

Configuring Users

Working with standard SIP provides great flexibility for different addressing schemes based both on alphanumeric names or numeric-only identifiers like telephone numbers. As a standard SIP-based solution, sipXecs specifically allows a company to derive its naming scheme from its domain name. Therefore, the same addressing already in use for email can be extended to real-time multimedia communications.

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Managing Users

Users can be created in various ways. The most obvious one is to use the sipXconfig UI to create a user. The provided user entry form is shown below. Note that the admin is only asked to assign a PIN for the user but not the SIP password. The PIN is used to login to the voicemail system and the user's configuration portal. The SIP password is auto-generated by the system to assure maximum security. Compromising SIP passwords would allow an attacker to make calls through your system to the PSTN, which could become quite expensive.

► **Identification**

User: 300

- [Phones](#)
- [Call Forwarding](#)
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- [Speed Dial](#)
- [Group Supervisor](#)
- [Personal AutoAttendant](#)
- [Registrations](#)
- [Permissions](#)
- [Caller ID](#)

[Show Advanced Settings](#)

Existing Groups:
administrators, import

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

User ID

The User ID can be a numeric extension like "123" or a name like "jsmith". The User ID is displayed by the phone and it is therefore recommended to use the internal extension or the name of the user. If using Direct Inward Dialing (DID), then it is recommended to define the DID number (or its DNIS portion) as an alias.

Last name

First name

Active greeting

Voicemail prompt callers will hear before leaving a message.

E-mail address

Used for sending notification about new voicemail left for this user. Leave empty to disable e-mail notification.

Attach voicemail

If checked, the voicemail message will be attached to the notification e-mail. Otherwise, the e-mail will contain a link to retrieve voicemail message.

Additional E-mail address

Used for sending voicemail message notification to the additional e-mail address.

Attach voicemail

If checked, the voicemail message will be attached to the notification email sent to the additional e-mail address.

PIN

Confirm PIN

The PIN is a password used to log in to voicemail or to the user portal. Numeric PINs are recommended, since only numbers can be dialed.

Groups

List all groups for this user. If a group does not exist, it will be created. When entering multiple groups, separate them with spaces.

Aliases

Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

Once entered, users can be viewed and searched in sipXconfig. The user interface is designed to allow for the efficient management of thousands of users. Even with 10,000 users configured in the system, the search capability still provides fast and easy access to individual records.

Users

[Add User](#)

Filter by...
 - all -
 - search -
Group:
 administrators
 Sales
 Marketing

	First Name	Last Name	Aliases
<input type="checkbox"/>	Vreni	Schweizer	vreni Vreni
<input type="checkbox"/>	Pascal	Dubuis	Pascal pascal
<input type="checkbox"/> 202	Dominik	Kipfer	Dominik dominik
<input type="checkbox"/> 201	Megan	Rice	Megan megan
<input type="checkbox"/> 200	Durman	John	john John

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Import Users & Devices from a CSV File

Users can also be uploaded from a CSV file that you can generate in Excel or some other spreadsheet application. This is typically used when planning a larger deployment with large numbers of users and phones. Creating a numbering plan in Excel, capturing all the user data, assign passwords, and decide what phones (model and type) they should have can save you a lot of time once you start the production deployment.

Once the data exists in the system it can be exported again to a CSV file again.

Import User Information from LDAP

A third option is to [upload user information from an LDAP or Microsoft Active Directory](#).

Configure User & Device Information using the Web Services SOAP Interface

A fourth option is to use the [SOAP interfacs provided by sipXconfig](#)

Manage Users in Groups

Users can and should be members of one or several groups. Groups not only allow you to logically group users together, but groups are also used to define permissions. Therefore, before you start creating all your users, think about what permissions you want to assign to these users and group them accordingly.

Permissions

Every user has a set of permissions that govern allowed call types, enable features, or determine admin status of a user. Permissions can be defined for individual users or for a group of users by editing group permission settings. In addition to system default permissions the admin can define any number of custom permissions that can be used to allow or disallow calls to certain numbers or destinations. These custom permissions can be used in dialing rules to determine whether a user is authorized to make calls governed by that rule. This allows for very flexible control while keeping it extremely easy to use.

- > Identification
- > Phones
- > Call Forwarding
- > Schedules
- > Speed Dial
- > Group Supervisor
- > Personal AutoAttendant
- > Registrations
- ▶ **Permissions**
- > Caller ID

User: 301

Permissions

General Permission

- Superadmin Access (Default: unchecked)
User can log into administration interface.
- Change PIN from IVR (Default: checked)
User can change PIN value from Voicemail system. PIN is used to log into voicemail system and web interface. PIN does not affect the password phones use to authenticate with registration server.
- Configure Personal Auto Attendant (Default: checked)
User can configure personal auto attendant

Call Permission

- 900 Dialing (Default: unchecked)
User can dial 900 numbers
- Attendant Directory (Default: unchecked)
List user in Auto Attendant
- International Dialing (Default: checked)
User can dial international numbers
- Local Dialing (Default: checked)
User can dial local numbers
- Long Distance Dialing (Default: checked)
User can dial long distance numbers
- Mobile Dialing (Default: checked)
User can dial mobile numbers
- Toll Free (Default: checked)
User can dial toll free numbers
- Voice Mail (Default: checked)
User has voicemail inbox
- Record System Prompts (Default: unchecked)
User can record system prompts

Voicemail Server

- Only one voicemail server permission should be chosen at a time
- Internal Voicemail Server (Default: checked)
User has permissions for Internal Voicemail Server
 - Microsoft Exchange UM Voicemail Server (Default: unchecked)
User has permissions for Microsoft Exchange UM Voicemail Server

OK Apply Cancel

 Permissions for a user can also be defined for individual users. To do this click on *Permissions* on the screen where you edit the user's identification information.

Creating Users

For every user of the sipXecs system a user record must be created. Such a user record corresponds to a "line" that represents this user, it has a set of credentials for authentication purposes, and it can be assigned to a device such a phone. Once a user record exists in the sipXecs system, a phone can be manually configured with these credentials (User ID and SIP Password) to register with sipXecs.

For each sipXecs user you must supply a unique **User ID**. This User ID, along with a **numeric** Personal Identification Number (PIN), is required for end users to access to the sipXecs user and voicemail Web portal. A numeric PIN is recommended as users need to enter this PIN on the phone to login to the voicemail system.

In addition, you can supply one or more **Aliases** for each user. These additional identifiers provide flexibility for call addressing.

In particular, a numeric-only identifier (User ID or Alias) can be assigned in order to enable callers to dial numbers, rather than full SIP URLs and to enable users to conveniently access sipXecs features, including voicemail, from the phone top interface.



Make sure you set permissions for the user, either on a per user basis by clicking on the *Permissions* link or by setting permissions for the group the user is a member of.

New User

User ID	<input type="text" value="311"/>	The User ID can be a numeric extension like "123" or a name like "jsmith". The User ID is displayed by the phone and it is therefore recommended to use the internal extension or the name of the user. If using Direct Inward Dialing (DID), then it is recommended to define the DID number (or its DNIS portion) as an alias.
Last name	<input type="text" value="Donovan"/>	
First name	<input type="text" value="Robert"/>	
PIN	<input type="text" value="***"/>	
Confirm PIN	<input type="text" value="***"/>	The PIN is a password used to log in to voicemail or to the user portal. Numeric PINs are recommended, since only numbers can be dialed.
SIP password	<input type="text" value="SckB7kGn"/>	The SIP password is used by the user's phone to register with the SIP proxy. For phones supported by sipXconfig, the SIP password entered here will be configured automatically on the phone. For unmanaged phones, the SIP password is needed when manually configuring lines on the phone. The security of this password is very important and that is why a secure password is auto-generated.
Groups	<input type="text" value="Sales"/>	List all groups for this user. If a group does not exist, it will be created. When entering multiple groups, separate them with spaces.
Aliases	<input type="text" value="Robert"/>	Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

Create another user after this one?

Quick Links
[Extension Pool](#)

Existing Groups:
administrators, Local, External, NoVoiceMail, Internal

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

User IDs

You can employ an alphanumeric naming convention for your User IDs. For example, a User ID can be made up of a first initial and last name (jsmith), or from first and last names (jane_smith); as a result, end users can have the same identifier that they use for email.



User IDs are case sensitive. "Bob" != "bob".

Alternatively, User IDs can reflect extension numbers, [Direct Inward Dialing](#) numbers, or some other numbering scheme that you administer.

When you add a user, sipXecs automatically sets up a user line with a SIP URL based on the new User ID so that calls can be directed to that user. This line will register with sipXecs based on the credentials provided in the user record.



Note that the PIN provided is only used to login to the user and voicemail portal. The SIP password required to authenticate with sipXecs is auto-generated by sipXecs. It can be viewed / changed by pressing *Show Advanced Settings*.

Extensions

In general, if you assign User IDs that include alphabetic characters you will also set up a numeric extension (alias) for each user. If you assign numeric-only User IDs to your users, an additional extension (alias) may not be needed.

When you set up an alias for a User ID, sipXecs automatically adds them to a database of User IDs. The different components of the sipXecs server use this Alias database to route incoming calls. Regardless of whether a call is addressed to a User ID or an alias, sipXecs routes the call correctly to the user's assigned device(s).

Address Examples	
User information	Dialed SIP URL
User ID = jsmith	sip:jsmith@example.com
Alias = 123	sip:123@example.com
Alias = jane_smith	sip:jane_smith@example.com

A caller can address a call to any of these SIP URLs to place a call to Jane. The sipXecs server helps complete dialed strings and routes calls appropriately. A user can use its User ID or alias to log into voicemail or the Configuration Server User Portal.

The Extension Pool

The sipXecs systems allows the definition of an extension pool from which extension numbers are automatically assigned to new users sequentially. While setting up a new user you can either accept the proposed extension number as the new *User ID*, or type in something different.

User Extension Pool

Automatically assign user extensions from the pool

First pool extension:

Last pool extension:

Aliases

You can set up zero, one, or more aliases for a user using a comma separated list.



Aliases are case-sensitive. This might not always be intuitive and you might want to enter two alias if using first names (i.e. "Bob, bob") to account for different spelling.

An example of an alias is one that resembles an email address, which callers from VoIP phones may find easier to remember than a phone number. That is, for a user with a sipXecs User ID of 2435 and an email address of rsherman@example.com, you might supply an alias of rsherman. Callers from PSTN phones could dial 2435; callers from SIP phones could dial the SIP URL sip:rsherman@sipXecs.example.com (or sip:rsherman@example.com, using the correct domain for your sipXecs server).