



CHAPTER 10

Cisco Unified Communications Manager Assistant With Shared Line Support

The Cisco Unified Communications Manager Assistant feature enables managers and their assistants to work together more effectively. Cisco Unified Communications Manager Assistant supports two modes of operation: proxy line support and shared line support. The Cisco IP Manager Assistant service supports both proxy line and shared line support simultaneously in a cluster.

The feature comprises enhancements to phone capabilities for the manager and the assistant console application that are primarily used by the assistant.

Cisco Unified Communications Manager Assistant supports up to 3500 managers and 3500 assistants. To accommodate this number of users, the administrator configures up to three Cisco Unified Communications Manager Assistant applications in one Cisco Unified Communications Manager cluster and assigns managers and assistants to each instance of the application.

Cisco Unified Communications Manager users comprise managers and assistants. An assistant user handles calls on behalf of a manager. Cisco Unified Communications Manager Assistant comprises features for managers and features for assistants.

This chapter provides the following information about Cisco Unified Communications Manager Assistant:

- [Introducing Cisco Unified Communications Manager Assistant, page 10-2](#)
- [System Requirements for Cisco Unified Communications Manager Assistant with Shared Line Support, page 10-6](#)
- [Interactions and Restrictions, page 10-7](#)
- [Installing and Activating Cisco Unified Communications Manager Assistant, page 10-11](#)
- [Configuring Cisco Unified Communications Manager Assistant with Shared Line Support, page 10-11](#)
- [Providing Information to Cisco Unified Communications Manager Assistant Managers and Assistants, page 10-27](#)
- [Related Topics, page 10-30](#)

Introducing Cisco Unified Communications Manager Assistant

The following sections provide information about the Cisco Unified Communications Manager Assistant feature:

- [Cisco Unified Communications Manager Assistant Architecture Overview, page 10-2](#)
- [Cisco Unified Communications Manager Assistant Database Access Architecture, page 10-5](#)
- [Manager Interfaces, page 10-5](#)
- [Assistant Interfaces, page 10-5](#)
- [Softkeys, page 10-6](#)
- [Cisco Unified Communications Manager Assistant Administration Interface, page 10-6](#)

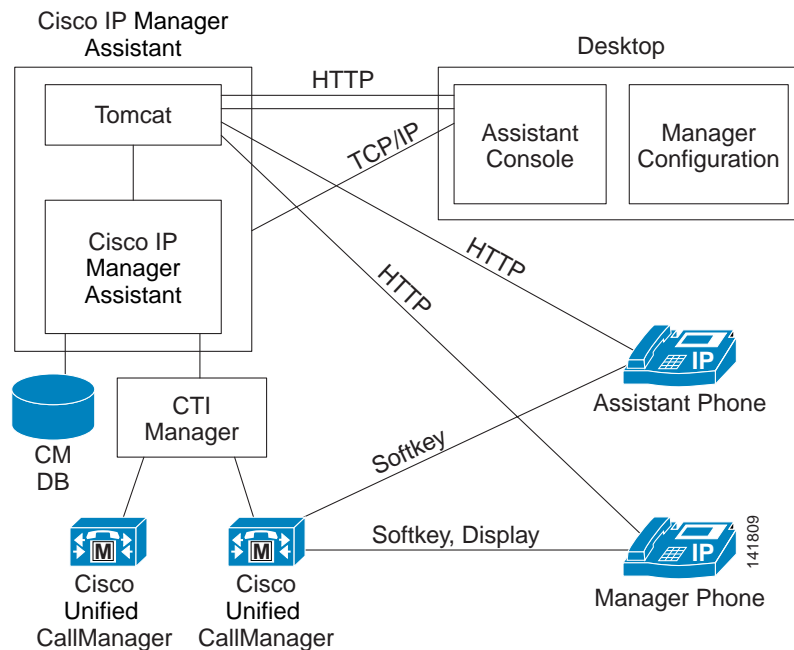
Cisco Unified Communications Manager Assistant Architecture Overview

The Cisco Unified Communications Manager Assistant feature architecture comprises the Cisco IP Manager Assistant service, the assistant console application, and the Cisco Unified IP Phone interfaces. See [Figure 10-1](#).

Additional Information

See the “[Related Topics](#)” section on [page 10-30](#).

Figure 10-1 Cisco Unified Communications Manager Assistant Architecture



Cisco IP Manager Assistant Service

Cisco Tomcat loads the Cisco IP Manager Assistant service, a servlet. Cisco Tomcat gets installed at Cisco Unified Communications Manager installation.

The Cisco IP Manager Assistant service gets installed on all Cisco Unified Communications Manager servers in a cluster. After installation, the administrator activates the service from Serviceability, which automatically starts Cisco Unified Communications Manager Assistant. The Cisco IP Manager Assistant service checks to see whether it is one of the Cisco Unified Communications Manager Assistant servers that is configured in the clusterwide service parameter, Cisco IPMA Server (Primary) IP Address. If it is, the Cisco IP Manager Assistant service attempts to become the active Cisco IP Manager Assistant service. Currently, a Cisco Unified Communications Manager cluster supports only one active Cisco IP Manager Assistant service.

The Cisco IP Manager Assistant service performs the following tasks:

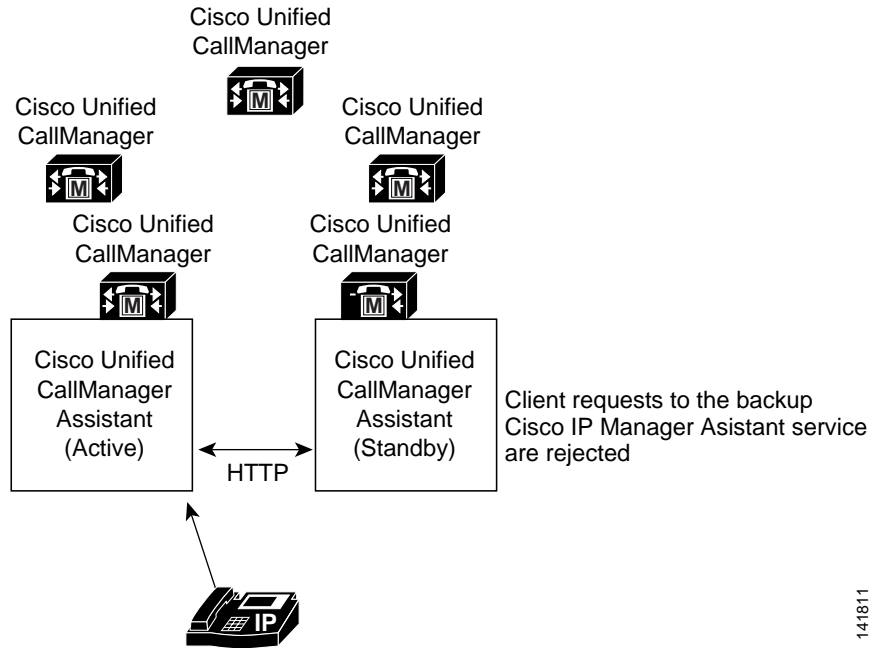
- Hosts the HTTP services that run on the manager phone.
- Hosts the web pages that the manager uses for configuration.
- Communicates to a Cisco Unified Communications Manager cluster through the Cisco CTI Manager for third-party call control. Cisco Unified Communications Manager Assistant requires only one CTI connection for all users in a cluster.
- Accesses data from the database.
- Supports the Assistant Console application.

Cisco Unified Communications Manager supports redundancy of the Cisco IP Manager Assistant service. To achieve redundancy, you must configure a second Cisco IP Manager Assistant service in the same cluster.

Cisco Unified Communications Manager Assistant implements redundancy by using an active/standby server model. At any time, only one Cisco Unified Communications Manager Assistant server remains active and servicing all assistant console applications and phones. The other server stays in a standby mode and will detect failures on the active server. When the backup server detects a failure, it takes over and becomes the active server. All connections that were active get restored on the new server, and service continues uninterrupted to the users.

If the active server fails, the Assistant Console application fails over automatically to the backup server. The Cisco IPMA Assistant Console Heartbeat Interval service parameter (see the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant”](#) section on page 10-15) determines the time that the application takes to detect failure. A shorter heartbeat interval leads to faster failover. See [Figure 10-2](#).

Figure 10-2 Cisco Unified Communications Manager Assistant Redundancy



The Cisco IP Manager Assistant service includes built-in security to help prevent unauthorized access to its services. The user ID and password that are collected at the assistant console get encrypted before they are sent over the network. The Assistant Console blocks nonauthorized users who are posing as assistants.

Assistant Console Interface

Cisco Unified Communications Manager Assistant supports the following assistant console interfaces for managers and assistants:

- Assistant Console (used for call control, log on, assistant preferences, monitoring managers call activity, keyboard shortcuts)
- Manager configuration (used for configuring the immediate divert target)

Administrators use Cisco Unified Communications Manager Administration, End User Configuration, to configure Cisco Unified Communications Manager Assistant for managers and assistants. See [“Cisco Unified Communications Manager Assistant Administration Interface”](#) section on page 10-6.

Cisco Unified Communications Manager makes the Cisco Unified Communications Manager Assistant manager features available through the Cisco Unified IP Phone. Use a browser to access Manager configuration. Assistants use the Cisco Unified IP Phone and the assistant console application. See [“Manager Interfaces”](#) section on page 10-5 and [“Assistant Interfaces”](#) section on page 10-5.

For more information about how to use the assistant console features, refer to the *Cisco Unified Communications Manager Assistant User Guide*.

Cisco Unified IP Phone Interface

Assistants and managers use softkeys to access Cisco Unified Communications Manager Assistant features. For more information about how to use the Cisco Unified Communications Manager Assistant phone features, refer to the *Cisco Unified Communications Manager Assistant User Guide*.

See “[Manager Interfaces](#)” section on page 10-5 and “[Assistant Interfaces](#)” section on page 10-5.

Cisco Unified Communications Manager Assistant Database Access Architecture

The database stores all Cisco Unified Communications Manager Assistant configuration information. When the manager or assistant logs in, the Cisco IP Manager Assistant service retrieves all data that is related to the manager or assistant from the database and stores it in memory.

Manager Interfaces

The manager phone makes available the manager features with the exception of Manager Configuration. Cisco Unified Communications Manager Assistant automatically logs a manager into the Cisco IP Manager Assistant service when the Cisco IP Manager Assistant service starts.

The manager accesses the Cisco Unified Communications Manager Assistant features Assistant Watch, Intercept Call, and Transfer to Voice Mail from the Cisco Unified IP Phone softkeys.



Note

Managers also have access to Cisco Unified Communications Manager features such as Do Not Disturb and i-Divert.

The state of the Do Not Disturb feature displays in the Status Window on the Cisco Unified IP Phone.

Refer to the *Cisco Unified Communications Manager Assistant User Guide* for more information.

Assistant Interfaces

The assistant accesses the Cisco Unified Communications Manager Assistant features by using the Assistant Console application and the Cisco Unified IP Phone. The Assistant Console, an application, provides call-control functions such as answer, divert, transfer, and hold. The assistant uses the Assistant Console to log on and log off, to set up assistant preferences, and to display the manager configuration window that is used to configure manager preferences.

The Assistant Console displays the assistant lines and the manager shared lines. Assistants access the shared lines to manage calls that are intended for a manager.

You can access Intercom and Distinctive Ringing on the assistant Cisco Unified IP Phone. When the assistant logs in from the Assistant Console, the softkeys Redirect and Transfer to Voice Mail become active for the shared lines. Refer to the *Cisco Unified Communications Manager Assistant User Guide* for more information.

Softkeys

The Cisco Unified Communications Manager Assistant feature supports softkeys such as Redirect, Transfer to Voice Mail, and Do Not Disturb on the Cisco Unified IP Phone. Softkeys only appear in their appropriate call state; for example, Transfer to Voice Mail does not appear if no active calls exist.

Cisco Unified Communications Manager Assistant supports the following softkey templates:

- Standard Manager—Supports manager for proxy mode
- Standard Shared Mode Manager—Supports manager for shared mode
- Standard Assistant—Supports assistant in proxy or shared mode

Additionally, the system makes call-processing (such as hold and dial) softkeys available with the Standard User template. The administrator configures the appropriate softkey template for the devices that managers and assistants use.



Note

The default process assigns call-processing softkey templates to devices.

Administrators can create custom softkey templates in addition to using the standard softkey templates that are included in Cisco Unified Communications Manager. Use Softkey Template configuration in Cisco Unified Communications Manager Administration to associate softkey templates with Cisco Unified Communications Manager Assistant devices and to create custom softkey templates. See [Softkey Template Configuration](#) in the *Cisco Unified Communications Manager Administration Guide*.

Cisco Unified Communications Manager Assistant Administration Interface

The administrator uses the End User Configuration window of Cisco Unified Communications Manager Administration to configure the manager and assistant. The administrator chooses the device for the manager and assistant and optionally chooses an intercom line for the manager and assistant. The administrator sets up the shared line for the manager, which gets configured for the assistant.

See the [“Manager and Assistant Configuration”](#) section on page 10-20.

System Requirements for Cisco Unified Communications Manager Assistant with Shared Line Support

Cisco Unified Communications Manager Assistant with shared line support requires the following software components to operate:

- Cisco Unified Communications Manager
- Microsoft Internet Explorer or Netscape Navigator:
 - Cisco Unified Communications Manager Assistant administration (using Cisco Unified Communications Manager Administration) supports Microsoft Internet Explorer (IE) 6, Internet Explorer 7, and Netscape 7.1.
 - The Assistant Console application installation program supports Microsoft Internet Explorer (IE) 6, Internet Explorer 7, and Netscape 7.1. (See the [“Interactions and Restrictions”](#) section on page 10-7 for more information.)

- The Assistant Console application supports Microsoft Windows 2000, Microsoft Windows XP, and Microsoft Vista.
- The Manager Configuration application supports Microsoft Internet Explorer (IE) 6.0 or later.

The following phones that are running SCCP support Cisco Unified Communications Manager Assistant:

- Cisco Unified IP Phone 7970/71
- Cisco Unified IP Phone 7960/61
- Cisco Unified IP Phone 7940/41 (See the “Restrictions” section on page 10-10.)

**Note**

Cisco Unified IP Phones 7960/61 and 7970/71 that are running Cisco Unified Communications Manager Assistant may be equipped with a Cisco Unified IP Phone Expansion Module 7914.

The following phones that are running SIP support Cisco Unified Communications Manager Assistant:

- Cisco Unified IP Phone 7970/71 (G and G-GE)
- Cisco Unified IP Phone 7941/61 (G and G-GE)

Because Cisco Unified Communications Manager Assistant is installed automatically on the same server with Cisco Unified Communications Manager, you do not require an additional server.

Interactions and Restrictions

The following sections describe the interactions and restrictions for Cisco Unified Communications Manager Assistant:

- [Interactions, page 10-7](#)
- [Restrictions, page 10-10](#)

Interactions

The following sections describe how Cisco Unified Communications Manager Assistant interacts with Cisco Unified Communications Manager applications:

- [Bulk Administration Tool, page 10-7](#)
- [Extension Mobility, page 10-8](#)
- [Reporting Tools, page 10-8](#)
- [Multilevel Precedence and Preemption \(MLPP\), page 10-9](#)
- [Intercom, page 10-9](#)

Bulk Administration Tool

The administrator can use the Bulk Administration Tool (BAT) to add many users (managers and assistants) at once instead of adding users individually. Refer to the *Cisco Unified Communications Manager Bulk Administration Guide* for more information.

The BAT templates that the Cisco Unified Communications Manager Assistant Configuration Wizard creates for Cisco Unified IP Phones 7970, 7971, 7961, and 7941 support only the Cisco Unified Communications Manager intercom lines.

Additional Information

See the “[Related Topics](#)” section on page 10-30.

Extension Mobility

A manager who uses the Cisco Extension Mobility feature can simultaneously use Cisco Unified Communications Manager Assistant. The manager logs into the Cisco Unified IP Phone by using extension mobility, and Cisco IP Manager Assistant service automatically gets enabled on that phone. The manager can then access the Cisco Unified Communications Manager Assistant features.

To have access to Cisco Extension Mobility with Cisco Unified Communications Manager Assistant, the administrator checks the Mobile Manager check box in the Manager Configuration window in Cisco Unified Communications Manager Administration (accessed from the End User Configuration window). See the “[Configuring a Manager and Assigning an Assistant for Shared Line Mode](#)” section on page 10-21. For more information about configuring device profiles, see [Configuring a Device Profile](#) in the *Cisco Unified Communications Manager Administration Guide*. For more information about Cisco Extension Mobility, see [Chapter 8, “Cisco Extension Mobility.”](#)

Reporting Tools

Cisco Unified Communications Manager Assistant provides statistical information in the CDR Analysis and Reporting (CAR) tool and provides a summary of changes to configurations in a change log. The following sections describe these reporting tools.

CDR Analysis and Reporting

Cisco Unified Communications Manager Assistant supports call-completion statistics for managers and assistants and inventory reporting for managers and assistants. The CDR Analysis and Reporting (CAR) tool supports call-completion statistics. Cisco Unified Serviceability supports inventory reporting. Refer to the *Cisco Unified Communications Manager System Guide*, the *Cisco Unified Serviceability Administration Guide*, and the *CDR Analysis and Reporting Administration Guide* for more information.

Unified CM AssistantChangeLog*.txt

The administrator can view a summary of changes that are made to the Manager or Assistant Configurations. A manager can change defaults by accessing the Manager Configuration from a URL.

An assistant can change the manager defaults from the Assistant Console.



Note

Refer to the *Cisco Unified Communications Manager Assistant User Guide* for information about the URL and Manager Configuration.

When changes are made, the information gets sent to a log file that is called ipma_changeLogxxx.log. The log file resides on the server that runs the Cisco IP Manager Assistant service. Use the following command to obtain the log file:

```
file get activelog tomcat/logs/ipma/log4j/
```

The administrator can download this file from the server by using the Trace Collection Tool in the Cisco Unified Cisco Unified Real-Time Monitoring Tool (RTMT). Refer to the *Cisco Unified Real-Time Monitoring Tool Administration Guide* for more information.

The log file contains the following fields:

- **LineNumber**—The line in the log file with information about changes
- **TimeStamp**—The time that the configuration changed
- **for Manager/Assistant**—Designation of whether the change is for the manager or the assistant
- **for Userid**—The userid of the manager or assistant that is being changed
- **by Manager/Assistant**—Designation of whether the change was made by the manager or the assistant
- **by Userid**—The userid of the manager or assistant who made the change
- **Parameter Name**—What changed; for example, divert target number
- **Old Value**—The value of the information before the change
- **New Value**—The value of the information after the change

Because the information in the log file is comma delimited, the administrator can open the log file by using a spreadsheet application such as Microsoft Excel. Use the following procedure to save the log file contents to the Microsoft Excel application.

Procedure

- Step 1** Start the Microsoft Excel application.
 - Step 2** Choose **File > Open** to open the Unified CM Assistant.txt file.
 - Step 3** Choose the Original data type, file type as Delimited and click **Next**.
 - Step 4** Choose Delimiters as Comma and click **Next**.
 - Step 5** When complete, click **Finish**.
-

Multilevel Precedence and Preemption (MLPP)

The following points describe the interactions between Cisco Unified Communications Manager Assistant with shared line support and MLPP:

- The system preserves call precedence in the handling of calls by Cisco Unified Communications Manager Assistant. For example, when an assistant diverts a call, the system preserves the precedence of the call.
- Because Cisco Unified Communications Manager Assistant does not have knowledge of the precedence of a call, it does not provide any additional indication of the precedence of a call on the assistant console.

Intercom

Cisco Unified Communications Manager Assistant supports the following two types of intercom:

- Cisco Unified Communications Manager Assistant intercom (used with Cisco Unified IP Phones 7940 and 7960). This intercom feature gets configured by using the DN configuration and end user (manager and assistant) configuration windows.
- Cisco Unified Communications Manager intercom (used with Cisco Unified IP Phones 7941, 7961, 7970, and 7971). This intercom feature gets configured by using the intercom partition, intercom calling search space, intercom directory number, intercom translation pattern, DN, and end user (manager and assistant) configuration windows.

Restrictions

The following restrictions apply to Cisco Unified Communications Manager Assistant:

- Cisco Unified Communications Manager Assistant supports SIP on Cisco Unified IP Phones 7941/61 and 7970/71.
- Cisco Unified Communications Manager Assistant supports up to 3500 managers and 3500 assistants by configuring multiple Cisco IP Manager Assistant servers (pools). When multiple pools are enabled, a manager and all configured assistants for that manager should belong to the same pool.
- One manager can have up to 10 assigned assistants.
- One assistant can support up to 33 managers (if each manager has one Cisco Unified Communications Manager-controlled line).
- Cisco Unified Communications Manager Assistant supports up to 3500 managers and 3500 assistants per Cisco Unified Communications Manager cluster when you are using the MCS 7845 server.
- The Assistant Console does not support hunt groups/queues.
- The Assistant Console does not support record and monitoring.
- The Assistant Console does not support on-hook transfer (the ability to transfer a call by pressing the Transfer softkey and going on hook to complete the transfer).
- The Assistant Console does not support the one-touch Call Pickup feature.
- Cisco Unified IP Phone 7940/7941 supports only two lines or speed-dial buttons.
- When an upgrade to Cisco Unified Communications Manager Release 7.0(1) occurs, existing Cisco Unified Communications Manager Assistant users that use the incoming intercom line do not get upgraded automatically to the Cisco Unified Communications Manager Intercom feature.
- The system does not support calls between the Cisco Unified Communications Manager Intercom feature and regular lines (which may be configured as Cisco Unified Communications Manager Assistant Intercom lines).
- Cisco Unified IP Phones 7960 and 7940 support only the Cisco Unified Communications Manager Assistant intercom lines feature. Cisco Unified IP Phones 7941, 7961, 7970, and 7971 support only the Cisco Unified Communications Manager intercom feature.
- To install the Assistant Console application on a computer with Microsoft Internet Explorer 6 (or later) on Windows XP, install the Microsoft Java Virtual Machine (JVM) with Windows XP Service Pack 1 before the Assistant Console installation.

Installing and Activating Cisco Unified Communications Manager Assistant

Cisco Tomcat loads the Cisco Unified Communications Manager Assistant, a servlet. Cisco Tomcat gets installed and started at Cisco Unified Communications Manager installation. For more information, see the [“Cisco IP Manager Assistant Service” section on page 10-3](#).

The administrator performs the following three steps after installation to make Cisco Unified Communications Manager Assistant available for system use:

1. Use Cisco Unified Serviceability Service Activation, located on the Tools menu, to activate the Cisco IP Manager Assistant service. Refer to the *Cisco Unified Serviceability Administration Guide*.
2. Configure the applicable service parameters for the Cisco IP Manager Assistant service. See the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant” section on page 10-15](#).
3. Use Serviceability Control Center Feature Service to stop and start the Cisco IP Manager Assistant service. See the [“Starting the Cisco IP Manager Assistant Service” section on page 10-18](#).

**Note**

If the managers and assistants will require Cisco Unified Communications Manager Assistant features to display (on the phone and assistant console) in any language other than English, verify that the locale installer is installed before configuring Cisco Unified Communications Manager Assistant. Refer to the *Cisco Unified Communications Operating System Administration Guide*.

Configuring Cisco Unified Communications Manager Assistant with Shared Line Support

For successful configuration of Cisco Unified Communications Manager Assistant, review the steps in the configuration checklist, perform the user and device configuration requirements, and configure the managers and assistants.

**Note**

Cisco Unified Communications Manager Assistant with shared line support coexists in the same Cisco Unified Communications Manager cluster with Cisco Unified Communications Manager Assistant with proxy line support. For configuration information about proxy line support, see the [“Cisco Unified Communications Manager Assistant With Proxy Line Support” section on page 9-1](#).

The following sections provide configuration information:

- [Configuration Checklist for Cisco Unified Communications Manager Assistant with Shared Line Support, page 10-12](#)
- [Setting the Service Parameters for Cisco Unified Communications Manager Assistant, page 10-15](#)
- [Configuring Multiple Servers for Cisco Unified Communications Manager Assistant Scalability, page 10-16](#)
- [Security Considerations, page 10-18](#)
- [Starting the Cisco IP Manager Assistant Service, page 10-18](#)

- [Manager and Assistant Phone Configuration, page 10-18](#)
- [Manager and Assistant Configuration, page 10-20](#)

Configuration Checklist for Cisco Unified Communications Manager Assistant with Shared Line Support

[Table 10-1](#) shows the logical steps for configuring the Cisco Unified Communications Manager Assistant with shared line support in Cisco Unified Communications Manager.

Before You Begin

The information in the checklist assumes that you have already configured the phones and the users and have associated the devices to the users. Additionally, for shared line appearances between managers and assistants, you must configure the same directory number on the manager primary line and assistant secondary line. Refer to [Configuring an End User](#), [Associating Devices to an End User](#), [Configuring Cisco Unified IP Phones](#), and [Directory Number Configuration Overview](#) in the *Cisco Unified Communications Manager Administration Guide*.

Table 10-1 Cisco Unified Communications Manager Assistant Configuration Checklist with Shared Line Support

Configuration Steps		Related Procedures and Topics
Step 1	Using Cisco Unified Serviceability, Service Activation, activate Cisco IP Manager Assistant service.	Cisco Unified Serviceability Administration Guide
Step 2	Configure Cisco IP Manager Assistant service parameters for shared line support.	Setting the Service Parameters for Cisco Unified Communications Manager Assistant, page 10-15 Service Parameters Configuration, Cisco Unified Communications Manager Administration Guide
Step 3	If using the Cisco Unified Communications Manager intercom feature, add the Intercom partition, Intercom calling search space, Intercom directory number, and the Intercom translation pattern.	Intercom, page 22-1 Intercom, page 10-9 Configuring Shared and Incoming Intercom Lines for the Assistant, page 10-24
Step 4	If multiple Cisco Unified Communications Manager Assistant pools are required to support large numbers of assistants and managers, configure the following Cisco IP Manager Assistant clusterwide service parameters: <ul style="list-style-type: none"> • Enable Multiple Active Mode • Pool 2 and Pool 3 Cisco IPMA Server IP Address 	Configuring Multiple Servers for Cisco Unified Communications Manager Assistant Scalability, page 10-16
Step 5	<ul style="list-style-type: none"> • Configure the application user CAPF profile (optional). • Configure Cisco IP Manager Assistant service parameters for security (optional). 	Setting the Service Parameters for Cisco Unified Communications Manager Assistant, page 10-15 Security Considerations, page 10-18
Step 6	Using the Serviceability Control Center Feature Services, stop and start the Cisco IP Manager Assistant service.	Starting the Cisco IP Manager Assistant Service, page 10-18

Table 10-1 Cisco Unified Communications Manager Assistant Configuration Checklist with Shared Line Support (continued)

Configuration Steps		Related Procedures and Topics
Step 7	Add the appropriate Cisco Unified IP Phone phone button template.	Configuring Phone Button Templates , <i>Cisco Unified Communications Manager Administration Guide</i>
Step 8	Configure manager and assistant Cisco Unified IP Phone parameters: <ul style="list-style-type: none"> Set up manager phone. Set up assistant phone. 	Cisco Unified IP Phone Configuration , <i>Cisco Unified Communications Manager Administration Guide</i>
Step 9	Configure manager phone settings: <ul style="list-style-type: none"> Assign the softkey template for shared line mode. If using Do Not Disturb, configure the Do Not Disturb fields on the manager phone. Add primary lines. (Use the same DN and partition for the assistant secondary line DN.) Set up voice-mail profile on primary line. Add incoming intercom line (optional). For Cisco Unified IP Phones 7940 and 7960, add speed dial for outgoing intercom targets. For Cisco Unified IP Phones 7941, 7961, 7970, and 7971, add the intercom capabilities. Set user locale. Reset the phone. <p>Tip To automatically configure some manager phone settings, choose the automatic configuration check box on the Manager Configuration window when you are configuring the manager. For more information, see the “Manager Phones” section on page 10-19.</p>	Manager and Assistant Phone Configuration , page 10-18 Finding a Phone , <i>Cisco Unified Communications Manager Administration Guide</i> Deleting a Phone , <i>Cisco Unified Communications Manager Administration Guide</i> Directory Number Configuration Overview , <i>Cisco Unified Communications Manager Administration Guide</i> Do Not Disturb , page 18-1 Intercom , page 10-9 Intercom , page 22-1 Configuring Speed-Dial Buttons , <i>Cisco Unified Communications Manager Administration Guide</i> Resetting a Phone , <i>Cisco Unified Communications Manager Administration Guide</i>

Table 10-1 Cisco Unified Communications Manager Assistant Configuration Checklist with Shared Line Support (continued)

Configuration Steps	Related Procedures and Topics
<p>Step 10 Configure assistant phone settings:</p> <ul style="list-style-type: none"> • Assign a softkey template. • Add a 14-button expansion module (optional). • Assign the phone button template. • Add a primary line. • Add shared lines for each configured manager. (Use the same DN and partition for the assistant secondary line and manager primary line.) • Add incoming intercom line (optional). • For Cisco Unified IP Phones 7940 and 7960, add speed dial for outgoing intercom targets. • For Cisco Unified IP Phones 7941, 7961, 7970, and 7971, add the intercom capabilities. • Set user locale. • Reset the phone. <p>Tip To automatically configure some assistant phone settings, choose the Automatic Configuration check box on the Assistant Configuration window when you are configuring the assistant. For more information, see the “Assistant Phones” section on page 10-19.</p>	<p>Manager and Assistant Phone Configuration, page 10-18</p> <p>Finding a Phone, Cisco Unified Communications Manager Administration Guide</p> <p>Deleting a Phone, Cisco Unified Communications Manager Administration Guide</p> <p>Directory Number Configuration Overview, Cisco Unified Communications Manager Administration Guide</p> <p>Intercom, page 10-9</p> <p>Intercom, page 22-1</p> <p>Configuring Speed-Dial Buttons, Cisco Unified Communications Manager Administration Guide</p> <p>Resetting a Phone, Cisco Unified Communications Manager Administration Guide</p>
<p>Step 11 Configure Cisco Unified Communications Manager Assistant:</p> <ul style="list-style-type: none"> • Create a new manager. • Configure shared lines for manager. • Assign an assistant to a manager. • Configure lines for the assistant. • Configure intercom lines (optional) 	<p>Configuring a Manager and Assigning an Assistant for Shared Line Mode, page 10-21</p> <p>Deleting Cisco Unified Communications Manager Assistant Information for the Manager, page 10-23</p> <p>Configuring Shared and Incoming Intercom Lines for the Assistant, page 10-24</p> <p>Intercom, page 10-9</p> <p>Intercom, page 22-1</p>
<p>Step 12 Configure the dial rules for the assistant.</p>	<p>Application Dial Rules Configuration Error Checking, Cisco Unified Communications Manager System Guide</p>
<p>Step 13 Install the Assistant Console application.</p>	<p>Installing the Assistant Console Application, page 10-27</p>
<p>Step 14 Configure the manager and assistant console applications.</p>	<p>Cisco Unified Communications Manager Assistant User Guide</p>

Setting the Service Parameters for Cisco Unified Communications Manager Assistant

Service Parameters for the Cisco IP Manager Assistant service comprise three categories: general, clusterwide, and clusterwide parameters that must be configured if you want to use the Cisco Unified Communications Manager Assistant automatic configuration for managers and assistants. Specify clusterwide parameters once for all Cisco IP Manager Assistant services. Specify general parameters for each Cisco IP Manager Assistant service that is installed.

Set the Cisco IP Manager Assistant service parameters by using Cisco Unified Communications Manager Administration to access the service parameters (**System > Service Parameters**). Choose the server where the Cisco Unified Communications Manager Assistant application resides and then choose the Cisco IP Manager Assistant service.

Cisco IP Manager Assistant includes the following service parameters that must be configured:

- Clusterwide Parameters That Apply to All Servers
 - Cisco IPMA Server (Primary) IP Address—No default. Administrator must manually enter this IP address. Administrator can assign up to 2500 managers and assistants to this address.
 - Cisco IPMA Server (Backup) IP Address—No default. Administrator must manually enter this IP address.
 - Cisco IPMA Server Port—Default specifies Port 2912.
 - Cisco IPMA Assistant Console Heartbeat Interval—Default specifies 30 seconds. This interval timer specifies how long it takes for the failover to occur on the assistant console.
 - Cisco IPMA Assistant Console Request Timeout—Default specifies 30 seconds.
 - Cisco IPMA RNA Forward Calls—Default specifies False. This service parameter does not apply to shared line support.
 - Cisco IPMA RNA Timeout—Default specifies 10 seconds. This service parameter does not apply to shared line support.
 - CTIManager Connection Security Flag has the following two options:
 - Nonsecure—The security mode specifies nonsecure.
 - Use Cluster Default—Cisco IP Manager Assistant service fetches the security mode for the cluster. If the cluster security mode is detected as mixed, Cisco Unified Communications Manager Assistant will open a secure connection to CTI Manager by using the Application CAPF profile. To make the secure connection succeed, configure both the “CTI Manager Connection Security Flag” and the “CAPF Profile Instance ID for Secure Connection to CTI Manager” parameters.
- Advanced Clusterwide
 - Enable Multiple Active Mode—The default specifies False. When this parameter is set to True, the administrator can configure up to 7000 managers and assistants by using multiple pools.
 - Pool 2: Cisco IPMA Server (Primary) IP Address—No default. Administrator must manually enter this IP address. Administrator can assign up to 2500 managers and assistants to this address.
 - Pool 2: Cisco IPMA Server (Backup) IP Address—No default. Administrator must manually enter this IP address.

- Pool 3: Cisco IPMA Server (Primary) IP Address—No default. Administrator must manually enter this IP address. Administrator can assign up to 2500 managers and assistants to this address.
- Pool 3: Cisco IPMA Server (Backup) IP Address—No default. Administrator must manually enter this IP address.
- Cisco IPMA Service Parameters for each server
 - CTIManager (Primary) IP Address—No default. Enter the IP address of the primary CTIManager that will be used for call control.
 - CTIManager (Backup) IP Address—No default. Administrator must manually enter this IP address.
 - Route Point Device Name for Proxy Mode—Not applicable for shared line support.
 - CAPF Profile Instance Id for Secure Connection to CTIManager—This service parameter specifies the Instance Id of the Application CAPF Profile for the Application User IPMASecureSysUser that this Cisco Unified Communications Manager Assistant server will use to open a secure connection to CTIManager. You must configure this parameter if CTIManager Connection Security Flag is enabled.

Cisco Unified Communications Manager Assistant includes the following clusterwide parameters that must be configured if you want to use the Cisco Unified Communications Manager Assistant automatic configuration for managers and assistants:

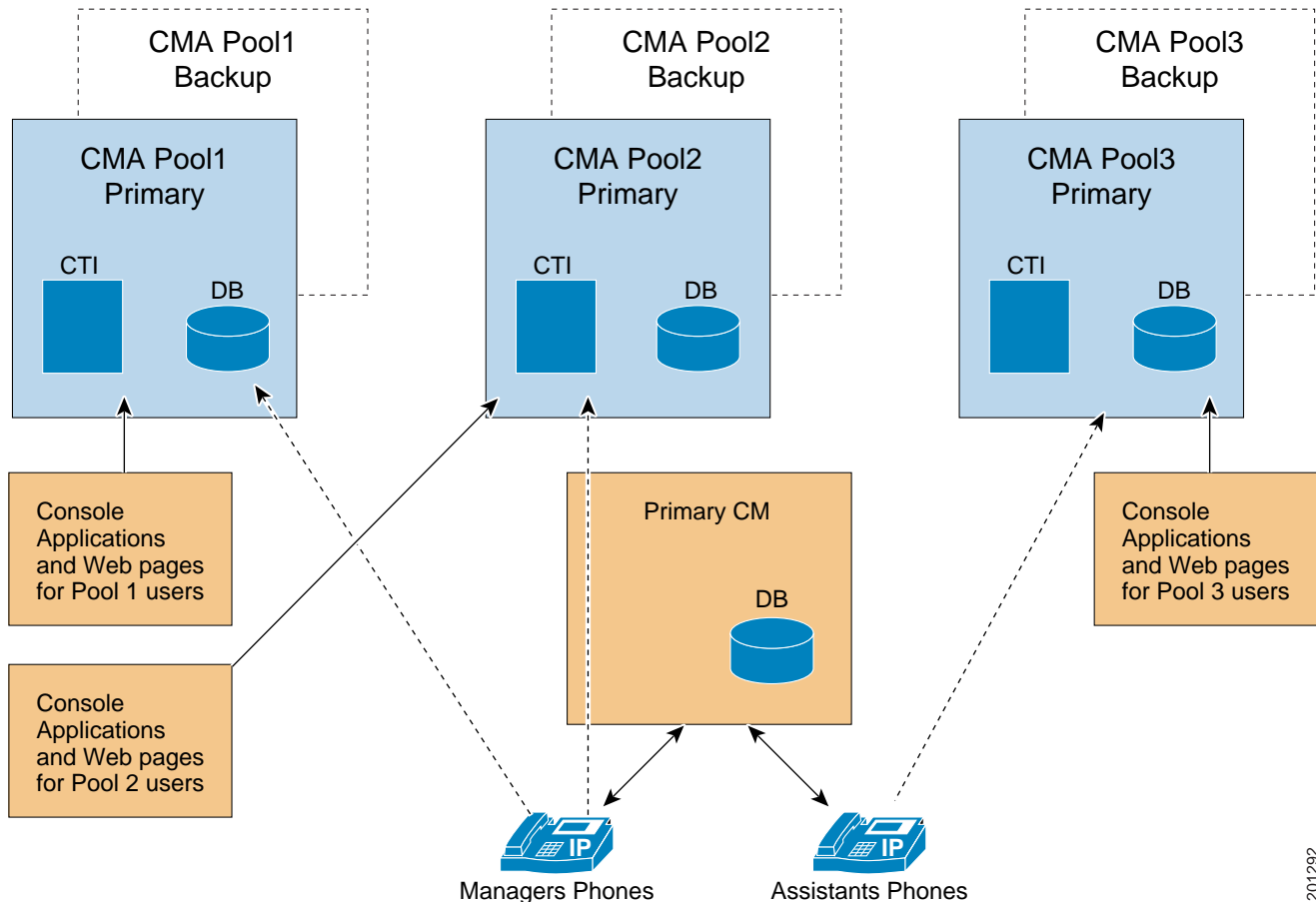
- Clusterwide Parameters for Softkey Templates
 - Assistant Softkey Template—Default specifies Standard Assistant softkey template. This parameter specifies the softkey template that is assigned to the assistant device during assistant automatic configuration.
 - Manager Softkey Template for Proxy Mode—This service parameter does not apply to shared line support.
 - Manager Softkey Template for Shared Mode—Default specifies Standard Shared Mode Manager. Set this parameter to specify the shared mode softkey template that is assigned to the manager device during manager automatic configuration.
- IPMA Device Configuration Defaults for Proxy Mode—These parameters do not apply for Cisco Unified Communications Manager Assistant with shared line support.
- Proxy Directory Number Range for Proxy Mode—These parameters do not apply for Cisco Unified Communications Manager Assistant with shared line support.
- Proxy Directory Number Prefix for Proxy Mode—These parameters do not apply for Cisco Unified Communications Manager Assistant with shared line support.

Configuring Multiple Servers for Cisco Unified Communications Manager Assistant Scalability

Cisco Unified Communications Manager supports up to 3500 managers and 3500 assistants for a total of 7000 users. To support 7000 users, the administrator must configure multiple active Cisco IP Manager Assistant servers by enabling and setting service parameters. Administrators can configure up to three active Cisco IP Manager Assistant servers, with each managing up to 2500 pairs of managers and assistants. Each server can also have a backup server. Configure the Cisco IP Manager Assistant servers

by using the Advanced Service Parameters, Enable Multiple Active Mode, Pool 2: Cisco IPMA Server, and Pool3: Cisco IPMA Server. See the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant”](#) section on page 10-15 for more information. See [Figure 10-3](#).

Figure 10-3 Scalability Architecture



1. Activate IPMA service (see the [“Installing and Activating Cisco Unified Communications Manager Assistant”](#) section on page 10-11)
2. Enable multiple active mode (see the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant”](#) section on page 10-15)
3. Provide IP addresses for multiple pools (see the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant”](#) section on page 10-15)
4. Add pool to the manager/assistant from the End User Configuration window (see the [“Configuring a Manager and Assigning an Assistant for Shared Line Mode”](#) section on page 10-21)

Migration Considerations

If you are migrating from a release previous to Cisco Unified Communications Manager Release 7.0(1), all managers and assistants will get migrated to Pool 1 (the default).

Security Considerations

Cisco Unified Communications Manager Assistant supports a secure connection to CTI (transport layer security connection).

The administrator must configure a CAPF profile (one for each Cisco Unified Communications Manager Assistant node) by choosing **User Management > Application User CAPF Profile**. From the Application User drop-down list box that is on the Application User CAPF Profile Configuration window, the administrator chooses IPMASecureSysUser.

For more information about configuring security for Cisco Unified Communications Manager Assistant, see the information on the CTIManager Connection Security Flag and the CAPF Profile Instance Id for Secure Connection to CTIManager service parameters in the [“Setting the Service Parameters for Cisco Unified Communications Manager Assistant”](#) section on page 10-15.

The *Cisco Unified Communications Manager Security Guide* provides detailed security configuration procedures for CTI applications.

Starting the Cisco IP Manager Assistant Service

The Cisco IP Manager Assistant service runs as an application on Cisco Tomcat. To start or stop the Cisco IP Manager Assistant service, use the Serviceability Control Center Feature Services window.

Manager and Assistant Phone Configuration

You must configure and associate devices for each Cisco Unified Communications Manager Assistant manager and assistant. Before you begin, complete the following tasks, depending on the phone type.

Cisco Unified IP Phones 7940/7960 SCCP Only and 7941/61 and 7970/71 SCCP and SIP

- Add a Cisco Unified IP Phone for each manager and assistant that will be using Cisco Unified Communications Manager Assistant. To add these phones, use one of the following methods:
 - Manually (**Device > Phone**)
 - Auto registration
 - BAT
- Assign the Standard Assistant or Standard Shared Mode Manager softkey template.

Cisco Unified IP Phone 7940/41

You can use the Cisco Unified IP Phone 7940/41 for Cisco Unified Communications Manager Assistant, but certain restrictions apply:

- Add a Cisco Unified IP Phone 7940/41 for each manager with the following items configured:
 - Two lines, one for the primary line and one for the intercom
 - Softkey template for manager with shared line support
- Add a Cisco Unified IP Phone 7940/41 for each assistant with the following items configured:
 - Two lines, one for the primary line and one for the intercom
 - Softkey template for assistant



Note Cisco supports the Cisco Unified IP Phone 7940/41 for Cisco Unified Communications Manager Assistant but recommends the Cisco Unified IP Phone 7960/61 or Cisco Unified IP Phone 7970/71 because they provide more functionality.



Note Cisco Unified IP Phone 7940/60 supports only the Cisco Unified Communications Manager Assistant intercom feature.

After you complete these tasks, configure the phones as described in the following sections:

- [Manager Phones, page 10-19](#)
- [Assistant Phones, page 10-19](#)
- [Nonmanager and Nonassistant Phones, page 10-20](#)

Manager Phones

The following section describes the Cisco Unified Communications Manager Assistant requirements and tips for configuring a manager phone.

Manager Phone Configuration

Configure the manager Cisco Unified IP Phones with the following settings:

- Standard Shared Mode Manager softkey template
- Primary line
- Additional lines for shared line support (optional)
- Voice-mail profile on primary line
- If using the Cisco Unified IP Phone 7941, 7961, 7970, or 7971, configure the intercom feature.
- If using the Cisco Unified IP Phone 7940/60, configure the incoming intercom line to support the auto answer with speakerphone or headset option.
- If using the Cisco Unified IP Phone 7940/60, configure the speed dial for outgoing intercom targets.
- User locale

You can automate some of these settings by choosing the Automatic Configuration check box on the End User Configuration window when you configure the manager. For step-by-step instructions, see the [“Configuring a Manager and Assigning an Assistant for Shared Line Mode”](#) section on page 10-21.

Automatic Configuration sets the following items for the manager device or device profile:

- Softkey template
- Auto answer with speakerphone for intercom line (applies only to Cisco Unified IP Phone 7940/60)

Cisco Unified Communications Manager Assistant supports the Cisco Unified IP Phone 7940/41. For more information, see the [“Cisco Unified IP Phone 7940/41”](#) section on page 10-18.

Assistant Phones

The following section describes the requirements for configuring an assistant phone and provides tips on configuring an assistant phone. For step-by-step instructions, see the [“Configuring Shared and Incoming Intercom Lines for the Assistant”](#) section on page 10-24.

Assistant Phone Configuration

Configure the assistant Cisco Unified IP Phones with the following settings:

- Standard Assistant softkey template (must include the Redirect and Transfer to Voice Mail softkeys)
- Default 14-button expansion module (optional)
- Primary line
- Shared lines for each configured manager (Use the same DN and partition as the manager primary line.)
- Incoming intercom line to support the auto answer with speakerphone or headset option (applies only to Cisco Unified IP Phone 7940/60)
- Speed dial to incoming intercom line for each configured manager (applies only to Cisco Unified IP Phone 7940/60)
- User locale

Cisco Unified Communications Manager Assistant supports the Cisco Unified IP Phone 7940/41. For more information, see the [“Cisco Unified IP Phone 7940/41” section on page 10-18](#).

Nonmanager and Nonassistant Phones

In addition to configuring manager and assistant devices, configure all other users in the Cisco Unified Communications Manager cluster. Proper configuration allows managers and assistants to make calls to and receive calls from all other users in the cluster.

Manager and Assistant Configuration

From the Cisco Unified Communications Manager End User Configuration window, configure the settings for the managers and assistants who use the Cisco Unified Communications Manager Assistant feature. From this window, perform the following functions:

- Choose manager and assistant devices.
- Automatically configure a manager or assistant device, if desired.
- From the Manager Configuration or Assistant Configuration window that is accessed from the End User Configuration window, configure the following settings:
 - Set up primary and incoming intercom lines for intercom capability. For example, extension 3102 serves as the intercom line for the manager. This line will receive intercom calls from the assistant. The assistant line 1 (1102) and line 2 (1103) display on the console, and the assistant answers them.



Note The intercom line that you choose will be the one that you created by using the Cisco Unified Communications Manager intercom feature (applicable only to Cisco Unified IP Phones 7941, 7961, 7970, and 7971) or by using speed dials (applicable only to Cisco Unified IP Phones 7940 and 7960).

- Configure assistants for managers.

**Note**

When the shared lines for the manager and assistant are configured (using the Directory Number Configuration window in Cisco Unified Communications Manager Administration), the assistant configuration gets updated appropriately.

- Choose the local language in which the End User Configuration window displays.

The following sections provide details about configuring the manager and assistant settings:

- [Configuring a Manager and Assigning an Assistant for Shared Line Mode, page 10-21](#)
- [Deleting Cisco Unified Communications Manager Assistant Information for the Manager, page 10-23](#)
- [Deleting the Cisco Unified Communications Manager Assistant Information for the Assistant, page 10-25](#)
- [Configuring Shared and Incoming Intercom Lines for the Assistant, page 10-24](#)
- [Intercom, page 22-1](#)

Configuring a Manager and Assigning an Assistant for Shared Line Mode

Perform the following procedure to configure a Cisco Unified Communications Manager Assistant manager and assign an assistant to the manager. To configure a new user and associate the device to the user, see “[Configuring an End User](#)” in the *Cisco Unified Communications Manager Administration Guide*. To configure the same directory number for the manager primary line and assistant secondary line, see “[Directory Number Configuration Overview](#)” in the *Cisco Unified Communications Manager Administration Guide*.

**Tip**

Configure manager information before configuring Cisco Unified Communications Manager Assistant information for an assistant.

Procedure

- Step 1** To configure the manager and to assign an assistant to an existing user, choose **User Management > End User**. From the Find and List Users window, click the **Find** button. The window displays all of the end users that are configured in Cisco Unified Communications Manager.
- Step 2** To display user information for the chosen manager, click the user name.
The End User Configuration window displays.
- Step 3** To configure Cisco Unified Communications Manager Assistant information for the manager, choose **Manager Configuration** from the Related Links drop-down list box and click **Go**.
- Step 4** The Manager Configuration window displays and contains manager information, assistant information, and controlled lines information.
- Step 5** To automatically configure the softkey template and auto answer with speakerphone for intercom line for the manager phone based on the Cisco IP Manager Assistant service parameters, check the **Automatic Configuration** check box.

**Note**

Automatic Configuration for intercom applies only when the Cisco Unified Communications Manager Assistant intercom feature is used for the Cisco Unified IP Phones 7940 and 7960.

Step 6 Click the Uses Shared Lines check box.

Step 7 To associate a device name or device profile with a manager, choose the device name or device profile from the Device Name/Profile drop-down list box. (Extension mobility uses device profiles.) For information about using Cisco Extension Mobility with Cisco Unified Communications Manager Assistant, see the [“Extension Mobility” section on page 10-8](#).



Note If the manager telecommutes, click the Mobile Manager check box and optionally choose Device Profile. When Device Profile is chosen, the manager must log on to the phone by using extension mobility before accessing Cisco Unified Communications Manager Assistant.

Step 8 From the Intercom Line drop-down list box, choose the intercom line appearance for the manager, if applicable.



Note The chosen intercom line applies to the Cisco Unified Communications Manager Assistant and Cisco Unified Communications Manager intercom features.

Step 9 If applicable, from the Assistant Pool drop-down list box, choose the appropriate Pool number (1 to 3).

Step 10 To assign an assistant to the manager, choose the name of the assistant from the Available Assistants list and move it to the Associated Assistants list box by clicking the down arrow.



Tip You can go to the Assistant Configuration window by highlighting the assistant name and clicking the **View Details** link.

Step 11 To configure the Cisco Unified Communications Manager Assistant controlled lines, choose the appropriate line from the Available Lines list box and move it to the Selected Lines list box by clicking the down arrow.



Note Ensure the controlled line is always the shared line DN.

To remove a line from the Selected Lines selection box and from Cisco Unified Communications Manager Assistant control, highlight the line and click the up arrow.

Step 12 Click the **Save** button.

If you checked the Automatic Configuration check box and the service parameters are invalid, a message displays.

Upon successful completion of the automatic configuration, the manager device resets. If you configured a device profile, the manager must log out and log in to the device for settings to take effect.



Note When non-Cisco Unified Communications Manager Assistant changes such as name, user locale, or PIN, are made to a user, the user (manager or assistant) must log out of Cisco Unified Communications Manager Assistant and log in before the changes occur.

Additional Information

See the [“Related Topics” section on page 10-30](#).

Deleting Cisco Unified Communications Manager Assistant Information for the Manager

Perform the following procedure to delete Cisco Unified Communications Manager Assistant information for a manager. To delete non-Cisco Unified Communications Manager Assistant information for a manager, see the [“Configuring an End User”](#) section in the *Cisco Unified Communications Manager Administration Guide*.

Procedure

- Step 1** To search for the manager for whom you want to delete Cisco Unified Communications Manager Assistant information, choose **User Management > End User** from Cisco Unified Communications Manager Administration.
 - Step 2** From the Find and List Users window, click the **Find** button. The window displays all of the end users that are configured in Cisco Unified Communications Manager.
 - Step 3** From the Find and List Users window, choose the manager whose information you want to delete. The End User Configuration window displays.
 - Step 4** From the Related Links drop-down list box, choose **Manager Configuration** and click **Go**. The Manager Configuration window displays for the user that you chose.
 - Step 5** Click the **Delete** button.
The update takes effect immediately.
-

Additional Information

See the [“Related Topics”](#) section on page 10-30.

Updating the Manager Cisco Unified Communications Manager Assistant Configuration

Perform the following procedure to update Cisco Unified Communications Manager Assistant information for a manager. To update non-Cisco Unified Communications Manager Assistant information for a manager, see the [“Configuring an End User”](#) section in the *Cisco Unified Communications Manager Administration Guide*.

Procedure

- Step 1** To search for the manager for whom you want to update information, choose **User Management > End User** from Cisco Unified Communications Manager Administration.
- Step 2** From the Find and List Users window, click the **Find** button. The window displays all the end users that are configured in Cisco Unified Communications Manager.
- Step 3** From the Find and List Users window, choose the manager whose information you want to update. The End User Configuration window displays.
- Step 4** From the Related Links drop-down list box, choose **Manager Configuration** and click **Go**. The Manager Configuration window displays for the user that you chose.
- Step 5** Update the information that you want changed such as device name, controlled lines, or intercom line appearance.
- Step 6** Click the **Save** button.

The update takes effect immediately.



Note The system automatically configures the softkey template and auto answer with speakerphone for intercom line for the manager phone on the basis of the Cisco IP Manager Assistant service parameters when the Automatic Configuration check box is checked.



Note When non-Cisco Unified Communications Manager Assistant changes such as name, user locale, or PIN, are made to a user, the user (manager or assistant) must log out of Cisco Unified Communications Manager Assistant and log in for the changes to occur.

Additional Information

See the [“Related Topics” section on page 10-30](#).

Configuring Shared and Incoming Intercom Lines for the Assistant

Use the Assistant Configuration of the End User Configuration window to configure the following items:

- Device name of the assistant phone
- Intercom line that the assistant uses to answer the manager calls (optional)
- Shared line of the manager to which the assistant phone gets associated (this gets done automatically when the manager and assistant share the same DN).

Administrators can set up one or more lines with a shared line appearance. The Cisco Unified Communications Manager system considers a directory number to be a shared line if it appears on more than one device in the same partition.

In a shared line appearance, for example, you can set up a shared line, so a directory number appears on line 1 of a manager phone and also on line 2 of an assistant phone.

Perform the following procedure to configure the manager shared line and incoming intercom line appearances for an assistant. To configure a new user and associate devices, see the [“Configuring an End User”](#) section in the *Cisco Unified Communications Manager Administration Guide*.



Tip Before configuring the Cisco Unified Communications Manager Assistant information for an assistant, you must configure the manager information and assign an assistant to the manager. See [“Configuring a Manager and Assigning an Assistant for Shared Line Mode” section on page 10-21](#).

Procedure

- Step 1** To search for the assistant for whom you want to configure Cisco Unified Communications Manager Assistant information, choose **User Management > End User** from Cisco Unified Communications Manager Administration.
- Step 2** From the Find and List Users window, click the **Find** button. The window displays all the end users that are configured in Cisco Unified Communications Manager.
- Step 3** To display user information for the chosen assistant, click the user name.
The End User Configuration window displays.

- Step 4** To configure information for the assistant, choose **Assistant Configuration** from the Related Links drop-down list box and click **Go**.

The Assistant Configuration window displays for the user that you chose.



Note The system automatically sets the softkey template and intercom line on the basis of the Cisco IP Manager Assistant service parameter settings when the Automatic Configuration check box is checked. Additionally, the system sets auto answer with speakerphone for intercom line.

- Step 5** From the Device Name drop-down list box, choose the device name to associate with the assistant.

- Step 6** From the Intercom Line drop-down list box, choose the incoming intercom line appearance for the assistant.

- Step 7** From the Primary Line drop-down list box, choose the primary line for the assistant.

In the Associated Manager selection list box, the name of the previously configured manager displays.



Tip To view existing manager configuration information, highlight the manager name in the Associated Managers list and click the **View Details** link. The Manager Configuration window displays. To return to the Assistant Configuration window, highlight the assistant name and click the **View Details** link on the Manager Configuration window.

- Step 8** To associate the manager line to the assistant line, perform the following steps from the Manager Association to the Assistant Line selection box:

- In the Available Lines drop-down list box, choose the assistant line that will be associated with the manager line.
- In the Manager Names drop-down list box, choose the preconfigured manager name with which the assistant is associated.
- In the Manager Lines drop-down list box, choose the manager line that will be associated with the assistant line.

- Step 9** Click the **Save** button.

The update takes effect immediately. If you chose automatic configuration, the assistant device automatically resets.

Additional Information

See the [“Related Topics” section on page 10-30](#).

Deleting the Cisco Unified Communications Manager Assistant Information for the Assistant

Perform the following procedure to delete Cisco Unified Communications Manager Assistant information for an assistant. To delete non-Cisco Unified Communications Manager Assistant information for an assistant, see the [“Configuring an End User”](#) section in the *Cisco Unified Communications Manager Administration Guide*.

Procedure

-
- Step 1** To search for the assistant for whom you want to delete information, choose **User Management > End User** from Cisco Unified Communications Manager Administration.
- Step 2** From the Find and List Users window, click the **Find** button. The window displays all the end users that are configured in Cisco Unified Communications Manager.
- Step 3** From the Find and List Users window, choose the assistant whose information you want to delete. The End User Configuration window displays.
- Step 4** From the Related Links drop-down list box, choose **Assistant Configuration** and click **Go**.
The Assistant Configuration window displays for the user that you chose.
- Step 5** Click the **Delete** button.
The update takes effect immediately.
-

**Note**

When non-Cisco Unified Communications Manager Assistant changes such as name, user locale, or PIN, are made to a user, the user (manager or assistant) must log out of Cisco Unified Communications Manager Assistant and log in before the changes occur.

Additional Information

See the [“Related Topics”](#) section on page 10-30.

Updating the Assistant Cisco Unified Communications Manager Assistant Configuration

Perform the following procedure to update Cisco Unified Communications Manager Assistant information for an assistant. To update non-Cisco Unified Communications Manager Assistant information for an assistant, see the [“Configuring an End User”](#) section in the *Cisco Unified Communications Manager Administration Guide*.

Procedure

-
- Step 1** To search for the assistant for whom you want to update information, choose **User Management > End User** from Cisco Unified Communications Manager Administration.
- Step 2** From the Find and List Users window, click the **Find** button. The window displays all the end users that are configured in Cisco Unified Communications Manager.
- Step 3** From the Find and List Users window, choose the assistant whose information you want to update. The End User Configuration window displays.
- Step 4** From the Related Links drop-down list box, choose **Assistant Configuration** and click **Go**.
The Assistant Configuration window displays for the user that you chose.
- Step 5** Update the information that you want changed such as device name, intercom line, or associated manager information.
- Step 6** Click the **Save** button.
The update takes effect immediately.

**Note**

During automatic configuration, the system automatically sets the softkey template and intercom line on the basis of the Cisco IP Manager Assistant service parameter settings and sets auto answer with speakerphone for intercom line. If you do not want to use automatic configuration, uncheck the **Automatic Configuration** check box.

**Note**

When non-Cisco Unified Communications Manager Assistant changes such as name, user locale, or PIN, are made to a user, the user (manager or assistant) must log out of Cisco Unified Communications Manager Assistant and log in before the changes occur.

Additional Information

See the [“Related Topics” section on page 10-30](#).

Dial Rules Configuration

The administrator uses dial rules configuration to add and sort the priority of dialing rules. Dial rules for Cisco Unified Communications Manager Assistant automatically strip numbers from or add numbers to telephone numbers that the assistant dials. For example, a dial rule can automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line.

The following sections provide additional information on application dial rules:

- [Application Dial Rules Configuration Design](#), *Cisco Unified Communications Manager System Guide*
- [Application Dial Rules Configuration Error Checking](#), *Cisco Unified Communications Manager System Guide*

Providing Information to Cisco Unified Communications Manager Assistant Managers and Assistants

Install the assistant console application for Cisco Unified Communications Manager Assistant by accessing a URL. The administrator sends the URL, in the [“Installing the Assistant Console Application” section on page 10-27](#), to the assistant.

**Note**

The assistant console application installation program supports Netscape 7.1, Microsoft Internet Explorer 6, and Internet Explorer 7.

Installing the Assistant Console Application

The assistant console application installation supports Netscape 7.1 (or later), Internet Explorer 7, and Microsoft Internet Explorer 6. You can install the application on a PC that runs Windows 2000, Windows XP, or Windows Vista.

A previous 5.x or 6.x version of the assistant console application works with Cisco Unified Communications Manager 7.0, but if you decide to install the 7.0 plug-in, you must uninstall the previous 5.x or 6.x version of the assistant console application before you install the plug-in.

Previous versions of the assistant console application do not work with Windows Vista. If the PC runs Windows Vista, install the plug-in.

After you upgrade from Cisco Unified CallManager Release 4.x to Cisco Unified Communications Manager 7.0, you must install the assistant console plug-in. Before you install the plug-in, uninstall the 4.x version of the assistant console application.

To uninstall previous versions of the assistant console application (6.0(1), 4.x, or any 5.x version before 5.1(3)), choose **Start > ...Programs > Cisco Unified CallManager Assistant > Uninstall Assistant Console**.

To uninstall a 5.1(3) or 6.1(x) attendant console application, go to the Control Panel and remove it.



Tip

The assistant console application requires that JRE1.4.2_05 exist in C:\Program Files\Cisco\Cisco Unified Communications Manager.

To install the assistant console application, perform the following procedure:

Procedure

-
- Step 1** From the PC where you want to install the assistant console application, browse to Cisco Unified Communications Manager Administration and choose **Application > Plugins**.
 - Step 2** For the Cisco Unified Communications Manager Assistant plug-in, click the **Download** link; save the executable to a location that you will remember.
 - Step 3** Locate the executable and run it.



Tip

If you install the application on a Windows Vista PC, a security window may display. Allow the installation to continue.

The installation wizard displays.

- Step 4** In the Welcome window, click **Next**.
- Step 5** Accept the license agreement and click **Next**.
- Step 6** Choose the location where you want the application to install. After you choose the location for the installation, click **Next**.



Tip

By default, the application installs in C:\Program Files\Cisco\ Unified Communications Manager Assistant Console.

- Step 7** To install the application, click **Next**.
The installation begins.
 - Step 8** After the installation completes, click **Finish**.
-

**Tip**

To launch the assistant console, click the desktop icon or choose **Cisco Unified Communications Manager Assistant > Assistant Console** in the Start...Programs menu.

Before the assistant logs in to the console, give the assistant the port number and the IP address or hostname of the Cisco Unified Communications Manager server where the Cisco IP Manager Assistant service is activated. The first time that the assistant logs in to the console, the assistant must enter the information in the Cisco Unified Communications Manager Assistant Server Port and the Cisco Unified Communications Manager Assistant Server Hostname or IP Address fields.

Before the assistant logs in to the console, give the assistant the user name and password that is required to log in to the console.

The Advanced tab in the Cisco Unified Communications Manager Assistant Settings window allows you to enable trace for the assistant console.

Assistant Console Dialog Options

The assistant console displays a dialog that contains the following options:

- **Location to Install**—The path of the directory where the assistant console software gets installed. The default specifies following path:
c:\Program Files\Cisco\Unified Communications Manager Assistant Console
- **Create Desktop Shortcut**—Default specifies true. This parameter determines whether a shortcut is created on the assistant console.
- **Create StartMenu Shortcut**—Default specifies true. This parameter determines whether a shortcut is created in the Start menu (**Start > Programs > Cisco Unified Communications Manager Assistant > Assistant Console**).
- **Install JRE**—Default specifies true. This parameter determines whether JRE is installed along with Unified CM Assistant assistant console. If this option is turned off, you need to ensure that the following configuration is on the assistant console:
 - Install JRE 1.4.2_05 (international version) on the assistant console
 - Create an environment variable—Assistant_JRE on the assistant console, which gives the path to the JRE; for example, c:\Program Files\Java\j2re1.4.2_05

Manager Configuration

Managers can customize their feature preferences from the Manager Configuration window by using the following URL:

<https://<Cisco Unified Communications Manager Assistant server>:8443/ma/desktop/maLogin.jsp>
where

Cisco Unified Communications Manager Assistant server specifies the IP address of the server that has the Cisco IP Manager Assistant service running on it.

**Note**

The Manager Configuration only supports Microsoft Internet Explorer 6.0 or later.

The administrator must send this URL to the manager.

Additional Information

See the “Related Topics” section on page 10-30.

Related Topics

- [Cisco Unified Communications Manager Assistant With Proxy Line Support, page 9-1](#)
- [Softkey Templates, *Cisco Unified Communications Manager System Guide*](#)
- [Understanding Directory Numbers, *Cisco Unified Communications Manager System Guide*](#)
- [Directory Number Configuration Overview, *Cisco Unified Communications Manager Administration Guide*](#)
- [Cisco IP Manager Assistant Service, page 10-3](#)
- [Cisco Unified IP Phone Interface, page 10-5](#)
- [Manager and Assistant Phone Configuration, page 10-18](#)
- [Nonmanager and Nonassistant Phones, page 10-20](#)
- [Configuring a Manager and Assigning an Assistant for Shared Line Mode, page 10-21](#)
- [Deleting Cisco Unified Communications Manager Assistant Information for the Manager, page 10-23](#)
- [Updating the Manager Cisco Unified Communications Manager Assistant Configuration, page 10-23](#)
- [Configuring Shared and Incoming Intercom Lines for the Assistant, page 10-24](#)
- [Deleting the Cisco Unified Communications Manager Assistant Information for the Assistant, page 10-25](#)
- [Configuring an End User, *Cisco Unified Communications Manager Administration Guide*](#)
- [Associating Devices to an End User, *Cisco Unified Communications Manager Administration Guide*](#)
- [Intercom, page 22-1](#)

Additional Cisco Documentation

- [Cisco Unified Communications Manager Assistant User Guide](#)
- [Cisco Unified Communications Manager Administration Guide](#)
- [Cisco Unified Serviceability Administration Guide](#)
- [CDR Analysis and Reporting Administration Guide](#)
- [Cisco Unified Communications Manager Bulk Administration Guide](#)
- [Cisco Unified Communications Manager Security Guide](#)