ALM PRO CallManager configuration Manual for CUCM11



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Configuration manual ALM

This manual describes the configuration steps to complete the ALM settings for a user.

Only the Cisco [®] Unified Communications Manager (CUCM) part of the installation will be discussed in this manual.

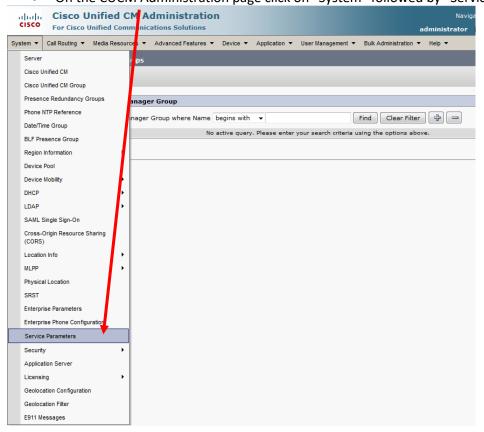
Several steps are required like the configuration of a device/phone and the configuration of a Device Profile and a user.

This manual does not contain instructions on how to configure Partitions, CallingSearchSpaces and other phone and user settings.

System settings

Log on to the Cisco Unified CM Administration page

• On the CUCM Administration page click on "System" followed by "Service Parameters"





- Select the Publisher / Primary CUCM Server
- Select the Cisco Extension Mobility Service

ahaha	Cisco Unified CM Administration				Navigat	ion Cisco Unified CM Administratio	n 🚽 Go
cisco	For Cisco Unified Communications Solutions				administrator	Search Documentation About	Logout
System 👻	Call Routing Media Resources Advanced Features De	evice 🔻 Application	▼ User Management ▼	Bulk Administration	▼ Help ▼		
Service P	arameter Configuration						
Chattan							
Status -	is: Ready						
Select Se	erver and Service						
Server*	192.168.1.241CUCM Voice/Video (Active)	a /					
Service*	Not Selected						
All param		are in the clust	er-wide group(s).				
	Cisco AMC Service (Active) Cisco Audit Event Service (Active)						
	Cisco Bulk Provisioning Service (Inactive)	No param	eter available for this	s service.			
	Cisco CTIManager (Inactive) Cisco CTL Provider (Inactive)						
	Cisco CallManager (Active)	=					
(i) *- ir	dicate Cisco CallManager SNMP Service (Inactive)						
	Cisco DRE Local (Active)						
U **T	he Se Cisco DRF Master (Active)	n modified to t	eir original default valu	es.			
	Cisco Database Layer Monitor (Active) Cisco DirSync (Inactive)						
	Cisco Directory Number Alias Lookup (Inactive)						
	Cisco Directory Number Alias Sync (Inactive)						
	Cisco Extended Functions (Inactive)						
	Cisco Extension Mobility (Active) Cisco IP Manager Assistant (Inactive)						
	Cisco IP Voice Media Streaming App (Inactive)						
	Cisco Intercluster Lookup Service (Inactive)	*					

abab	Cisco Unified CM Ad	dministration				Navig	ation Cisco Unified CM Adn	ninistration	
cisco	For Cisco Unified Communica	ations Solutions				administrator	Search Documentation	About	Logout
System 💌	Call Routing 👻 Media Resources 👻	Advanced Features 💌	Device Application 	User Management 💌	Bulk Administration	✓ Help ▼			
Service P	arameter Configuration					Related	Links: Parameters for A	ll Servers	Go Go
Save	Set to Default 🔍 Advanced								
Status -									
i Statu	us: Ready								
Select Se	erver and Service								
Server*	192.168.1.241CUCM Voice,	/Video (Active)	•						
Service*	Cisco Extension Mobility (Act	tive)	•						
All param	eters apply only to the current serv	ver except parameters	that are in the cluster-w	ide group(s).					
	tension Mobility (Active) Param	neters on server 19		ice/Video (Active))				?
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In the CUCM several Service Parameters for the ExtensionMobility service must be changed.

One of the required settings is the "Intra-Cluster Multiple Login Behaviour". This will control the procedure of the login request.



The required setting is "Auto Logout". This feature will automatically logout or disconnect a user if he/she is already logged into another IP Phone.

So this setting will automatically logoff a user if he/she is already logged on at another extension.

All the other settings may be changed depending on the situation.

Service settings

Verify the Cisco Extension Mobility Service is activated on <u>all</u> CallManager Servers.

	Cisco Unified Serviceability For Cisco Unified Communications Solutions	Navigation Cisco Unified Serviceability - Go administrator About Logout
Alarm	▼ Irace ▼ Tools ▼ Snmp ▼ CallHome ▼ Help ▼	
_	ce Activation	Related Links: Control Center - Feature Services 🔻 Go
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Sele	ect Server	
Serve	er* 192.168.1.241CUCM Voice/Video - Go	
n c	Check All Services	
CM S	Services	
	Service Name	Activation Status
V	Cisco CallManager	Activated
	Cisco Unified Mobile Voice Access Service	Deactivated
	Cisco IP Voice Media Streaming App	Deactivated
	Cisco CTIManager	Deactivated
v	Cisco Extension Mobility	Activated
	Cisco Extended Functions	Deactivated
	Cisco DHCP Monitor Service	Deactivated
	Cisco DHCP Monitor Service Cisco Intercluster Lookup Service	Deactivated Deactivated
	Cisco Intercluster Lookup Service	Deactivated
	Cisco Intercluster Lookup Service Cisco Location Bandwidth Manager	Deactivated Deactivated
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	Cisco Intercluster Lookup Service Cisco Location Bandwidth Manager Cisco Directory Number Alias Sync Cisco Directory Number Alias Lookup	Deactivated Deactivated Deactivated Deactivated



Verify the Cisco Extension Mobility Service is running on <u>all</u> CallManager Servers.

CM Ser	vices				
	Service Name	Status:	Activation Status	Start Time	Up Time
0	Cisco CallManager	Started	Activated	Wed Jul 3 14:13:06 2013	0 days 02:49:19
0	Cisco Messaging Interface	Not Running	Deactivated		
0	Cisco Unified Mobile Voice Access Service	Not Running	Deactivated		
0	Cisco IP Voice Media Streaming App	Not Running	Deactivated		
0	Cisco CTIManager	Not Running	Deactivated		
0	Cisco Extension Mobility	Started	Activated	Wed Jul 3 14:22:57 2013	0 days 02:39:28
0	CISCO DHCP Monitor Service	Not Running	Deactivated		
0	Cisco Intercluster Lookup Service	Not Running	Deactivated		
0	Cisco Location Bandwidth Manager	Not Running	Deactivated		
0	Cisco Dialed Number Analyzer Server	Not Running	Deactivated		
0	Cisco Dialed Number Analyzer	Not Running	Deactivated		
0	Cisco Tftp	Started	Activated	Wed Jul 3 14:13:09 2013	0 days 02:49:16



Device settings

The following settings are a required field on every phone or device:

- 1) Description: Administrative field to identify each phone in the system
- 2) Enable Extension Mobility Feature: to activate the possibility to logon to this specific phone
- 3) **PC Voice VLAN Access:** is a required field and must always be enabled. This field enables the ALM to detect the phone.
- 4) Web Access Enabled: is a required field and must always be enabled.
- 5) Optional the Extension Mobility (XML) service can be activated on the phone, when the ALM application does not start or does not exists on the PC a user can always login manually on the phone.

cis			G0 ↓ Logout
System	I ▼ Call Routing ▼ Media Resources ▼ Advanced Feature	ures 🔻 Device 🔻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻	Logout
Phone	Configuration	Related Links: Back To Find/List	← Go
🔒 s	iave 🗙 Delete 📄 Copy 🎦 Reset 🧷 Apply	Config 🛟 Add New	
Statu	IS Status: Ready		
Asso	ciation	CPhone Type	[
1	Modify Button Items	Product Type: Cisco 7911 Device Protocol: SCCP	
2	None	_ Real-time Device Status	
3	জ <u>ল Add a new SD</u>	Registration: Registered with Cisco Unified Communications Manager 192.168.1.241	
4	C <u>Add a new SD</u>	IPv4 Address: <u>192.168.1.132</u> Active Load ID: SCCP11.9-2-1S	
5	জ <u>ল Add a new SD</u>	Download Status: None	
6	Can Add a new SD	⊂ Device Information —	
	Unassigned Associated Items	Device is Active	
7	The Ine I - Add a new DN	Device is trusted	
8	Can Add a new SD	MAC Address* 001C58A2D8E1	
9	Privacy	Description Auto 1002	
10	None	Device Pool* Default	
		Common Device Configuration - View Details	





Product Specific Configuration Layout	t		
	?	Parameter Value	Override Common Settings
Disable Speakerphone			
🔲 Enable Group Listen			
Enable Mute Feature			
Forwarding Delay*	Disabled	▼	
PC Port *	Enabled	▼	
Settings Access*	Enabled	•	
Gratuitous ARP*	Disabled	•	
PC Voice VLAN Access*	Enabled	3	
Video Capabilities*	Disabled		
Web Access*	Enabled	4. •	
Enable Power Save Plus	Sunday Monday Tuesday	• •	
Phone On Time	00:00		
Phone Off Time	24:00		
Phone Off Idle Timeout*	60		
Enable Audible Alert			
EnergyWise Domain			
EnergyWise Endpoint Security Secret			
Allow EnergyWise Overrides			
Span to PC Port*	Disabled	•	
Logging Display*	PC Contro	olled 🗸	
Load Server			
Recording Tope*	Displica	_	

Subscribed Cisco IP Phone Services for SEP001A2F8DFA32					
Save 🦓 Help					
Status					
Add successful					
Service Subscription: Extension Mobility					
Service Name* Extension Mobility					
ASCII Service Name* Extension Mobility 5.					
- Subscribed Services					
Subscribe a New Service					
Extension Mobility					
- Unsubscribe Delete					
indicates required item.					



Line settings

Every phone requires a line to place and accept calls. This is not a required field for the ALM to function correctly.

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		Application ▼ Us	administrator Search Documentation About Logo r Management Bulk Administration Help
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External Call Control Profile	None >	•	
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		2	Edit Line Appearance
		Ŧ	
Dissociate Devices	**		
		Ŧ	
Directory Number Settings			
Voice Mail Profile	< None >		e <none> to use system default)</none>
Calling Search Space	< None >	-	
BLF Presence Group*	Standard Presence group	-	
User Hold MOH Audio Source Network Hold MOH Audio Sour	< None >	-	
Auto Answer*	Auto Answer Off	•	
Reject Anonymous Calls			
41540	ed CM Administration		Navigation Cisco Unified CM Administration 👻 Go
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The "Line Text Label" field is the text which is displayed on the phone to identify a phone or a user. Because the phone in this example is only an internal phone and can only be used in combination with ExtensionMobility and ALM.



Using an internal Partition and CallingSearchSpaces the phone can be restricted to only dial internal numbers. This will prevent unauthorized usage of the phone if no user has logged on. This way the costs can be reduced.

Device profile

A User Device Profile is the profile which will be loaded on the phone when a user logs in using ALM. The settings which were previously configured on the phone will not be available anymore.

• Optional the Extension Mobility IP Phone service can be activated on the phone, when the ALM application does start on the PC a user can always login manually on the phone.

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System			Management - Bulk Administration -	Helo 🖛	ccmadministrator	About	Logout
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– Statu (i) S	us tatus: Ready						^
- Asso	Deciation Info Modify Button Items	User Device Profile Infor Product Type:	Cisco 7960				
1	erns Line [1] - 4312 (no partition)	Device Protocol: Device Profile Name*	SCCP Device Profile - ALM user1				
2	The [2] - Add a new DN	Description	Device Profile - ALM user1				
3	Add a new SD	User Hold MOH Audio Source	< None >	~			=
4	Ba Add a new SD	User Locale	< None >	~			
5	Add a new SD	Phone Button Template*	Standard 7960 SCCP	~			
6	Add a new SD	Softkey Template	< None >	~			
	Unassigned Associated Items	Privacy* Join Across Lines	Default	~			
7	Add a new SD		Default	~			
8	Add a new SURL	Ignore Presentation Indic	ators (internal calls only)				
9	Add a new BLF SD	Do Not Disturb DND Incoming Call Alert	< None >	~			
10	and Add a new BLF Directed Call Park						
11	Privacy	Module1 < None >					
12	None	Module2 < None >	× ×				

Device profile directory number settings

The Directory Number Configuration will be loaded on the specific phone when a user logs on.



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🔜 Save 🗙 Delete 省 Re	set 🖉 Apply Config 🔓 Add New							
Status								^
i Status: Ready								
-Directory Number Informat	ion							
Directory Number* 8	001		Urgent Priority					
Route Partition <	None >							
Description D	evice Profile - user1							
Alerting Name us	ser1							
ASCII Alerting Name	ser1							
External Call Control Profile	None > -							
Allow Control of Device from	m CTI							
Associated Devices al	m.user1 ^							
			Edit Device					
	-		Edit Line Appea	rance				
	**	l						
Dissociate Devices	A							
	*							
-Directory Number Settings								
Voice Mail Profile	< None >	- (C	Choose <none> to use</none>	system default)				
Calling Search Space	< None >	-						
BLF Presence Group*	Standard Presence group	•						
User Hold MOH Audio Source Network Hold MOH Audio Source	< None >	•						
Auto Answer*		•						
	Auto Answer Off	•						
Reject Anonymous Calls								

All basic user settings can be configured in the field above. So a DN, Partition and CallingSearchSpace, also the forwards to voicemail or another internal or external destination can be configured on the phone.

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Line 1 on Device alm.user1—		
Display (Caller ID)	directory symbol for calls. If you aposity	Display text for a line appearance is intended for displaying text such as a name instead of a a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Caller ID)	directory number for calls. If you specify	a number, die person receiving a can may not see die proper luendry of the caner.
Line Text Label	alm.user1 logged in	
External Phone Number Mask		
Visual Message Waiting Indicator Policy*	Use System Policy	•
Audible Message Waiting Indicator Policy*	Default	•
Ring Setting (Phone Idle)*	Use System Default	▼
Ring Setting (Phone Active)	Use System Default	 Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	•
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	•
Recording Option*	Call Recording Disabled	▼
Recording Profile	< None >	▼
Recording Media Source*	Gateway Preferred	▼
Monitoring Calling Search Space	< None >	•
Log Missed Calls		

Creating a user

The UserID is a required field, this field is the username which is send to the CallManager when a user logs in.

The ALM application will send this username to the system so the user does not have to enter their username manually on the phone anymore using the keypad.



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End User Con	nfiguratio	n				Relate	d Links: Back to Find L	ist Users 🛛	Go
🔒 Save 🗙	Delete D	Add New							
Status									^
i Status: R	Ready								=
User Informa	ation								
User Status		Enabled Local User							
User ID*		alm.user1							
Password		•••••	••••	Edit Credential					
Confirm Passv	word	••••••]					
Self-Service U	User ID]					
PIN		•••••	••••	Edit Credential					
Confirm PIN		••••••			_				
Last name*		user1]					
Middle name				1					
First name		alm							
Display name	•								
Title]					
Directory URI]					
Telephone Nur	mber	8001							
Home Number	r								
Mobile Numbe	er			1					-

The previously created DeviceProfile has to be attached to a user so the system knows which profile has to be loaded on the phone based on the entered UserID.

Scroll down to the "Extension Mobility" field to attach the DeviceProfile.

Extension Mobility			
Available Profiles	user_profile_10 user_profile_11 user_profile_12 user_profile_13 user_profile_14	,	\sim
**			
Controlled Profiles	user_profile_1		*
Default Profile	Not Selected	~	
BLF Presence Group*	Standard Presence group	~	
SUBSCRIBE Calling Search Space	< None >	~	
Allow Control of Device from CTI			



Q & A

This Q&A provides an overview of commonly asked questions about the ALM.

- The device and the profile can have the same DN, this does not affect the operation of the ALM;
- If the device has no DN, this will not affect the operation of the ALM;
- From release 3 and up ALM supports multiple profiles;
- Access to the webpage of the phone is only required for automatic phone detection;
- Using a phone with no PC Port is supported, refer to the administration and configuration manual for more information;
- all phones with support for EM are supported by ALM;
- The UserID is not case-sensitive;
- ALM 4 and up supports EMCC;

Ordering Information

Please send your quotation requests to sales@rsconnect.net along with the number of licenses you require.

1 license is required for 1 PC/Phone combination, the license is not user or phone based. If two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- http://www.rsconnect.net
- sales@rsconnect.net