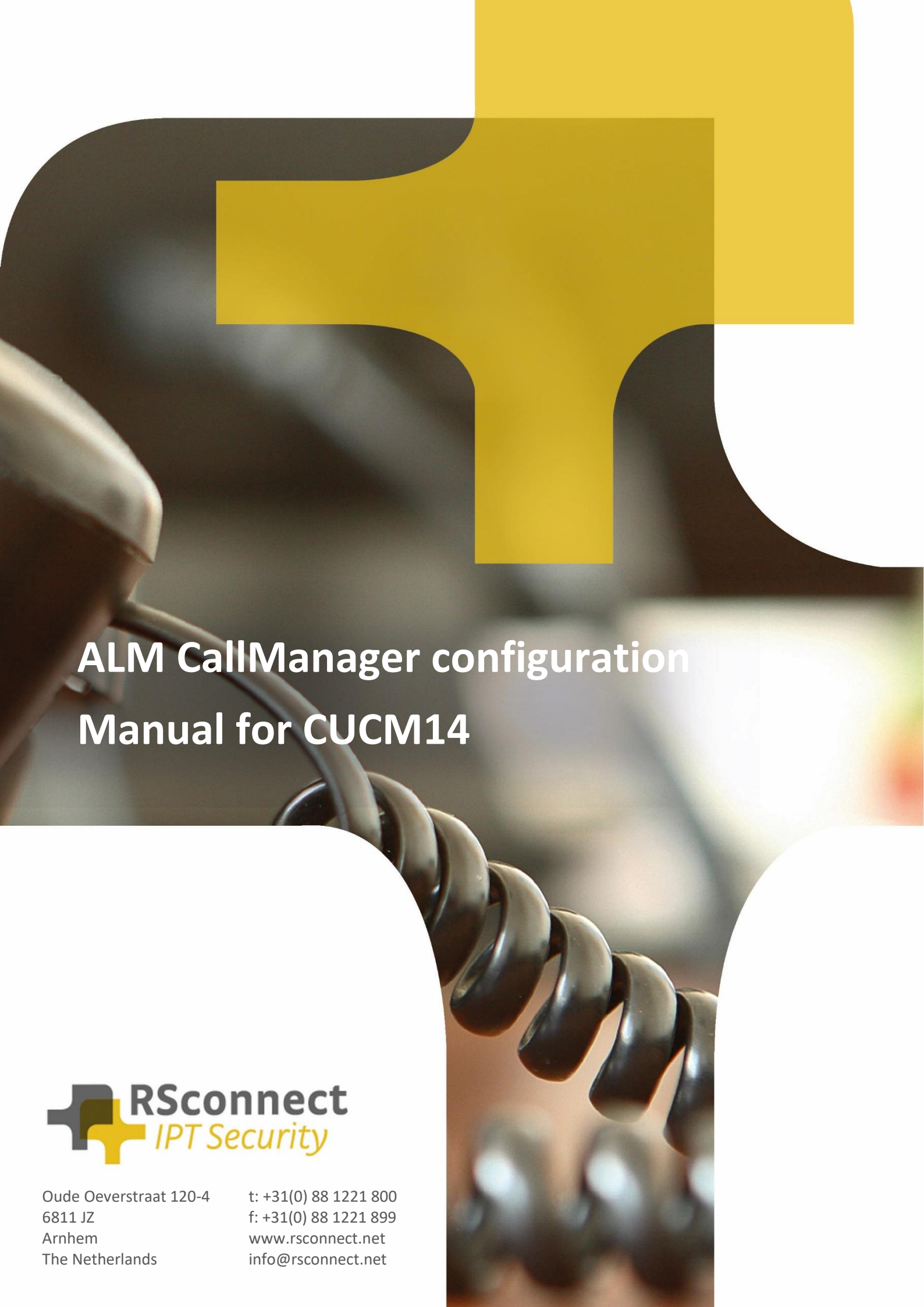

ALM CallManager configuration Manual for CUCM14

RSconnect IPT Security

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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.

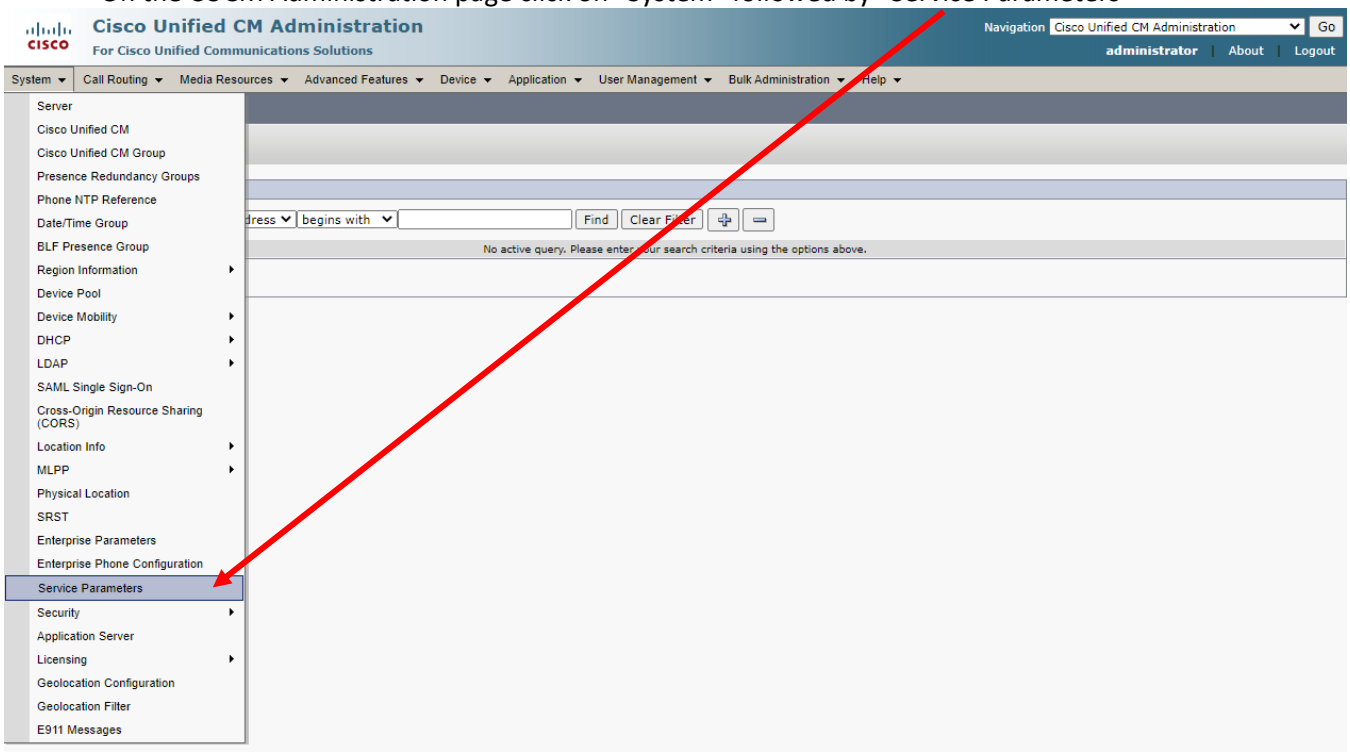
Several steps are required like the configuration of a device/phone and the configuration of a Device Profile and a user.

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

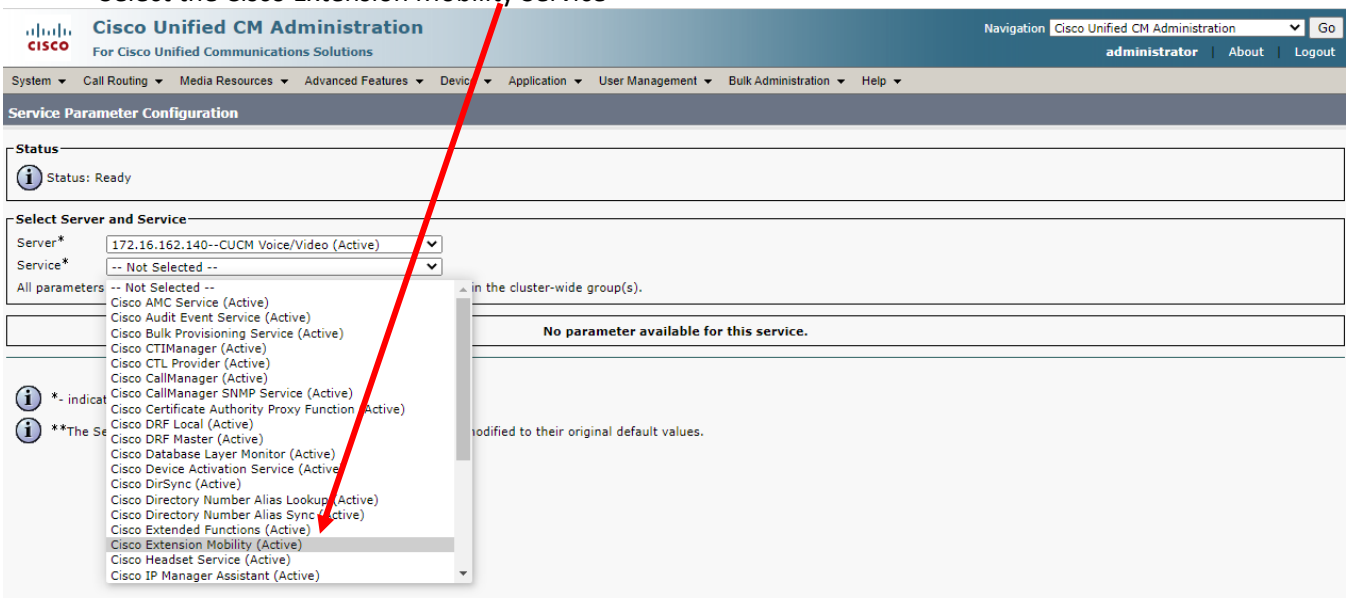
System settings

Log on to the Cisco Unified CM Administration page

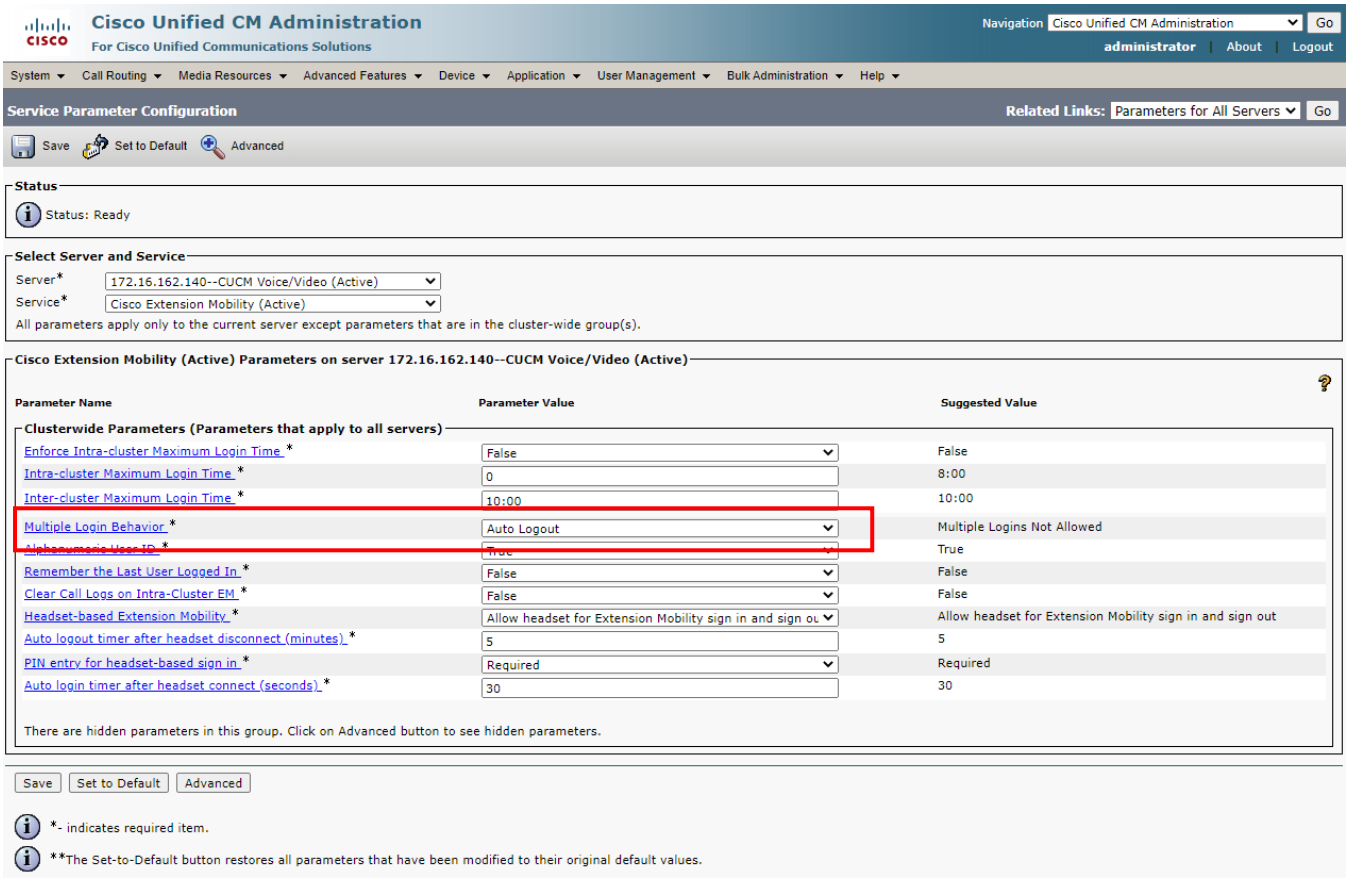
- On the CUCM Administration page click on “System” followed by “Service Parameters”



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



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.

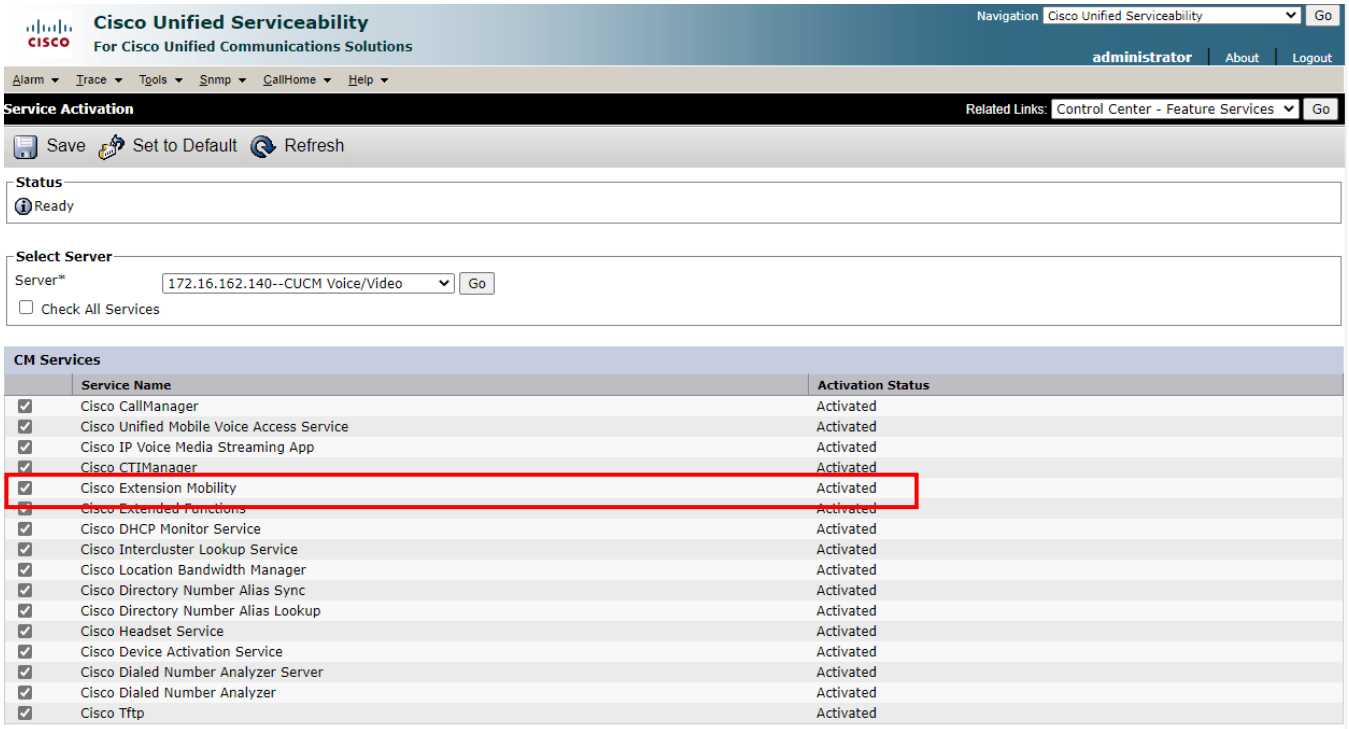
The required setting is “**Auto Logout**”. This feature will automatically logout or disconnect a user if he/she is already logged into another IP Phone.

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 all CallManager Servers.



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

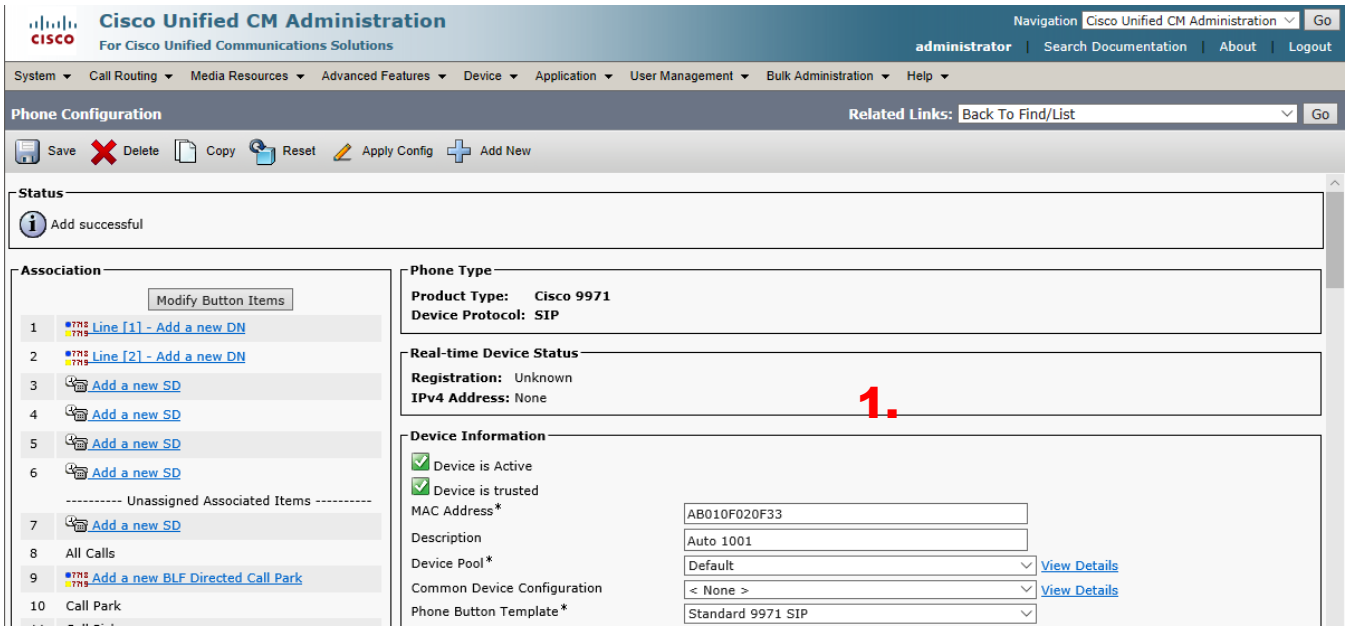
CM Services

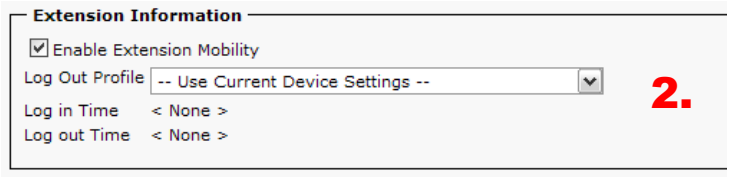
	Service Name	Status	Activation Status	Start Time	Up Time
○	Cisco CallManager	Started	Activated	Mon Jul 5 10:48:28 2021	0 days 10:56:20
○	Cisco Unified Mobile Voice Access Service	Started	Activated	Mon Jul 5 10:52:41 2021	0 days 10:52:07
○	Cisco IP Voice Media Streaming App	Started	Activated	Mon Jul 5 10:48:29 2021	0 days 10:56:19
○	Cisco CTIManager	Started	Activated	Mon Jul 5 10:48:33 2021	0 days 10:56:15
○	Cisco Extension Mobility	Started	Activated	Mon Jul 5 10:52:34 2021	0 days 10:52:14
○	Cisco DHCP Monitor Service	Started	Activated	Mon Jul 5 10:48:46 2021	0 days 10:56:02
○	Cisco Intercluster Lookup Service	Started	Activated	Mon Jul 5 10:48:47 2021	0 days 10:56:01
○	Cisco Location Bandwidth Manager	Started	Activated	Mon Jul 5 10:48:27 2021	0 days 10:56:21
○	Cisco Directory Number Alias Sync	Started	Activated	Mon Jul 5 10:48:51 2021	0 days 10:55:57
○	Cisco Directory Number Alias Lookup	Started	Activated	Mon Jul 5 10:52:41 2021	0 days 10:52:07
○	Cisco Headset Service	Started	Activated	Mon Jul 5 10:52:41 2021	0 days 10:52:07
○	Cisco Device Activation Service	Started	Activated	Mon Jul 5 10:52:41 2021	0 days 10:52:07
○	Cisco Dialed Number Analyzer Server	Started	Activated	Mon Jul 5 10:48:53 2021	0 days 10:55:55
○	Cisco Dialed Number Analyzer	Started	Activated	Mon Jul 5 10:52:41 2021	0 days 10:52:07
○	Cisco Tftp	Started	Activated	Mon Jul 5 10:48:57 2021	0 days 10:55:51

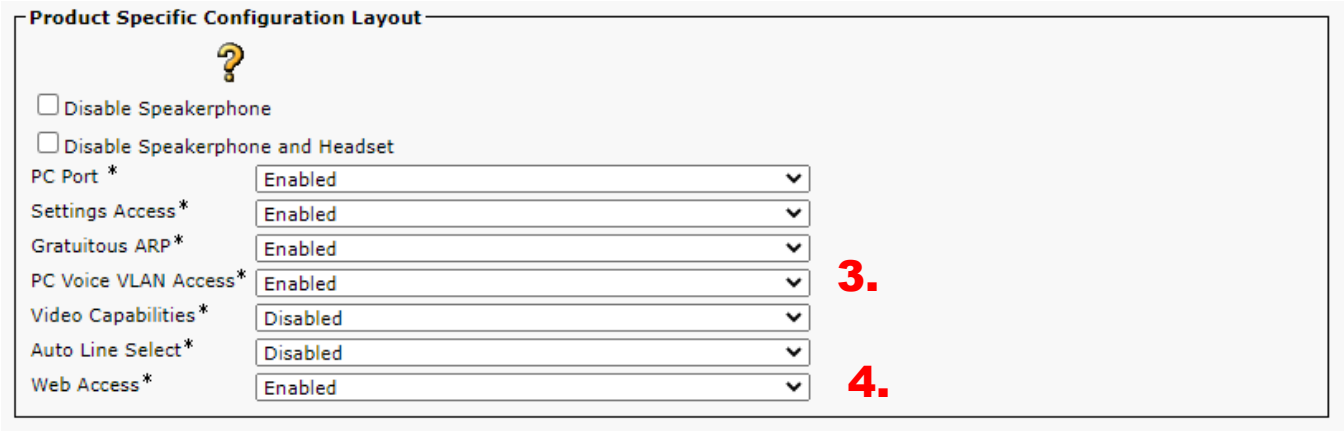
Device settings

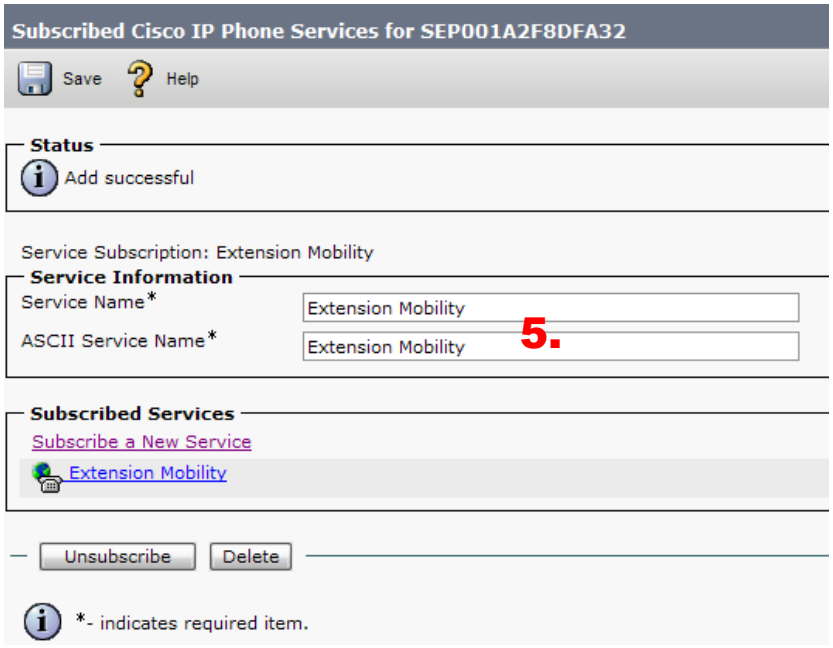
The following settings are a required field on every phone or device:

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.



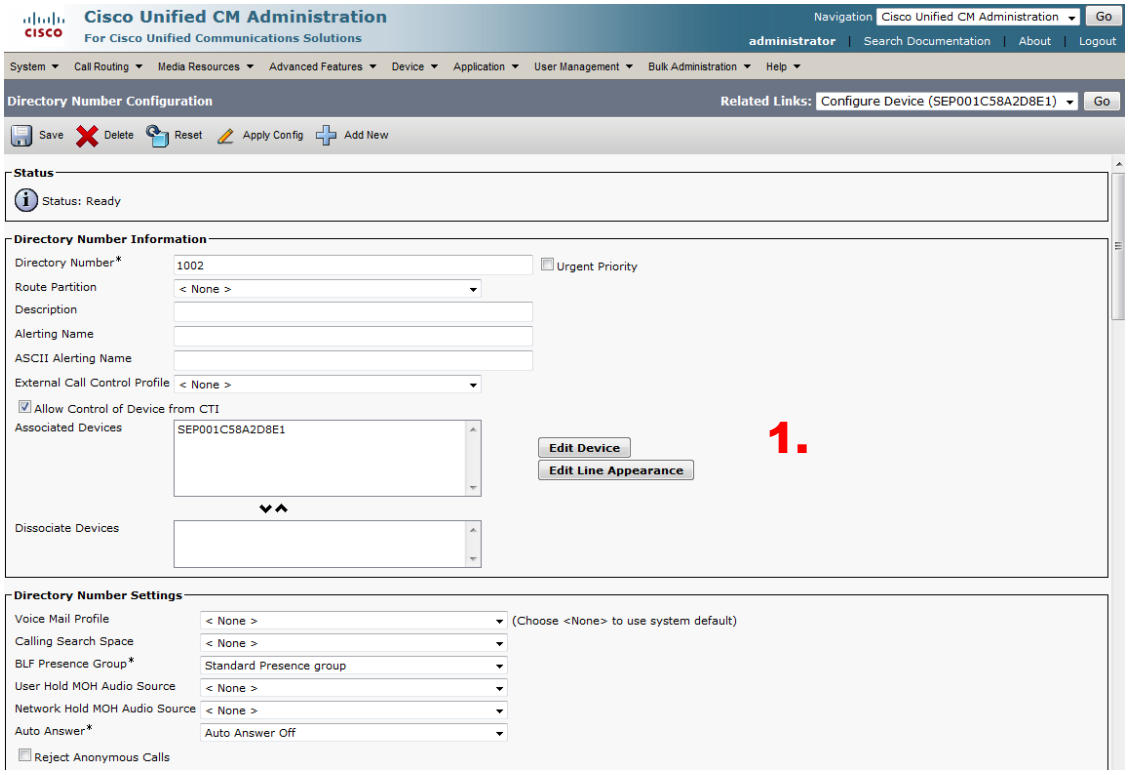


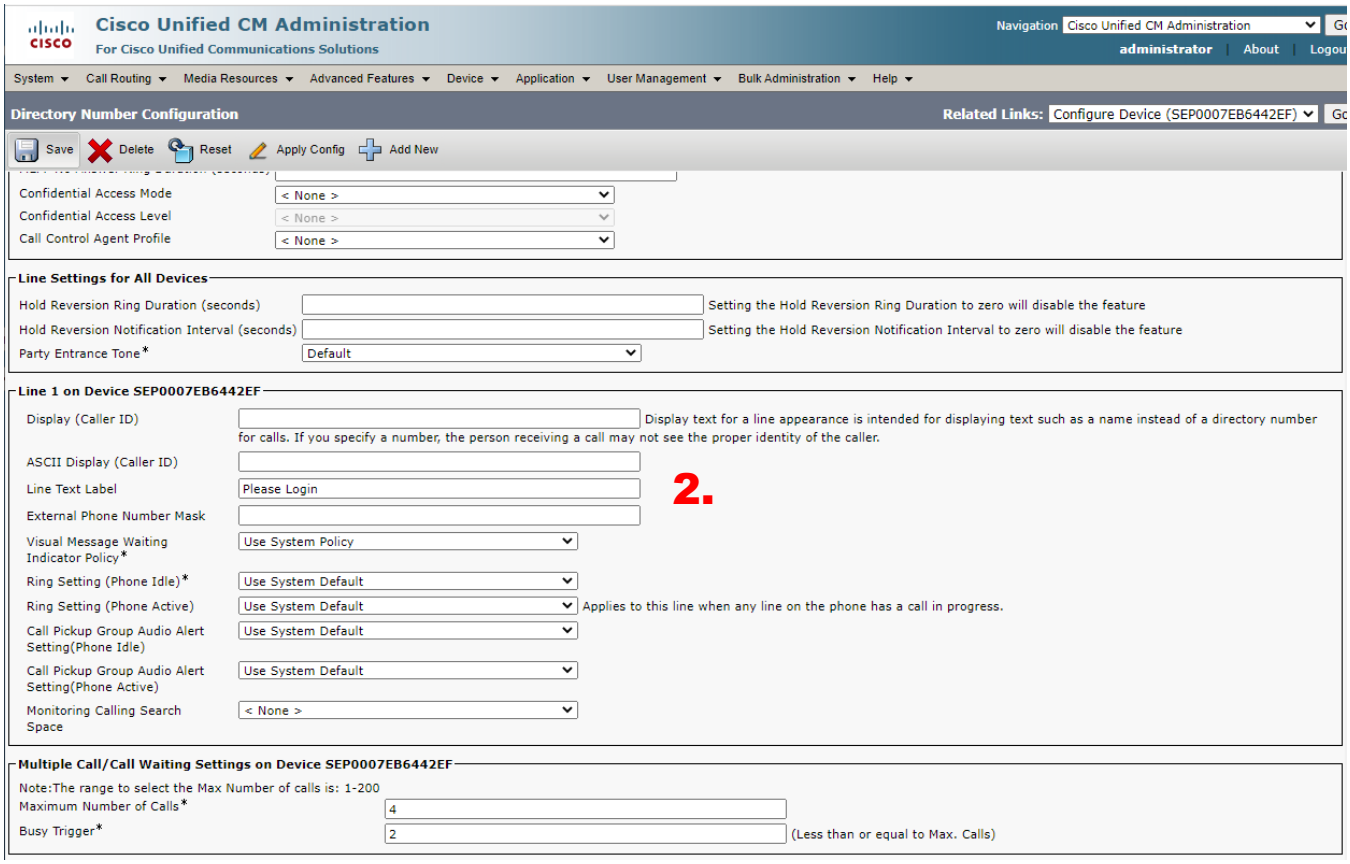




Line settings

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





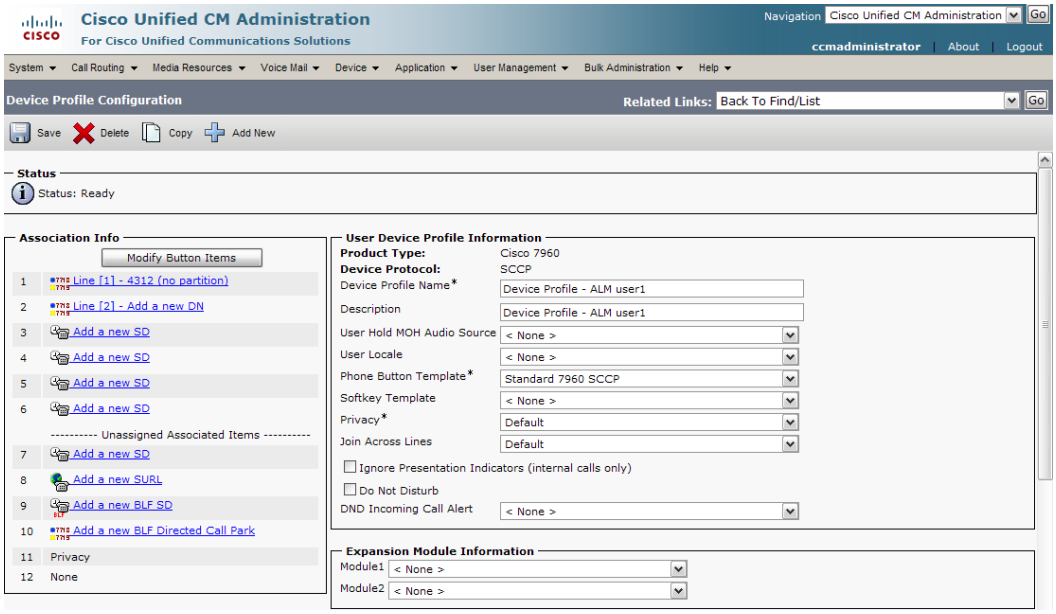
The “Line Text Label” field is the text which is displayed on the phone to identify a phone or a user. Because the phone in this example is only an internal phone and can only be used in combination with ExtensionMobility and ALM.

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

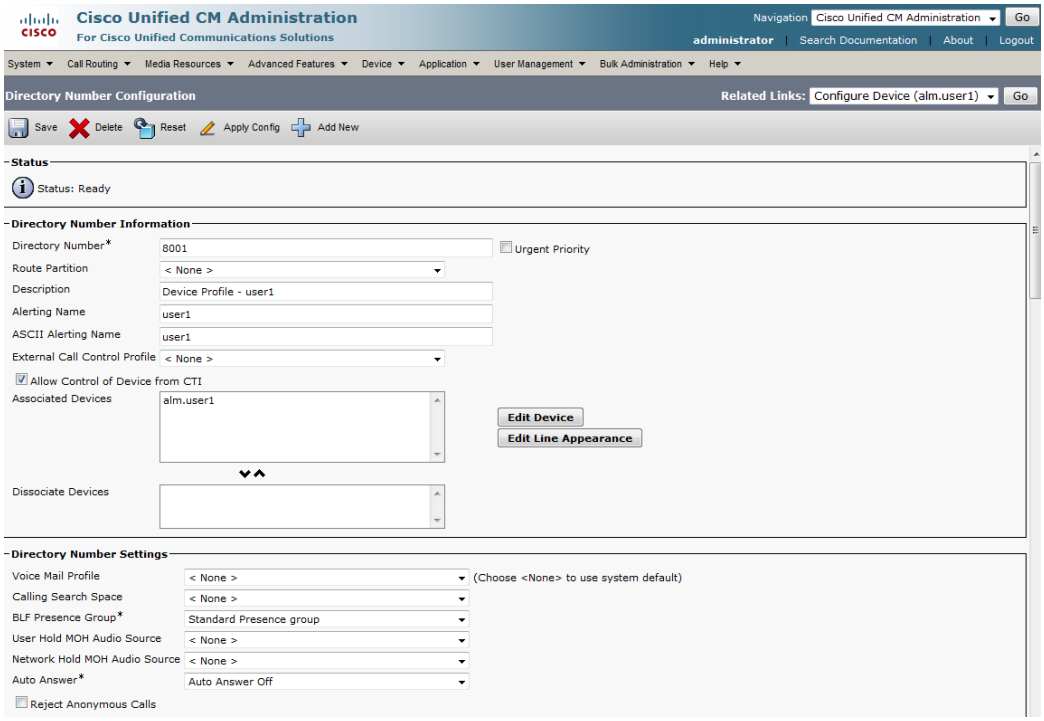
A User Device Profile is the profile which will be loaded on the phone when a user logs in using ALM. The settings which were previously configured on the phone will not be available anymore.

- 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.

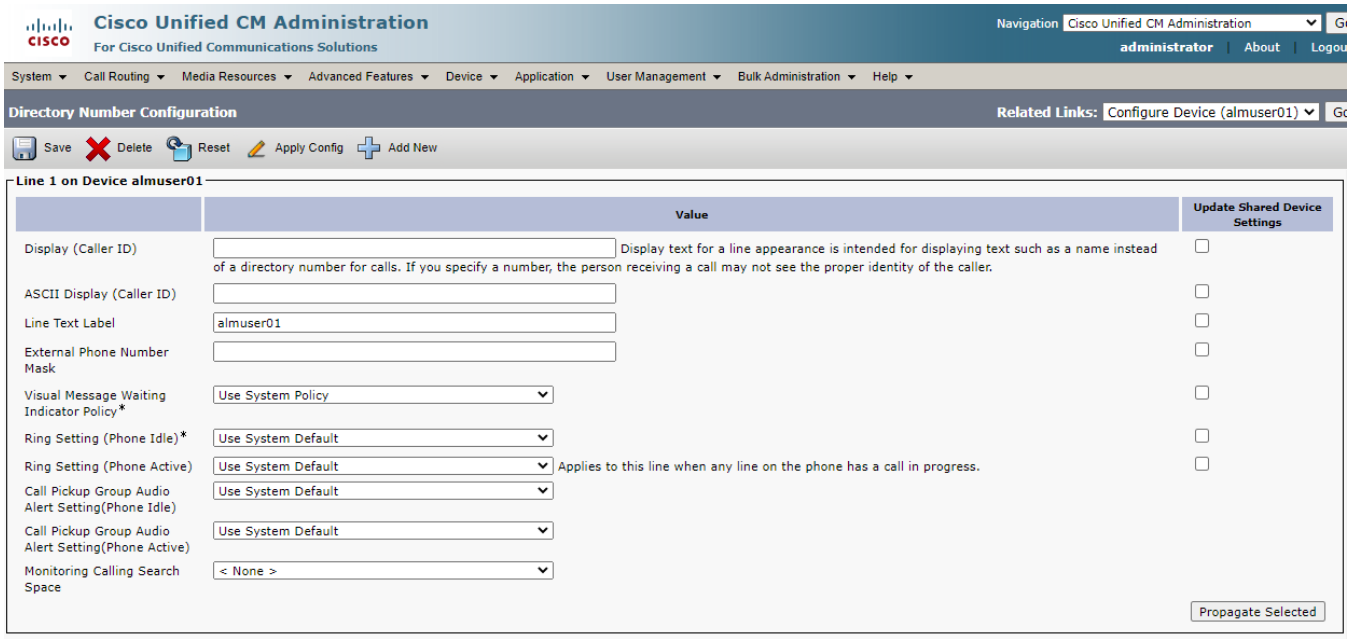


Device profile directory number settings

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



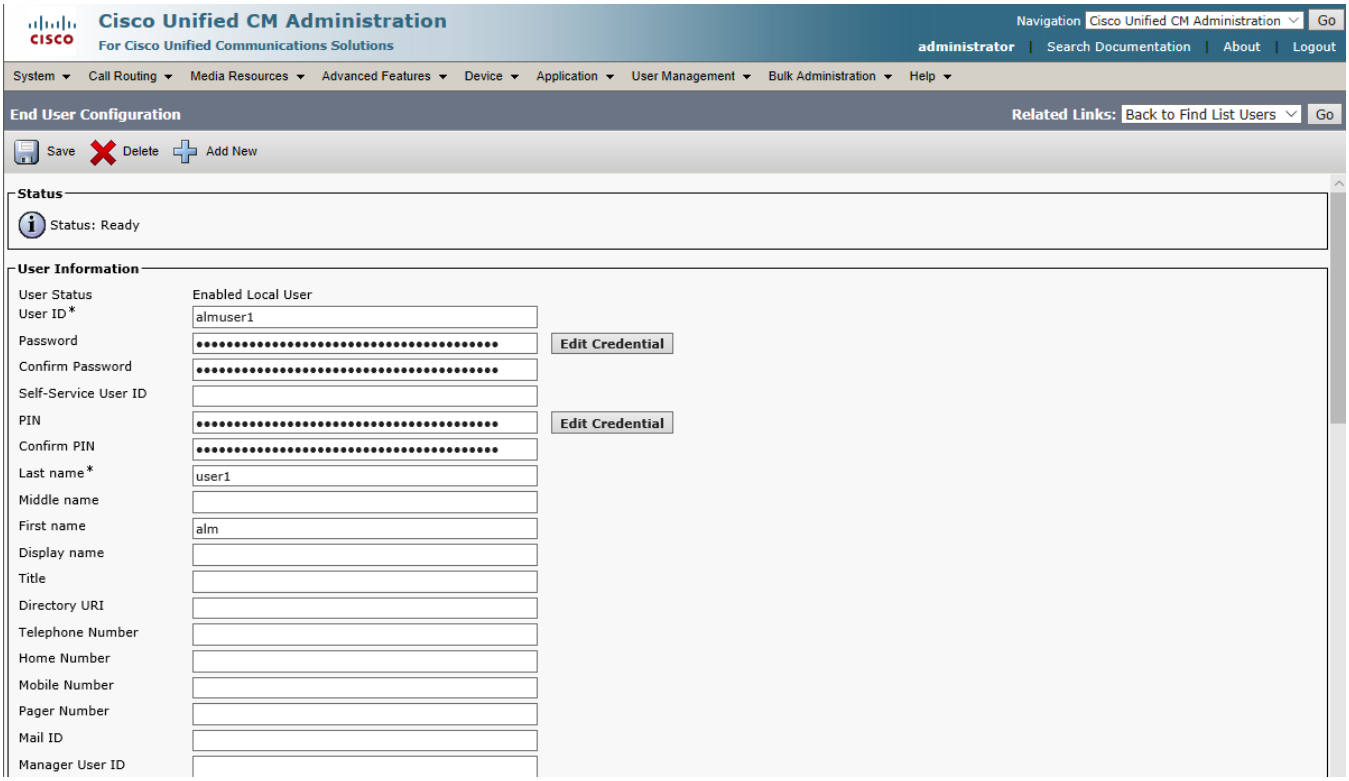
All basic user settings can be configured in the field above. So a DN, Partition and CallingSearchSpace, also the forwards to voicemail or another internal or external destination can be configured on the phone.


Cisco Unified CM Administration
For Cisco Unified Communications Solutions
Navigation Cisco Unified CM Administration
administrator | About | Logou
System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help
Directory Number Configuration
Related Links: Configure Device (almuser01)
Save Delete Reset Apply Config Add New
Line 1 on Device almuser01
Value
Update Shared Device Settings
Display (Caller ID)
Display text for a line appearance is intended for displaying text such as a name instead of a directory number for calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Caller ID)
Line Text Label
almuser01
External Phone Number Mask
Visual Message Waiting Indicator Policy*
Use System Policy
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
Monitoring Calling Search Space
< None >
Propagate Selected

Creating a user

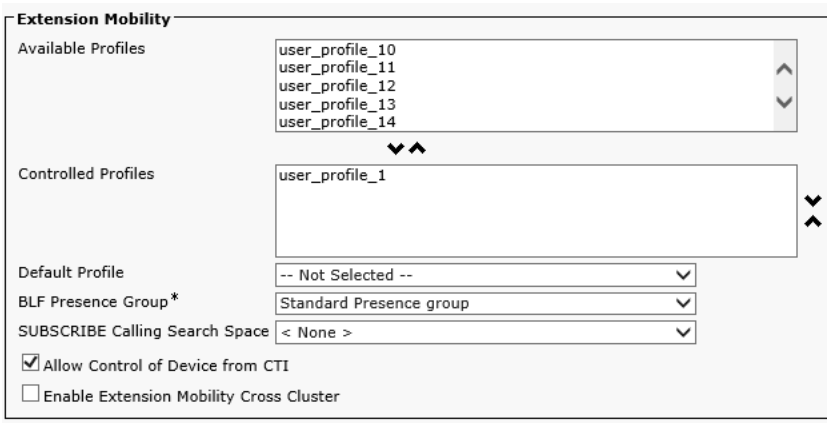
The UserID is a required field, this field is the username which is send to the CallManager when a user logs in.

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 Cisco IP 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:

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- Other countries: +31 88 1221 800
- http://www.rsconnect.net
- sales@rsconnect.net