Main page: Cisco Unified Presence, Release 7.x

Contents

- 1 Previous Topic
- 2 Application Dialing and Directory Lookup Rules
  - 2.1 Table: Dialing rule definitions
  - 2.2 Related Topics
- 3 Cisco Unified Personal Communicator Method to Transform Dialed Numbers
  - 3.1 Related Topics
- 4 Extension Mobility
  - 4.1 Related Topics
- 5 Guidelines for Configuring the Softphone Device Name
  - 5.1 Table: Username Conversion for Cisco Unified Personal Communicator Softphone Device
  - 5.2 Related Topics
- 6 Creating a Softphone Device for Each Cisco Unified Personal Communicator User
  - 6.1 Before You Begin
  - 6.2 Restrictions
  - 6.3 Procedure
  - 6.4 Troubleshooting Tips
  - 6.5 Related Topics

Previous Topic

- Configuring the Cisco Unified Personal Communicator Client

- Application Dialing and Directory Lookup Rules

- Cisco Unified Personal Communicator Method to Transform Dialed Numbers

- Extension Mobility

- Guidelines for Configuring the Softphone Device Name

- Creating a Softphone Device for Each Cisco Unified Personal Communicator User

Application Dialing and Directory Lookup Rules

Based on the dial plan for your company and the information stored in the LDAP directory (telephone number for the user), you might need to define application dialing rules and directory lookup rules on Cisco Unified Communications Manager. Cisco Unified Presence then queries Cisco Unified Communications Manager to obtain these dialing rules for the Cisco Unified Personal Communicator.

These rules define how Cisco Unified Personal Communicator can reformat the inbound call ID to be used as a directory lookup key and how to transform a phone number retrieved from the LDAP directory for outbound dialing.

When you are configuring application dial rules, note the following:

- Cisco Unified Communications Manager Release 7.0 supports application dial rules that contain the plus character in dialed numbers.
- Cisco Unified Personal Communicator Release 7.0 does not remove the plus character from dialed numbers.
- Releases of Cisco Unified Personal Communicator earlier than Release 7.0 do remove the plus character from dialed numbers.

Table: Dialing rule definitions defines the application dialing rules and directory lookup rules, and provides examples and the menu path for each.

Table: Dialing rule definitions

Rule	Definition	Configuration Example	Menu path
Application dial rules	Application dial rules automatically strip numbers from, or add numbers to, phone numbers that the user dials. Application dialing rules are used to manipulate numbers that are dialed from Cisco Unified Personal Communicator.	You can configure a dialing rule in Cisco Unified Communications Manager Administration that automatically adds the digit 9 at the start of a 7-digit phone number to provide access to an outside line.	**Call Routing > Dial Rules > Application Dial Rules**
Directory lookup rules	Directory lookup rules transform caller identification numbers into numbers that can be looked up in the directory from Cisco Unified Personal Communicator. Each rule specifies which numbers to transform based on the initial digits and the length of the number.	You can create a directory lookup rule in Cisco Unified Communications Manager Administration that automatically removes the area code and two prefix digits from a 10-digit telephone. This rule transforms 4089023139 into 23139.	**Call Routing > Dial Rules > Directory Lookup Dial Rules**

Related Topics

- Cisco Unified Personal Communicator Method to Transform Dialed Numbers
- Getting More Information

Cisco Unified Personal Communicator Method to Transform Dialed Numbers

Before Cisco Unified Personal Communicator places a call through contact information, the application removes everything from the phone number to be dialed, except for letters and digits. The application transforms the letters to digits and applies the dialing rules from Cisco Unified Presence. The letter-to-digit mapping is locale-specific and corresponds to the letters found on a standard telephone keypad for that

locale. For example, for an US English locale, 1-800-GOTMILK transforms to 18004686455.

Users cannot view or modify transformed numbers before Cisco Unified Personal Communicator places the numbers. If there is a problem with the dialed number because of incorrect conversions, you must correct the dialing rules.

Related Topics

- Application Dialing and Directory Lookup Rules
- Getting More Information
- For detailed conceptual and task-based information on dialing rules, see the *Cisco Unified Communications Manager Administration Guide*:

  http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Extension Mobility

The Extension Mobility feature dynamically configures a phone according to the user that is currently logged into the phone. When a user logs in to the phone, the phone adopts the default device profile information for that user, including line numbers, speed dials, services links, and other user-specific phone properties.

By using Extension Mobility, a Cisco Unified Personal Communicator user can associate the application with one or more desk phones that have the same directory number on the primary line as the default desk phone of the user on Cisco Unified Communications Manager.

You can configure Extension Mobility on Cisco Unified Communications Manager Administration by selecting **Device > Phone menu** , and accessing the Directory Number configuration window.

When you configure Extension Mobility, note the following:

- When you create the device user profile (**Device > Device Settings > Device Profile**), make sure that it is controllable by CTI, and that the line is controllable by CTI.
- When you add the Cisco Unified IP Phone to Cisco Unified Communications Manager (**Device > Phone**), make sure that is controllable by CTI.

Related Topics

- Creating a Softphone Device for Each Cisco Unified Personal Communicator User
- Getting More Information
- *Cisco Unified Communications Manager Features and Services Guide.*

Guidelines for Configuring the Softphone Device Name

When you create a softphone device for each Cisco Unified Personal Communicator user, you must specify a device name. Make sure that the device name conforms to these guidelines:

- Derives from the username.
- Starts with *UPC*.
- Contains only uppercase letters, or numerals.
- Contains no more than 12 additional characters after *UPC*.

Table: Username Conversion for Cisco Unified Personal Communicator Softphone Device provides some example device names.

Table: Username Conversion for Cisco Unified Personal Communicator Softphone Device

Cisco Unified Communications Manager Username	Associated Softphone Device Name
jjackson	UPCJJACKSON
johnnie_jackson	UPCJOHNNIEJACKS
johnniejackson	UPCJOHNNIEJACKS
john.jackson	UPCJOHNJACKSON

You must create username that do not collide when converted, for example, the usernames *johnnie_jackson* and *johnniejackson* convert to the same softphone device name and therefore are said to collide.

Caution! If Cisco Unified Personal Communicator is unable to derive its softphone device name, it cannot properly register and cannot function as expected. You might have to reconfigure a user to use a name other than their normal username to avoid this problem.

Related Topics

- Creating a Softphone Device for Each Cisco Unified Personal Communicator User
- Getting More Information

Creating a Softphone Device for Each Cisco Unified Personal Communicator User

To enable Cisco Unified Personal Communicator softphone features, you must manually create a new softphone device for each user.

Before You Begin

- Read the Cisco Unified Personal Communicator licensing requirements module, including the information on adjunct licensing.
- Read the guidelines on configuring the device name.

Restrictions

The auto-registration features in Cisco Unified Communications Manager are not supported with Cisco Unified Personal Communicator.

Procedure

1. Select **Cisco Unified Communications Manager Administration > Device > Phone**.
2. Select **Add New**.
3. Select **Cisco Unified Personal Communicator** from the Phone Type menu.
4. Select **Next**.
5. Configure the following information:
    1. Specify the softphone device name in the Device Name field. See the guidelines on configuring the device name.
    2. Enter a descriptive name for the phone in the Description field. For example, enter *Richard-softphone*.
    3. Configure all the required fields for your environment.
    4. Select the user ID from Owner User ID menu.
    5. Select the device name of the Cisco Unified IP Phone to associate with Cisco Unified Personal Communicator from Primary Phone.
    6. Uncheck **Allow Control of Device from CTI** to disable the ability of CTI to control and monitor this device.
    7. Enter information in the Protocol Specific Information section, as follows:

Field	Setting
Presence Group	Select **Standard Presence Group**.
Device Security Profile	Select **Cisco Unified Personal Communicator - Standard SIP Non-Secure Profile**.
SIP Profile	Select **Standard SIP Profile** to specify the default SIP profile. SIP profiles provide specific SIP information for the phone such as registration and keep-alive timers, media ports, and Do Not Disturb control.
Digest User	Select the user ID. This is the same user ID as the one you selected for Owner User ID.

8. Select **Save**.

9. Select the **Add a New DN** link in the Association Information pane that displays on the left side of the window.

10. Configure the following information:

◊ Enter the directory number and route partition for the Cisco Unified Personal Communicator.
◊ Enter the caller ID in Display (Internal Caller ID), in the Line 1 on Device *Device-Name* section.
◊ In the Multiple Call/Call Waiting section, specify the maximum number of calls that can be presented to Cisco Unified Personal Communicator in the Maximum Number of Calls field.
◊ In the Multiple Call/Call Waiting section, specify the trigger after which an incoming call receives a busy signal in the Busy Trigger field.

Note: The Busy Trigger setting works with the Maximum Number of Calls setting. For example, if the maximum number of calls is set to six and the busy trigger is set to six, the seventh incoming call receives a busy signal.

11. Select **Save**.

    Make sure that the status shown at the top of the page indicates a successful save and that the resulting status is *Ready*.

Troubleshooting Tips

- The directory number and route partition that you configure for Cisco Unified Personal Communicator must be identical to the values used by the Cisco Unified IP Phone for this user. This configuration causes the Cisco Unified Personal Communicator to share the line with the Cisco Unified IP Phone for this user.
- Cisco Unified Communications Manager reminds you that changes to line or directory number settings require a restart. However, a restart is required only when you edit lines on Cisco Unified IP Phones that are running at the time of the modifications.
- From Cisco Unified Communications Manager Release 6.x, make sure that an association exists between the user and the line that is configured for that user so that the correct availability status in Cisco Unified Personal Communicator is displayed. Select **Device > Phone**, and view the association information for the device. Make sure that the user is associated with the line on the Directory Number configuration window. Make sure that you associate the line and user for *all* the phones used by the user for that directory number.

Related Topics

- Guidelines for Configuring the Softphone Device Name
- Extension Mobility Configuration
- Configuring Video Conferencing Resources on Cisco Unified Communications Manager