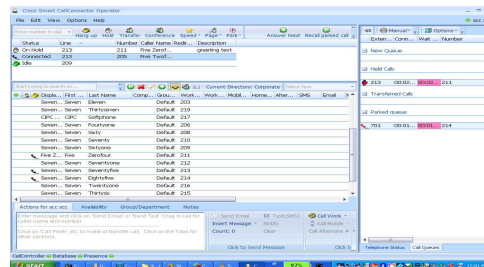
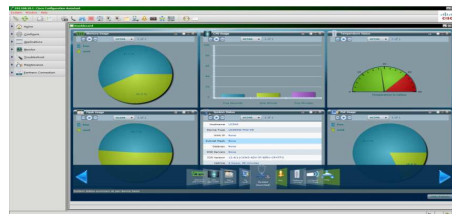
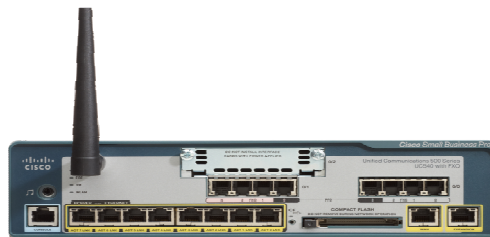


# Cisco Small Business Pro

## Smart Business Communication System

### Technical Enablement Labs



## Lab 17

Smart Call Connector – Attendant Console  
for UC 540/UC 560

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## Introduction

Cisco Small Business just expanded its offering for client and server integration of a new Smart Call Connector (SCC) Attendant Console which can be leveraged by the small business operating UC 540 or UC 560 who need a client based Attendant Console.

Cisco.com includes release Notes and Admin Guides you should refer to in configuring your system. The SCC itself has a built in Wizard as well, that will walk you through a complete configuration. See appendix.

There are two application 'tools' that come with the install as well. One to manage the services, which run on the PC Server to enable all the things SCC Attendant Console can do, and a Cisco CallConnector Configuration Manager (with navigation Wizard) that helps you configure your Standalone Operator and up to one backup Attendant (optional).

SCC Attendant Console integrates directly to a CCA configured system and it will push configuration to UC 500 as it is configured and there will be only a few Out of Band (OOB) Command Line Interface (CLI) entries required (defined in the release notes) to complete the integration.

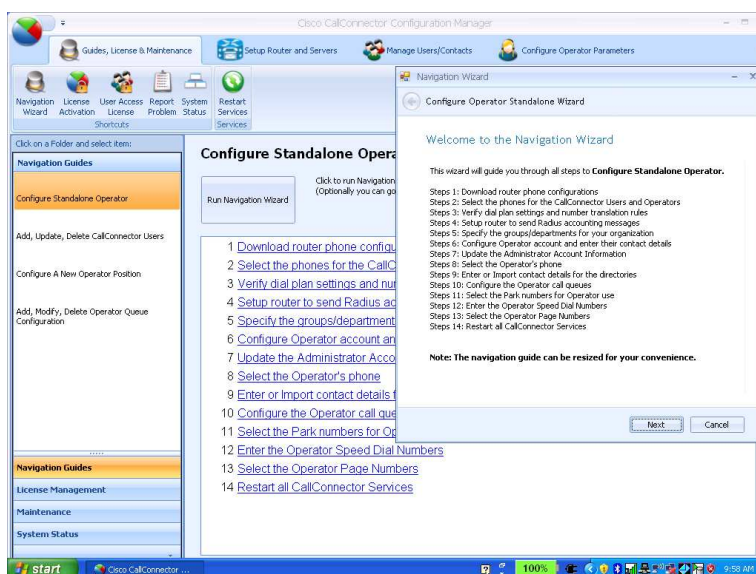
This document shows a typical deployment so partners can see how its implemented and see the options available to deploy your own system.

The SCC Attendant will require a DATA VLAN Static IP address, since communications between the UC 500 and it will be required to be reliable and predictable (no DHCP).

The SCC Attendant will control the media of one Cisco IP phone (from the list given in the release notes) which supports octal line appearance.

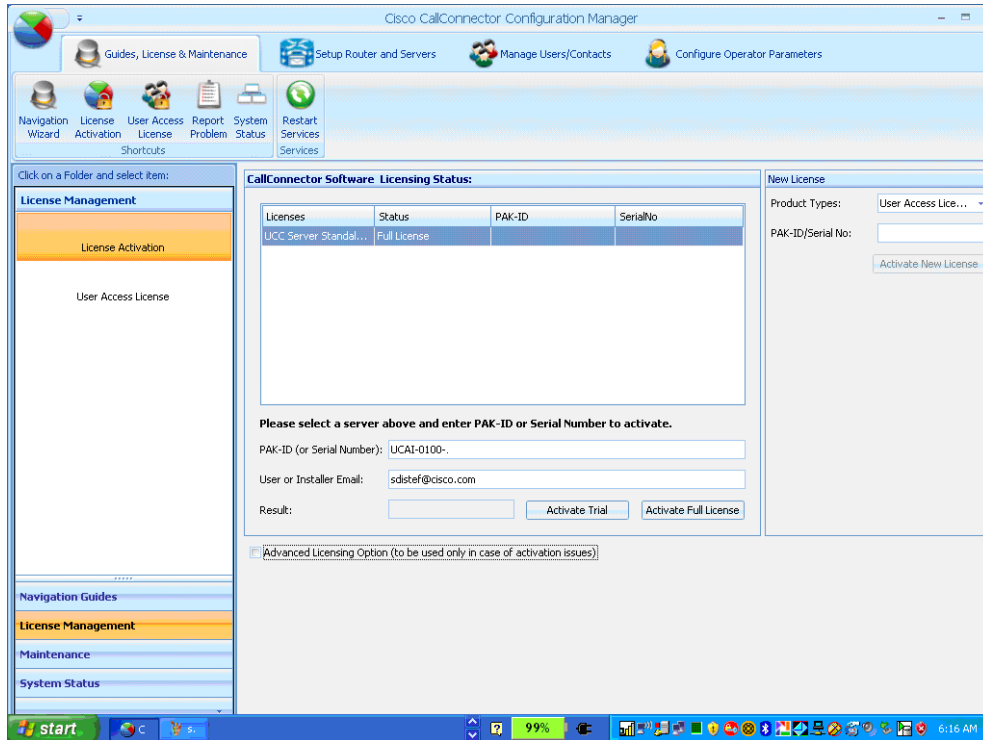
## CallConnector Configuration Manager

Launching the Configuration manager will allow you to license and configure your Attendant Console. The navigation Wizard guides you through each step and changes windows for you as you go along. The topics you need to complete are shown below:



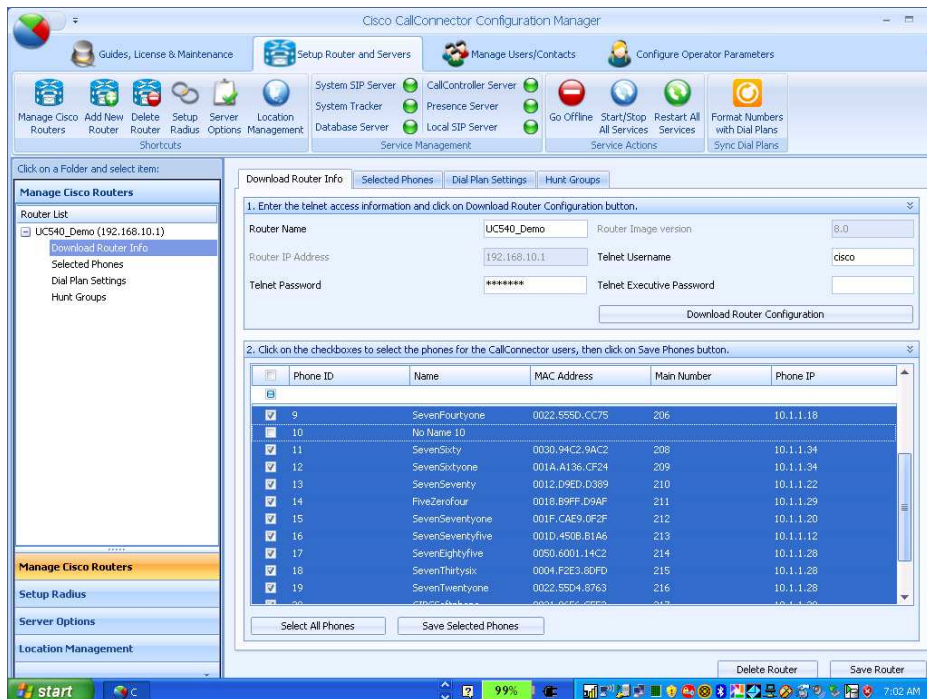
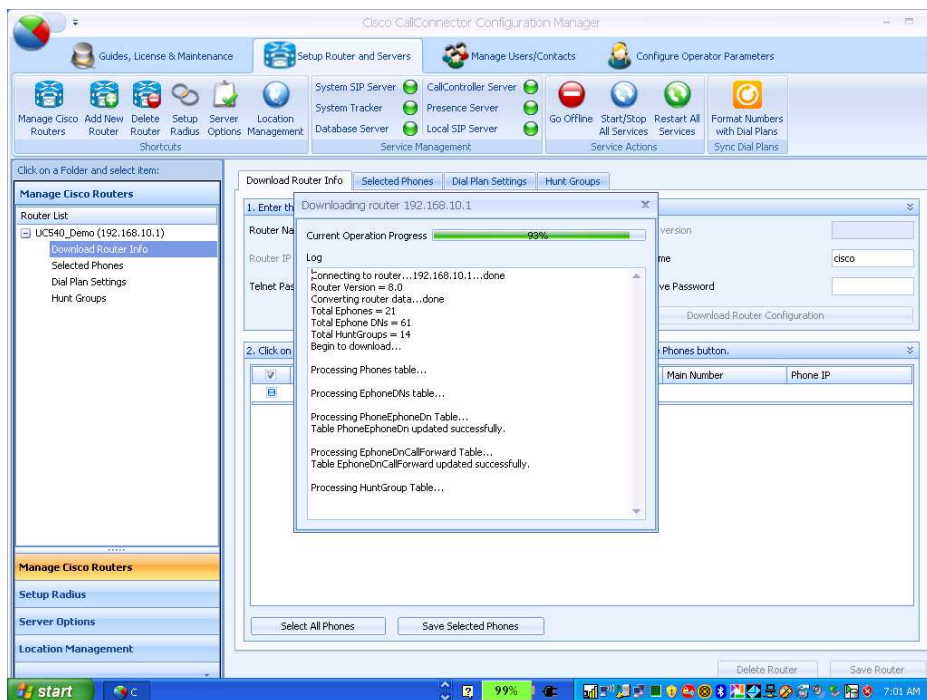
## License input

The system will challenge you for your license PAK-ID. It will need internet access for this to work and will bind to the interface in which it connects over.



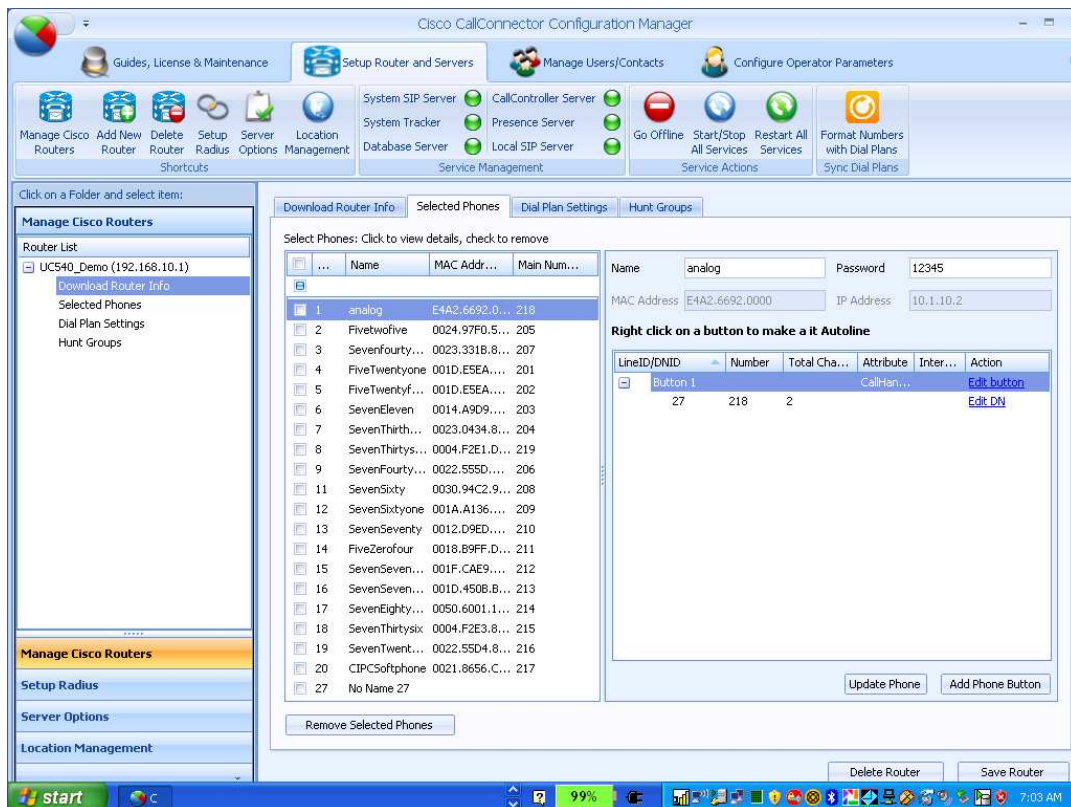
## Setup Router and Server

Give the UC 500 a name and enter the authentication credentials for access. If you don't use an enable password, leave that blank. The release notes show you that you need to create 'VTY 0 4' and assign 'privilege level 15' to it so the PC can connect correctly. When you hit DOWNLOAD, all the phones from your system appear below.

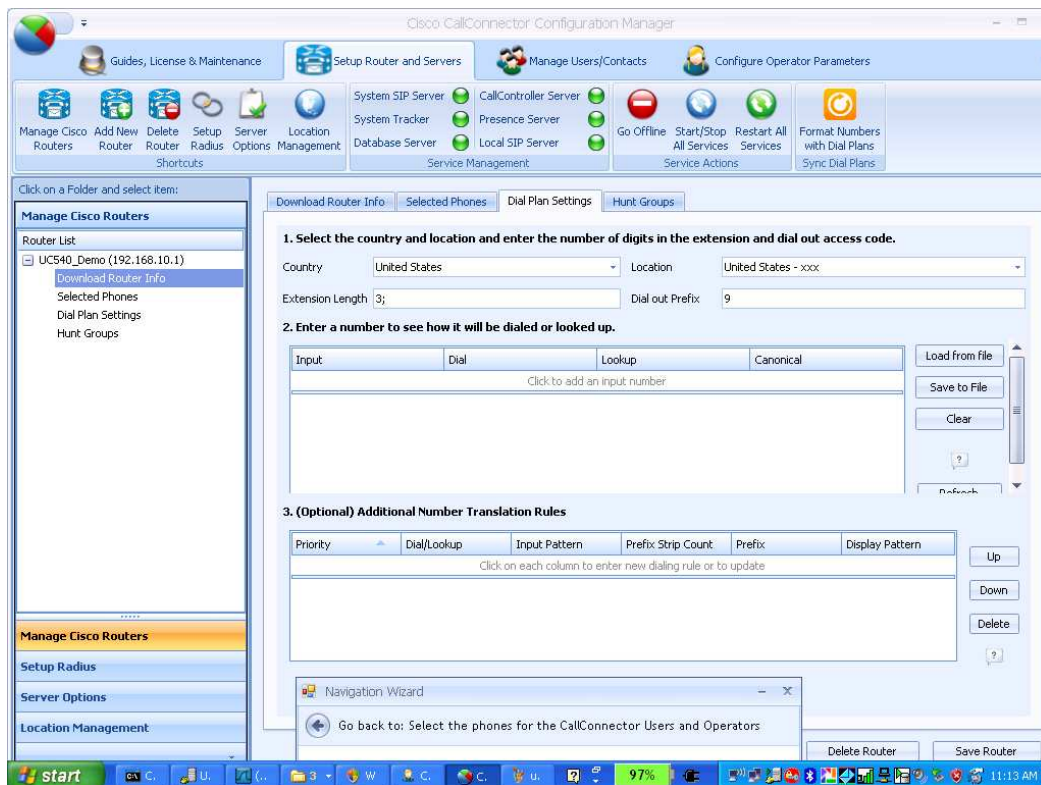


You should select them all, so that the Attendant sees all of them and can place and receive calls to and from these phones and save.

They will appear on the next tab:

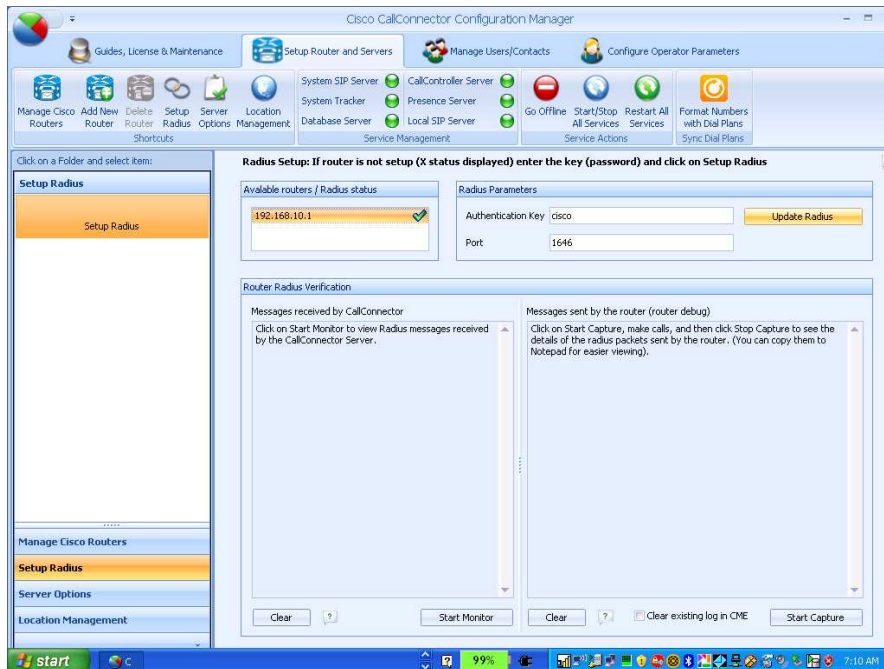


Next you set the dial plan and translation rules for your deployment...

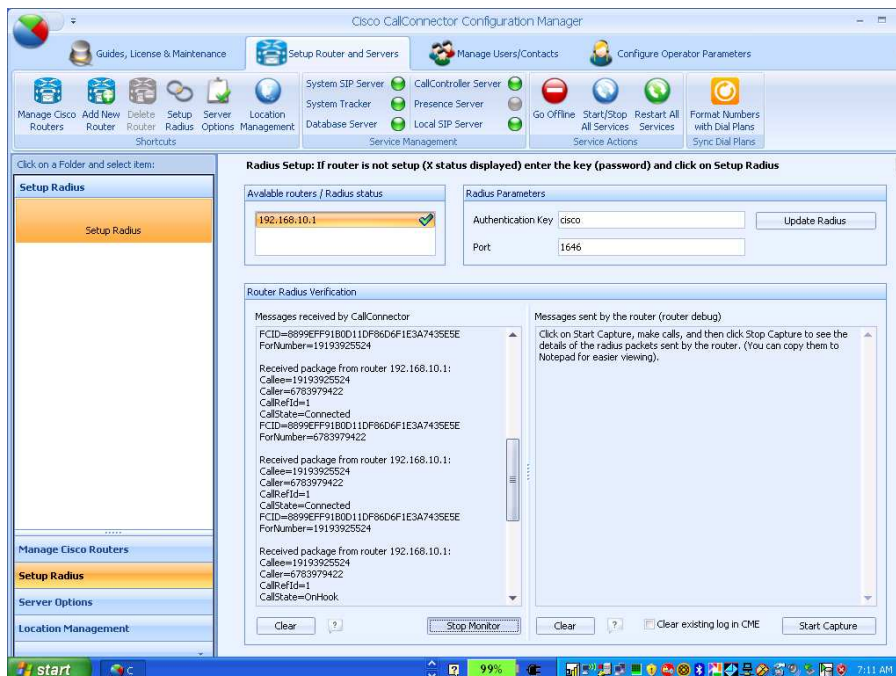




RADIUS implementation is next. The SCC Attendant will be the RADIUS Server and the UC 500 will send accounting messages to it for phone status changes. You will likely see a RED X and you use the default port for accounting messages, select a key (cisco in this case) and Setup RADIUS:

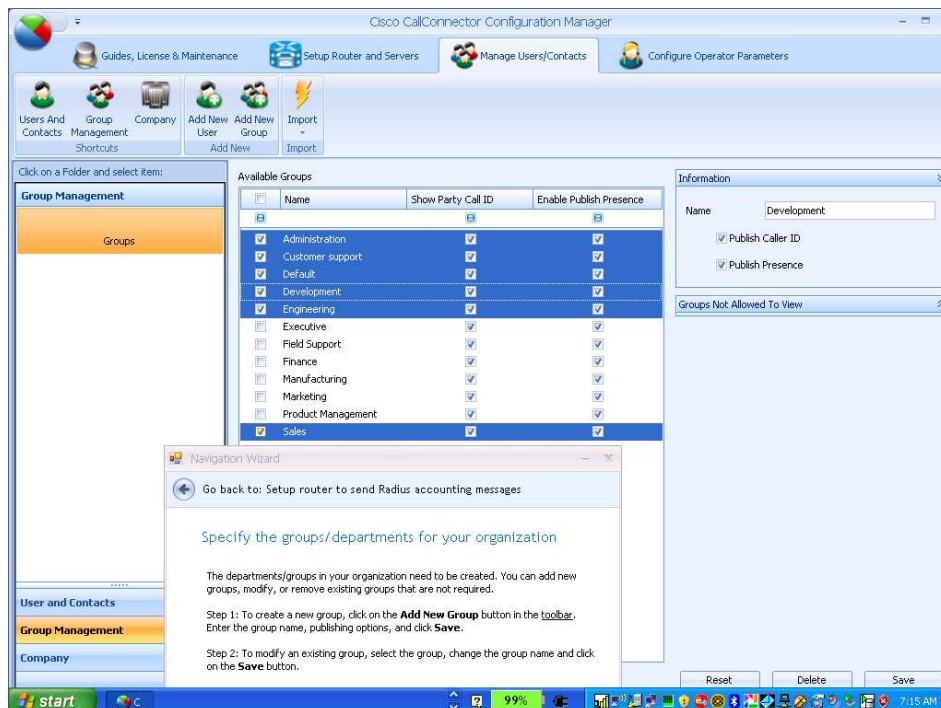


You should start the monitor which disables Presence server on the PC (remember to click the RED LED when your done and after you STOP the monitor), to see the RADIUS is working

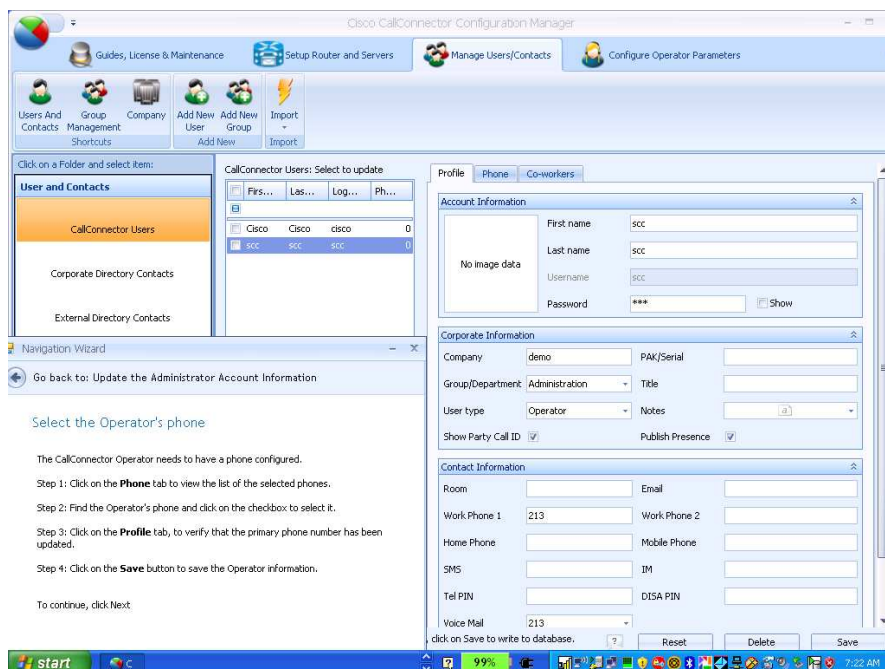


## Manage Users and Contacts

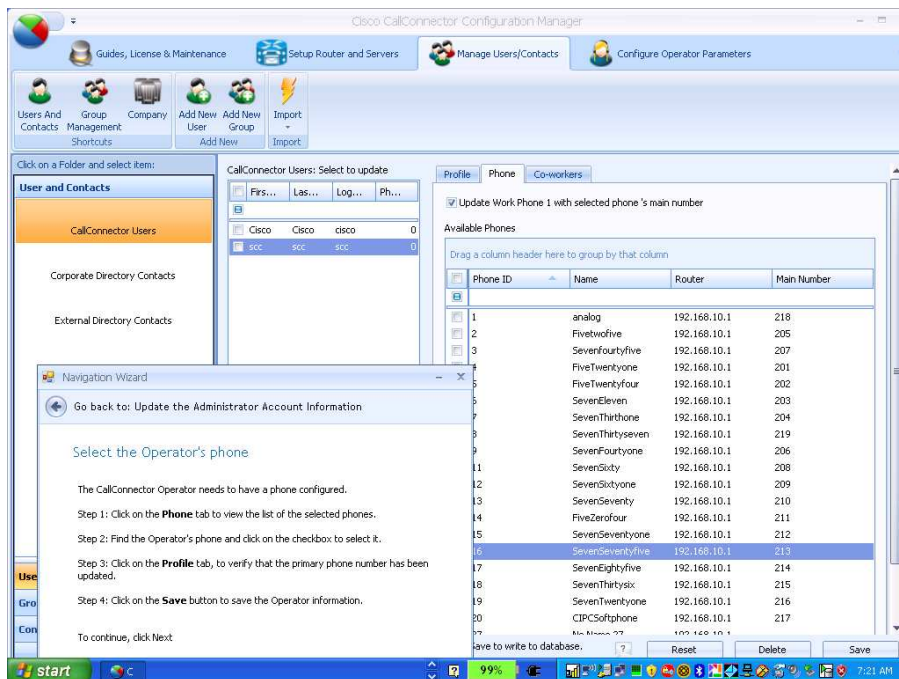
Next you will be asked to select the groups and or departments you want to use (don't delete the Default Group).



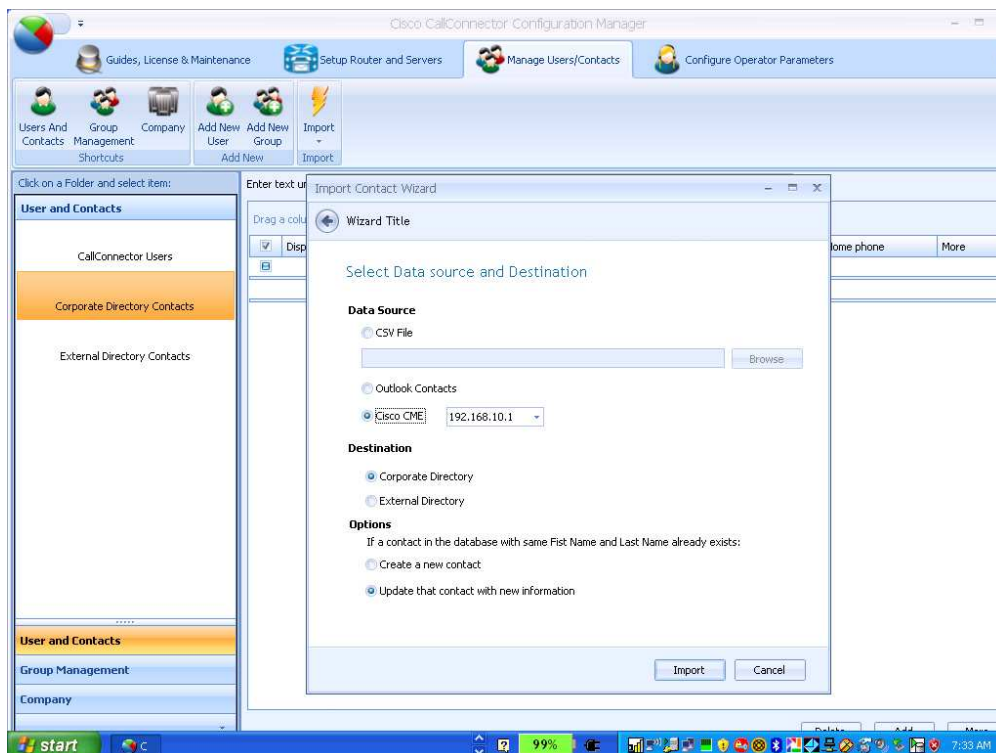
DON'T change the Admin account (Cisco) since you need that to continue to log into this Configuration manager. You will create the SCC Operator account (to run the application from this PC) for the Phone you select.

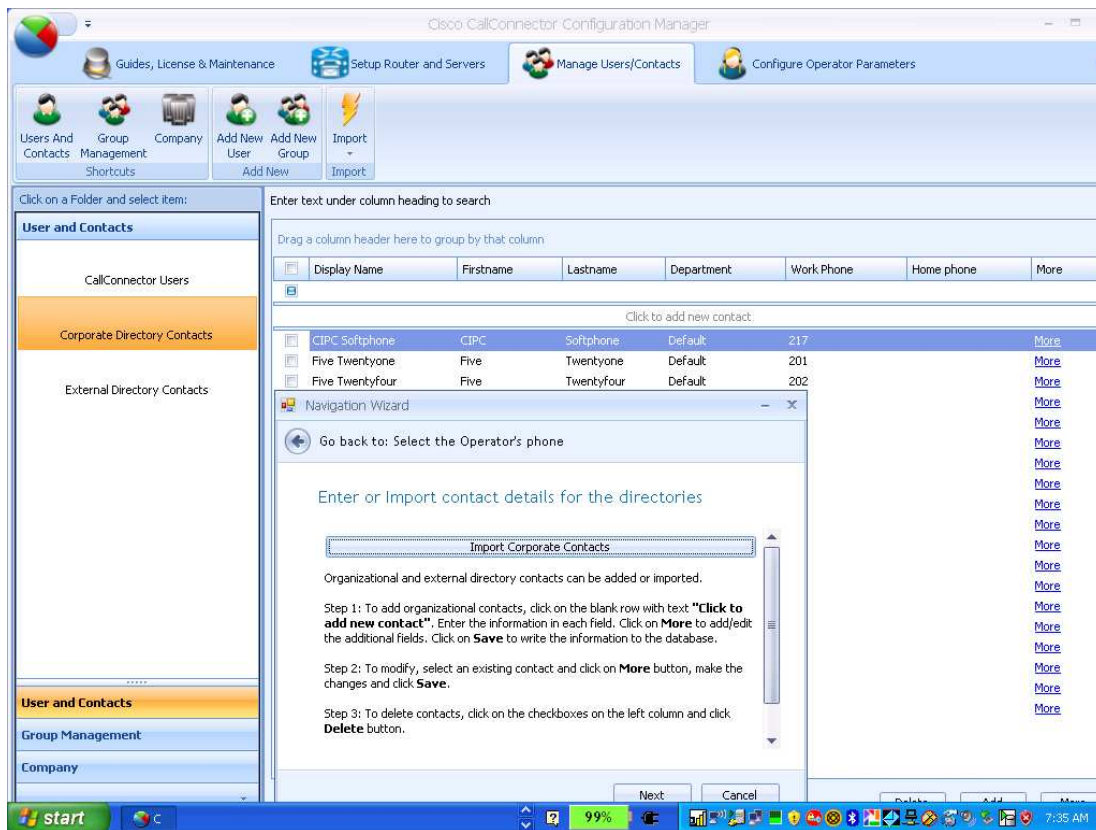






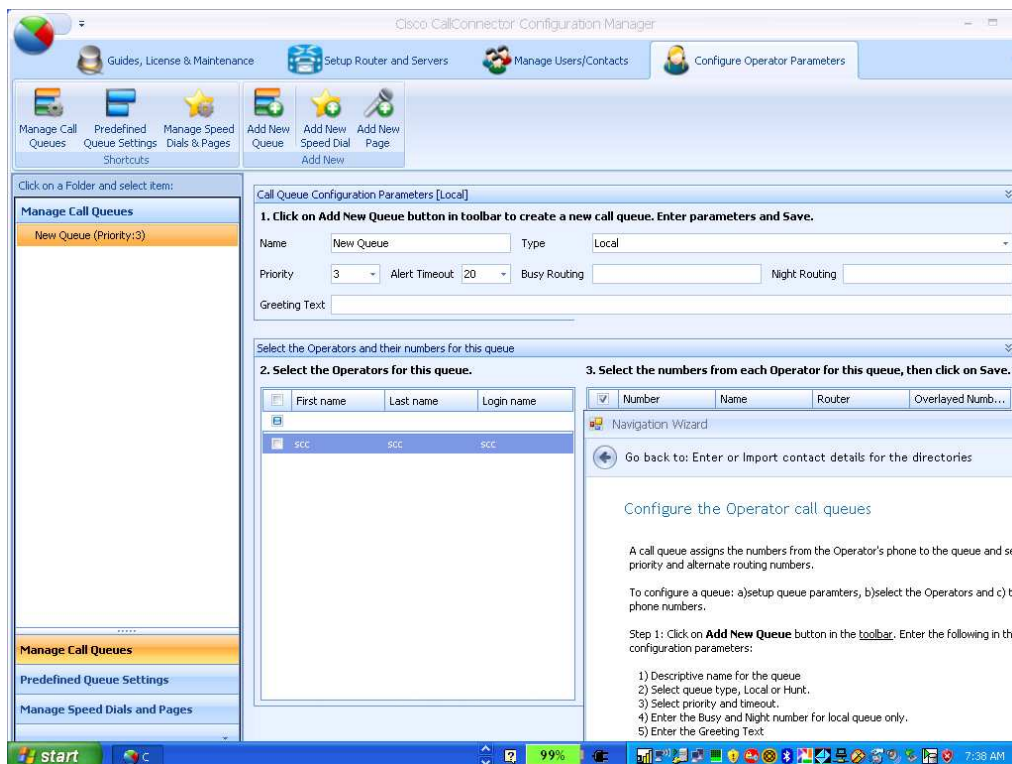
There is a lot of reading material on importing contacts. Many ways to do this, including a flat file read. Do read up on this. I am importing only the phones on the UC500.

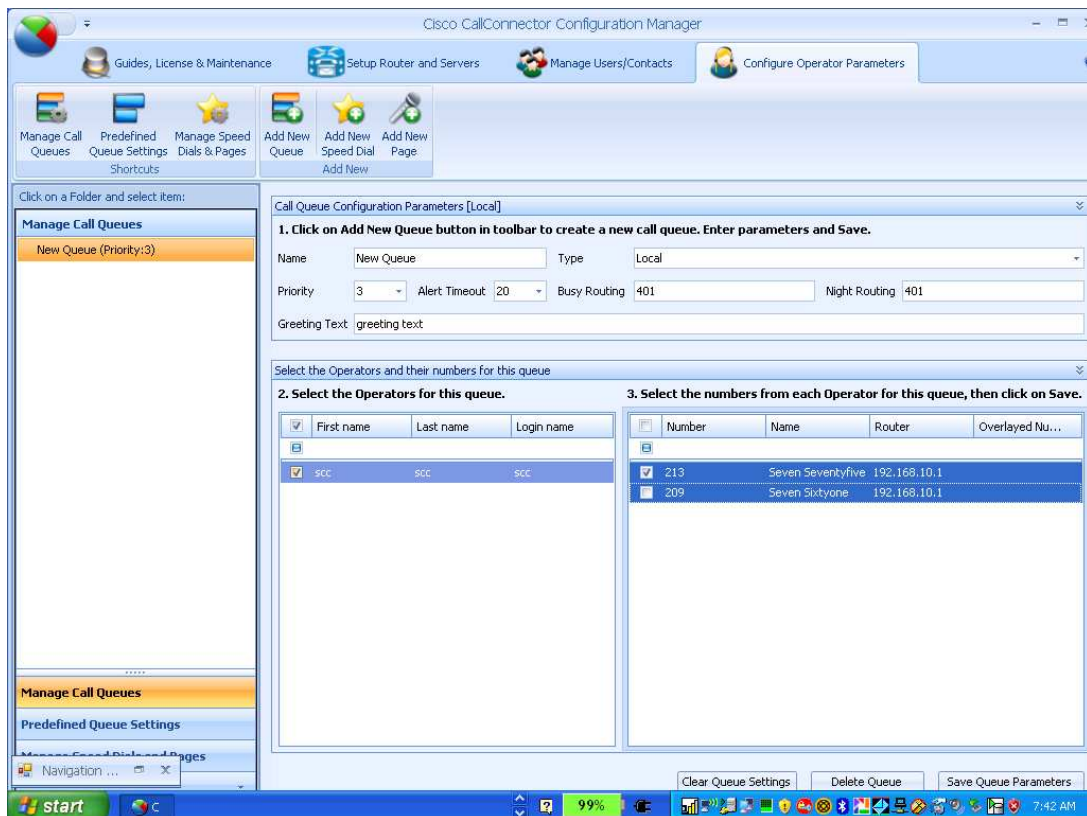




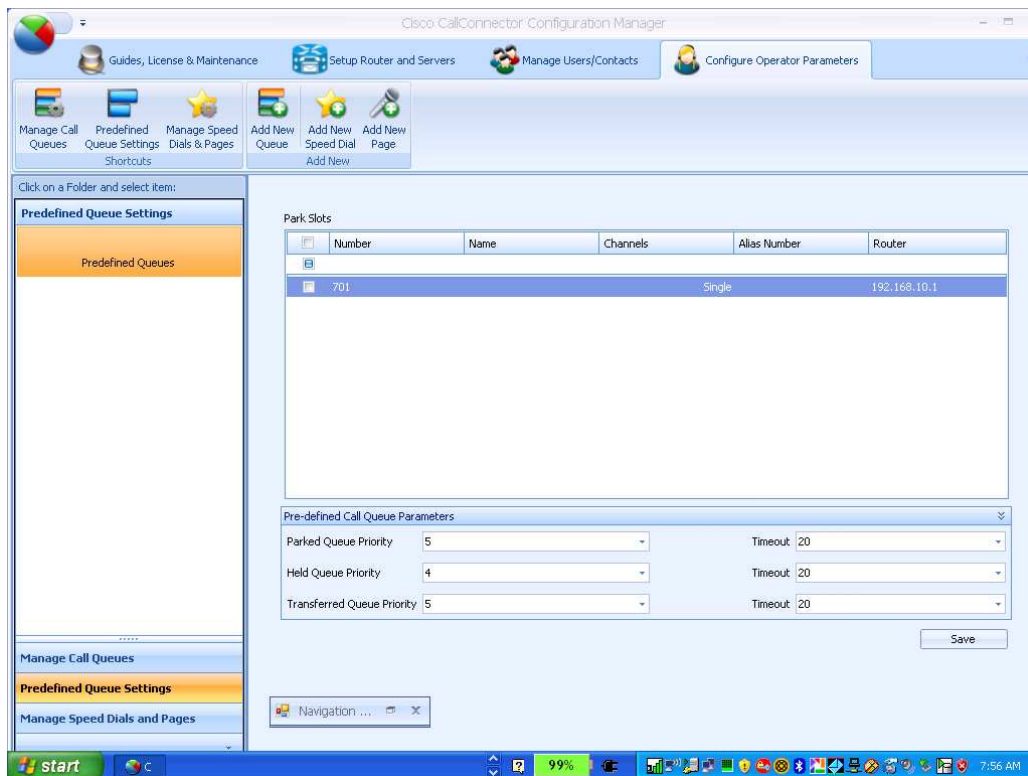
## Configure Operator Parameters

Create the Operator Queues

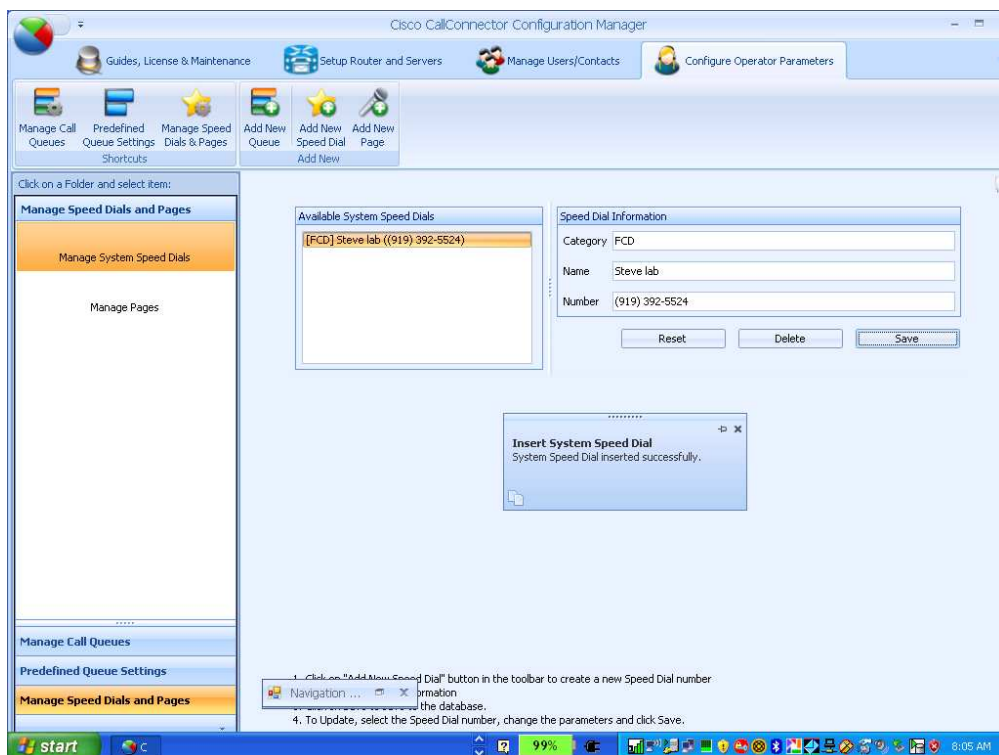




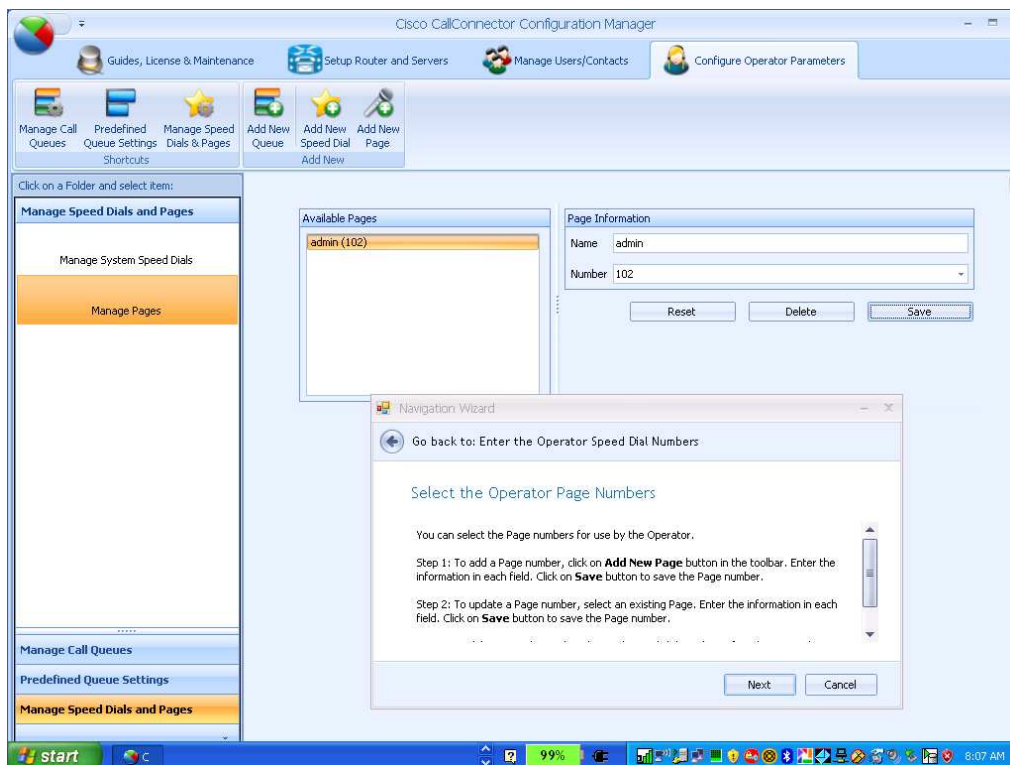
Select the Park Numbers (which are configured on UC 500) for the Operator to use... just check the ones you want and adjust parameters for recall from park and priority...etc.



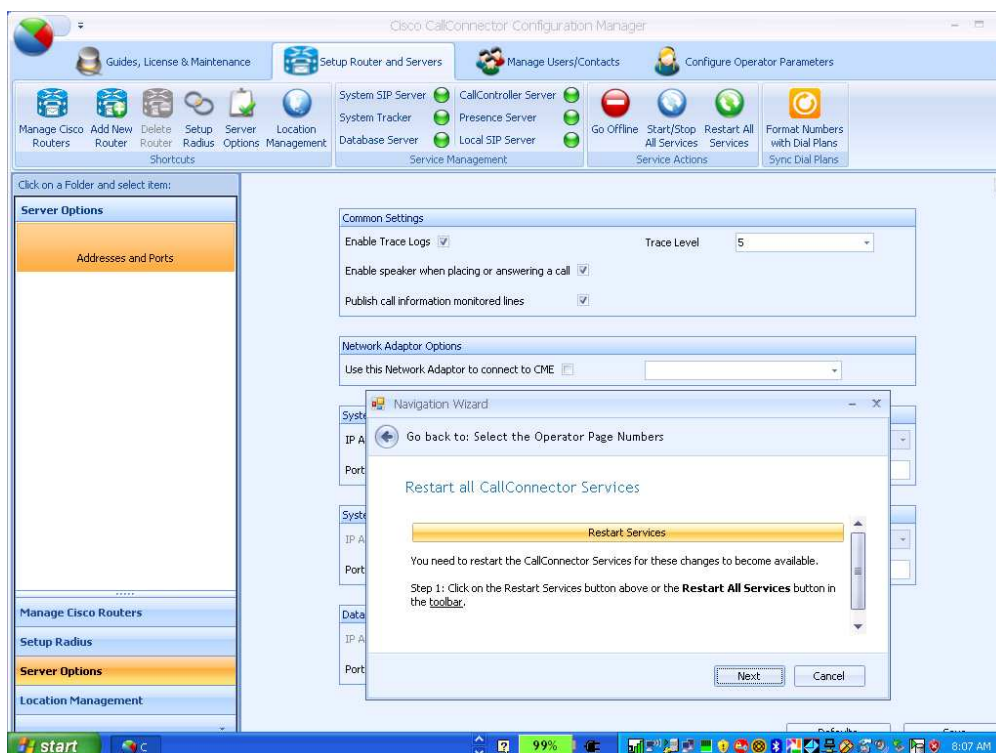
Enter the Operator Speed Dial numbers...



Set up the Operators PAGE numbers, again whats already configured on UC 500.

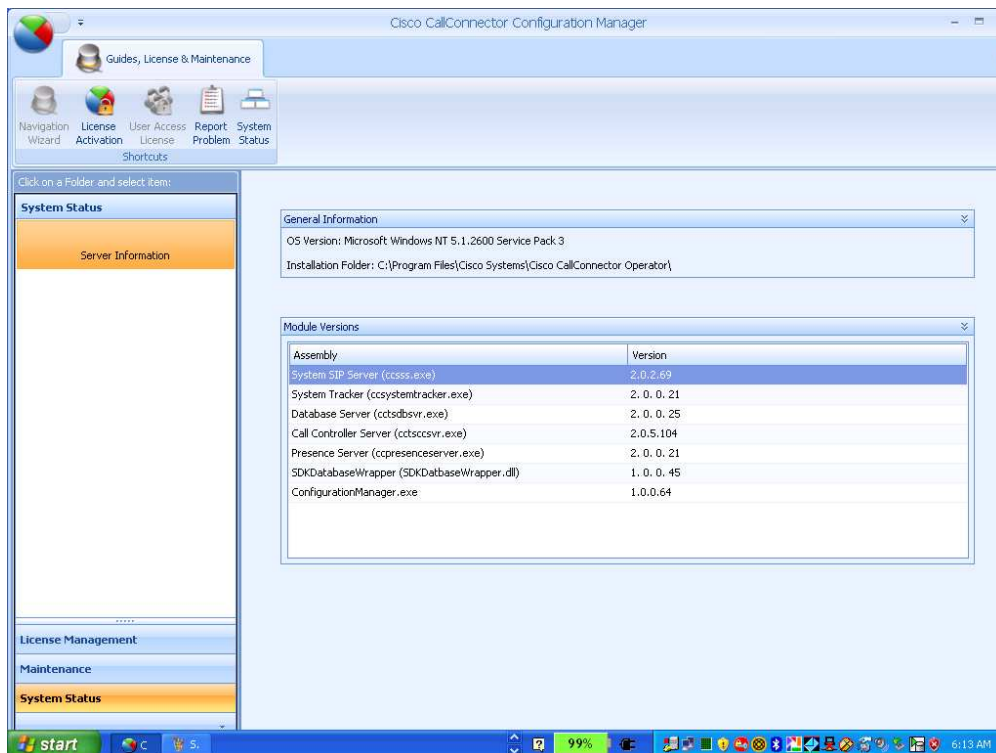


## Restart all Services



After restarting, check the System Status.

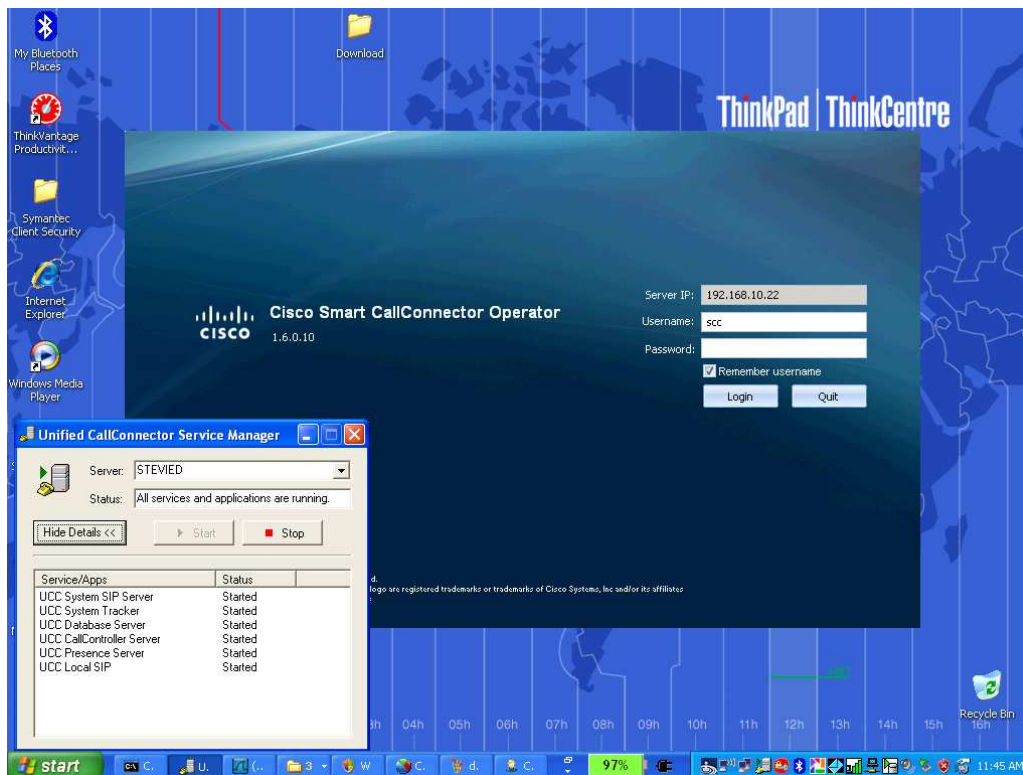




You are ready to launch the Attendant Console.

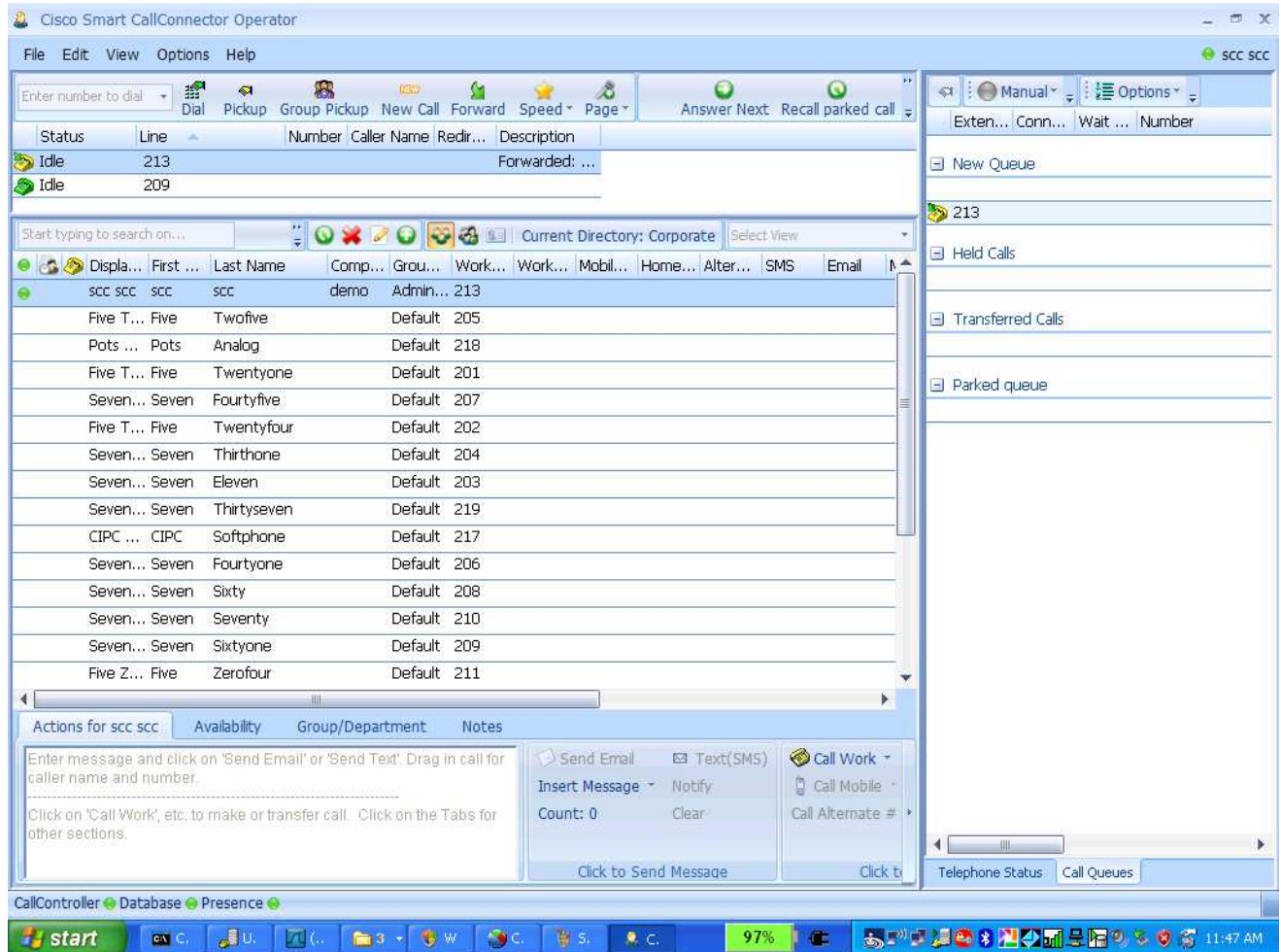
## Launch SCC Attendant Console

Starting the SCC Attendant from the PC using the desktop ICON or the Programs selection.

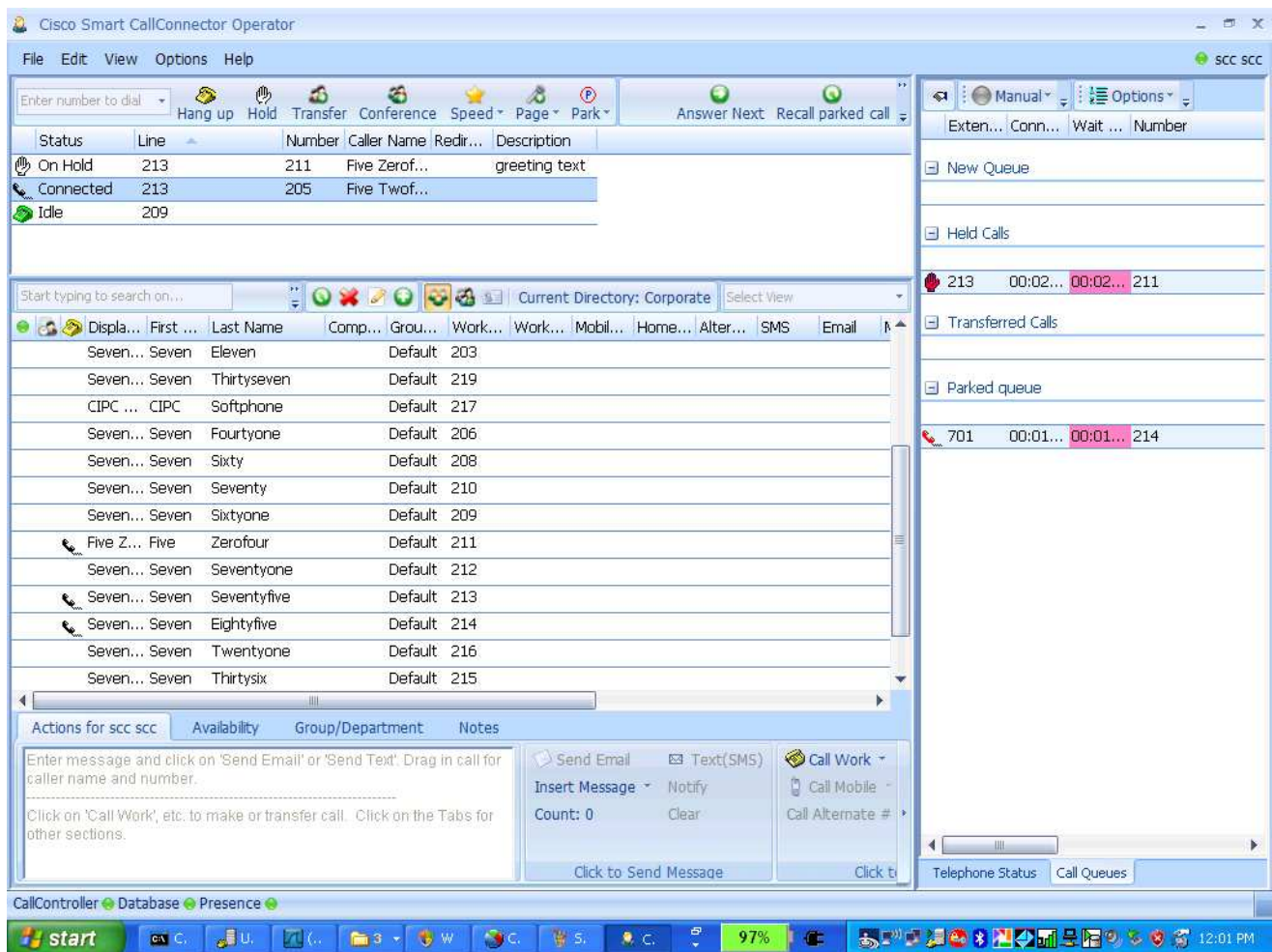




As long as the services are running, the SCC should open up as you configured it.



Now open the ADMIN GUIDE and learn to use the system:



## Appendix

### References:

SCC Operator Information from Product manager: <https://www.myciscocommunity.com/docs/DOC-14094>

SCC Code and Documents: <http://tools.cisco.com/support/downloads/go/Model.x?mdfid=282938778>