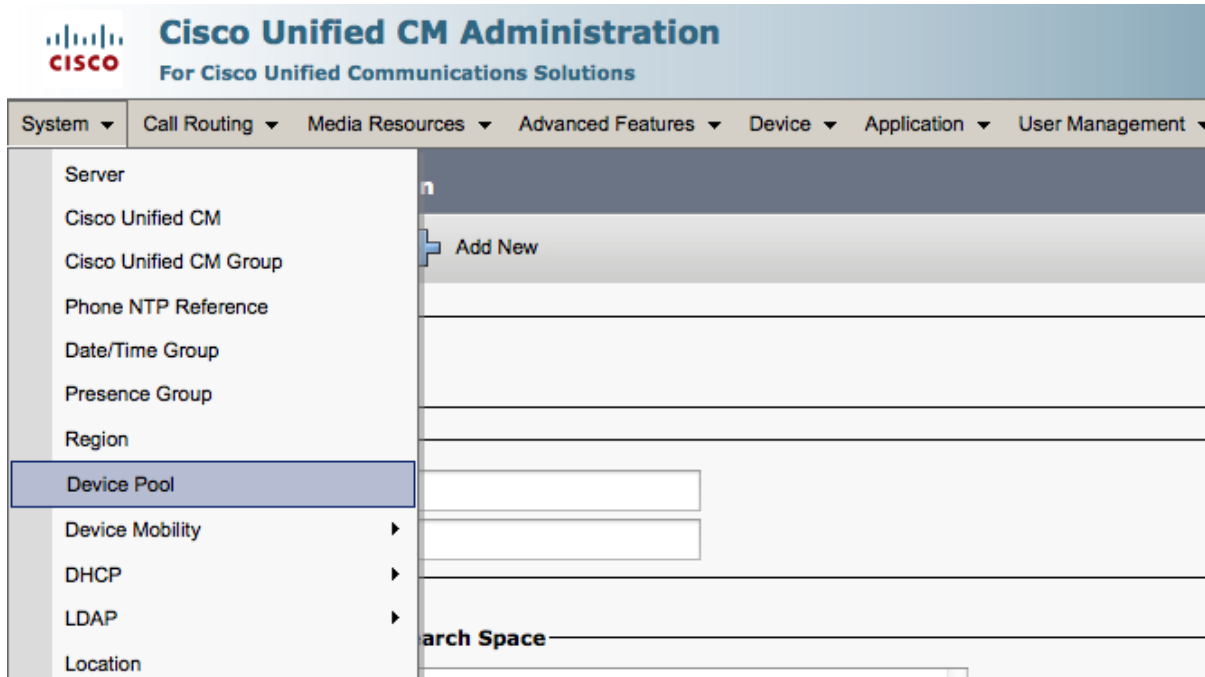
 **Selected Partitions are ordered by highest priority

6. Once moved, click **Save**.

2.7 Setting up a Device Pool

To setup a **Device Pool**:

1. On the toolbar, go to the **System** pull-down menu.
2. Select **Device Pool**.
3. Click **Add New**.



On the Device Pool Configuration page, complete the fields with the following information:

1. **Device Pool Name:** Give it a name (i.e., cucmvm06_device_pool).
2. **Cisco Unified Communications Manager group:** default.
3. **Calling Search Space for Auto-registration:** your newly created search space (i.e., cucmvm06_css).
4. **Time/ date Group:** CMLocal.
5. **Region:** default.
6. When complete, click **Save**.

The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar displays `https://10.83.23.117:8443/ccmadmin/devicePoolEdit.do`. The page title is "Cisco Unified CM Administration" with the subtitle "For Cisco Unified Communications Solutions". The navigation menu includes "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", "User Management", and "Bulk Admin". The main heading is "Device Pool Configuration".

Below the heading is a "Save" button. The "Status" section shows "Status: Ready". The "Device Pool Information" section shows "Device Pool: New".

The "Device Pool Settings" section contains the following fields:

- Device Pool Name*:
- Cisco Unified Communications Manager Group*:
- Calling Search Space for Auto-registration:
- Adjunct CSS:
- Reverted Call Focus Priority:
- Local Route Group:
- Intercompany Media Services Enrolled Group:

The "Roaming Sensitive Settings" section contains the following fields:

- Date/Time Group*:
- Region*:
- Media Resource Group List:
- Location:
- Network Locale:
- SRST Reference*:
- Connection Monitor Duration***:

Cisco Unified Communications Manager (CUCM) 8.6 Basic Configurations for IP Phone Calls

Single Button Barge*	<input type="text" value="Default"/>
Join Across Lines*	<input type="text" value="Default"/>
Physical Location	<input type="text" value="< None >"/>
Device Mobility Group	<input type="text" value="< None >"/>

Device Mobility Related Information****

Device Mobility Calling Search Space	<input type="text" value="< None >"/>
AAR Calling Search Space	<input type="text" value="< None >"/>
AAR Group	<input type="text" value="< None >"/>
Calling Party Transformation CSS	<input type="text" value="< None >"/>
Called Party Transformation CSS	<input type="text" value="< None >"/>

Geolocation Configuration

Geolocation	<input type="text" value="< None >"/>
Geolocation Filter	<input type="text" value="< None >"/>

Call Routing Information

Incoming Calling Party Settings

If the administrator sets the prefix to Default this indicates call processing will use prefix at the next level setting (DevicePool/Service Parameter). Otherwise, the value configured is used as there is no prefix assigned.

Number Type	Prefix	Strip Digits	Calling Search
International Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>
Unknown Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>
Subscriber Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>

Incoming Called Party Settings

If the administrator sets the prefix to Default this indicates call processing will use prefix at the next level setting (DevicePool/Service Parameter). Otherwise, the value configured is used as there is no prefix assigned.

Number Type	Prefix	Strip Digits	Calling Search
National Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>
International Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>
Unknown Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>
Subscriber Number	<input type="text" value="Default"/>	<input type="text"/>	<input type="text" value="< None >"/>

Connected Party Settings

Connected Party Transformation CSS	<input type="text" value="< None >"/>
------------------------------------	---

Redirecting Party Settings

Redirecting Party Transformation CSS	<input type="text" value="< None >"/>
--------------------------------------	---

You are now ready to add soft clients and phones

3 Adding Cisco IP Communicator 8.6(1) Soft Client for Windows to CUCM via SIP

To add Cisco IP Communicator 8.6 1) Soft Client for Windows to CUCM via SIP, complete the following steps:

NOTE: To provision IP Communicator with SCCP, choose SCCP as the protocol instead of SIP in the following instructions.

1. Download and install the client from the following link. You need a CCO ID to access it.
<http://www.cisco.com/cisco/software/release.html?mdfid=278468661&softwareid=282074237&release=8.6%281%29&relind=AVAILABLE&rellifecycle=&reltype=latest&i=rm>

The screenshot shows the Cisco software download page for Cisco IP Communicator 8.6(1). The page includes a search bar, navigation links, and a table of release information. The table lists the release name, release date, and size. There are buttons for 'Download', 'Add to cart', and 'Publish'.

File Information	Release Date	Size	
Cisco IP Communicator v 8.6(1) cipc-Admin-ffr.8-6-1-0.zip	03-MAY-2011	83.85 MB	<input type="button" value="Download"/> <input type="button" value="Add to cart"/> <input type="button" value="Publish"/>

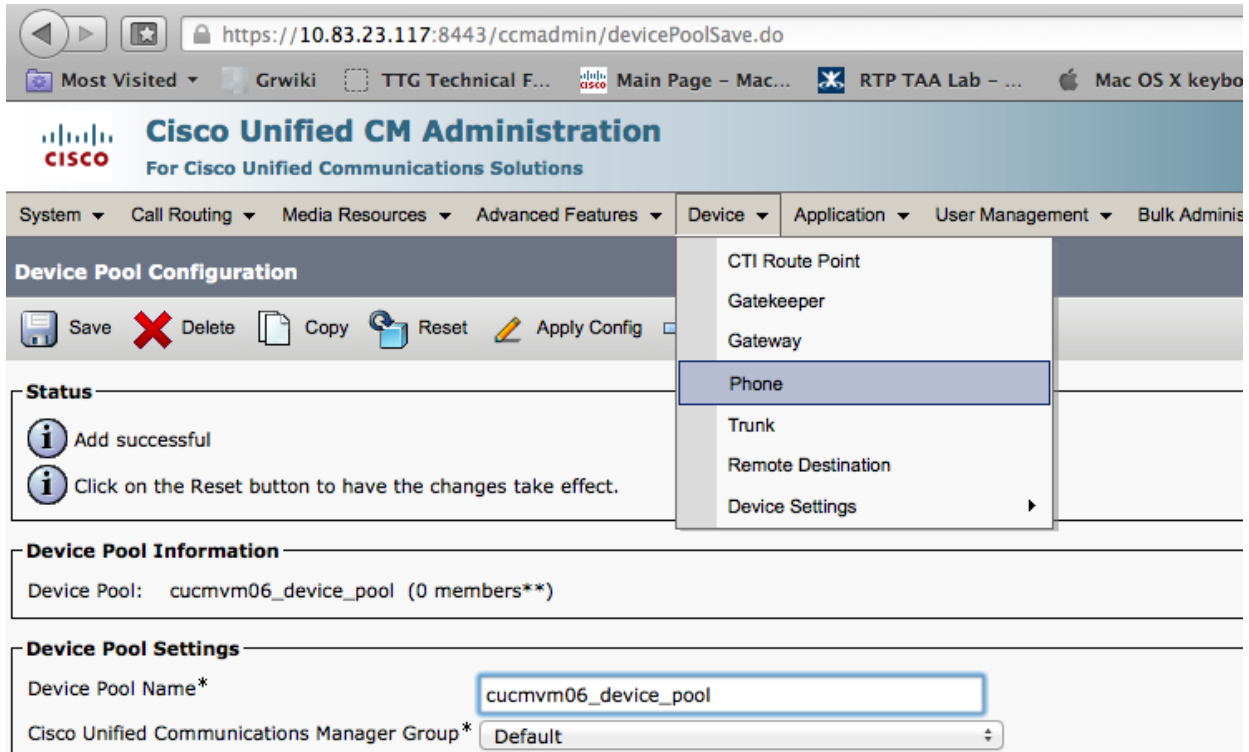
2. After the client is installed and running, you see the **Network tab/ Preference** window. (If not, you see the program display as the following Cisco IP desk phone. In the top right of the phone, click the far left menu icon (of the 4) and choose **Preferences**.



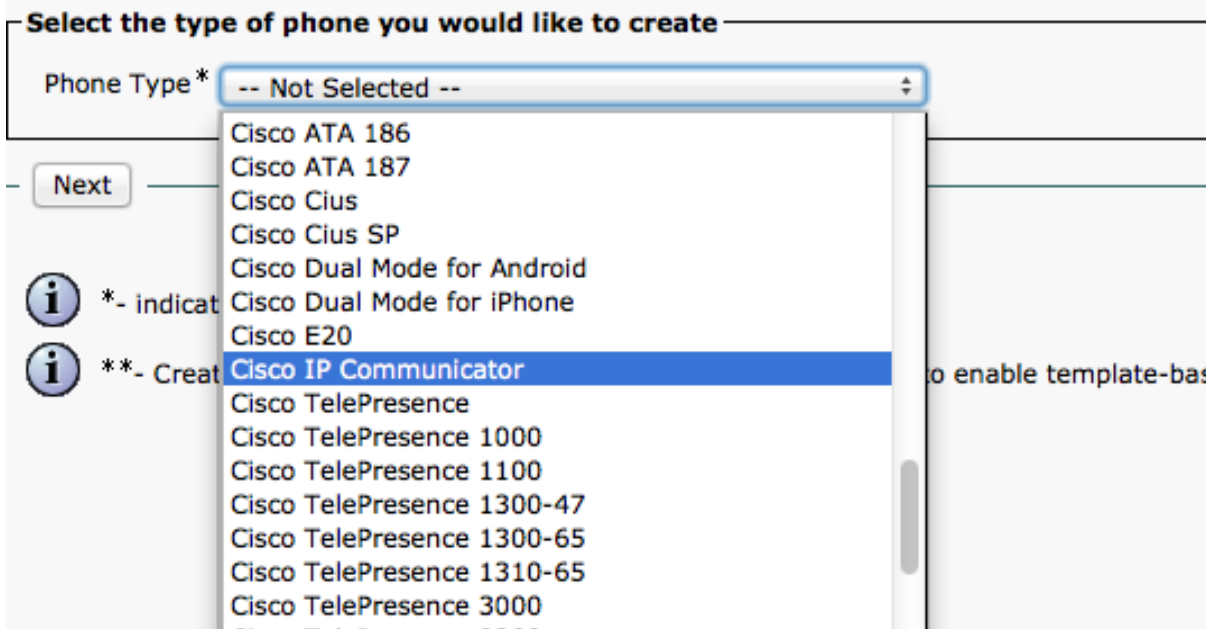
3. Click the **Network** tab and record the **Device Name**. This should be **SEP** followed by the mac address of your PC adapter. (i.e., **SEP000C295B5889**)



- Back on the **Cisco Unified CM Administration** page, on the toolbar, go to **Device >Phone** and click **Add New**.



- From the **Phone Type** drop-down menu, choose **Cisco IP Communicator**, and then click **Next**. (You can choose H.323 client to register an H.323 Endpoint directly to CUCM, not covered in this guide).



6. At **Select the device protocol**, choose **SIP**, and then click **Next**.

The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar displays `https://10.83.23.117:8443/ccmadmin/phoneEdit.do`. The page title is "Cisco Unified CM Administration" with the subtitle "For Cisco Unified Communications Solutions". The navigation menu includes "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", and "User Management". The main heading is "Phone Configuration". Below this, there is a green arrow labeled "Next". The "Status" section shows "Status: Ready". The "Select the type of phone you would like to create" section has "Product Type" set to "Cisco IP Communicator" and "Select the device protocol" set to "SIP". A "Next" button is located below the form. Two informational icons are present: one indicating that an asterisk (*) denotes a required item, and another indicating that two asterisks (**) denote the use of the Bulk Administration Tool for template-based phone creation.

7. In the Device Information section:

- Enter the **Device Name** exactly as it appears on the Cisco IP Communicator 8.6(1)/ Preferences/ Network Tab. (i.e. SEP000C295B5889)
 - **Device Pool**: your newly created device pool (i.e. cucmvm06_device_pool).
 - **Phone Button Template**: Standard CIPC SIP
 - **Calling Search Space**: Choose your newly created entry (I.e. cucmvm06_css)
 - **Device Security Profile**: Cisco IP Communicator – Standard SIP Non-Secure
 - **SIP Profile**: Standard SIP Profile
- Click **Save**.

Cisco Unified Communications Manager (CUCM) 8.6 Basic Configurations for IP Phone Calls

Browser: <https://10.83.23.117:8443/ccmadmin/phoneEdit.do>

Navigation: Cisco Unified CM Administration | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List | Go

Save

Status
 Status: Ready

Phone Type
 Product Type: Cisco IP Communicator
 Device Protocol: SIP

Device Information

Device is trusted

Device Name*: SEP000C295B5889

Description:

Device Pool*: cucmvm06_device_pool [View Details](#)

Common Device Configuration: < None > [View Details](#)

Phone Button Template*: Standard CIPC SIP

Softkey Template: < None >

Common Phone Profile*: Standard Common Phone Profile

Calling Search Space: cucmvm06_css

AAR Calling Search Space: < None >

Media Resource Group List: < None >

User Hold MOH Audio Source: < None >

Network Hold MOH Audio Source: < None >

Location*: Hub_None

AAR Group: < None >

User Locale: < None >

Network Locale: < None >

Built In Bridge*: Default

Privacy*: Default

Device Mobility Mode*: Default [View Current Device Mobility Settings](#)

Owner User ID: < None >

Phone Personalization*: Default

Services Provisioning*: Default

Primary Phone: < None >

Phone Load Name:

Single Button Barge: Default

Join Across Lines: Default

Use Trusted Relay Point*: Default

BLF Audible Alert Setting (Phone Idle)*: Default

BLF Audible Alert Setting (Phone Busy)*: Default

Always Use Prime Line*: Default

Always Use Prime Line for Voice Message*: Default

Calling Party Transformation CSS: < None >

Geolocation: < None >

Use Device Pool Calling Party Transformation CSS

Ignore Presentation Indicators (internal calls only)

Allow Control of Device from CTI

Logged Into Hunt Group

Remote Device

Protected Device****

Protocol Specific Information

Packet Capture Mode*: None

Packet Capture Duration: 0

Presence Group*: Standard Presence group

SIP Dial Rules: < None >

MTP Preferred Originating Codec*: 711ulaw

Device Security Profile*: Cisco IP Communicator - Standard SIP Non-Secure

Rerouting Calling Search Space: < None >

SUBSCRIBE Calling Search Space: < None >

SIP Profile*: Standard SIP Profile

Digest User: < None >

Media Termination Point Required

Unattended Port

Require DTMF Reception

Certificate Authority Proxy Function (CAPF) Information

Certificate Operation*: No Pending Operation

Authentication Mode*: By Null String

Authentication String:


Cisco Unified Communications Manager (CUCM) 8.6 Basic Configurations for IP Phone Calls

Key Size (Bits)*	1024
Operation Completes By	2012 9 23 12 (YYYY:MM:DD:HH)
Certificate Operation Status: None Note: Security Profile Contains Addition CAPF Settings.	
External Data Locations Information (Leave blank to use default)	
Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	
Secure Authentication URL	
Secure Directory URL	
Secure Idle URL	
Secure Information URL	
Secure Messages URL	
Secure Services URL	
Extension Information	
<input type="checkbox"/> Enable Extension Mobility	
Log Out Profile	-- Use Current Device Settings --
Log in Time	
Log out Time	
MLPP Information	
MLPP Domain	< None >
Do Not Disturb	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Use Common Phone Profile Setting
DND Incoming Call Alert	< None >
Product Specific Configuration Layout	
<input type="checkbox"/> Disable Speakerphone	
Auto Line Select*	Disabled
IP Address Autodetection URL	
LDAP Server Information File	
RTP Port Range Start	
RTP Port Range End	
Settings Access*	Enabled
Verify Software Versions*	On Upgrade
Web Access*	Enabled
RTCP*	Disabled
"more" Soft Key Timer	5
Auto Call Select*	Enabled
Advertise G.722 Codec*	Use System Default
<input type="button" value="Save"/>	
<p>i *- Indicates required item. i ** - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration. i ***Note: Security Profile Contains Addition CAPF Settings. i ****Note: A Protected device means it is capable of playing Secure and Non-Secure Tones. When the checkbox is checked, the user will hear a Secure or Non-Secure Tone when the call is connected. i *****Note: A custom Softkey template without supplementary service Softkeys must be used for a Hot line Device.</p>	

Click **Apply Config** and on the pop-up window select **OK** to confirm.








8. To add a **Directory Number (DN)** to the IP Communicator client, in the top left, under **Association Information**,
 - o Click **Line [1] - Add a new DN**.

Status

 Add successful

Association Information

[Modify Button Items](#)

1	 Line [1] - Add a new DN
2	 Line [2] - Add a new DN
3	 Add a new SD
4	 Add a new SD
5	 Add a new SD
6	 Add a new SD
7	 Add a new SD

Phone Type

Product Type: Cisco IP Communicator
Device Protocol: SIP


Device Information

Registration	Unknown
IP Address	Unknown
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
Device Name*	SEP000C295B5889
Description	


- o Enter a unique number in the **Directory Number** field. (i.e., 5551111)
- o **Route Partition:** choose the partition your created (i.e. cucmvm06_partition)
- o **Alerting Name fields:** Create a Caller ID to display to others when you dial them (i.e. mlimbric_IP_Communicator) This should carry down to the ASCII Alerting Name field automatically
- o **Calling Search Space:** Choose the search space you created. (I.e. cucmvm06_css).
- o Click **Save**.
- o Click **Apply Config** and **OK** on the pop-up window to confirm.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾

Directory Number Configuration

 Save

Status

 Status: Ready

Directory Number Information

Directory Number*	<input type="text" value="5551111"/>
Route Partition	<input type="text" value="cucmvm06_partition"/>
Description	<input type="text"/>
Alerting Name	<input type="text" value="mlimbric_IP_Communicator"/>
ASCII Alerting Name	<input type="text" value="mlimbric_IP_Communicator"/>
<input checked="" type="checkbox"/> Active	

Directory Number Settings

Voice Mail Profile	<input type="text" value="< None >"/>	(Choose)
Calling Search Space	<input type="text" value="cucmvm06_css"/>	
Presence Group*	<input type="text" value="Standard Presence group"/>	
User Hold MOH Audio Source	<input type="text" value="< None >"/>	
Network Hold MOH Audio Source	<input type="text" value="< None >"/>	
Auto Answer*	<input type="text" value="Auto Answer Off"/>	

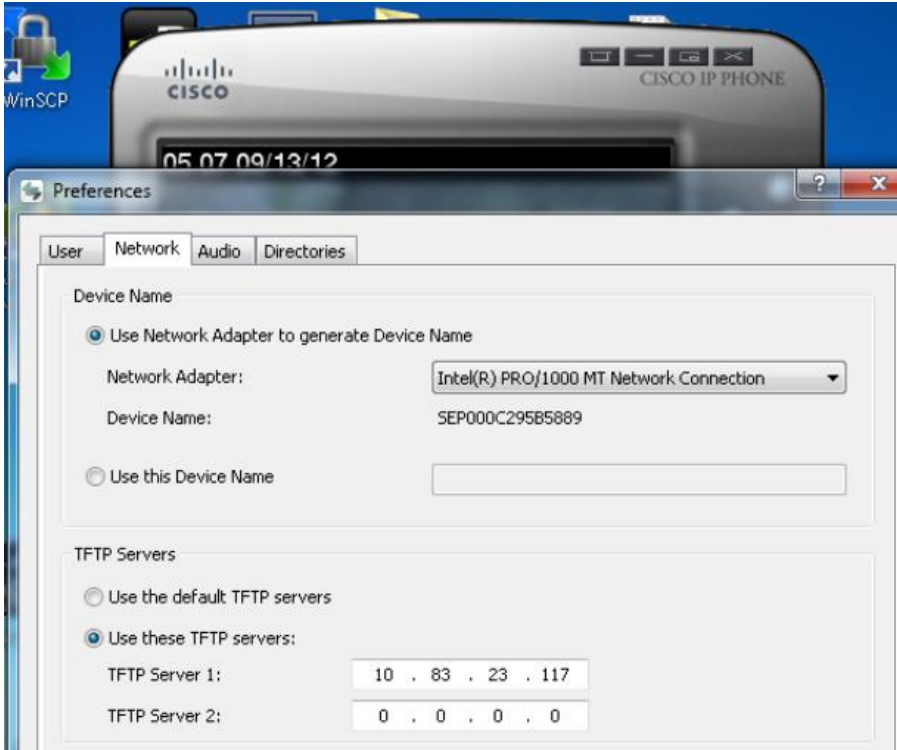
- Now you see the same window but with the **Associated Devices** field containing your **Cisco IP Communicator Device Name** (i.e., SEP000C295B5889).

The screenshot displays the Cisco Unified CM Administration web interface. The browser address bar shows the URL: `https://10.83.23.117:8443/ccmadmin/directoryNumberEdit.do?key=30e0f357-1c85-7e25-5d7a-`. The page title is "Cisco Unified CM Administration" with the subtitle "For Cisco Unified Communications Solutions". The navigation menu includes: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk. The main heading is "Directory Number Configuration". The toolbar contains: Save, Delete, Reset, Apply Config, and Add New. The "Status" section shows "Status: Ready". The "Directory Number Information" section contains the following fields:

- Directory Number*: 5551111
- Route Partition: cucmvm06_partition
- Description: (empty)
- Alerting Name: mlimbric_IP_Communicator
- ASCII Alerting Name: mlimbric_IP_Communicator
- Allow Control of Device from CTI
- Associated Devices: SEP000C295B5889

Buttons for "Edit Device" and "Edit Line Appearance" are located at the bottom right of the form.

- Back on the Cisco IP Communicator **Network** tab/ **Preference** window, choose **Use these TFTP servers** and enter the IP address of your CUCM in the **TFTP Server 1:** field (i.e., **10.83.23.117**) and click **OK**.



After a few minutes, the soft client should reach out to CUCM, configure itself, and display a Cisco IP Desk Phone with the directory number (you assigned the phone) in the top right of the phone screen. You should also be able to press the **Speaker** button to hear an **off-hook** tone





11. Download and install Cisco IP Communicator on another Windows PC and create another device in CUCM so that you have two Cisco IP Communicator clients to test and dial between. Remember to assign the next device with a different DN, i.e., 5551112 Once you have the two clients working, you can experiment with adding other IP phones, endpoints and SIP trunks to VCS by following the **Cisco VCS Cisco Unified Communications Manager Deployment Guide CUCM 6-1 7 8 and X7-2.pdf** located at the following link:

http://www.cisco.com/en/US/docs/telepresence/infrastructure/vcs/config_guide/Cisco_VCS_Cisco_Unified_Communications_Manager_Deployment_Guide_CUCM_6-1_7_8_and_X7-2.pdf

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