



APPENDIX **A**

Hosted Unified Communications Services Location Administration

Revised: 08/12/2010, OL-23270-01

This document describes the options available to Location-level administrators within the Hosted UCS Release 7.1(a). The options available to the Location administrator depend on the specific Hosted UCS implementation. If you have questions about the availability of a specific option, contact the customer administrator for the Hosted UCS system. The following sections introduce the Hosted UCS interface and describe the options available to the Location administrator on the General Tools menu and the Location administration menu:

- [User Interface Guidelines, page A-1](#)
- [Quick Search, page A-2](#)
- [Transactions \(General Tools\), page A-4](#)
- [Hunt Groups, page A-5](#)
- [Pickup Groups, page A-7](#)
- [Users, page A-9](#)
- [Phone Registration, page A-12](#)
- [Phone Management, page A-14](#)
- [Internal Numbers, page A-15](#)

User Interface Guidelines

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

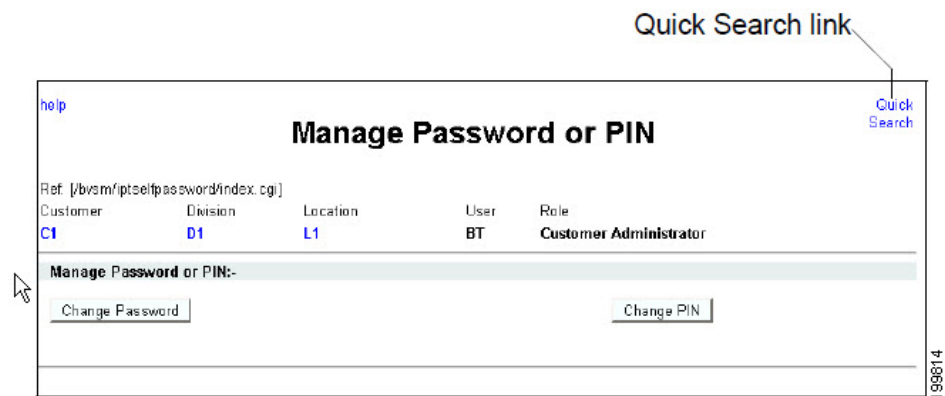
- Links to other pages are bright blue.
- Required fields are indicated by a red asterisk (*).
- Error messages are displayed in red type.
- Most changes provide a transaction record that indicates if the transaction is successful and that may provide an explanation if it is not.
- You can use the browser Back button to return to a previously viewed page, or you can click on any option in the navigation menu to go directly to a specific option.

- Changes to a page are not saved until you click the **Add**, **Submit**, or **Modify** button, which is required to complete the transaction (Add, Submit, or Modify).

Quick Search

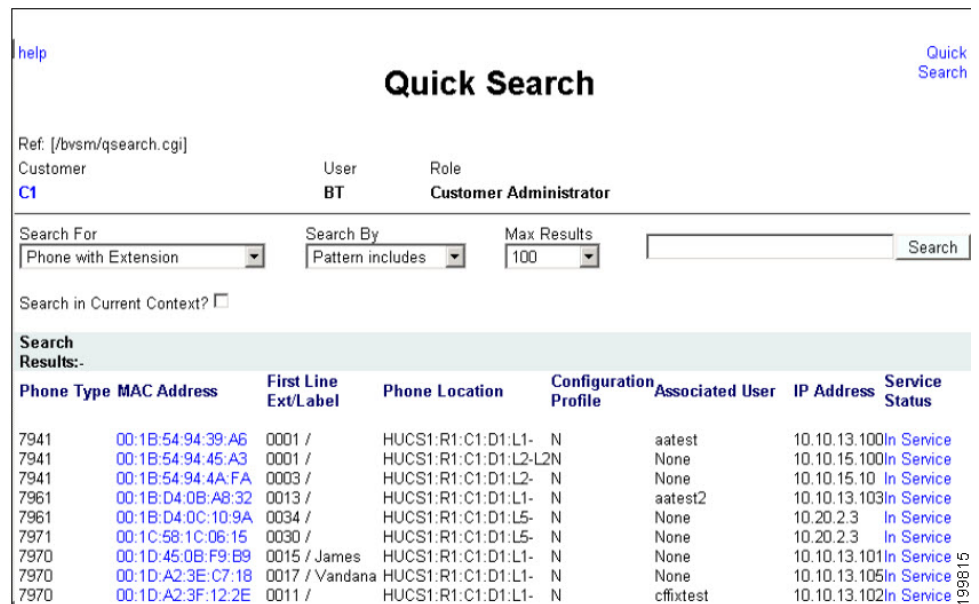
As shown in [Figure A-1](#), each page of the USM user interface includes a Quick Search link, which allows you to search the database for specific entries, including phones, extensions, and user accounts. The Quick Search page lets you search for entries of various types from a single page. The entries to which you have access are determined by the access privileges associated with the user account that you used to log into the system.

Figure A-1 Quick Search Link



When you click the Quick Search link, the system displays the page shown in [Figure A-2](#)

Figure A-2 Quick Search Page



This page displays a list of the entries in the Hosted UCS database to which you have access. Select the options described in [Table A-1](#) from the **Search For** pull-down selection list to identify the type of entries for which you want to search.

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

- Pattern ends with—Enter the last few characters of the entry that you want to find.
- Pattern starts with—Enter the first few characters of the entry that you want to find.
- Pattern includes—Enter any string that is included in the entry that you want to find.

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

Table A-1 Search Types

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

Phone Management

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

The following summarizes the process of managing numbers in the Hosted UCS system:

1. Add a phone to the Hosted UCS system.

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

2. Move a phone to the location.

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

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

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

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

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

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

Transactions (General Tools)

Select the **Transaction Option** on the General Tools menu to view a list of transactions on the Hosted UCS system. (see [Figure A-3](#)).

Figure A-3 Transactions

The screenshot displays the 'Manage Transactions' page in the Voss system. The page features a navigation menu on the left, a search bar at the top right, and a table of transaction results. The table has the following columns: Id, User Id, Action, Status, Message, and Replay. The search criteria are set to 'My Transactions', with a maximum of 50 results and a time range of 'Any Time'. The table shows several transactions, including a failed 'AddProvider' attempt (Id: 10313) and a successful 'ChangePwd' (Id: 6220). Error messages for failed transactions include 'API ProviderName parameter missing', 'CUCM 6.1.x: The CallManager [e2c3p] has not been associated with a Gatekeeper in BVSM, please enter the appropriate configuration', and 'Internal SQL error - please contact your system administrator'.

Id	User Id	Action	Status	Message	Replay
10313	bvsm	AddProvider	F	API ProviderName parameter missing	
6220	bvsm	ChangePwd	Y	Password Changed	
6216	bvsm	InitPPBX	F	CUCM 6.1.x: The CallManager [e2c3p] has not been associated with a Gatekeeper in BVSM, please enter the appropriate configuration	
6212	bvsm	DelCCMGroup	F	AXL:removeCallManagerGroup: [692] Key value for constraint (informix_pk_callmanagergroup_pkid) is still being referenced.	
6210	bvsm	DelCCMServer	F	Internal SQL error - please contact your system administrator	

Use the Transactions option to view the status of recently completed transactions, such as login attempts and password changes. Use the pull-down selection lists for the following:

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

Use the Search field to locate a specific transaction.

Hunt Groups

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

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



Note

Before you can add lines to a hunt group, you must first create the line group, as described in the “Pickup Groups” section on page A-7. A single line group can be used with multiple hunt groups, and multiple line groups can be used with a single hunt group.

Managing Hunt Groups

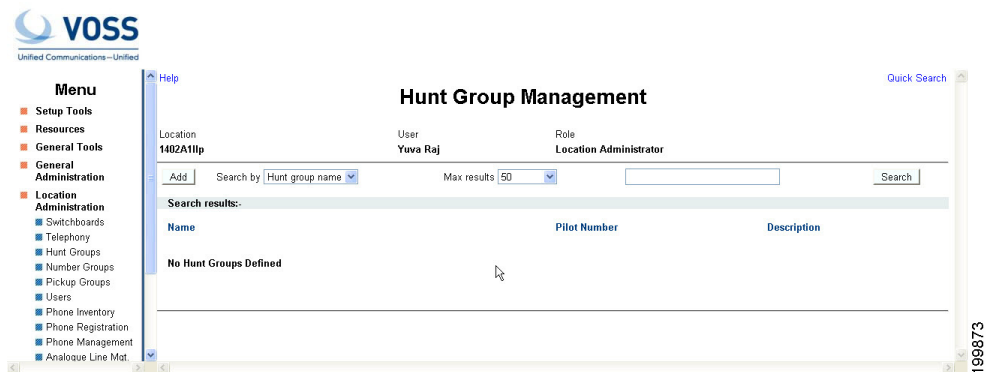
You can use the **Hunt Groups** option to change the Maximum Hunt Timer, which determines how long an incoming call will ring the line groups associated with the hunt group. You can also use this option to change the Call Forward Destination, which is the number to which the call is forwarded if the call is not answered within the time specified by the Maximum Hunt Timer.

To configure the Maximum Hunt Timer or Call Forward Destination, complete the following steps:

Procedure

- Step 1** After creating the associated line groups, select **Hunt Groups** on the Location Administration menu. The Hunt Group Management page appears (see [Figure A-4](#)).

Figure A-4 Hunt Group Management



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

- Step 2** Click the link for the hunt group you want to manage in the Name column. This page displays the configuration of the hunt group that has been completed by the customer administrator, and lets you perform the following operations:
- Select a line group to be used by this hunt group (see the [“Managing Lines in a Hunt Group”](#) section on page A-7)
 - Change the text description of the hunt group in the Description field.
 - Change the number to which the incoming call will be forwarded if it is not picked up by an associated line group within the time specified by the Maximum Hunt Timer.
 - Select the number of seconds from the Maximum Hunt Timer pull-down selection list. This timer specifies the total length of time that the incoming call will ring on any associated line groups before it is forwarded to the number specified in the Call Forward Destination field.
 - Click the blue link in the Name column of the Line Groups section to display the Line Group Management page for any line group associated with the hunt group.
- Step 3** After making any changes necessary (except for adding a line group which requires going to another page), click **Submit**.

Managing Lines in a Hunt Group

Use the **Hunt Groups** option to add or remove line groups to or from an existing hunt group. To add a new hunt group, contact your customer administrator.

To manage the lines in a hunt group, complete the following steps:

Procedure

- Step 1** After creating the associated line groups, select **Hunt Groups** on the Location Administration menu. The Hunt Group Management page appears (see [Figure A-4](#)).
 - Step 2** Click the link for the hunt group you want to manage in the Name column.
 - Step 3** Click **Select Line Group** to add a line group to the hunt group.
 - Step 4** Select the order in which the current line group will be called from the Group Order pull-down selection list.
The hunt group forwards the call to the first line group in the list of associated line groups. A line group can be configured to forward the call to another line group when it is not answered in a specified length of time. This option determines the order in which each line group is called.
 - Step 5** Select the line group from the Line Group Name pull-down selection list.
The Line Group Name pull-down selection list lets you select line groups that have been created using the Line Groups option.
 - Step 6** Click **Submit**.
 - Step 7** Click **Return to Hunt Groups**.
-

Pickup Groups

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

Group pickup allows the user of a phone that is not in the pickup group to also pick up a call. This is achieved by the use of the Group pickup extension number.

Pickup groups are created by the customer administrator, but you can use the **Pickup Groups** option to manage an existing pickup group.

Adding Numbers to a Pickup Group

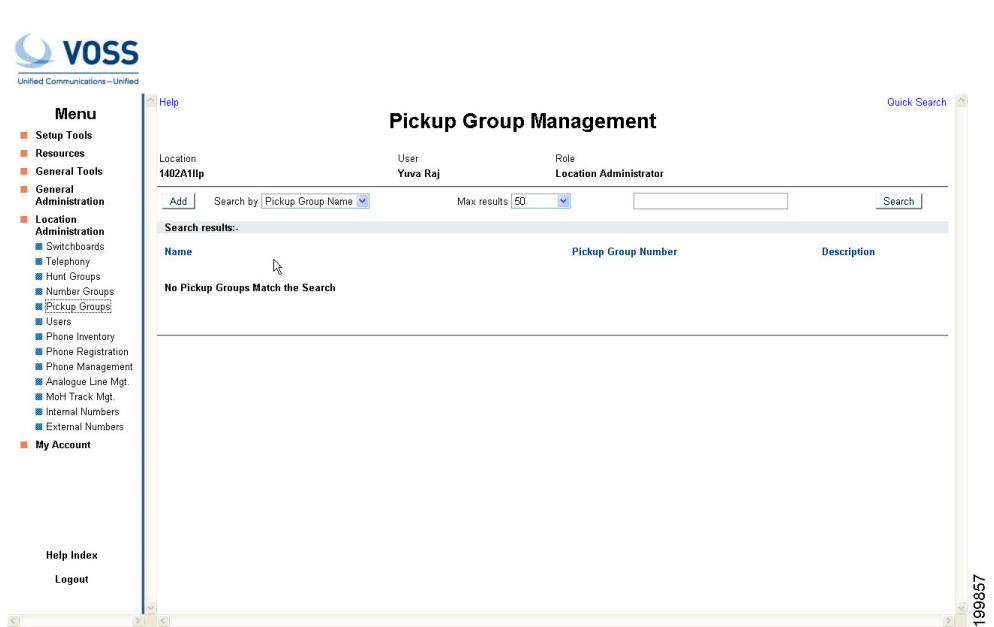
To add numbers to an existing pickup group, complete the following steps:

Procedure

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

The Pickup Group Management page appears (see [Figure A-5](#)).

Figure A-5 Pickup Group Management



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

- Step 2** Select the name of the pickup group on the Pickup Group Management page.
- Step 3** Click **Add Number** on the Pickup Group Management page.
- Step 4** Select a number to add to the pickup group from the pull-down selection list on the Add Number page.
- Step 5** Click **Add**.

To add additional numbers to a pickup group, repeat steps 2 through 5.

Associating Pickup Groups

When two pickup groups are associated, they function as a single pickup group as long as they remain associated.

To associate a pickup group with another pickup group, complete the following steps:

Procedure

- Step 1** On the Location Administration menu, select **Pickup Groups**.
- Step 2** Select the name of the pickup group on the Pickup Group Management page.
- Step 3** Click **Associate**.
- Step 4** Select the pickup group to associate with the current pickup group from the Pickup Groups to Associate pull-down selection list.

Step 5 Click **Associate**.

Users

This section describes the following tasks that you can perform using the Users option on the Location Administration menu:

- [Adding a User Account, page A-9](#)
- [Deleting a User Account, page A-12](#)
- [Managing Voice Mail Accounts, page A-10](#)
- [Managing Mobility Profiles, page A-11](#)
- [Associating and Unassociating a Phone with a User, page A-11](#)

Managing User Accounts

The User Management page ([Figure A-6](#)) displays the existing user accounts for the current location. This page lets you add a new user account or select an existing account that you want to manage.

Figure A-6 User Management

The screenshot shows the VOSS User Management interface. On the left is a 'Menu' with categories like Setup Tools, Resources, General Tools, and Location Administration. The main area is titled 'User Management' and shows details for Location '1402A11lp', User 'Yuva Raj', and Role 'Location Administrator'. There is an 'Add' button and a search field. Below is a 'Search results:' table with columns: Username, Name, Role, Device Group, Associated Phone(s), Voicemail, Conferencing, and Mobility. A single result is shown for Username 'test'.

Username	Name	Role	Device Group	Associated Phone(s)	Voicemail	Conferencing	Mobility
test	Yuva Raj	enduser	N/A	N/A	Add	Add	Add

To search for a user account, select Username or Surname (last name) from the Search by pull-down selection list, and type as many characters as you know in the field provided and click **Search**. The search string is *not* case-sensitive.

To manage an existing user account, click the blue entry in the Username column. A User Account Management page appears on the screen. You can use this page to change the PIN associated with the account, manage the roaming profile, set up a voice mail account, or associate a phone. If the phone is already associated, you can use this page to unassociate the phone. .

Adding a User Account

When you create a user from the Location Administration menu, the user account is added to the central Hosted UCS database, linked to the new location. To add a user account to a different location, you must login to an account linked to that location with Location administrator privileges.

To add a new user account, complete the following steps:

Procedure

-
- Step 1** On the User Management page, click **Add**.
- Step 2** Enter the details for the user account in the fields provided.
- The username must be an alphanumeric string without spaces that is unique for the entire Hosted UCS system. Adding a short location identifier to each name ensures that the username is unique.



Note Required fields are indicated by a red asterisk (*).

After completing the fields on this page, click **Next**.

- Step 3** Enter a PIN number to be associated with the user account.
The Pin code must be a minimum of 5 digits in length.
- Step 4** Complete the other fields as required in your location. (Optional)
- Step 5** Select the feature group from the pull-down selection list.
A feature group, which specifies the phone features that can be enabled, is defined by the division administrator or customer administrator.
- Step 6** Select the access profile to be used to set up the account.
- Step 7** Select the BT Enduser Profile to provide standard permissions.
- Step 8** Enter the account number to be used for accounting purposes.
- Step 9** After completing all the fields required for your location, click **Add**.
- The user account is added to the database.
-

Managing Voice Mail Accounts

IP Voicemail allows callers to leave messages when a phone is unanswered or forwarded for any reason to the Voicemail system. Users can then retrieve their voice messages at their leisure.



Note Before creating a voicemail service within a location, a Voicemail Resource and corresponding Pilot number must be created for the customer by the Provider Administrator.

To create a voice mail account, complete the following steps:

Procedure

-
- Step 1** On the User Management page, click the blue entry in the Username column.
- Step 2** On the User Account Management page, click **VoiceMail**.
- Step 3** Click **Personal VoiceMail** or **Group VoiceMail** depending on whether you want to create a private voicemail account for the associated user account, or a group voicemail account that can be shared by a number of users. You can also click the **Add** link in the Has VoiceMail or Has Group VoiceMail column on the User Management page to go directly to this page.

- Step 4** Enter a password for the user account.
-

Managing Mobility Profiles

A mobility profile allows a user to log onto a phone in another location and the phone automatically adopts the profile for that user. A mobility profile is required for users who move between locations on a regular basis, or for users in an organization or location that assigns each user a mobility profile rather than a permanent phone.

Note the following when adding a mobility profile to a user account:

- The feature group associated with the user account must have User Mobility enabled by the customer administrator.
- The location associated with the user account must have sufficient Mobility Profile Service inventory available. Service inventory levels for User Mobility are assigned by the Customer Administrator.

To add a mobility profile to an existing user account, complete the following steps:

Procedure

- Step 1** On the User Management page, click the blue entry in the Username column.
- Step 2** On the User Account Management page, click **Roaming Profile**.
The Add Mobility Profile page appears, or if the profile already exists, the Manage Mobility Profile page appears.
- Step 3** Enter the correct roaming profile numbers for the user and click **Add**.
The Division Administrator or Customer Administrator can use the Hosted UCS bulk loading mechanism to quickly add mobility profiles for a group of users.
- Step 4** To delete a mobility profile, click **Delete**.
-

Associating and Unassociating a Phone with a User

Associating a phone with a user account configures the phone with the user account settings and links the phone to the user account, allowing the user to customize the phone settings. After association, the phone will operate as the phone for the associated user until it is de-registered.

The Division Administrator or Customer Administrator can use the bulk loader utility to automatically process multiple associate commands in one step. Often when setting up a new location the bulk loader is a better way to associate many users to their phones.

When a user account is associated to a phone, two associations are actually created and listed.

The second listing, “not for calls” is for when the phone does not have lines. It is possible to associate a user to a phone which does not have any lines. When the phone has lines, the user account is associated to both the phone and to the first line on the phone.

When associating a phone to a user account, note the following:

- Phones must be associated with the user account at the location level.

- The phone must be available for association with the user account.

To associate a phone with a user account, complete the following steps:

Procedure

-
- Step 1** On the User Management page, click the blue entry in the Username column.
- Step 2** On the User Account Management page, click **Phone Associate**.
A list of available phones appears that are not already associated with another user account. Determine which phone has been registered to be associated with the User.
- Step 3** Click **Associate** on the same row as the appropriate phone to start the automated configuration of the phone and to associate it with the current user account.
- Step 4** Click **Associate Phone**.
- Step 5** To unassociate a phone, click **Un-Associate** on the User Management page.



Note

To move a user from one location to another, first delete the user account and then recreate the account in the new location. Before deleting the user account, you must un-associate all phones and lines from the account.

Deleting a User Account

To delete a user account, complete the following steps:

Procedure

-
- Step 1** On the User Management page, click the blue entry in the Username column for the account you want to delete.
- Step 2** Click **Delete** at the bottom right hand corner of the screen.



Note

Deleting a user account provides a transaction record that indicates whether the request was successful or not. If the transaction was unsuccessful, the transaction record may provide an explanation of the problem.

Phone Registration

You need to register and unregister phones when you reallocate phones or add new phones. A new phone must be registered before it can be used. Note the following in regard to registering phones:

- You must register phones for each location.
- A phone must be provisioned for the location before it can be registered.

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

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

Contact your Customer Administrator or Division Administrator if you need phones to be provisioned.

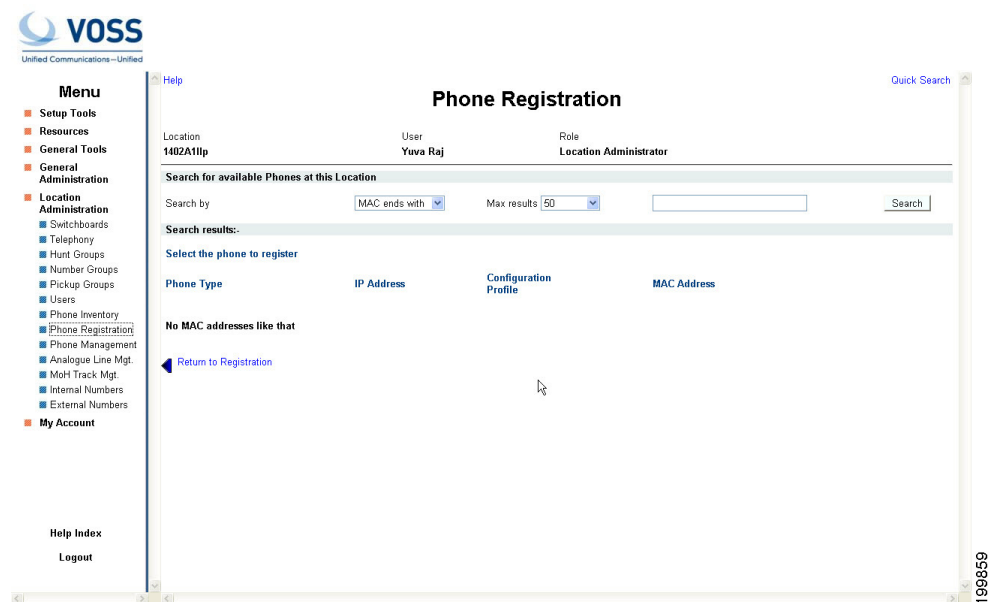
To register a phone, complete the following steps:

Procedure

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

The Phone Registration page appears (Figure A-7).

Figure A-7 Phone Registration



To search for a phone, select **MAC ends with** or **Phone Type** from the Search by pull-down selection list, and type as many characters as you know in the field provided and click **Search**. The search string is *not* case-sensitive.

This page lists any phones that have been provisioned for your location that are not yet registered.

Step 2 Select the phone you want to register.

Step 3 Select the feature group to use with the phone from the pull-down selection list.

Step 4 Select one or more line numbers from the pull-down selection list that should be associated with the phone.

The number of lines available depends on the model of the IP phone.

Step 5 Click **Register**.

The phone is registered and receives its configuration, dedicated phone numbers (E164, DDI, or extension), feature groups and location. It is now fully operational, but only at its defined location and office subnet.

Phone Management

**Note**

When the call forward options is set using the Services button, the change is synchronized and displayed on the Self Care web page. However, if the call forward option is set using the CFwdALL soft key, the change is not displayed in the Self Care web pages.

To manage any phone at your location, complete the following steps:

Procedure

Step 1 Select the **Phone Management** option from the Location Administration menu.

Step 2 To search for a phone, select one of the following options from the Search by pull-down selection list:

- MAC starts with
- MAC ends with
- Search by Phone location
- Extension Number Ends with
- Extension Number Starts with
- Full Internal Number

Step 3 Enter as many characters as you know in the field provided and click **Search**. The search string is *not* case-sensitive.

This page provides a list of the following information about each phone in the location:

- Phone Type
- Phone MAC address
- Phone First Line Number
- Phone Location
- Associated User

Step 4 To manage a specific phone provisioned at your location, click the blue link in the MAC Address column.

The Phone Management page provides the following options:

- **Phone Status**—View the configuration file on the phone
 - **Phone Reset**—Soft boot the phone
 - **Logout User**—Logout any user with mobility who may have neglected to log off
 - **SpeedDials**—Assign speed dials for the selected phone.
-

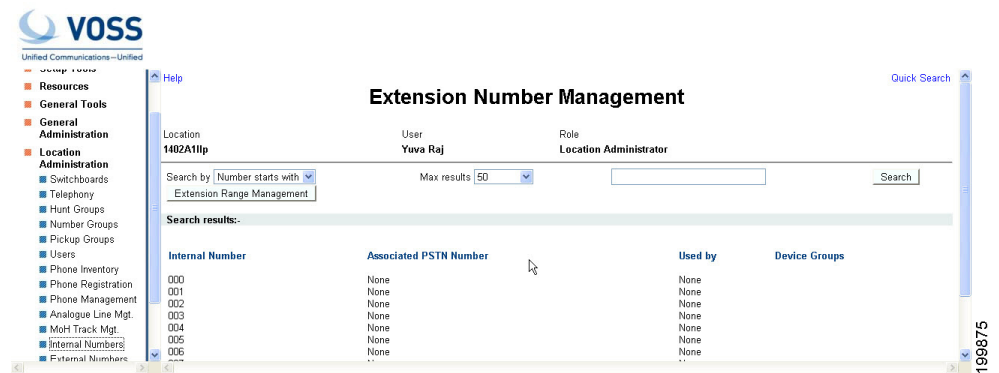
Internal Numbers

To manage the extensions at your location, complete the following steps:

Procedure

- Step 1** Click the **Internal Number** option on the Location Administration menu. The Extension Number Management page shown in [Figure A-8](#) appears.

Figure A-8 Manage Available Extensions



The Extension Number Management page lists the extensions assigned to each phone at your location, along with the associated PSTN number.

- Step 2** To search for an extension, select one of the following options from the Search by pull-down selection list:
- Number ends with
 - Number starts with
 - Available
- Step 3** Enter as many characters as you know in the field provided and click **Search**. The search string is *not* case-sensitive.

