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Application Profiles

This module describes how to change the following application profiles for a single user, or for multiple users:

- Voicemail Profile
- Conferencing Profile
- CTI Gateway Profile
- LDAP Profile

Application profiles enable you to partition your Cisco Unified Personal Communicator user base for performance and scalability. You can change individual application profiles for each user.

Application profiles are not required; some Cisco Unified Personal Communicator users might not have a voicemail or a conferencing profile. In this situation, the drop-down selection displays **None**.

Related Topics

- [Getting More Information](#)

Changing Application Profiles for a Single User

Procedure

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > User Settings**.
2. Select **Find** to populate the search results fields, or search for a user, and then select **Find**.
3. Select the link to select the user.
4. Specify the profiles to change for the user in the Application Profile Configuration section.
If you change a user application profile in this window (for example, change from LDAP Profile 1 to LDAP Profile 2), the change is reflected in **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > LDAP Profile** window.
5. Select **Save**.

Related Topics

- [Getting More Information](#)

Changing Application Profiles for Multiple Users

Procedure

1. Select **Cisco Unified Presence Administration > Bulk Administration > CUPC/Deskphone > Export**.
2. Perform the following actions:
 1. Select **Find** in the Export Users Query window to obtain current profile information by finding all users.
 2. Select **Next** at the bottom of the window.
 3. Specify the filename to be exported in the Export CUP Users Configuration window.
3. Select **Cisco Unified Presence Administration > Bulk Administration > Upload/Download Files**.
4. Perform the following actions:
 1. Find and select the file that you want to download.
 2. Select **Download Selected**.
 3. Add or remove profile names according to the instructions in the sample file.
5. Select **Cisco Unified Presence Administration > Bulk Administration > Upload/Download Files**.
 1. Select **Add New**.
 2. Enter the name of the file to upload.
 3. Select the target for which you want to use the file.

4. Select the transaction type that the file defines.
5. Check **Overwrite File if it exists** if you want to overwrite an existing file with the same name.
6. Select **Save**.
6. Select **Cisco Unified Presence Administration > Bulk Administration > CUPC/Deskphone > Update**.
7. Perform the following actions:
 1. Select the updated .csv file.
 2. Select **Save** to submit the file to update profile information in bulk.

Related Topics

- [Getting More Information](#)

Configuring a New User for Full Cisco Unified Personal Communicator Functionality

The table lists the required configuration steps to add a new user to various servers after the initial deployment. By completing these tasks, the new user will have full Cisco Unified Personal Communicator functionality after the initial deployment.

Task	Where to Find Information
Cisco Unified Communications Manager Configuration	
<ul style="list-style-type: none"> • Add the phone to the Cisco Unified Communications Manager database. • Allow control of the Cisco Unified IP Phone from the computer telephony interface (CTI). • Associate a directory number with the phone. 	<ul style="list-style-type: none"> • User and Device Configuration on Cisco Unified Communications Manager
<ul style="list-style-type: none"> • Set up the user account, and associate the directory number with the user. • Associate the phone with the user. • Add the user to the Standard CTI-Enabled group. • Add the user to the CCM End User group. 	
<ul style="list-style-type: none"> • Enable Cisco Unified Personal Communicator softphone features by manually creating a new device for each user. 	<ul style="list-style-type: none"> • How to Configure Cisco Unified Personal Communicator on Cisco Unified Communications Manager
<ul style="list-style-type: none"> • Make sure that availability status in Cisco Unified Personal Communicator is accurately displayed. • Associate the line of the user with the user in Cisco Unified Communications Manager. 	

<ul style="list-style-type: none"> • Obtain a license file, if necessary. • Upload the license file, if necessary. • Assign capabilities. 	<ul style="list-style-type: none"> • How to Configure the Licensing for this Integration
Voicemail Server Configuration	
<ul style="list-style-type: none"> • Set up an account for the new user. 	<ul style="list-style-type: none"> • How to Configure Voicemail Servers and Profiles for Cisco Unified Personal Communicator
Web Conferencing Server Configuration	
<ul style="list-style-type: none"> • Set up a user profile for the new user. 	<ul style="list-style-type: none"> • How to Configure Conferencing Servers and Profiles for Cisco Unified Personal Communicator
Cisco Unified Presence Configuration	
<ul style="list-style-type: none"> • Configure the LDAP attribute map for the new user. 	<ul style="list-style-type: none"> • How to Configure Cisco Unified Personal Communicator on Cisco Unified Presence • How to Configure Voicemail Servers and Profiles for Cisco Unified Personal Communicator • How to Configure Conferencing Servers and Profiles for Cisco Unified Personal Communicator
<ul style="list-style-type: none"> • Add the new user to the server profiles. 	
<ul style="list-style-type: none"> • Assign the preferred CTI device to the MAC address of the primary desk phone for the user. (Cisco Unified Presence Release 6.x only) 	<ul style="list-style-type: none"> • Application Profiles
<p>Point-to-point video calls</p> <p>Multipoint video conferencing</p> <p>Video telephony camera</p>	<ul style="list-style-type: none"> • Configuring Users for Point-to-Point Video Calls and for Multipoint Video Conferencing • Configuring Video Conferencing Resources on Cisco Unified Communications Manager
<p>Provide information to users</p>	<ul style="list-style-type: none"> • Information to Provide to Users
<p>Headset and audio device Information</p>	<ul style="list-style-type: none"> • Installation and Configuration of Headsets and Other Audio Devices

Related Topics

- [Getting More Information](#)