

為CallManager配置一號通功能

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簡介

本文檔介紹在配置稱為「移動連線」的思科統一移動應用時常用的輸入和修改。

必要條件

需求

思科建議您瞭解以下主題：

- 遠端目標電話不能是註冊到同一群集的電話，它可以是不同群集中的電話或中繼/網關上的PSTN電話。
- 可從台式電話的集群訪問遠端目標電話。

採用元件

本檔案中的資訊是根據以下軟體版本：

- 思科整合通話管理員11.0.1.21900-11

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

背景資訊

Cisco Unified Mobility應用程式(稱為Mobile Connect，通常稱為單號碼覆蓋(SNR))為Cisco Unified Communications使用者提供通過單個企業電話號碼進行聯絡的功能，該號碼同時在IP台式電話和行動電話上振鈴（遠端目標）。Mobile Connect使用者可以在其台式電話或蜂窩電話以及任何點接聽來電，並且可以無中斷地將正在進行的呼叫從其中一部電話移動到另一部電話。

設定

使用CUCM時，所執行的任務與以下活動相關：

- 使用者配置
- 遠端目標配置檔案配置
- 遠端目標配置

使用者配置



系統會將您引導至「User Device Association」頁，在該頁中可以選擇需要關聯為使用者台式電話的裝置，然後按一下Save Selected/Changes，如下圖所示：

User Device Association				
Find User Device Association where Name begins with				
<input checked="" type="checkbox"/> Show the devices already associated with user				
		Device Name	Directory Number	
<input type="checkbox"/>		BOTMOTOG	1234	
<input checked="" type="checkbox"/>		SEP0026CB3DC691	9998	SEP0026CB3DC691
<input type="checkbox"/>		SEP0026CB3DC691	\+61388710958	SEP0026CB3DC691
<input type="checkbox"/>		SEP006440B57B06	\+61388710959	SEP006440B57B06
<input type="checkbox"/>		SEP04C5A44C15BD	\+61388710957	SEP04C5A44C15BD
<input type="checkbox"/>		SEP04C5A44C15BD	9998	SEP04C5A44C15BD
<input type="checkbox"/>		SEP0C27245472A0	1005	Auto 1005
<input type="checkbox"/>		SEP1C1D862F4170	1001	Auto 1001
<input type="checkbox"/>		SEP28C7CED7E0FA	1007	Auto 1007
<input type="checkbox"/>		SEP503DE57D6C04	1003	Auto 1003
<input type="checkbox"/>		SEP5067AEE361AC	\+61388710956	Auto 1004
<input type="checkbox"/>		SEP74A02FC0AEB1	8120	Auto 1008
<input type="checkbox"/>		SEPACA016FDC201	1012	Auto 1012
<input type="checkbox"/>		SEPB000B4BA090B	1011	Auto 1011
<input type="checkbox"/>		SEPB8386156E7BA	\+61388710955	SEPB8386156E7BA
<input type="checkbox"/>		SEPBBC16F51668F6	1006	Auto 1006
<input type="checkbox"/>		SEPBFC1F2E97CF4	5678	Auto 1009
<input type="checkbox"/>		SEPD0C282D0B3B9	1000	Auto 1000
<input type="checkbox"/>		SEPD7B94F8EE28	123456789	Auto 1002
<input type="checkbox"/>		SEPD7B94F8EE28	1002	Auto 1002

完成後，如圖所示，您必須檢視受控裝置一節中的裝置名稱。

End User Configuration

Save Delete Add New

Device Information

Controlled Devices:

Available Profiles:

Device Association

Line Appearance Association for Presence

如圖所示，選擇裝置的主分機。

Directory Number Associations

Primary Extension:

選中Enable Mobility覈取方塊。如果需要，您也可以修改「Maximum Wait Time for Desk Pickup and Remote Destination Limit」。此外，預設值可以在影象中看到。

Mobility Information

Enable Mobility

Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup*:


Remote Destination Limit*:

遠端目標配置檔案配置


為終端使用者建立遠端目標配置檔案(RDP)。

要建立新的RDP配置檔案，請導航到Device > Device Settings > Remote Destination Profile > Add new。

Remote Destination Profile Configuration

 Save

Status

 Status: Ready

Remote Destination Profile Information

Name*	RDP-Sankalp
Description	
User ID*	sankalp
Device Pool*	Default
Calling Search Space	< None >
AAR Calling Search Space	< None >
User Hold Audio Source	< None >
Network Hold MOH Audio Source	< None >
Privacy*	Default
Rerouting Calling Search Space	< None >
Calling Party Transformation CSS	< None >
<input checked="" type="checkbox"/> Use Device Pool Calling Party Transformation CSS	
User Locale	< None >
Network Locale	< None >
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	

Do Not Disturb

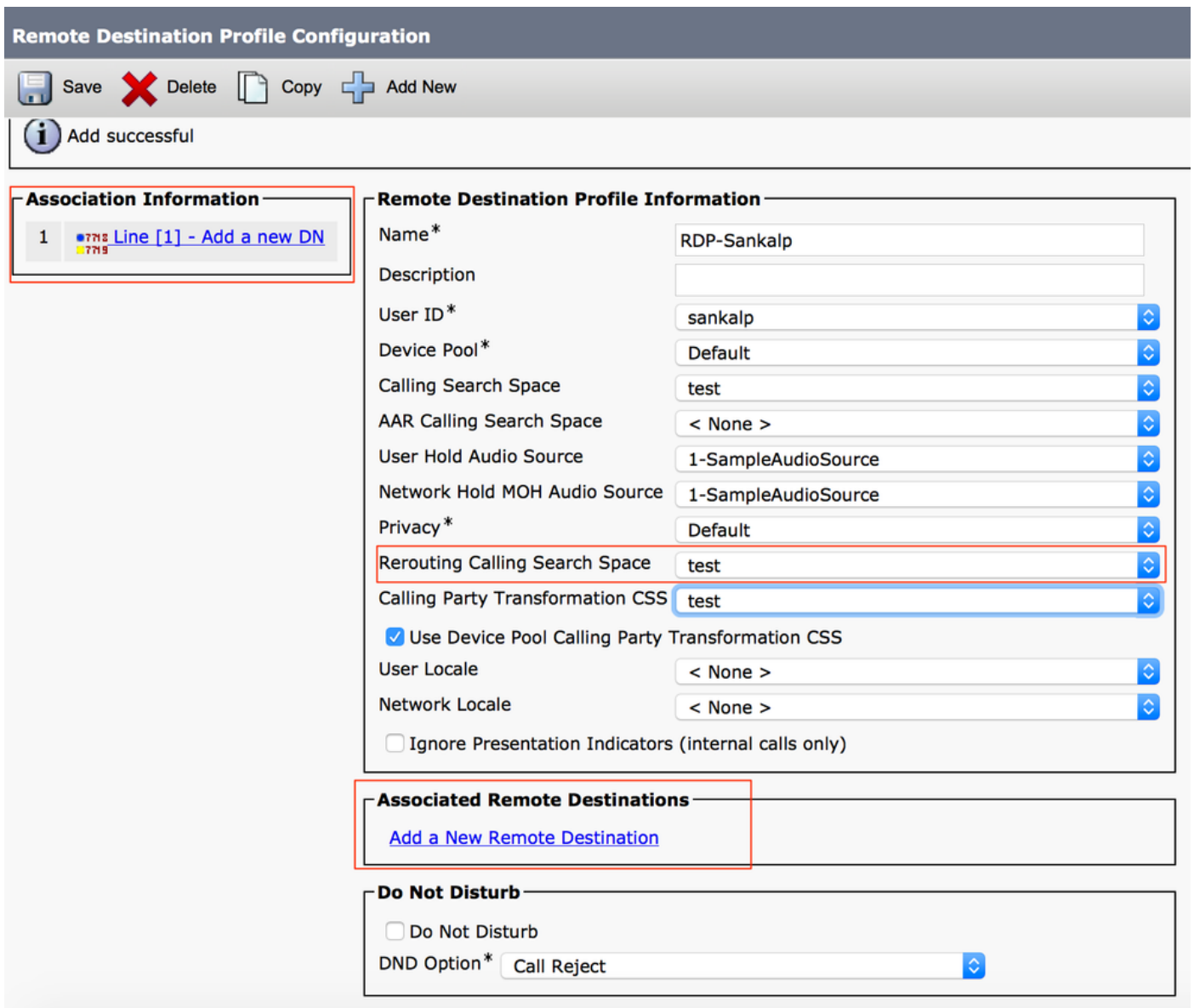
Do Not Disturb

DND Option* Call Reject

Save

按一下「Save」。現在，您可以看到新增新的電話號碼(DN)的選項。

點選Add a new DN以導航到目錄號碼配置，其中需要指定需要與RDP關聯的台式電話的目錄號碼，然後點選Save。



Remote Destination Profile Configuration

Save Delete Copy Add New

Add successful

Association Information

1	Line [1] - Add a new DN
---	-------------------------

Remote Destination Profile Information

Name* RDP-Sankalp

Description

User ID* sankalp

Device Pool* Default

Calling Search Space test

AAR Calling Search Space < None >

User Hold Audio Source 1-SampleAudioSource

Network Hold MOH Audio Source 1-SampleAudioSource

Privacy* Default

Rerouting Calling Search Space test

Calling Party Transformation CSS test

Use Device Pool Calling Party Transformation CSS

User Locale < None >

Network Locale < None >

Ignore Presentation Indicators (internal calls only)

Associated Remote Destinations

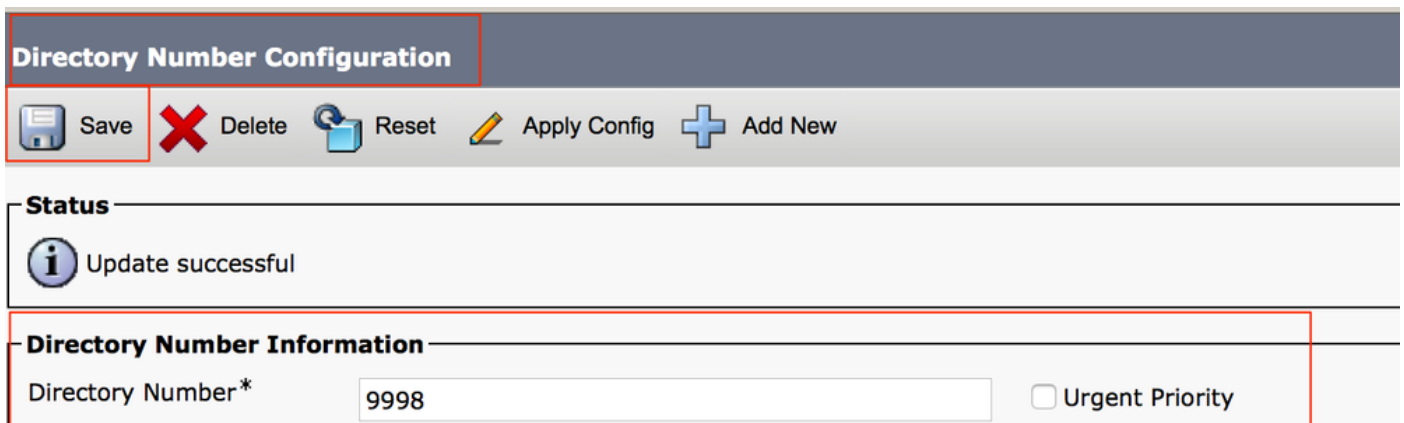
[Add a New Remote Destination](#)

Do Not Disturb

Do Not Disturb

DND Option* Call Reject

同樣重要的是要知道，CUCM試圖通過Rerouting calling search Space到達遠端目標。



Directory Number Configuration

Save Delete Reset Apply Config Add New

Update successful

Directory Number Information

Directory Number* 9998 Urgent Priority

儲存目錄號碼後，根據Rerouting呼叫搜尋空間指定正確的CSS。按一下「Add a New Remote Destination」，如下圖所示：

Remote Destination Profile Configuration

Save Delete Copy Add New

Status

Status: Ready

Association Information

- Line [1] - 9998 (no partition)
- Line [2] - Add a new DN

Remote Destination Profile Information

Name*	RDP-Sankalp
Description	
User ID*	sankalp
Device Pool*	Default
Calling Search Space	test
AAR Calling Search Space	< None >
User Hold Audio Source	1-SampleAudioSource
Network Hold MOH Audio Source	1-SampleAudioSource
Privacy*	Default
Rerouting Calling Search Space	test
Calling Party Transformation CSS	test
<input checked="" type="checkbox"/> Use Device Pool Calling Party Transformation CSS	
User Locale	< None >
Network Locale	< None >
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	

Associated Remote Destinations

[Add a New Remote Destination](#)

遠端目標配置

指定目標編號，因為這是您的遠端目標的編號。

確保選中Enable Unified Mobility features，Enable Single Number Reach，Enable Move to Mobile覈取方塊。

一號通語音郵件策略提供兩個選項：計時器控制和使用者控制，前者是預設選項。

在Timer Information (計時器資訊)部分下，可以指定遠端目標可以振鈴之前的延遲量。

在遠端目標要求立即振鈴的情況下，可以將Wait*設定為零。

校準遠端目標的服務提供商將呼叫傳送到遠端目標的語音郵件的時間也很重要。可以將Stop ringing this phone after值設定為小於該值，以確保呼叫不會轉到手機的語音信箱。此時間值是針對Stop ringing this phone after指定的。

在以前的call manager版本中，這些引數具有不同的名稱：

- 振鈴前延遲計時器
- 應答過早計時器

- 應答過遲計時器

Remote Destination Configuration

Save

Status
Status: Ready

Remote Destination Information

Name: RDP-Sankalp
Destination Number*: 9008815186
Owner User ID*: sankalp

Enable Unified Mobility features
Remote Destination Profile*: RDP-Sankalp
Single Number Reach Voicemail Policy*: Use System Default

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move to Mobile
If this is a mobile phone, transfer active calls to this phone when the mobility button on your Cisco IP Phone is pressed.

Enable Extend and Connect
Allow this phone to be controlled by CTI applications (e.g. Jabber)
CTI Remote Device*: -- Not Selected --

Timer Information

Wait* 4.0 seconds before ringing this phone when my business line is dialed.*
Prevent this call from going straight to this phone's voicemail by using a time delay of* 1.5 seconds to detect when calls go straight to voicemail.*
Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*

如果為User Control配置了SNR語音郵件策略，計時器資訊將更改，如下圖所示：

Single Number Reach Voicemail Policy* User Control

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move to Mobile
If this is a mobile phone, transfer active calls to this phone when the mobility button on your Cisco IP Phone is pressed.

Enable Extend and Connect
Allow this phone to be controlled by CTI applications (e.g. Jabber)
CTI Remote Device* -- Not Selected --

Timer Information

Wait* 4.0 seconds before ringing this phone when my business line is dialed.*
Prevent this call from going straight to this phone's voicemail by requiring you to respond to a prompt to be connected.
Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*

如果需要基於時間和日期限制SNR配置，則根據需要修改這些選項。如果不需要應用任何限制，則振鈴計畫可設定為所有時間，而在上述振鈴計畫期間接收呼叫時可設定為總是振鈴此目標。

完成遠端目標的配置後，按一下Save。

When Single Number Reach is Enabled

Ring Schedule

All the time

As specified below

Monday All Day No Office Hours to No Office Hours

Tuesday All Day No Office Hours to No Office Hours

Wednesday All Day No Office Hours to No Office Hours

Thursday All Day No Office Hours to No Office Hours

Friday All Day No Office Hours to No Office Hours

Saturday All Day No Office Hours to No Office Hours

Sunday All Day No Office Hours to No Office Hours

Time Zone* (GMT) Etc/GMT

When receiving a call during the above ring schedule

Always ring this destination

Ring this destination only if caller is in -- Not Selected -- [View Details](#)

Do not ring this destination if caller is in -- Not Selected -- [View Details](#)

選中該行旁邊的覈取方塊，然後按一下Save。

Remote Destination Configuration Related

Save Delete Copy Add New

Status
Add successful

Remote Destination Profile

Line	Line Association
Line [1] - 9998 (no partition)	<input checked="" type="checkbox"/>

Remote Destination Information

Name: RDP-Sankalp

Destination Number*: 9008815186

Owner User ID*: sankalp

Enable Unified Mobility features

Remote Destination Profile*: RDP-Sankalp

Single Number Reach Voicemail Policy*: Use System Default

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move to Mobile
If this is a mobile phone, transfer active calls to this phone when the mobility button on your Cisco IP Phone is pressed.

Enable Extend and Connect
Allow this phone to be controlled by CTI applications (e.g. Jabber)
CTI Remote Device*: -- Not Selected --

Timer Information

Wait* 4.0 seconds before ringing this phone when my business line is dialed.*

Prevent this call from going straight to this phone's voicemail by using a time delay of* 1.5 seconds to detect when calls go straight to voicemail.*

Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*

驗證

使用本節內容，確認您的組態是否正常運作。

驗證遠端目標配置檔案的名稱，該名稱反映在「終端使用者」頁上。

Mobility Information

Enable Mobility

Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup*

Remote Destination Limit*

Remote Destination Profiles

[View Details](#)

在目錄號頁面上，您必須在關聯裝置一節中看到遠端目標配置檔案的名稱。

Directory Number Configuration

Save Delete Reset Apply Config Add New

Status

Status: Ready

Directory Number Information

Directory Number* Urgent Priority

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

Allow Control of Device from CTI

Associated Devices

[Edit Device](#)

[Edit Line Appearance](#)

通過撥出號碼分析執行測試，以檢查呼叫管理器是否根據配置將呼叫定向到遠端目標。

要執行撥出號碼分析，請導航到Cisco Unified Serviceability > Tools > Dialed Number Analyzer > Analysis > Phones > Find > Choose the calling phone。

指定台式電話的目錄號碼，然後按一下Do Analysis。

Analyzer Input

Dialed Digit Settings

Directory URI

Dialed Digits

Pattern Analysis SIP Analysis

Domain Route

IP Route

Date and Time Settings

Time Zone

Date - - (YYYY - MMM - DD)

Time - - - (HH : MM : SS : MS)

在Analysis輸出中，呼叫會與台式電話一起擴展到RDP，這確認了SNR配置的最終效果。

DNA Analysis Output

Cisco Unified Communications Manager Dialed Number Analyzer Results

▼ **Results Summary**

- ▼ **Calling Party Information**
 - **Calling Party** = 1002
 - **Partition** =
 - **Device CSS** =
 - **Line CSS** =
 - **AAR Group Name** =
 - **AAR CSS** =
 - **Dialed Digits** = 9998
 - **Match Result** = RouteThisPattern
- ▼ **Matched Pattern Information**
 - **Pattern** = 9998
 - **Partition** =
 - **Time Schedule** =
- **Called Party Number** = 9998

▼ **Device :Type= Cisco 7975**

- **Device Status** = UnKnown
- **Device Name** = SEP0026CB3DC691

▼ **Device :Type= Remote Destination Profile**

- **Device Status** = UnKnown
- **Device Name** = RDP-Sankalp
- **Ignore Presentation Indicators** = Disabled
- **Logged Into Hunt Groups** = Disabled
- **Alerting Name** =
- **Dual Mode** = Disabled

疑難排解

目前尚無特定資訊可用於排解此組態的疑難問題。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。