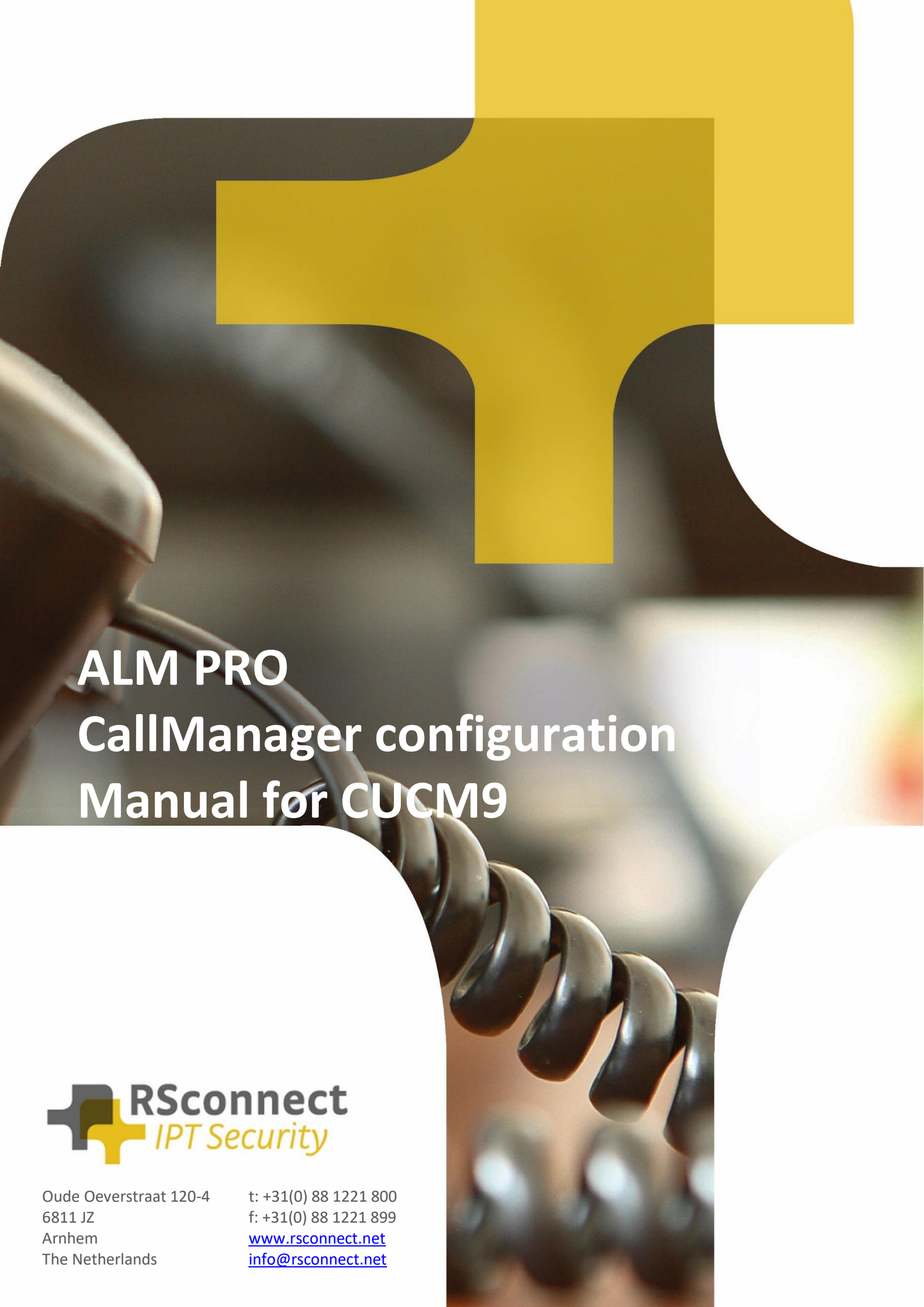

ALM PRO
CallManager configuration
Manual for CUCM9

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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.

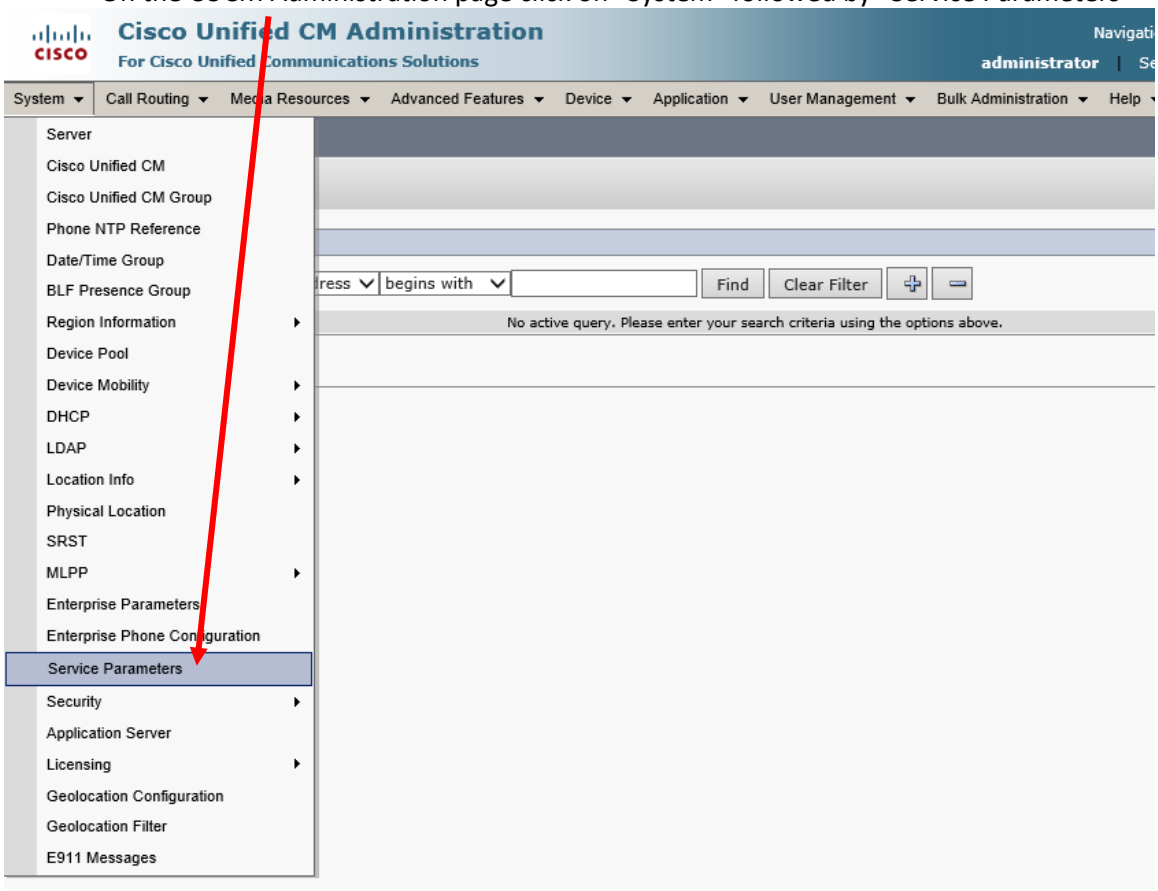
Several steps are required like the configuration of a device/phone and the configuration of a Device Profile and a user.

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

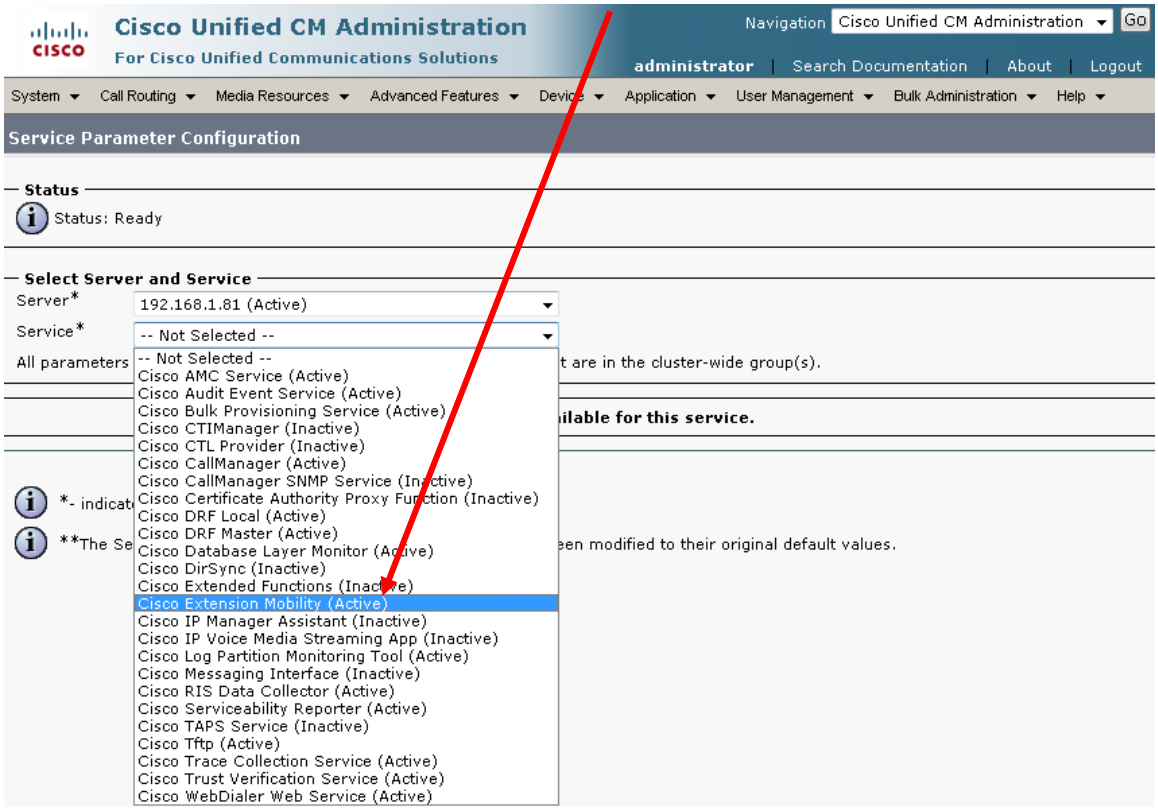
System settings

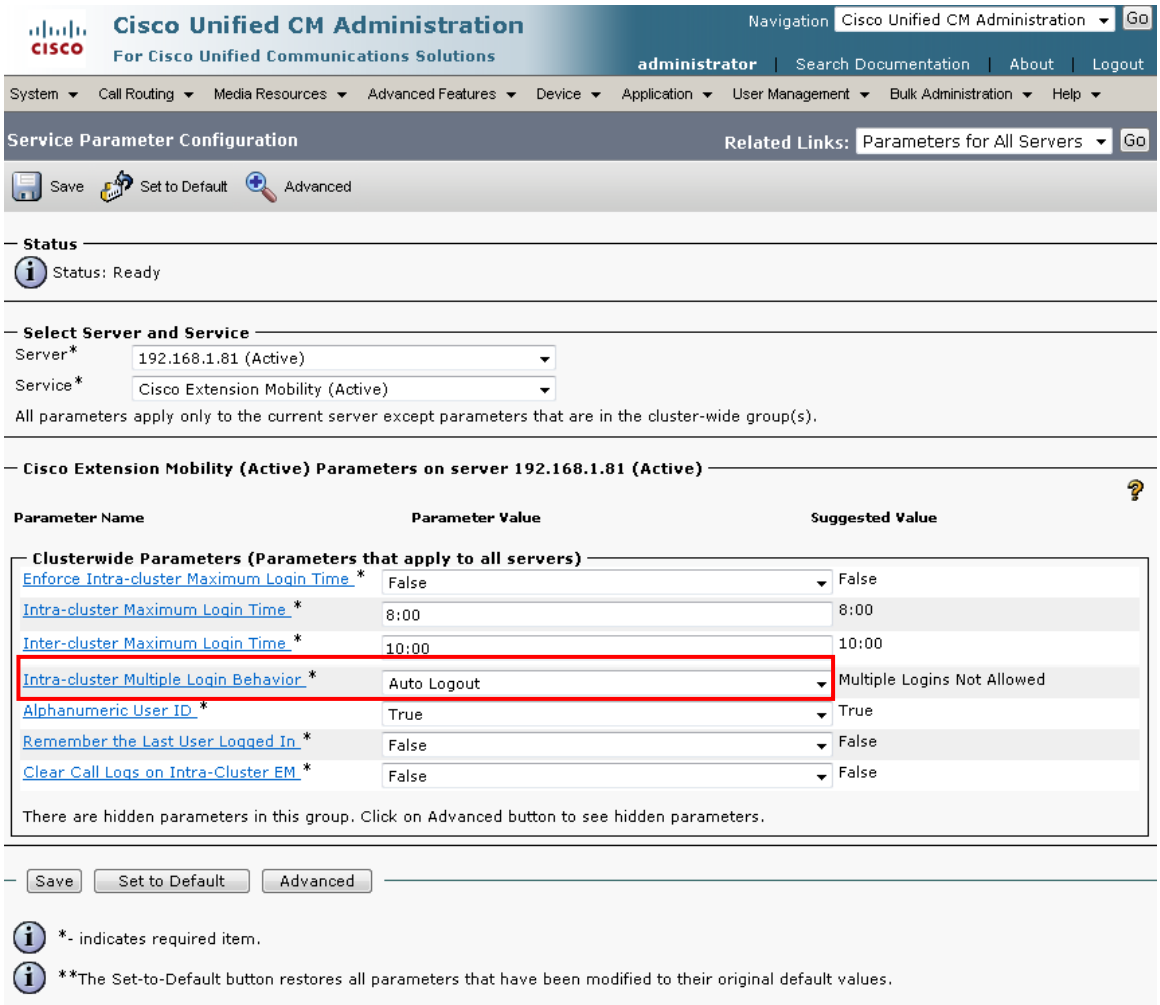
Log on to the Cisco Unified CM Administration page

- On the CUCM Administration page click on “System” followed by “Service Parameters”



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


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration Go
administrator | Search Documentation | About | Logout
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Service Parameter Configuration
Status
Status: Ready
Select Server and Service
Server* 192.168.1.81 (Active)
Service* -- Not Selected --
All parameters
-- Not Selected --
Cisco AMC Service (Active)
Cisco Audit Event Service (Active)
Cisco Bulk Provisioning Service (Active)
Cisco CTIManager (Inactive)
Cisco CTL Provider (Inactive)
Cisco CallManager (Active)
Cisco CallManager SNMP Service (Inactive)
Cisco Certificate Authority Proxy Function (Inactive)
Cisco DRF Local (Active)
Cisco DRF Master (Active)
Cisco Database Layer Monitor (Active)
Cisco DirSync (Inactive)
Cisco Extended Functions (Inactive)
Cisco Extension Mobility (Active)
Cisco IP Manager Assistant (Inactive)
Cisco IP Voice Media Streaming App (Inactive)
Cisco Log Partition Monitoring Tool (Active)
Cisco Messaging Interface (Inactive)
Cisco RIS Data Collector (Active)
Cisco Serviceability Reporter (Active)
Cisco TAPS Service (Inactive)
Cisco Tftp (Active)
Cisco Trace Collection Service (Active)
Cisco Trust Verification Service (Active)
Cisco WebDialer Web Service (Active)


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration Go
administrator | Search Documentation | About | Logout
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Service Parameter Configuration
Related Links: Parameters for All Servers Go
Save Set to Default Advanced
Status
Status: Ready
Select Server and Service
Server* 192.168.1.81 (Active)
Service* Cisco Extension Mobility (Active)
All parameters apply only to the current server except parameters that are in the cluster-wide group(s).
Cisco Extension Mobility (Active) Parameters on server 192.168.1.81 (Active)
Parameter Name
Parameter Value
Suggested Value
Clusterwide Parameters (Parameters that apply to all servers)
Enforce Intra-cluster Maximum Login Time * False False
Intra-cluster Maximum Login Time * 8:00 8:00
Inter-cluster Maximum Login Time * 10:00 10:00
Intra-cluster Multiple Login Behavior * Auto Logout Multiple Logins Not Allowed
Alphanumeric User ID * True True
Remember the Last User Logged In * False False
Clear Call Logs on Intra-Cluster EM * False False
There are hidden parameters in this group. Click on Advanced button to see hidden parameters.
Save Set to Default Advanced
*- indicates required item.
**The Set-to-Default button restores all parameters that have been modified to their original default values.

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.

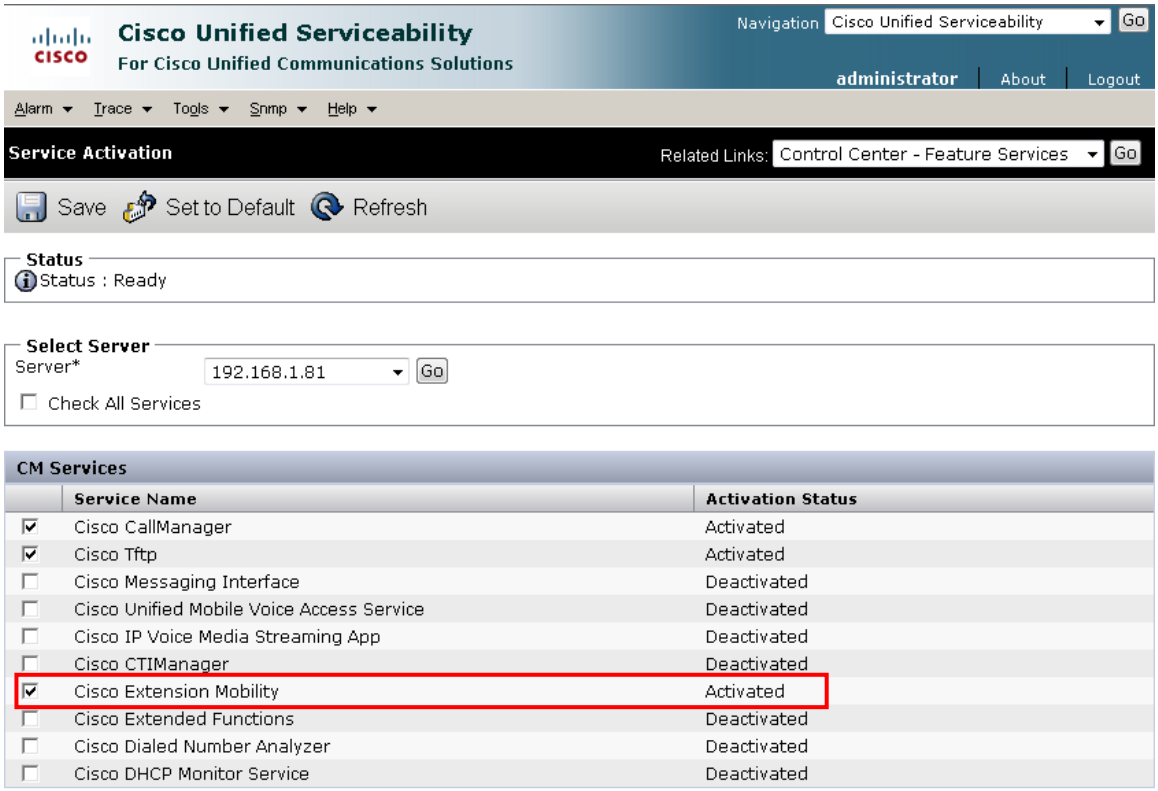
The required setting is “Auto Logout”. This feature will automatically logout or disconnect a user if he/she is already logged into an other IP Phone.

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

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

Service settings

Verify the Cisco Extension Mobility Service is activated on all CallManager Servers.



Verify the Cisco Extension Mobility Service is running on all CallManager Servers.

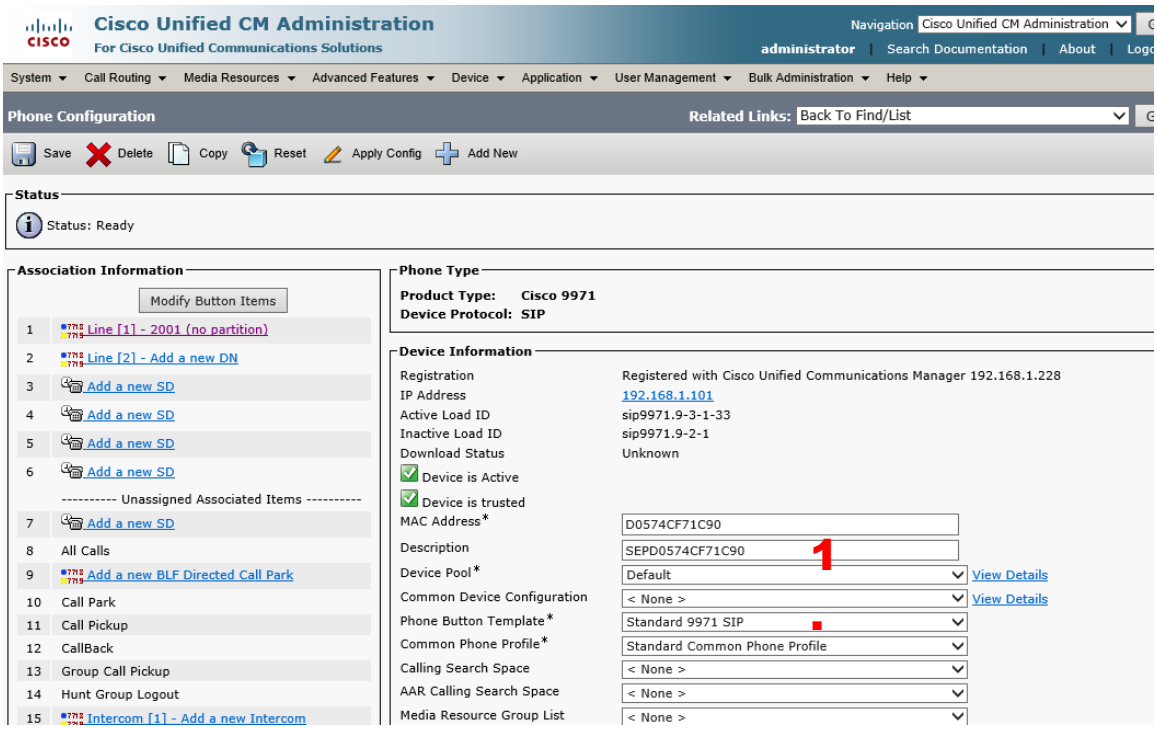
CM Services

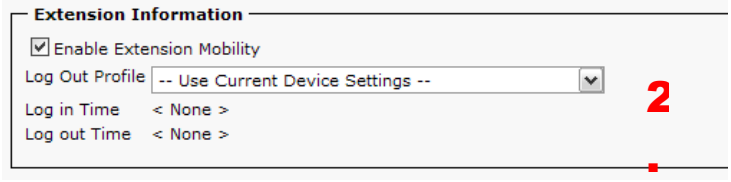
	Service Name	Status:	Activation Status	Start Time	Up Time
○	Cisco CallManager	Started	Activated	Wed Jul 3 14:13:06 2013	0 days 02:49:19
○	Cisco Messaging Interface	Not Running	Deactivated		
○	Cisco Unified Mobile Voice Access Service	Not Running	Deactivated		
○	Cisco IP Voice Media Streaming App	Not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

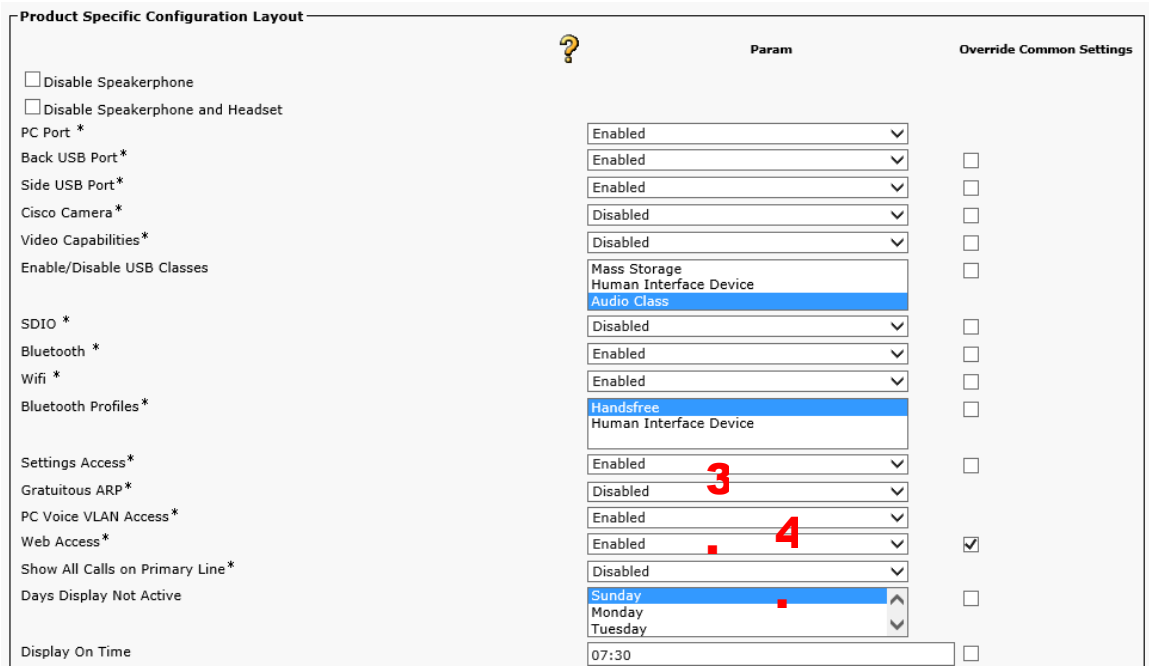
Device settings

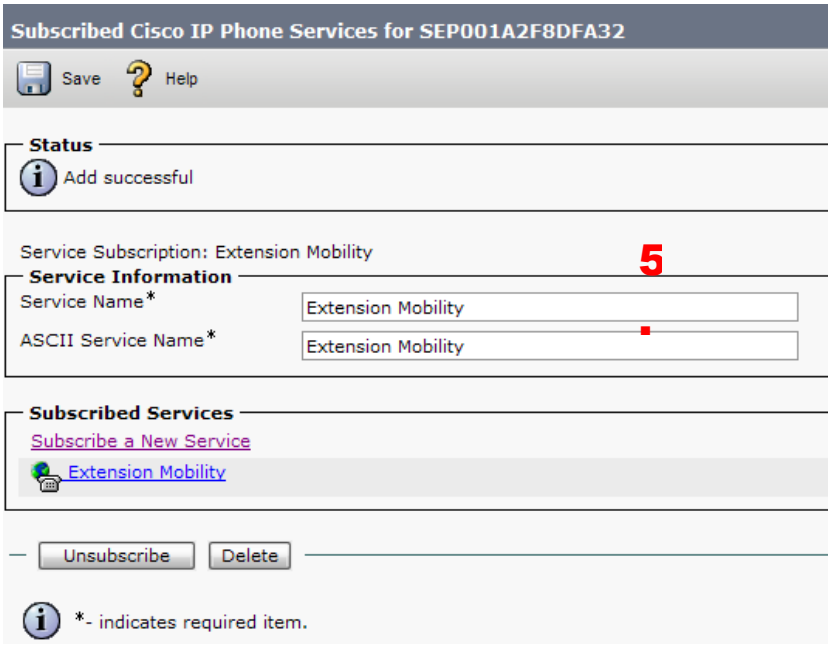
The following settings are a required field on every phone or device:

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.



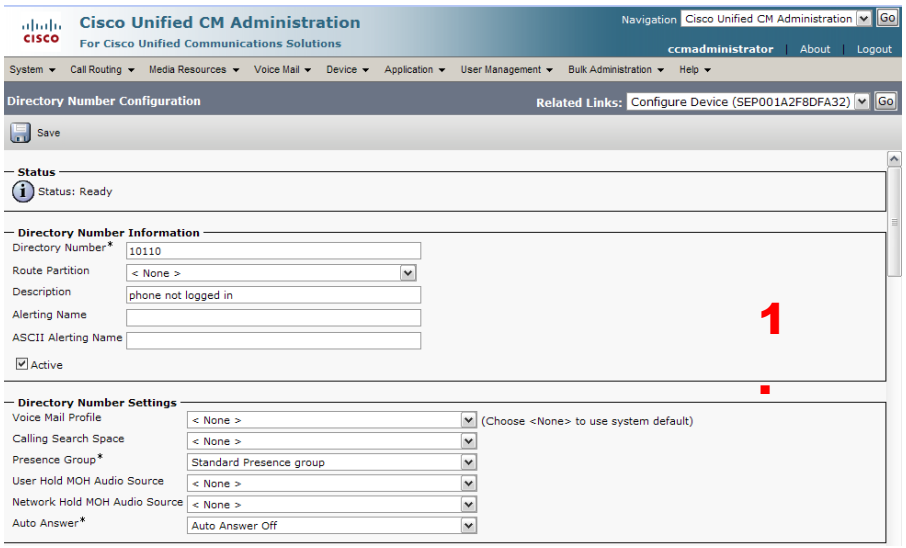


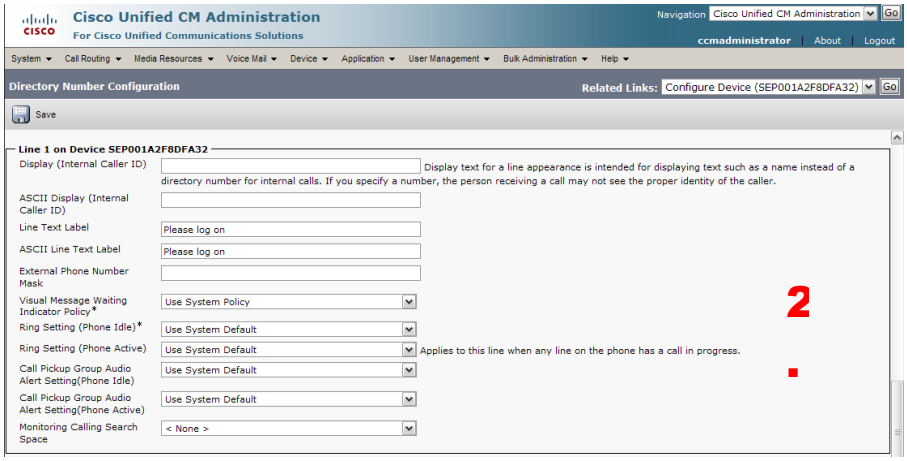

Product Specific Configuration Layout
Param
Override Common Settings
Disable Speakerphone
Disable Speakerphone and Headset
PC Port *
Enabled
Back USB Port*
Enabled
Side USB Port*
Enabled
Cisco Camera*
Disabled
Video Capabilities*
Disabled
Enable/Disable USB Classes
Mass Storage
Human Interface Device
Audio Class
SDIO *
Disabled
Bluetooth *
Enabled
Wifi *
Enabled
Bluetooth Profiles*
Handsfree
Human Interface Device
Settings Access*
Enabled
Gratuitous ARP*
Disabled
PC Voice VLAN Access*
Enabled
Web Access*
Enabled
Show All Calls on Primary Line*
Disabled
Days Display Not Active
Sunday
Monday
Tuesday
Display On Time
07:30
3
4


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

Line settings

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





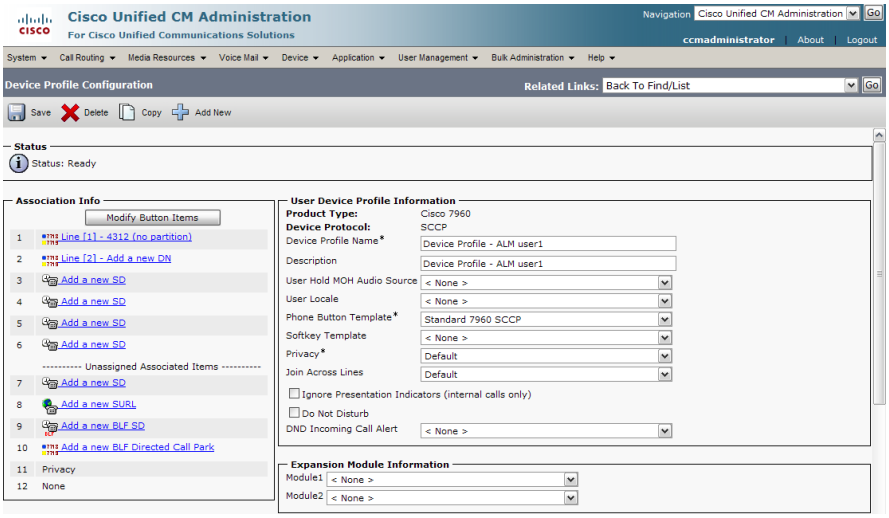
The “Line Text Label” field is the text which is displayed on the phone to identify a phone or a user. Because the phone in this example is only an internal phone and can only be used in combination with ExtensionMobility and ALM.

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

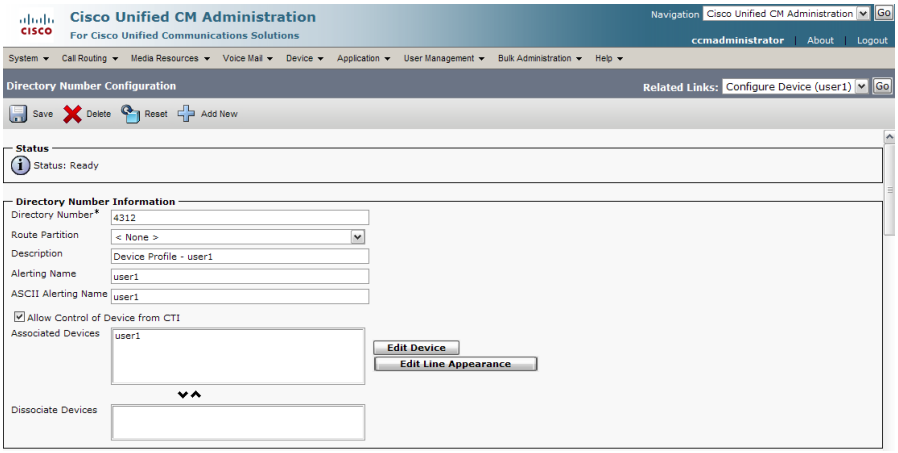
A User Device Profile is the profile which will be loaded on the phone when a user logs in using ALM. The settings which were previously configured on the phone will not be available anymore.

- 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.

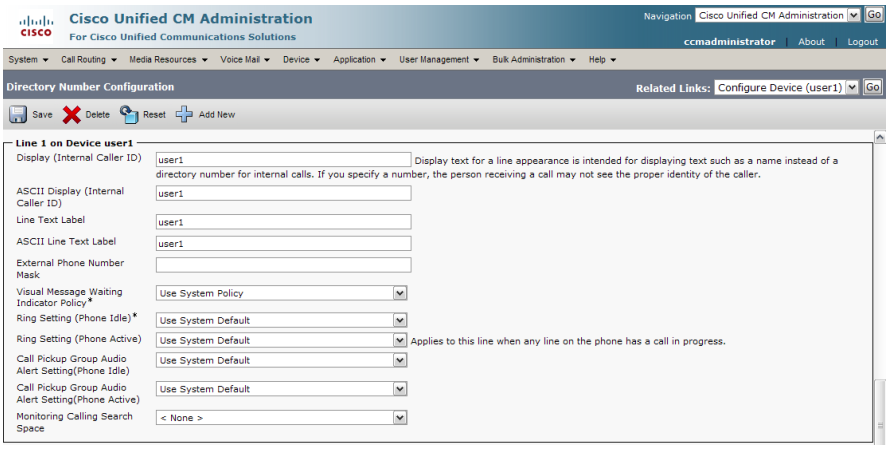


Device profile directory number settings

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



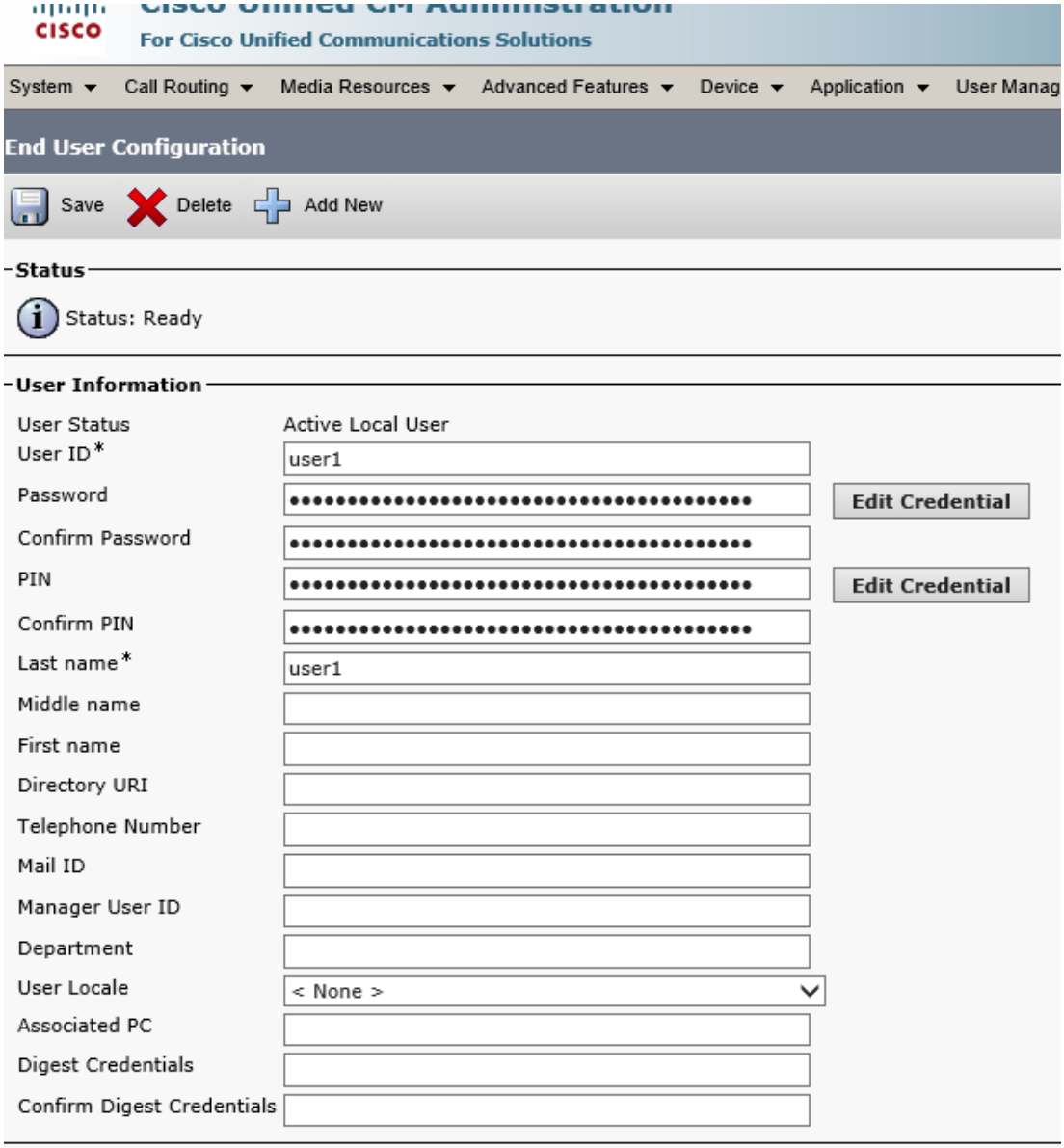
All basic user settings can be configured in the field above. So a DN, Partition and CallingSearchSpace, also the forwards to voicemail or another internal or external destination can be configured on the phone.



Creating a user

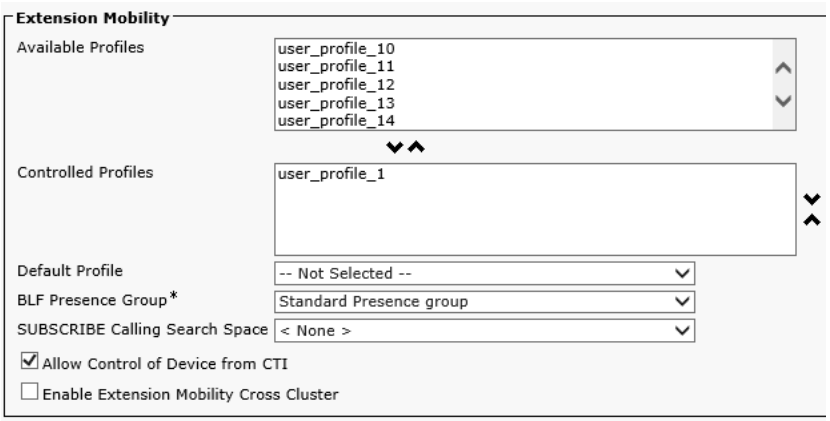
The UserID is a required field, this field is the username which is send to the CallManager when a user logs in.

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.



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.



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