

Scenario for this documentation:

Cisco Unified Communication Manager Server (SIP Server) has IP address:

192.168.200.195

iSoftPhone is installed on computer with IP:

192.168.200.190

MAC address (physical Ethernet address) of this computer is:

001124E759C4

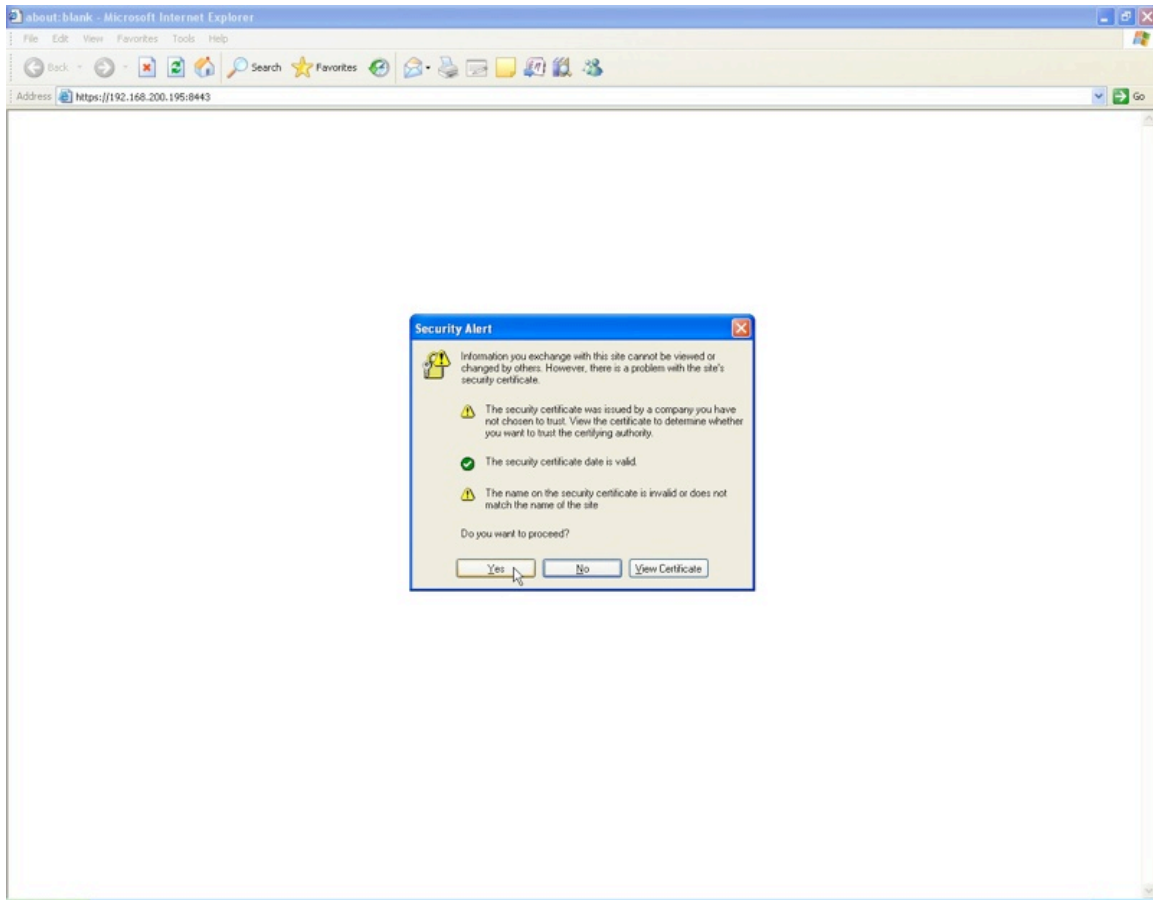
This documentation shows how to create the following SIP account on this server:


Username: 4000

Password: 4000

Authorization name: 4000

1. Connect to Cisco Unified Communication Manager Server from your WEB browser. In this documentation the address is: <https://192.168.200.195:8443>





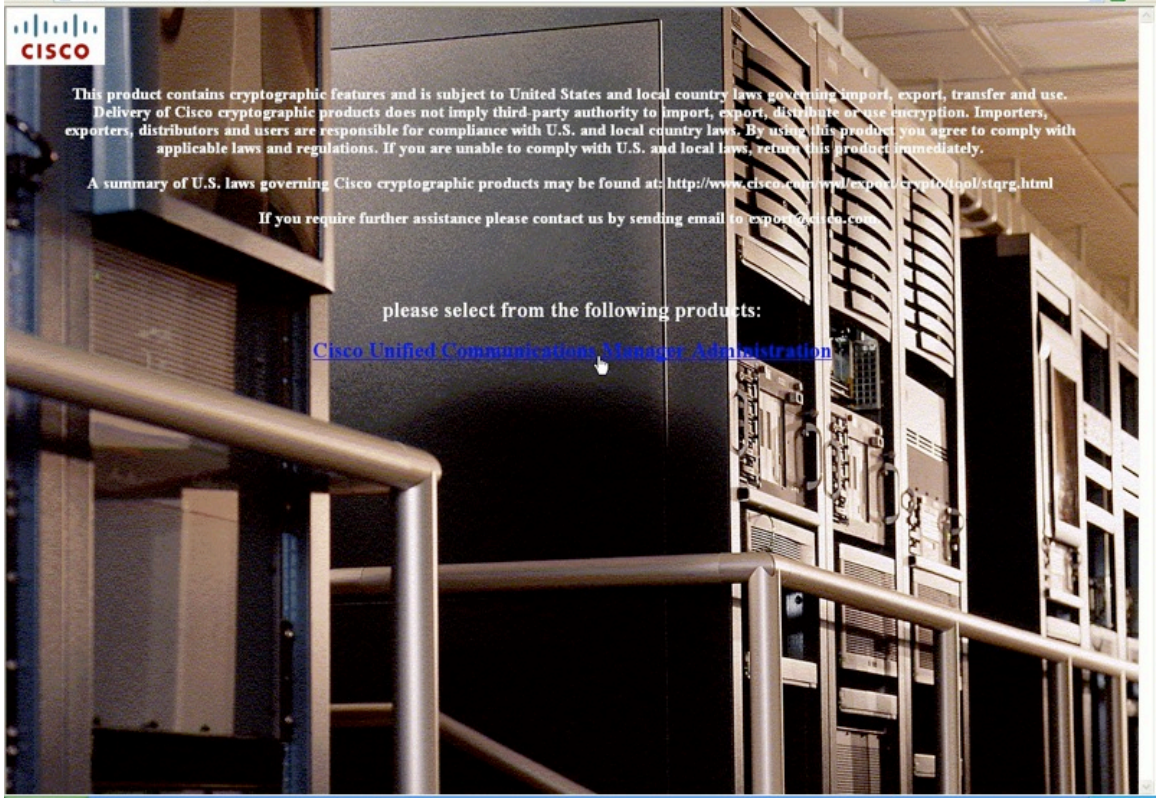
This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wl/export/Crypto4tool/stqrg.html>

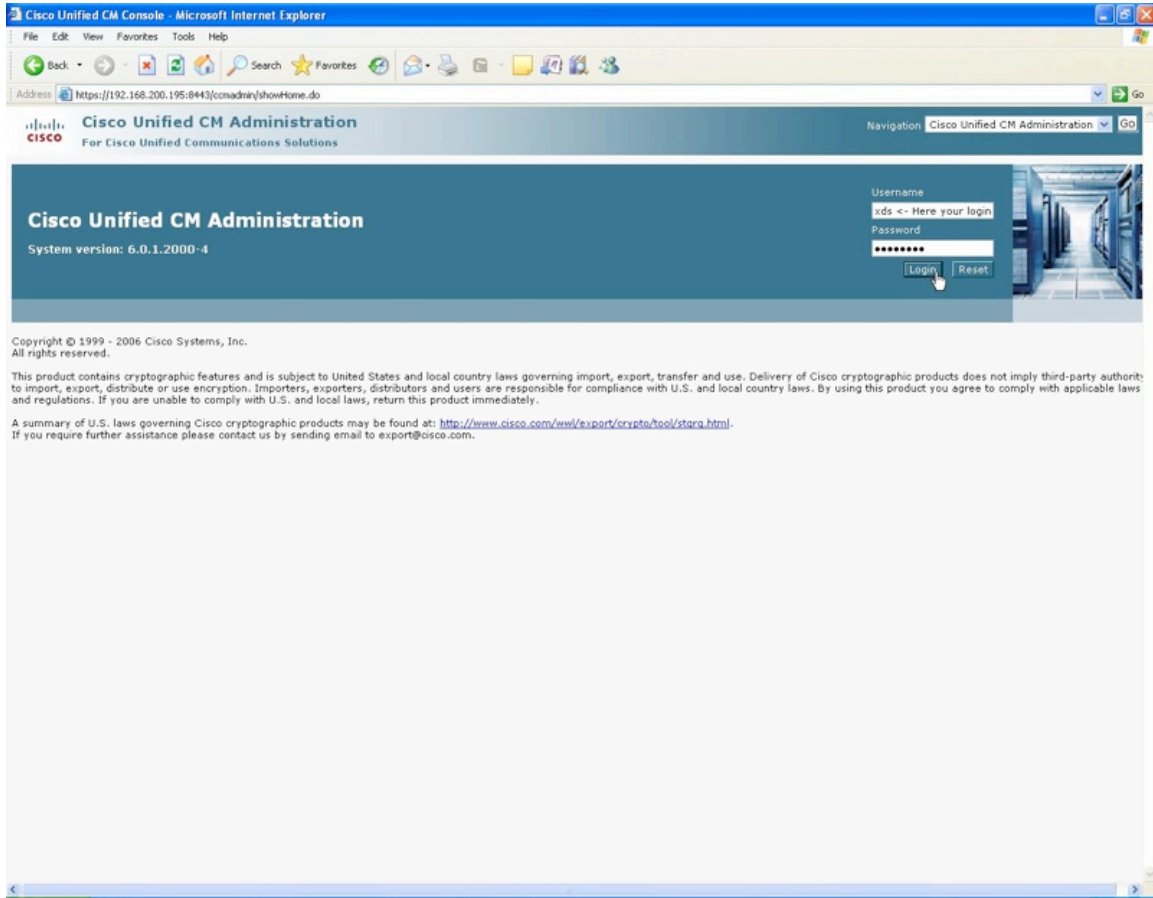
If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com)

please select from the following products:

[Cisco Unified Communications Manager Administration](#)



## 2. Login with appropriate credentials.



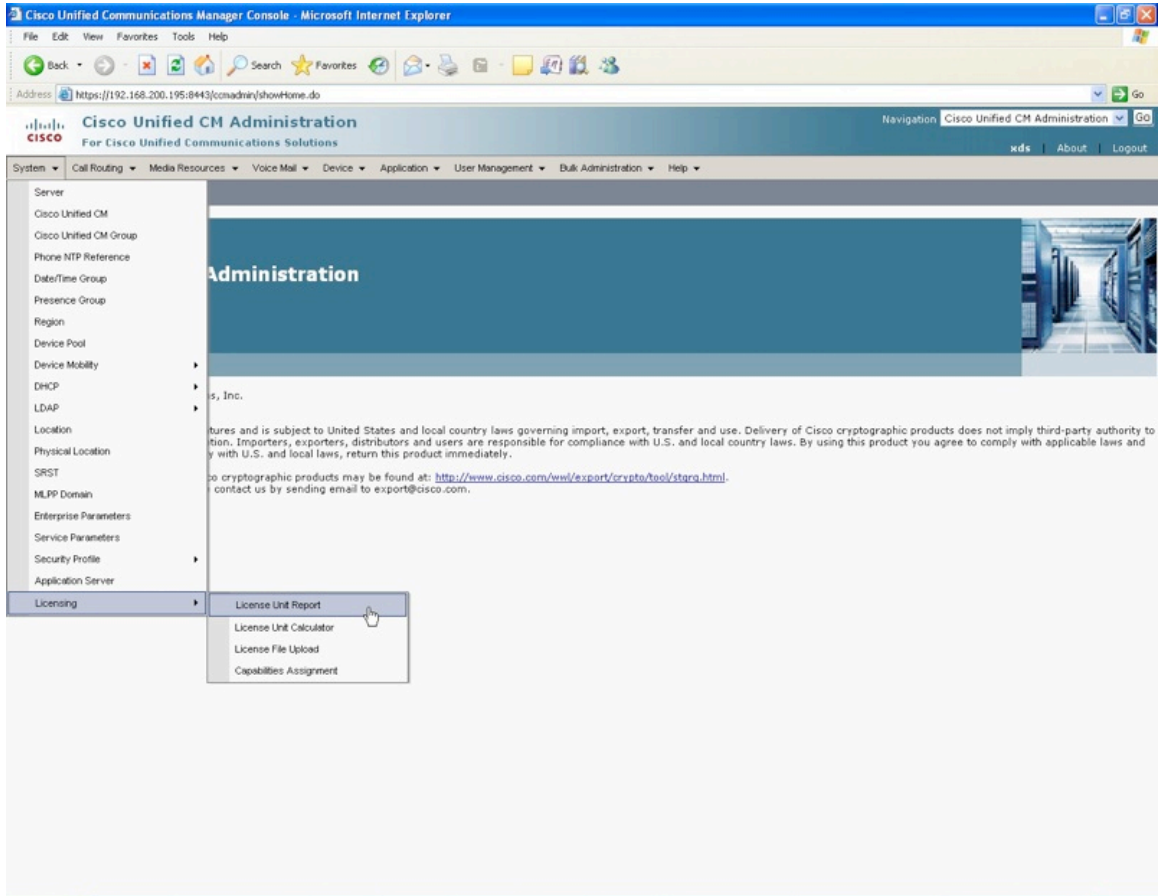
The screenshot shows a Microsoft Internet Explorer browser window displaying the Cisco Unified CM Administration login page. The browser's address bar shows the URL: <https://192.168.200.195:8443/cmsadmin/showHome.do>. The page header includes the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The main content area features a login form with the following fields and buttons:

- Username:** A text input field containing the text "rds <- Here your login".
- Password:** A password input field with masked characters (dots).
- Login:** A button with a mouse cursor hovering over it.
- Reset:** A button located to the right of the Login button.

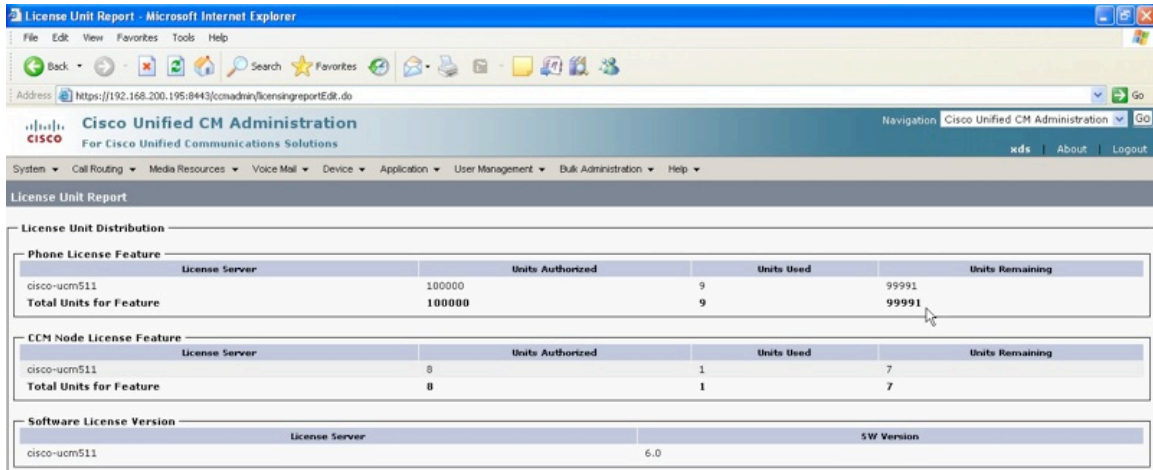
Below the login form, the system version is displayed as "System version: 6.0.1.2000-4". At the bottom of the page, there is a copyright notice: "Copyright © 1999 - 2006 Cisco Systems, Inc. All rights reserved." and a disclaimer regarding cryptographic features and legal compliance. A link is provided for more information: <http://www.cisco.com/www/export/crypto/tech/stora.html>.



3. Check if you have enough License Units for adding new phones.



- One iSoftPhone application installed on computer will consume 3 Phone License Feature Units on Cisco Unified Communication Manager (when uses profile type: "Third-party SIP Device (Basic)"). If you will have to configure two accounts for two computers with iSoftPhones you will need at least 6 free Phone License Feature Units and so on.



The screenshot shows a web browser window displaying the Cisco Unified CM Administration interface. The page title is "License Unit Report". The browser address bar shows the URL: https://192.168.200.195:8443/ccmadmin/licensingreportEdit.do. The page content includes a navigation menu and three tables: "Phone License Feature", "CCM Node License Feature", and "Software License Version".

License Unit Distribution				
Phone License Feature				
License Server	Units Authorized	Units Used	Units Remaining	
cisco-ucm511	100000	9	99991	
<b>Total Units for Feature</b>	<b>100000</b>	<b>9</b>	<b>99991</b>	

CCM Node License Feature				
License Server	Units Authorized	Units Used	Units Remaining	
cisco-ucm511	0	1	7	
<b>Total Units for Feature</b>	<b>0</b>	<b>1</b>	<b>7</b>	

Software License Version	
License Server	SW Version
cisco-ucm511	6.0

5. Check if service is activated and running.

The screenshot shows a web browser window titled "License Unit Report - Microsoft Internet Explorer". The address bar shows the URL: <https://192.168.200.195:8443/cmsadmin/licensingreportEdit.do>. The page header includes the Cisco logo and "Cisco Unified CM Administration For Cisco Unified Communications Solutions". A navigation menu is visible with options: System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. A dropdown menu is open, showing options: Cisco Unified CM Administration, Cisco Unified CM Administration, Cisco Unified Serviceability, Cisco Unified OS Administration, and Disaster Recovery System.

The main content area is titled "License Unit Report" and contains three tables under the heading "License Unit Distribution".

**Phone License Feature**

License Server	Units Authorized	Units Used	Units Remaining
cisco-ucm511	100000	9	99991
<b>Total Units for Feature</b>	<b>100000</b>	<b>9</b>	<b>99991</b>

**CCM Node License Feature**

License Server	Units Authorized	Units Used	Units Remaining
cisco-ucm511	8	1	7
<b>Total Units for Feature</b>	<b>8</b>	<b>1</b>	<b>7</b>

**Software License Version**

License Server	SW Version
cisco-ucm511	6.0

License Unit Report - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/ccmadmin/licensingreportEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified Serviceability | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

**License Unit Report**

**License Unit Distribution**

**Phone License Feature**

License Server	Units Authorized	Units Used	Units Remaining
cisco-ucm511	100000	9	99991
<b>Total Units for Feature</b>	<b>100000</b>	<b>9</b>	<b>99991</b>

**CCM Node License Feature**

License Server	Units Authorized	Units Used	Units Remaining
cisco-ucm511	8	1	7
<b>Total Units for Feature</b>	<b>8</b>	<b>1</b>	<b>7</b>

**Software License Version**

License Server	SW Version
cisco-ucm511	6.0

“Cisco CallManager” service must be “enabled” and “Activated”.

Cisco Unified CallManager Console - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address <https://192.168.200.195:8443/conservice/> Go


**Cisco Unified Serviceability**  
For Cisco Unified Communications Solutions

Navigation Cisco Unified Serviceability GO

Alerts Trace Tools Setup Help

- Service Activation
- Control Center - Feature Services
- Control Center - Network Services
- Serviceability Reports Archive
- CDR Management

Cisco Un  
System version



Copyright © 1999 - 2006 Cisco Systems, Inc.  
All rights reserved.

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/vwml/export/crypto/tech/starg.html>.  
If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

Cisco Unified Serviceability Service Activation - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/coservice/serviceactivation.jsp?nodeID=b224912f-6a9b-4653-89a4-27881c3f06150&xtSubmit=StatusPublisherNode=true

**Cisco Unified Serviceability**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified Serviceability | xds | About | Logout

Alerts | Trace | Tools | Smp | Help

**Service Activation** Related Links: Control Center - Feature Services | Go

Save | Set to Default | Refresh

**Status**  
Status: Ready

**Select Server**  
Server\*: cisco-ucm511 | Go  
 Check All Services

**CM Services**

Service Name	Activation Status
<input checked="" type="checkbox"/> Cisco CallManager	Activated
<input type="checkbox"/> Cisco Tftp	Deactivated
<input type="checkbox"/> Cisco Messaging Interface	Deactivated
<input type="checkbox"/> Cisco Unified Mobile Voice Access Service	Deactivated
<input type="checkbox"/> Cisco IP Voice Media Streaming App	Deactivated
<input type="checkbox"/> Cisco CTIManager	Deactivated
<input type="checkbox"/> Cisco Extension Mobility	Deactivated
<input type="checkbox"/> Cisco Extended Functions	Deactivated
<input type="checkbox"/> Cisco Dialed Number Analyzer	Deactivated
<input type="checkbox"/> Cisco DHCP Monitor Service	Deactivated

**CTI Services**

Service Name	Activation Status
<input type="checkbox"/> Cisco CallManager Attendant Console Server	Deactivated
<input type="checkbox"/> Cisco IP Manager Assistant	Deactivated
<input type="checkbox"/> Cisco WebDialer Web Service	Deactivated

**CDR Services**

Service Name	Activation Status
<input type="checkbox"/> Cisco SOAP - CDRonDemand Service	Deactivated
<input type="checkbox"/> Cisco CAR Scheduler	Deactivated
<input type="checkbox"/> Cisco CAR Web Service	Deactivated

**Database and Admin Services**

Service Name	Activation Status
--------------	-------------------

6. Go to “Cisco Unified CM Administration”.

The screenshot shows the Cisco Unified Serviceability Service Activation page. The browser title is "Cisco Unified Serviceability-Service Activation - Microsoft Internet Explorer". The address bar shows the URL: <https://192.168.200.195:8443/console/serviceactivation.jsp?htxtNodeID=b224912f-6a7b-4653-89a4-27881c3f6158&htxtSubmit=Status&publisherNode=true>. The page header includes the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions". The navigation menu is open, showing options: "Cisco Unified Serviceability", "Cisco Unified CM Administration" (selected), "Cisco Unified Serviceability", "Cisco Unified OS Administration", and "Disaster Recovery System". Below the navigation, there are sections for "Service Activation", "Status", "Select Server", and lists of services categorized by CM, CTI, CDR, and Database and Admin Services.

**Service Activation** Related Links: Control Center - Feature Services

Save Set to Default Refresh

**Status**  
Status : Ready

**Select Server**  
Server\* cisco-ucm511 Go  
 Check All Services

**CM Services**

Service Name	Activation Status
<input checked="" type="checkbox"/> Cisco CallManager	Activated
<input type="checkbox"/> Cisco Tftp	Deactivated
<input type="checkbox"/> Cisco Messaging Interface	Deactivated
<input type="checkbox"/> Cisco Unified Mobile Voice Access Service	Deactivated
<input type="checkbox"/> Cisco IP Voice Media Streaming App	Deactivated
<input type="checkbox"/> Cisco CTIManager	Deactivated
<input type="checkbox"/> Cisco Extension Mobility	Deactivated
<input type="checkbox"/> Cisco Extended Functions	Deactivated
<input type="checkbox"/> Cisco Dialed Number Analyzer	Deactivated
<input type="checkbox"/> Cisco DHCP Monitor Service	Deactivated

**CTI Services**

Service Name	Activation Status
<input type="checkbox"/> Cisco CallManager Attendant Console Server	Deactivated
<input type="checkbox"/> Cisco IP Manager Assistant	Deactivated
<input type="checkbox"/> Cisco WebDialer Web Service	Deactivated

**CDR Services**

Service Name	Activation Status
<input type="checkbox"/> Cisco SOAP - CDRonDemand Service	Deactivated
<input type="checkbox"/> Cisco CAR Scheduler	Deactivated
<input type="checkbox"/> Cisco CAR Web Service	Deactivated

**Database and Admin Services**

Service Name	Activation Status
--------------	-------------------



**Service Activation**

Status: Ready

Select Server:  Go

Check All Services

CM Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco CallManager	Activated
<input type="checkbox"/>	Cisco Tftp	Deactivated
<input type="checkbox"/>	Cisco Messaging Interface	Deactivated
<input type="checkbox"/>	Cisco Unified Mobile Voice Access Service	Deactivated
<input type="checkbox"/>	Cisco IP Voice Media Streaming App	Deactivated
<input type="checkbox"/>	Cisco CTIManager	Deactivated
<input type="checkbox"/>	Cisco Extension Mobility	Deactivated
<input type="checkbox"/>	Cisco Extended Functions	Deactivated
<input type="checkbox"/>	Cisco Dialed Number Analyzer	Deactivated
<input type="checkbox"/>	Cisco DHCP Monitor Service	Deactivated

CTI Services		
	Service Name	Activation Status
<input type="checkbox"/>	Cisco CallManager Attendant Console Server	Deactivated
<input type="checkbox"/>	Cisco IP Manager Assistant	Deactivated
<input type="checkbox"/>	Cisco WebDialer Web Service	Deactivated

CDR Services		
	Service Name	Activation Status
<input type="checkbox"/>	Cisco SOAP - CDRonDemand Service	Deactivated
<input type="checkbox"/>	Cisco CAR Scheduler	Deactivated
<input type="checkbox"/>	Cisco CAR Web Service	Deactivated

Database and Admin Services		
	Service Name	Activation Status

7. Create “End User” account that will use iSoftPhone.

# Cisco Unified CM Administration

System version: 6.0.1.2000-4

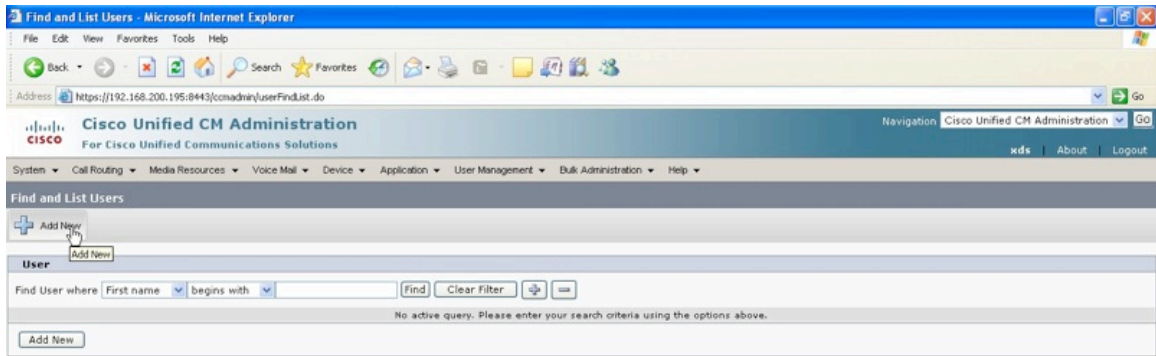


- Credential Policy Default
- Credential Policy
- Application User
- End User**
- Role
- User Group
- UserPhone Add
- Application User CAPF Profile
- End User CAPF Profile
- SP Realm

Copyright © 1999 - 2006 Cisco Systems, Inc.  
All rights reserved.

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wsl/export/crypto/steaq.html>.  
If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).



Below was created user with the following credentials:  
"User ID" is assigned phone number that must match "Username" and "Authorization name" parameters entered when creating SIP account in iSoftPhone.  
"Password" must match "Password" parameter entered when creating SIP account in iSoftPhone.

In this example user has assigned phone number: 4000

End User Configuration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://192.168.200.195:8443/cmadmin/userEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration GO

xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

End User Configuration Related Links: Back to Find List Users GO

Save

**Status**  
Status: Ready

**User Information**

User ID *	4000
Password	****
Confirm Password	****
PIN	****
Confirm PIN	****
Last name *	Robson
Middle name	
First name	Jack
Telephone Number	
Mail ID	
Manager User ID	jack_robson
Department	
User Locale	English, United States
Associated PC	
Digest Credentials	
Confirm Digest Credentials	

**Device Associations**  
Controlled Devices

**Extension Mobility**  
Available Profiles

End User Configuration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://192.168.200.195:8443/cmadmin/userEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration GO

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

End User Configuration Related Links: Back to Find List Users GO

Save

**Extension Mobility**

Available Profiles

Controlled Profiles

Default Profile: -- Not Selected --

Presence Group\*: Standard Presence group

SUBSCRIBE Calling Search Space: < None >

Allow Control of Device from CTI

**Directory Number Associations**

Primary Extension: < None >

**Mobility Information**

Enable Mobility

Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup\*: 10000

Remote Destination Limit\*: 4

Remote Destination Profiles

Access Lists

View Details

View Details

Save

**i** \* indicates required item.

End User Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmadmin/userSave.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration GO

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

End User Configuration Related Links: Back to Find List Users GO

Save Delete Add New

**Status**  
Add successful

**User Information**

User ID *	4000
Password	..... <input type="button" value="Edit Credential"/>
Confirm Password	.....
PIN	..... <input type="button" value="Edit Credential"/>
Confirm PIN	.....
Last name *	Robson
Middle name	
First name	Jack
Telephone Number	
Mail ID	
Manager User ID	jack_robson
Department	
User Locale	English, United States
Associated PC	
Digest Credentials	
Confirm Digest Credentials	

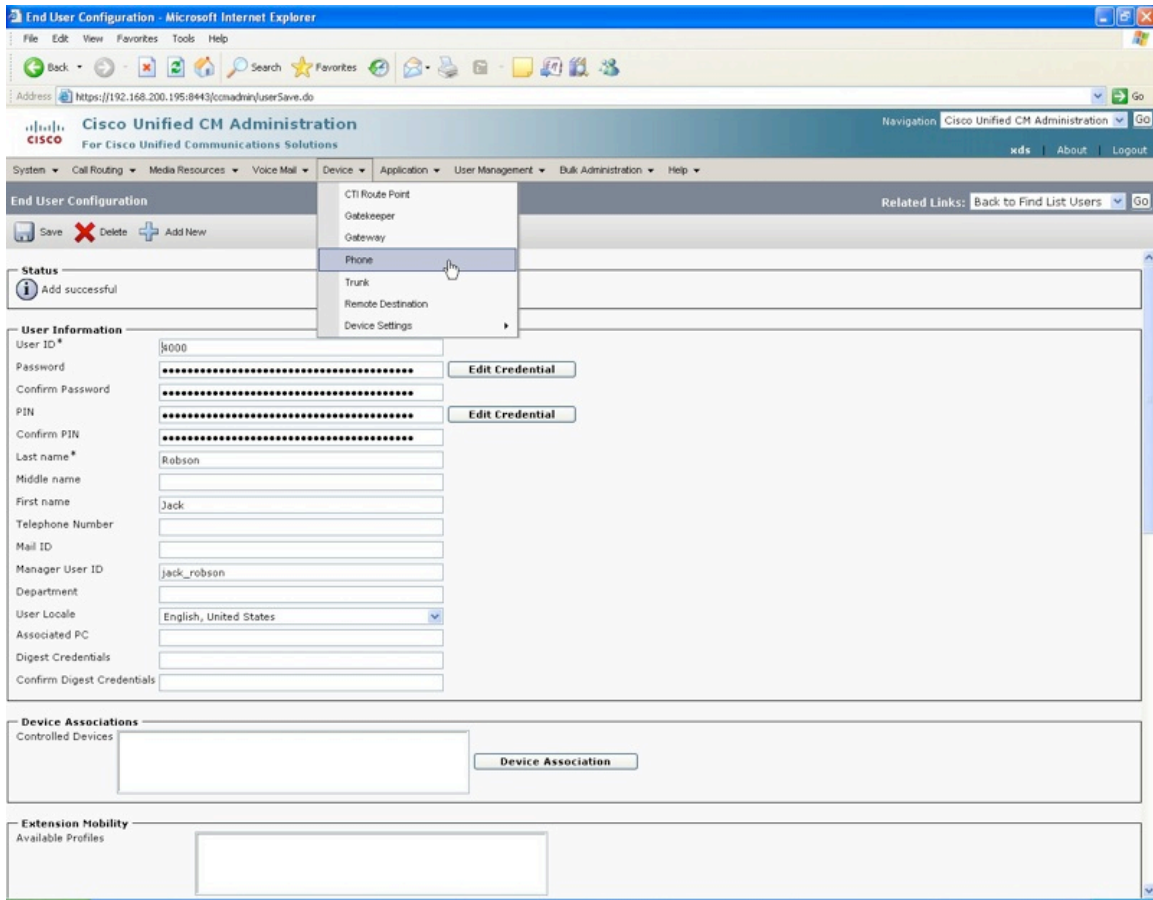
**Device Associations**

Controlled Devices

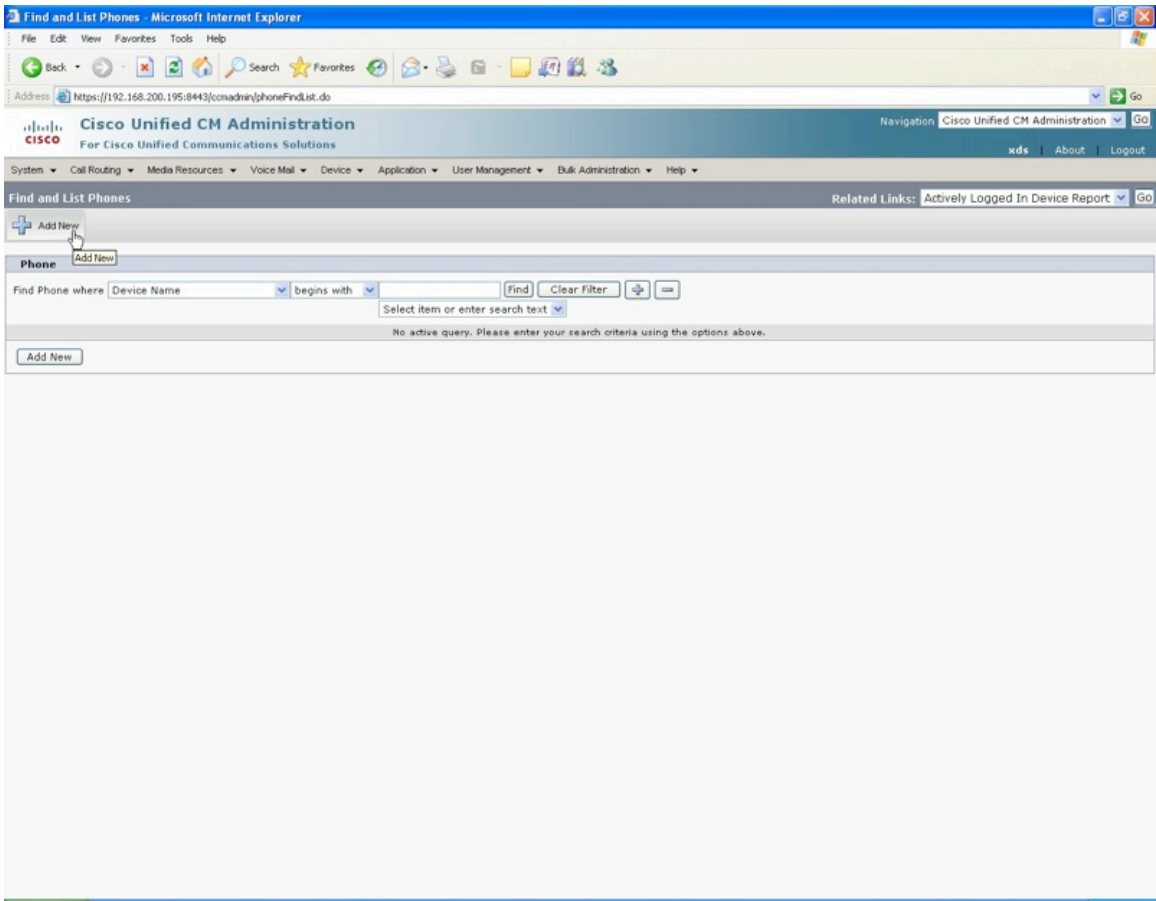
**Extension Mobility**

Available Profiles

8. Next step shows how to add device (softphone) to Cisco Unified Call Manager system.







From the list of available phone types select “Third-party SIP Device (Basic)” as phone type for iSoftPhone.

Microsoft Internet Explorer window titled "Add a New Phone". The address bar shows the URL: https://192.168.200.195:8443/cmadmin/phoneEdit.do

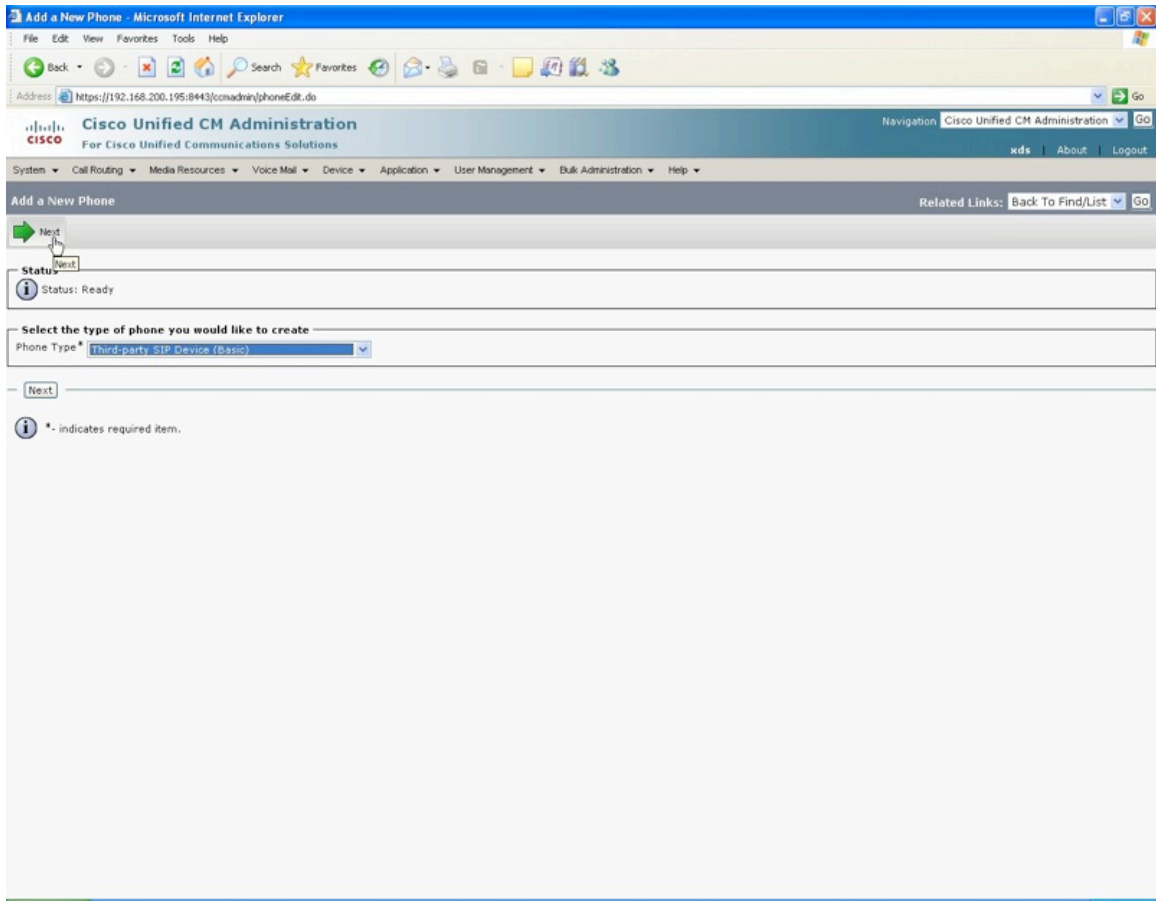
The page header includes the Cisco logo and "Cisco Unified CM Administration For Cisco Unified Communications Solutions". Navigation links include "Cisco Unified CM Administration" and "GO". A user profile "xds" is visible with "About" and "Logout" options. A menu bar contains: System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help.

The main heading is "Add a New Phone" with a "Next" button and a "Related Links: Back To Find/List" link.

The "Status" section shows "Status: Ready".

The "Select the type of phone you would like to create" section features a "Phone Type" dropdown menu. The menu is open, displaying a list of phone models. The "Third-party SIP Device (Basic)" option is highlighted at the bottom of the list.

Phone Type
-- Not Selected --
Cisco 30 VIP
Cisco 3951
Cisco 7902
Cisco 7905
Cisco 7906
Cisco 7910
Cisco 7911
Cisco 7912
Cisco 7920
Cisco 7921
Cisco 7931
Cisco 7935
Cisco 7936
Cisco 7940
Cisco 7941
Cisco 7941G-GE
Cisco 7960
Cisco 7961
Cisco 7961G-GE
Cisco 7970
Cisco 7971
Cisco 7985
Cisco ATA 106
Cisco IP Communicator
Cisco TelePresence
Cisco Unified Personal Communicator
H.323 Client
IP-STE
Third-party SIP Device (Advanced)
Third-party SIP Device (Basic)



In “MAC Address” field enter physical Ethernet address (MAC address) for network adapter in computer where iSoftPhone is installed. Next select options as were shown below.

Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmosadmin/phoneEdit.do

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration GO

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Phone Configuration Related Links: Back To Find/List GO

Save

**Status**  
Status: Ready

**Phone Type**  
Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC  
Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP

**Device Information**

MAC Address*	001124E759C4
Description	SEP001124E759C4
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	-- Not Selected --
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT <a href="#">View Current Device Mobility Settings</a>
Owner User ID	< None >

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	TypeSIPCodec.C_711_ULAW
Device Security Profile*	-- Not Selected --
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	< None >

Owner "User ID" field must match "User ID" that was created earlier in menu "User Management" option "End User". In this example it was: 4000.

Phone Configuration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://192.168.200.195:8443/cmadmin/phoneEdit.do

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration GO

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Phone Configuration Related Links: Back To Find/List GO

Save

**Status**  
Status: Ready

**Phone Type**  
Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC  
Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP

**Device Information**

MAC Address*	001124E759C4
Description	SEP001124E759C4
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Third-party SIP Device (Basic)
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT <a href="#">View Current Device Mobility Settings</a>
Owner User ID	< None >

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	TypeSIPCodec.C_711_ULAW
Device Security Profile*	-- Not Selected --
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	< None >

Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmosadmin/phoneEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save

**Status**  
Status: Ready

**Phone Type**  
Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC  
Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP

**Device Information**

MAC Address*	001124E759C4
Description	SEP001124E759C4
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Third-party SIP Device (Basic)
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT <a href="#">View Current Device Mobility Settings</a>
Owner User ID	4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	TypeSIPCodec.C_711_ULAW
Device Security Profile*	-- Not Selected --
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	< None >

Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmadmin/phoneEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save

**Status**  
Status: Ready

**Phone Type**  
Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC  
Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP

**Device Information**

MAC Address*	001124E759C4
Description	SEP001124E759C4
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Third-party SIP Device (Basic)
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT <a href="#">View Current Device Mobility Settings</a>
Owner User ID	4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	TypeSIPCodec.C_711_ULAW
Device Security Profile*	Third-party SIP Device Basic - Standard SIP Non-S
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	< None >

As “Digest User” must be selected “User ID” that was created earlier in menu “User Management” option “End User”. In this example it was: 4000. Note: When you don’t select “Digest User” value from the list then iSoftPhone will not register on Cisco Unified Call Manager Server.



Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/csmadmin/phoneEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save

Calling Search Space: < None >

AAR Calling Search Space: < None >

Media Resource Group List: < None >

Location\*: Hub\_None

AAR Group: < None >

Device Mobility Mode\*: TypeStatus-STATUS\_DEFAULT | [View Current Device Mobility Settings](#)

Owner User ID: 4000

Ignore Presentation Indicators (internal calls only)

Logged Into Hunt Group

Remote Device

**Protocol Specific Information**

Presence Group\*: Standard Presence group

MTP Preferred Originating Codec\*: TypeSIPCodec\_C\_711\_ULAW

Device Security Profile\*: Third-party SIP Device Basic - Standard SIP Non-S

Rerouting Calling Search Space: < None >

SUBSCRIBE Calling Search Space: < None >

SIP Profile\*: Standard SIP Profile

Digest User: < None >

Media Termination Point Required

Unattended Port

Require DTMF Reception

**MLPP Information**

MLPP Domain: < None >

Save

**i** \* - indicates required item.

**i** \*\* - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration.

**i** \*\*\*Note: Security Profile Contains Addition CAPF Settings.

Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/connadna/phoneEdit.do

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save

Calling Search Space: < None >  
AAR Calling Search Space: < None >  
Media Resource Group List: < None >  
Location\*: Hub\_None  
AAR Group: < None >  
Device Mobility Mode\*: TypeStatus-STATUS\_DEFAULT | View Current Device Mobility Settings  
Owner User ID: 4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group\*: Standard Presence group  
MTP Preferred Originating Codec\*: TypeSIPCodec\_C\_711\_ULAW  
Device Security Profile\*: Third-party SIP Device Basic - Standard SIP Non-S  
Rerouting Calling Search Space: < None >  
SUBSCRIBE Calling Search Space: < None >  
SIP Profile\*: Standard SIP Profile  
Digest User: 4000

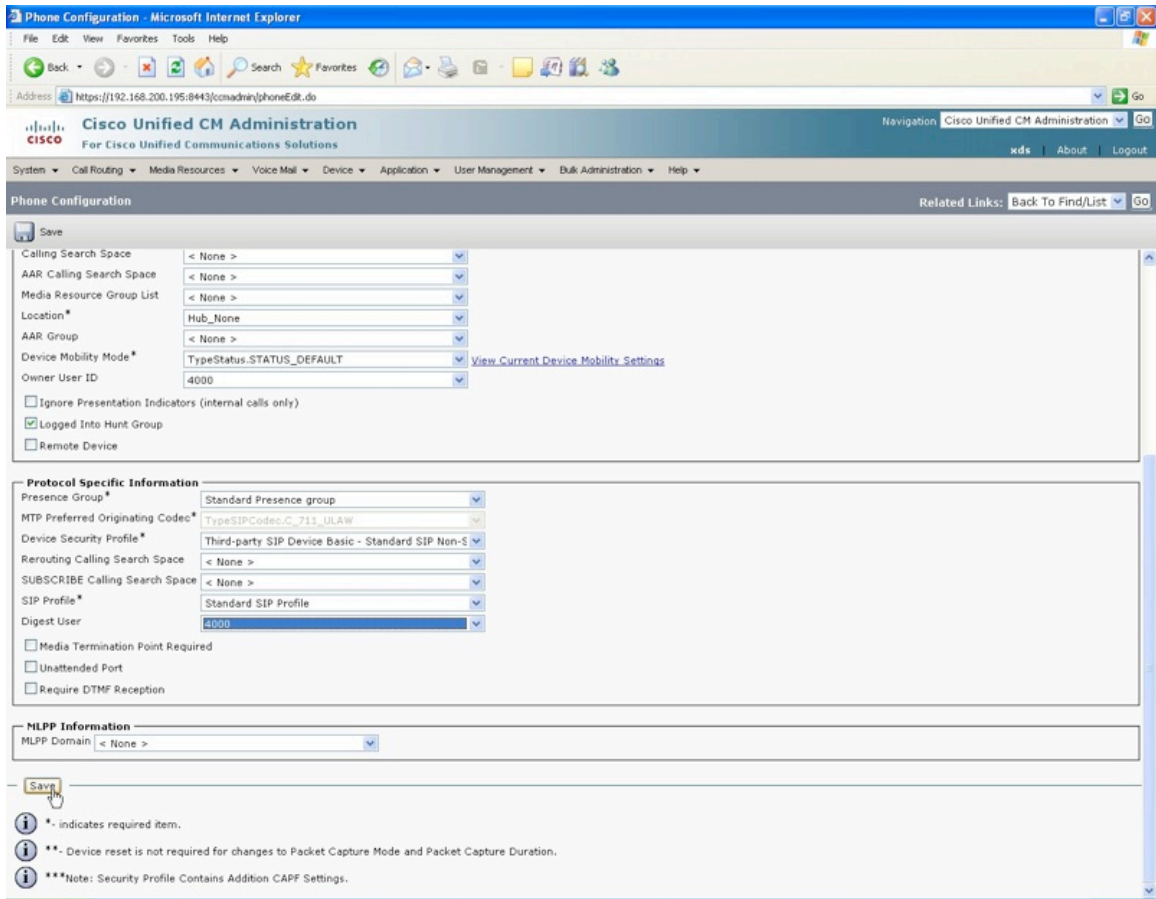
Media Termination Point Required  
 Unattended Port  
 Require DTMF Reception

**MLPP Information**

MLPP Domain: < None >

Save

**i** \* - indicates required item.  
**i** \*\* - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration.  
**i** \*\*\*Note: Security Profile Contains Addition CAPF Settings.



Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmadmin/phoneEdit.do

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save

Calling Search Space: < None >  
AAR Calling Search Space: < None >  
Media Resource Group List: < None >  
Location\*: Hub\_None  
AAR Group: < None >  
Device Mobility Mode\*: TypeStatus.STATUS\_DEFAULT | View Current Device Mobility Settings  
Owner User ID: 4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group\*: Standard Presence group  
MTP Preferred Originating Codec\*: TypeSIPCodec.C\_711\_ULAW  
Device Security Profile\*: Third-party SIP Device Basic - Standard SIP Non-S  
Rerouting Calling Search Space: < None >  
SUBSCRIBE Calling Search Space: < None >  
SIP Profile\*: Standard SIP Profile  
Digest User: 4000

Media Termination Point Required  
 Unattended Port  
 Require DTMF Reception

**MLPP Information**

MLPP Domain: < None >

Save

**i** \* indicates required item.  
**i** \*\* - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration.  
**i** \*\*\*Note: Security Profile Contains Addition CAPF Settings.

9. Once you have save the settings then you will see the following screen.

The screenshot shows the Cisco Unified CM Administration interface in Microsoft Internet Explorer. The page is titled "Phone Configuration" and contains several sections for configuring a phone. A warning dialog box is overlaid on the page, stating: "Click on the Reset Phone button to have the changes take effect." The dialog box has an "OK" button.

**Phone Configuration - Microsoft Internet Explorer**

Address: https://192.168.200.195:8443/ccmadmin/phoneEdit.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List | Go

**Save**

Calling Search Space: < None >  
 AAR Calling Search Space: < None >  
 Media Resource Group List: < None >  
 Location\*: Hub\_None  
 AAR Group: < None >  
 Device Mobility Mode\*: TypeStatus-STATUS\_DEFAULT | View Current Device Mobility Settings  
 Owner User ID: 4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group\*: Standard Presence group  
 MTP Preferred Originating Codec\*: TypeSIPCodec\_C\_711\_ULAW  
 Device Security Profile\*: Third-party SIP Device Basic - Standard SIP Non-E  
 Rerouting Calling Search Space: < None >  
 SUBSCRIBE Calling Search Space: < None >  
 SIP Profile\*: Standard SIP Profile  
 Digest User: 4000

Media Termination Point Required  
 Unattended Port  
 Require DTMF Reception

**MLPP Information**

MLPP Domain: < None >

**Save**

**Legend:**

- \* - indicates required item.
- \*\* - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration.
- \*\*\*Note: Security Profile Contains Addition CAPF Settings.

Click on link "Line [1] - Add a new DN". Note: You may see in section "Device Information" in lines "Registration" and "IP Address" other messages than these were shown below.

The screenshot shows the Cisco Unified CM Administration web interface in Microsoft Internet Explorer. The browser address bar shows the URL: https://192.168.200.195:8443/ccmadmin/phoneSave.do. The page title is "Phone Configuration - Microsoft Internet Explorer". The navigation menu includes: System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The main content area is titled "Phone Configuration" and includes a "Status" section with the message "Add successful". Below this, there are several sections for configuration:

- Association Information:** Includes a "Modify Button Items" button and a link "Line [1] - Add a new DN".
- Phone Type:** Shows "Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC" and "Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP".
- Device Information:** A table of fields including:
  - Registration: TypeRISStatus.STATUS\_RIS\_REJECTED
  - IP Address: 192.168.200.190
  - MAC Address\*: 001124E759C4
  - Description: SEP001124E759C4
  - Device Pool\*: Default (with "View Details" link)
  - Common Device Configuration: < None > (with "View Details" link)
  - Phone Button Template\*: Third-party SIP Device (Basic)
  - Common Phone Profile\*: Standard Common Phone Profile
  - Calling Search Space: < None >
  - AAR Calling Search Space: < None >
  - Media Resource Group List: < None >
  - Location\*: Hub\_None
  - AAR Group: < None >
  - Device Mobility Mode\*: TypeStatus.STATUS\_DEFAULT (with "View Current Device Mobility Settings" link)
  - Owner User ID: 4000
- Protocol Specific Information:** Includes fields for Presence Group\* (Standard Presence group), MTP Preferred Originating Codec\* (TypeSIPCodec.C\_711\_ULAW), Device Security Profile\* (Third-party SIP Device Basic - Standard SIP Non-S), and Rerouting Calling Search Space (< None >).

In „Directory number” field enter the phone number that will be assigned to this device. In this example it is: 4000.

Phone Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/connadm/phoneSave.do

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Phone Configuration | Related Links: Back To Find/List

Save | Delete | Copy | Reset | Add New

**Status**  
Add successful

**Association Information**  
Modify Button Items  
1 Line [1] - Add a new DN

**Phone Type**  
Product Type: TypeModel.MODEL\_THIRD\_PARTY\_SIP\_DEVICE\_BASIC  
Device Protocol: TypeDeviceProtocol.DEVICE\_PROTOCOL\_SIP

**Device Information**

Registration	TypeRISStatus.STATUS_RIS_REJECTED
IP Address	192.168.200.190
MAC Address*	001124E759C4
Description	SEP001124E759C4
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Third-party SIP Device (Basic)
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT <a href="#">View Current Device Mobility Settings</a>
Owner User ID	4000

Ignore Presentation Indicators (internal calls only)  
 Logged Into Hunt Group  
 Remote Device

**Protocol Specific Information**

Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	TypeSIPCodec.C_711_ULAW
Device Security Profile*	Third-party SIP Device Basic - Standard SIP Non-S
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >

Directory Number Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmosadmin/directory/numberEdit.do?devicekey=430a589e-6027-aa04-a0a8-9ff6c3a30ce8&index=1

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Directory Number Configuration | Related Links: Configure Device (SEP001124E759C4)

Save

**Status**  
Status: Ready

**Directory Number Information**

Directory Number\* 4000  
 Route Partition < None >  
 Description  
 Alerting Name  
 ASCII Alerting Name  
 Active

**Directory Number Settings**

Voice Mail Profile < None > (Choose <None> to use system default)  
 Calling Search Space < None >  
 Presence Group\* Standard Presence group  
 User Hold MOH Audio Source < None >  
 Network Hold MOH Audio Source < None >

**AAR Settings**

	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/> or		< None >

Retain this destination in the call forwarding history

**Call Forward and Call Pickup Settings**

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			TypeCFACSSActivationPolicy.CFA_CSS_POLICY_D
Forward All	<input type="checkbox"/> or		< None >
Secondary Calling Search Space for Forward All			< None >
Forward Busy Internal	<input type="checkbox"/> or		< None >
Forward Busy External	<input type="checkbox"/> or		< None >
Forward No Answer Internal	<input type="checkbox"/> or		< None >



Directory Number Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/connadna/directory/numberEdit.do?devicekey=430a589e-6027-aa04-a0a8-9ffc63a30ce8&index=1&navkey=8&evndr=4000

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Directory Number Configuration | Related Links: Configure Device (SEP001124E759C4) | Go

Save

Target (Destination)

MLPP Calling Search Space

MLPP No Answer Ring Duration (seconds)

**Line Settings for All Devices**

Hold Reversion Ring Duration (seconds)  Setting the Hold Reversion Ring Duration to zero will disable the feature

Hold Reversion Notification Interval (seconds)  Setting the Hold Reversion Notification Interval to zero will disable the feature

**Line 1 on Device SEP001124E759C4**

Display (Internal Caller ID)  Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.

ASCII Display (Internal Caller ID)

External Phone Number

Mask

Monitoring Calling Search Space

**Multiple Call/Call Waiting Settings on Device SEP001124E759C4**

Note: The range to select the Max Number of calls is: 1-2

Maximum Number of Calls\*

Busy Trigger\*  (Less than or equal to Max. Calls)

**Forwarded Call Information Display on Device SEP001124E759C4**

Caller Name

Caller Number

Redirected Number

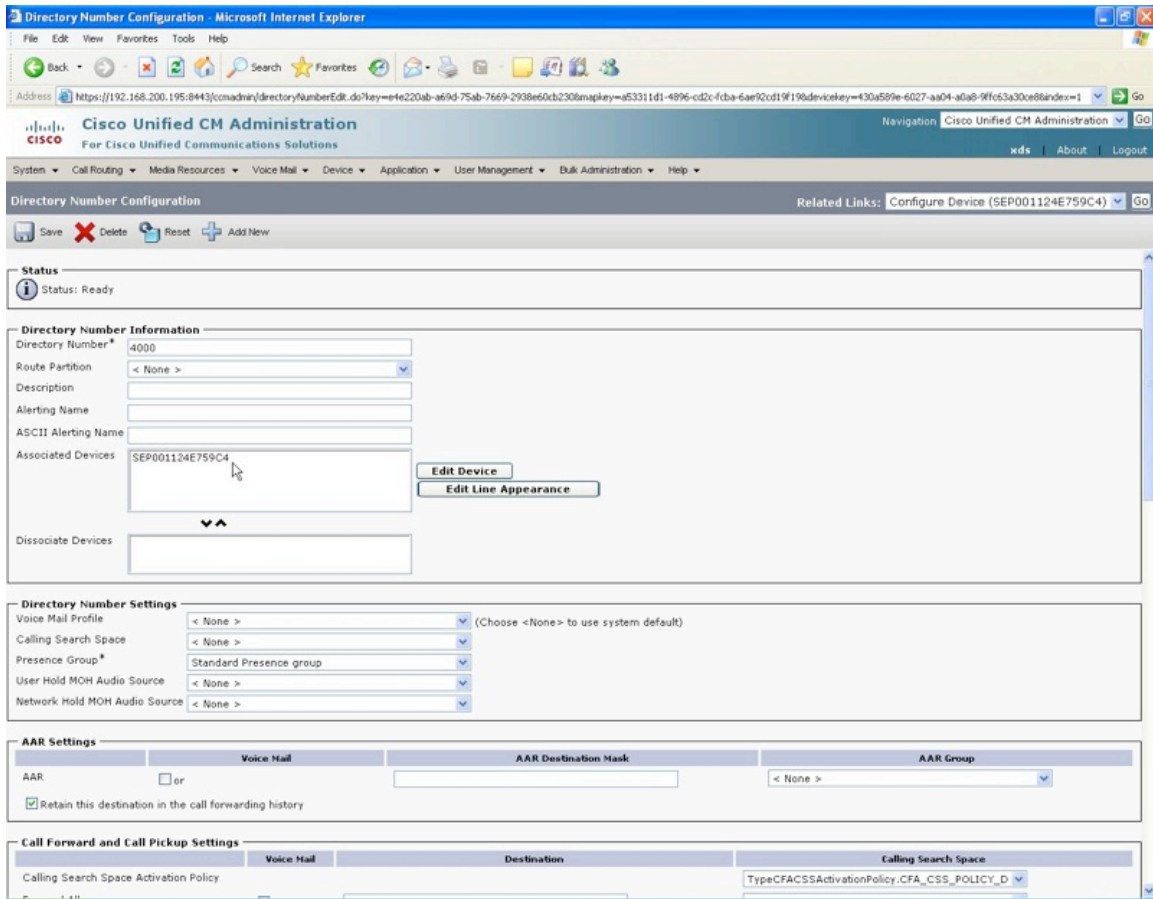
Dialed Number

Save

**i** \* - indicates required item.

**i** \*\* - Changes to Line or Directory Number settings require restart.

After all “Save” settings. Now on the list in section “Associated Devices” you should see configured device (computer) with iSoftPhone.



10. Now you can configure SIP provider account in your iSoftPhone. Now let's check status for iSoftPhone. To do this please select "Device" from menu and then "Phone".

Directory Number Configuration - Microsoft Internet Explorer

Address: https://192.168.200.195:8443/cmosadmin/directory/numberEdit.do?key=e4e220ab-4694-75ab-7669-2938e60cb230&apikey=a53311d1-4896-cd2c-fba-6ae92cd19f19&devicekey=430a589e-6027-aa04-a0a8-9ffc63a30ce8&index=1

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | xds | About | Logout

System | Call Routing | Media Resources | Voice Mail | **Device** | Application | User Management | Bulk Administration | Help

Directory Number Configuration | Save | Delete | Reset | Add New | Related Links: Configure Device (SEP001124E759C4) | Go

**Status**  
Status: Ready

**Directory Number Information**

- Directory Number\*: 4000
- Route Partition: < None >
- Description:
- Alerting Name:
- ASCII Alerting Name:
- Associated Devices: SEP001124E759C4
- Dissociate Devices:

[Edit Device](#) | [Edit Line Appearance](#)

**Directory Number Settings**

- Voice Mail Profile: < None > (Choose <None> to use system default)
- Calling Search Space: < None >
- Presence Group\*: Standard Presence group
- User Hold MOH Audio Source: < None >
- Network Hold MOH Audio Source: < None >

**AAR Settings**

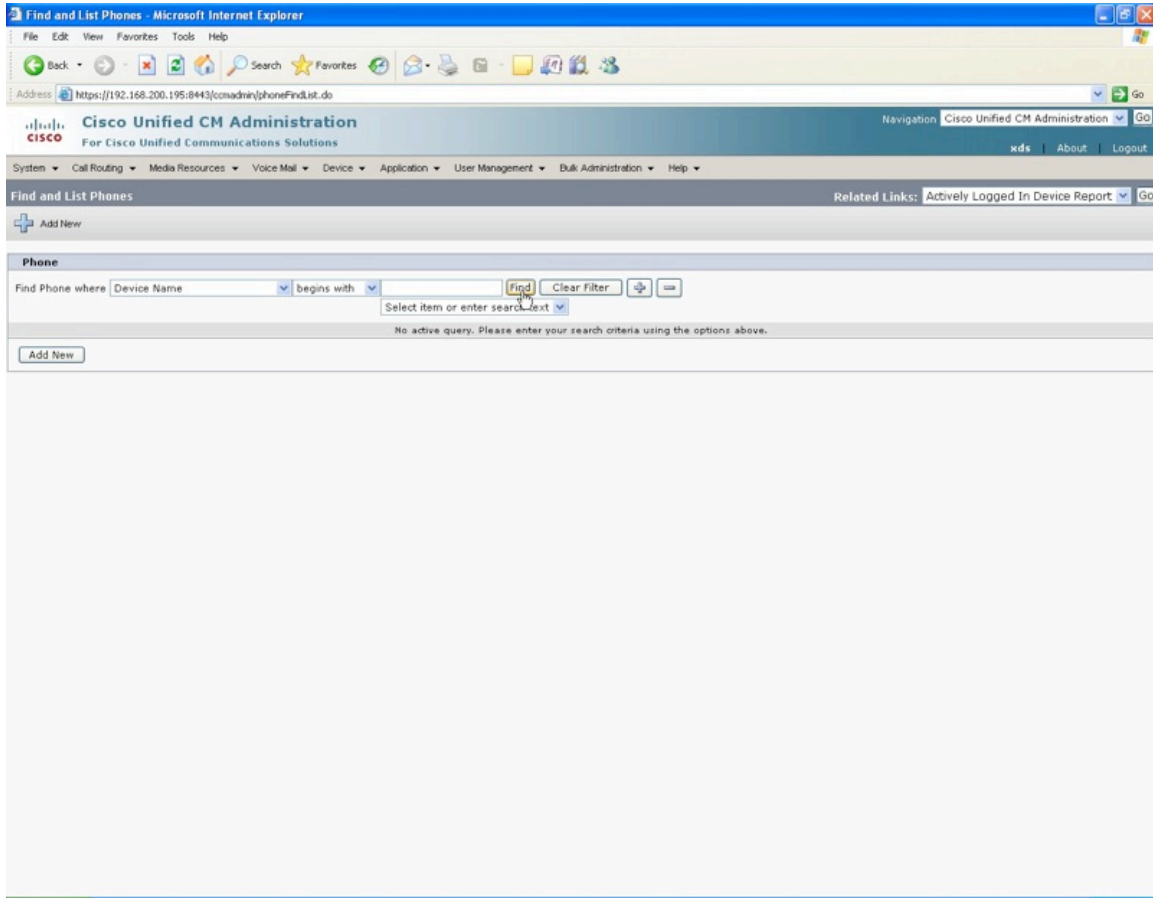
	Voice Mail	AAR Destination Mask	AAR Group
AAR	<input type="checkbox"/>		< None >

Retain this destination in the call forwarding history

**Call Forward and Call Pickup Settings**

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			TypeCFACSSActivationPolicy.CFA_CSS_POLICY_D

Click on “Find” button to see configured devices.

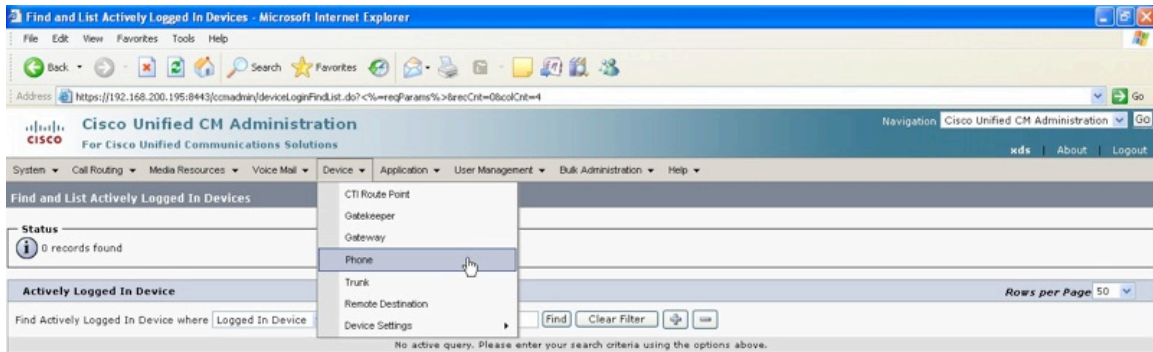


Example screen with device's status. In this documentation we configured device "SEP001124E759C4" and status is rejected. In this case login credentials for account on this server must be checked in iSoftPhone.

The screenshot shows the Cisco Unified CM Administration interface in Microsoft Internet Explorer. The page title is "Find and List Phones". The address bar shows the URL: <https://192.168.200.195:8443/comadmin/phoneFindList.do?lookup=false&multiple=true&recCrit=0&colCrit=17>. The navigation menu includes "System", "Call Routing", "Media Resources", "Voice Mail", "Device", "Application", "User Management", and "Bulk Administration". The "Find and List Phones" section is active, showing 4 records found. The table below lists the phone devices:

Device Name	Description	Device Pool	Device Protocol	Status	IP Address	Copy	Super Copy
SEP000D61B1608F	SEP000D61B1608F	Default	SIP	Unknown	Unknown		
SEP001124E759C4	SEP001124E759C4	Default	SIP	Type is Status: STATUS_RIS_REJECTED	192.168.200.190		
SEP0016CB8721FF	SEP0016CB8721FF	Default	SIP	Unknown	Unknown		
SEP001B211CA755	SEP001B211CA755	Default	SIP	Unknown	Unknown		

Once login credentials on iSoftPhone were corrected, let's check again the status and from menu select "Device" then option "Phone".



If you are lucky you will see the line for you configured device similar to this shown on this screen (Status: Registered with <your Cisco CallManager Server>).

The screenshot shows the Cisco Unified CM Administration interface in Microsoft Internet Explorer. The page title is "Find and List Phones". The address bar shows the URL: https://192.168.200.195:8443/cmanadmin/phoneFindList.do. The navigation menu includes System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The "Find and List Phones" section has a "Related Links" dropdown set to "Actively Logged In Device Report". Below this, there are buttons for "Add New", "Select All", "Clear All", "Delete Selected", and "Reset Selected". A "Status" box indicates "4 records found". The "Phone" section shows a search filter for "Device Name" with a dropdown set to "begins with". Below the search bar is a table with the following columns: Device Name (Line), Description, Device Pool, Device Protocol, Status, IP Address, Copy, and Super Copy. The table contains four rows of data:

Device Name (Line)	Description	Device Pool	Device Protocol	Status	IP Address	Copy	Super Copy
SEP000061B1608F	SEP000D61B1608F	Default	SIP	Unknown	Unknown		
SEP001124E759C4	SEP001124E759C4	Default	SIP	Registered with cisco-ucm511	192.168.200.190		
SEP0016CB8721FF	SEP0016CB8721FF	Default	SIP	Unknown	Unknown		
SEP001B211CA755	SEP001B211CA755	Default	SIP	Unknown	Unknown		

At the bottom of the table, there are buttons for "Add New", "Select All", "Clear All", "Delete Selected", and "Reset Selected".