



CTI Desktop 4.0 New User and Password Change

Quick Reference Guide

Adding a New User

As with any organization, after you install the CTI Server and CTI Desktop toolbar, you may need to add a new user.

Adding a New User

To add a new user to the Cisco Unified Communications Manager:

1. Navigate to the CUCM IP address.
2. Accept the certificate concerning the product's cryptographic features by clicking the Cisco Unified Communications Manager Administration link. The Cisco Unified CM Administration (CUCM) login page displays.
3. Enter your username and password and then click **Login**. The CUCM Administration page displays.
4. On the UCM menu, select **User Management > End User**. The Find and List Users page displays.
5. Click **Add New**. The End User Configuration page displays.

6. Enter the following information in the corresponding fields:
 - a) User ID: **<Main extension on user's phone>**
 - b) Password: **password**
 - c) PIN: **12345**
 - d) Confirm PIN: **12345**
 - e) Last name: **<User's first name>**
 - f) First name: **<User's last name>**
 - g) Telephone number: **<User's extension number>**
 - h) Department: **<User's department>**
7. Click **Save**. The Status area indicates (the user) **Add successful**.



8. Click **Device Association**. The User Device Association page displays.

9. Use the filter to find the user's device. Once found, select the checkbox for the device associated with the user.
10. In the Directory Number Associations area, select **Primary Extension** for the phone (the extension number in line1). For example, it displays as *1234 in line1* in the dropdown.
11. In the Permissions Information area:
- Click **Add to User Group**. A separate browser window opens; if necessary, click **Continue to this website (not recommended)**, which allows you to accept the security certificate and display the page.
 - Select the **ADP End User** checkbox.
 - Click **Add Selected**.
 - Click **Save**.
12. Click **Save Selected/Changes** located underneath the User Device Association main header.

Changing a User's Password

When users are first set up, their password is the default CTI Server password. These instructions show you how to change the user's password in Enterprise Administration.

Changing a CTI Desktop User's Password

To change a CTI Desktop user's password:

1. Navigate to MyNetworkPhone: <http://www.mynetworkphone.com>
2. Click **Enterprise Administration**.
3. Enter your administrator user name and password and then click **Client Login**.
4. Click **CTI Desktop**.
5. Select the enterprise from the Enterprise dropdown.
6. In the CTI Desktop Users area, click the row that contains the user whose password you want to change.
Tip: The row changes from gray or white to green.
7. Click **Advanced**. The CTI Desktop Login dialog displays.

CTI Desktop Login

CTI Desktop Login Details	Cisco Telephony User Details
Login: Abraham Lincoln	First Name: Abraham
Status: NONE	Last Name: Lincoln
Site: SERVICE	Extension: 1008
Version: 4.0.739.16260	Department: Service
Device: Cisco Line: [SEP001EBE90DFAD] (1008)	Device: SEP001EBE90DFAD

☒ **Change Password**
New Password:

☐ **Lock Out**
CTI Desktop Logins will be automatically locked out if too many invalid login attempts are made. Use the checkbox above to undo a lock out, or intentionally set lock out.

OK Cancel

8. Select the Change Password checkbox.
9. Enter the new password in the New Password field.
10. Click **OK**. If the corresponding CTI Server has the Autoconfig option checked, the change takes effects in three minutes – the set configuration schedule. If you want to update the server in real time or the CTI Server does not have the Autoconfig option checked, go to Step 9.
11. In the CTI Servers area, click **Update Now**. This pushes the updated data from the server, so when the user logs in the next time, they are now required to use their new password.
Tip: Verify the update occurred by clicking CTI Desktop; this refreshes the screen, allowing you to check the Last Polled time in the Settings column of the CTI Server.