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





2. Login with appropriate credentials.



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



4. 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.

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5. Check if service is activated and running.

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"Cisco CallManager" service must be "enabled" and "Activated".

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A summary of U.S. laws governing Cisco cryptographic products may be found at: <u>http://www.cisco.com/wwl/export/crypto/tool/storg.html</u> f you require further assistance please contact us by sending email to export@cisco.com.	

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	Cisco CTIManager	Deactivated
-	Cisco Extension Mobility	Deactivated
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Г	Cisco IP Manager Assistant	Deactivated
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Г	Cisco CAR Web Service	Deactivated
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6. Go to "Cisco Unified CM Administration".



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7. Create "End User" account that will use iSoftPhone.

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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, 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 away, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <u>http://www.cisco.com/wwi/export/crypto/tool/stgrg.html</u> If you require further assistance please contact us by sending email to export@cisco.com.

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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

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Status: Ready		
- User Information -		
User ID*	4000	
Password	••••	
Confirm Password		
PIN		
Confirm PIN	••••	1
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		
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Confirm Password	•••••		
PIN	•••••	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 Credent	tials		
Device Associations	s		
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8. Next step shows how to add device (softphone) to Cisco Unified Call Manager system.

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Last name*	Robson		
Middle name			
First name	Jack		
Telephone Number			
Mail ID			
Manager User ID	jack_robson		
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From the list of available phone types select "Third-party SIP Device (Basic)" as phone type for iSoftPhone.

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- Select the type of phone you would like to create		
Phone Type* Not Selected	<u>×</u>	
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Phone Type * Third-party SIP Device ((\$asic)	

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.

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Product Type: TypeMode	MODEL_THIRD_PARTY_SIP_DEVICE_B	ASIC	
Device Protocol: TypeDevi	ceProtocol.DEVICE_PROTOCOL_SIP		
MAC Address*	001124E759C4		
Description	SEP001124E759C4		
Device Pool*	Default	~	View Details
Common Device Configuration	< None >	~	View Details
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	~	View Current Device Mobility Settings
Owner User ID	< None >	~	
Ignore Presentation Indicat	ors (internal calls only)		
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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.

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U Status: Ready			
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Product Type: TypeMode	I.MODEL_THIRD_PARTY_SIP_DEVICE_BASIC		
Device Protocol: TypeDevic	eProtocol.DEVICE_PROTOCOL_SIP		
MAC Address*	001124E759C4		
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Owner User ID	< None >	×	
Ignore Presentation Indicate	ors (internal calls only)		
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MTP Preferred Originating Code	TypeSIPCodec.C_711_ULAW		
Device Security Profile*	Not Selected	V	
Rerouting Calling Search Space	< None >	v	
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Phone Type	MODEL THIRD BARTY CID DEVICE BA	ASIC	
Device Protocol: TypeDevic	eProtocol.DEVICE_PROTOCOL_SIP	ASIC	
Device Information			
MAC Address"	001124E759C4		
Description	SEP001124E759C4		
Device Pool*	Default	~	View Details
Common Device Configuration	< None >	*	View Details
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	~	View Current Device Mobility Settings
Owner User ID	4000	×	
Ignore Presentation Indicate	ors (internal calls only)	0	
Logged Into Hunt Group			
Remote Device			
Protocol Specific Informat	ion		
MTD Destagrad Origination Code	Standard Presence group		Y
Device Security Profile*	Types/PCodec.C_711_ULAW		
Denue security Prome	Not Selected		Y
SUBSCRIBE Calling Search Space	< None >		Y
SID Profile *	< None >		Y
STE FLORING	< None >		× ×

Phone Configuration - Micro	soft Internet Explorer		
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Save			
- Status: Ready			
<b>U</b>			
- Phone Type			
Product Type: TypeMode	I.MODEL_THIRD_PARTY_SIP_DEVICE_BASIC	C	
Device Protocol: TypeDevic	eProtocol.DEVICE_PROTOCOL_SIP		
- Device Information			
MAC Address*	001124E759C4		
Description	SEP001124E759C4		
Device Pool*	Default	~	View Details
Common Device Configuration	< None >	~	View Details
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	~	View Current Device Mobility Settings
Owner User ID	4000	¥	
Ignore Presentation Indicate	ors (internal calls only)		
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Remote Device			
Protocol Specific Informat	ion		
Presence Group*	Standard Presence group		<u>×</u>
MTP Preterred Originating Code	TypeSIPCodec.C_711_ULAW		<u>M</u>
Device Security Profile*	Third-party SIP Device Basic - Standard SIP	Non-S	
Rerouting Calling Search Space	< None >		
SUBSCRIBE Calling Search Spa	ace < None >		<u>×</u>
SIP Profile*	< None >		v

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 - Micro	osoft Internet Explorer		
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Save			
Calling Search Space	< None >	×	
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Media Resource Group List	< None >	~	
Location*	Hub_None	~	
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Device Mobility Mode*	TypeStatus.STATUS_DEFAULT	View Current Device Mobility Set	ings
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Ignore Presentation Indicat	tors (internal calls only)		
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Device Security Profile*	TypesIPCodec.C_711_ULAW		
Remuting Calling Search Space	Third-party SIP Device Basic - Stand	ard SIP Non-S	
SUBSCRIBE Calling Search Sp	<pre>&lt; None &gt;</pre>	X	
SIP Profile*	< None >	~	
Digest Liser	Standard SLP Promie		
	< None >	×	
Media Termination Point Re	quired		
Unattended Port			
Require DTMF Reception			
- MLPP Information			
MLPP Domain < None >	*		
- Save			
<b>A</b>			
<ul> <li>Indicates required item.</li> </ul>	6). 		
• Device reset is not rec	quired for changes to Packet Capture Mod	and Packet Capture Duration.	
(i) ***Note: Security Profile	Contains Addition CAPF Settings.		×

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Calling Search Space	< None >	~	
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Location*	Hub_None	¥	
AAR Group	< None >	~	
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT	View Current Device Mobility Settings	
Owner User ID	4000	×	
Ignore Presentation Indicat	tors (internal calls only)		
Logged Into Hunt Group			
Remote Device			
- Protocol Specific Informat	tion		
Presence Group*	Standard Presence group	×	
MTP Preferred Originating Cod	Codec.C_711_ULAW		
Device Security Profile*	Third-party SIP Device Basic - Stand	ard SIP Non-S 🗸	
Rerouting Calling Search Space	< None >	×	
SUBSCRIBE Calling Search Sp	ace < None >	×	
SIP Profile*	Standard SIP Profile	×	
Digest User	4000	~	
Media Termination Point Re	quired	46	
Unattended Port			
Require DTMF Reception			
- MI PP Information			
MLPP Domain < None >	~		
- Save			
(i) *- indicates required item.	•		
(i) **- Device reset is not re-	quired for changes to Packet Capture Mod	and Packet Capture Duration.	
A ***Note: Security Bradie	Contains Addition CADE Setting		
worke: Security Profile	Phone Canalyzation See al.   See al. See al. <td< td=""></td<>		

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Save				
Calling Search Space	< None >	~		12
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 Indice	ators (internal calls only)			
Logged Into Hunt Group				
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Protocol Specific Informa	ation			
Presence Group*	Standard Presence group	×		
MTP Preferred Originating Co	dec* TypeSIPCodec.C_711_ULAW			
Device Security Profile*	Third-party SIP Device Basic - Stand	dard SIP Non-S 🛩		
Rerouting Calling Search Spa	< None >	~		
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SIP Profile*	Standard SIP Profile	~		
Digest User	4000	~		
Media Termination Point R	tequired			
Unattended Port				
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tevice reset is not in	equires for unanges to Facket Capture Mot	ie and Packet Captur	re paredoni	
•••Note: Security Profile	e Contains Addition CAPF Settings.			

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

Dhone Configuration History	oroft Internet Explorer		
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Saun			
L Calling Search Space			1.0
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 Indicat	tors (internal calls only)		
Logged Into Hunt Group			
Remote Device		Microsoft Internet Explorer	<u>K</u>
		Circli on the Paret Shone is then to have the channer take affer	
Protocol Specific Informat	tion		
Presence Group*	Standard Presence group	OK	
Device Security Profile*	TypeSIPCodec.C_711_ULAW		
Remuting Calling Search Space	Third-party SIP Device Basic - Stand	ard SIP Non-S	
SUBSCRIBE Calling Search Sp	< None >		
SIP Profile*	Standard SID Brofile	¥	
Digest User	4000		
Media Termination Point Re	equired		
Ulnattended Port	- dan ca		
Bequire DTMF Reception			
MLPP Information			
MLPP Domain < None >	~		
Save			
<b>(</b> ) •			
· indicates required item			
U **- Device reset is not re	equired for changes to Packet Capture Mod	and Packet Capture Duration.	
(i) ***Note: Security Profile	Contains Addition CAPF Settings.		
			Y

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 ware shown below.

A Phone Configuration - Microsoft Internet Expl	lorer				8 🗙
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Phone Configuration				Related Links: Back To Find/List	Go
	Add New				
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Status					-1
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Association Information Phone Product	Type Type	MODEL THIRD DARTY CIR DEVICE DACK			
Modify Button Items Device F	Protocol: TypePevice	Protocol.DEVICE_PROTOCOL_SIP	D		
1 Int Line [1] - Add a new DN			. 0		
Device	Information				
Registrati IP Addres	ton Tr	ypeRisStatus.STATUS_RIS_REJECTED 92.168.200.190			
MAC Add	tress*	01124E759C4			
Descripti	ion s	EP001124E759C4			
Device Pi	ool*	Default	~	View Details	
Common	Device Configuration	None >	~	View Details	
Phone Bu	utton Template*	Third-party SIP Device (Basic)	~		
Common	Phone Profile*	Standard Common Phone Profile	~		
Calling S	earch Space	None >	~		
AAR Call	ing Search Space	None >	~		
Media Re	source Group List	None >	~		
Location	•	tub None	~		
AAR Grou	up .	< None >	~		
Device M	tobility Mode*	TypeStatus, STATUS, DEFAULT	~	View Current Device Mability Settings	
Owner Us	ser ID 4	4000	~	PROFESSION CONTRACTORING PROVIDER	
	e Presentation Indicator	c (internal calls only)			
	ad Into Hunt Group	(internal cars only)			
E Logge	ee Into Hant Group				
L Remo	the Dievice				
r- Protoco	ol Specific Informatio	n			_
Presence	Group*	Standard Presence group		*	
MTP Prefe	erred Originating Codec	* TypeSIPCodec.C_711_ULAW			
Device S	ecurity Profile*	Third-party SIP Device Basic - Standard SIP N	Non-S	¥	
Rerouting	g Calling Search Space	< None >		×	
SUBSCRI	IBE Calling Search Space	R c None a			

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				
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Phone Configuration			Related Links: Back To Find/List	💌 Go
🔚 Save 🗶 Delete 🗋 Copy 🎱 Reset 🚽 Add New				
				2
Status Add successful				
Association Information Modify Button Items 1 "The Line [1] - Add a new DN The Line [1] - Add a new DN Phone Type Product Type: Type Device Protocol: Type	Model.MODEL_THIRD_PARTY_SIP_DEVICE_ DeviceProtocol.DEVICE_PROTOCOL_SIP	BASIC		
Device Information -				
Registration IP Address	TypeRisStatus.STATUS_RIS_REJECTED 192.168.200.190			
MAC Address*	001124E759C4			
Description	SEP001124E759C4			
Device Pool*	Default	View Details		
Common Device Configur	ation < None >	View Details		
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 Lis	t < None >	~		
Location*	Hub_None	~		
AAR Group	< None >	~		
Device Mobility Mode*	TypeStatus.STATUS_DEFAULT	View Current D	evice Mobility Settings	
Owner User ID	4000	~		
Ignore Presentation In	dicators (internal calls only)			
Logged Into Hunt Grou	IP.			
Remote Device				
- Protocol Specific Info	rmation			
Presence Group*	Standard Presence group	~		
MTP Preferred Originating	Codec* TypeSIPCodec.C_711_ULAW			
Device Security Profile*	Third-party SIP Device Basic - Standar	d SIP Non-S 💌		
Rerouting Calling Search	Space < None >	~		
SUBSCRIBE Calling Search	h Share - None s			

Directory Number Configuration	on - Microsoft Internet Explorer			
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Save				
-			~	
Status Status: Ready				
- Directory Number Informatio	0			
Directory Number* 4000				
Route Partition < None >		<b>~</b>		
Description				
Alerting Name				
ASCII Alerting Name				
Active				
— Directory Number Settings —				
Voice Mail Profile	< None >	(Choose <none> to use system default)</none>		
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			< 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 I	Policy		TypeCFACSSActivationPolicy.CFA_CSS_POLICY_D	
Forward All	or		< None >	
Secondary Calling Search Space	for Forward All		< None >	
Forward Busy Internal	or		< None >	
Forward Busy External	or		< None >	
Forward No Answer Internal	or		< None >	

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	iration					Related Lini	ks: Configure Device (SEP001	124E759C4) 💌 Go
Save								
Target (Destination)								1
MLPP Calling Search Space	< None >			v				
MLPP No Answer Ring Duration	on (seconds)							
- Line Settings for All Dev								
Hold Reversion Ring Duration	n (seconds)			Setting th	e Hold Reversion Ring Durat	ion to zero will disable th	e feature	
Hold Reversion Notification In	nterval (seconds)			Setting th	e Hold Reversion Notification	Interval to zero will disa	able the feature	
Line 1 on Device EE0001	124675004							
Display (Internal Caller	1242/09/04		Display tex	t for a line appea	arance is intended for display	ring text such as a name	instead of a directory number for	r internal calls. If
ID)	you specify a number, the	person receiving a c	all may not see the	proper identity o	f the caller.			
ASCII Display (Internal Caller ID)								
External Phone Number								
Monitoring Calling	< None >		v					
Search Space								
- Multiple Call/Call Waitin	g Settings on Device SI	P001124E759C4						
Note: The range to select the Maximum Number of Calls*	Max Number of calls is: 1	-2						
Busy Trigger*		2			/Less than or equal to May	Calls)		
		-			Creas man or equal to Hax	(cans)		
- Forwarded Call Informat	tion Display on Device	SEP001124E759C4						
Caller Number								
Redirected Number								
Dialed Number								
_								
Save								
(i) *- indicates required its	em.							
(i) **- Changes to Line or	Directory Number setting	s require restart						

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

Directory Number Configur	ation - Microsoft Internet Explorer		
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🔜 Save 🗶 Delete 👇 Ro	eset 🛟 Add New		
Status			
Directory Number Informa	ation		
Directory Number* 4000			
Route Partition < None	>	~	
Description			
Alerting Name			
ASCII Alerting Name			
Associated Devices SEP0011	124675904	Edit Device Edit Line Appearance	
Dissociate Devices	**		
Directory Number Setting			
Voice Mail Profile	< None >	(Choose <none> to use system default)</none>	
Calling Search Space	< None >	×	
Presence Group*	Standard Presence group	×	
User Hold MOH Audio Source	< None >	×	
Network Hold MOH Audio Source	<pre>C8 &lt; None &gt;</pre>	×	
- AAR Settings			
	Voice Mail	AAR Destination Mask	AAR Group
AAR 🔲	or		< None >
Retain this destination in t	he call forwarding history		
- Call Forward and Call Pick	up Settings		
	Voice Mail	Destination	Calling Search Space
Calling Search Space Activati	on Policy		TypeCFACSSActivationPolicy.CFA_CSS_POLICY_D

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 Configu	ration - Microsoft Internet	Explorer		
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Directory Number Configur	ation	CTI Route Point		Related Links: Configure Device (SEP001124E759C4) 🛩 Go
Save Y Delete Que	leset 🗳 Add New	Gatekeeper		
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Status		Phone the		
(i) Status: Ready		Renote Destination		
		Device Settings		
Directory Number* 4000	ation			
Route Partition < None	>	~		
Description				1
Alerting Name				
ASCII Alerting Name				
Associated Devices SEP001	124E759C4			
		Edit Device	]	
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	**			
Dissociate Devices				
<ul> <li>Directory Number Setting Voice Mail Profile</li> </ul>	S None >	× /Chas	a change to use sustain default)	
Calling Search Space	< None >	v (Ch00	se < none > to use system derault)	
Presence Group*	Standard Presence grou	10 V		
User Hold MOH Audio Source	< None >	~		
Network Hold MOH Audio Sour	< None >	~		
AND Collines				
AAK Settings	Voice Mail		AAR Destination Mask	AAR Group
AAR	] or			< None >
Retain this destination in	the call forwarding history			
- Call Forward and Call Pick	kup Settings		estination	Calling Search Space
Calling Search Space Activat	tion Policy			TypeCFACSSActivationPolicy.CFA_CSS_POLICY_D_
				· · · · · · · · · · · · · · · · · · ·

Click on "Find" button to see configured devices.

🗿 Find and List Phones - Microsoft Internet Explorer	
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Find and List Phones	Related Links: Actively Logged In Device Report 💌 Go
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Phone	
Find Phone where Device Name begins with Print Clear Filter	
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Add New ]	

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.



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

Find and List Actively Logged In Devices - Microsoft	Internet Explorer		
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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>).

