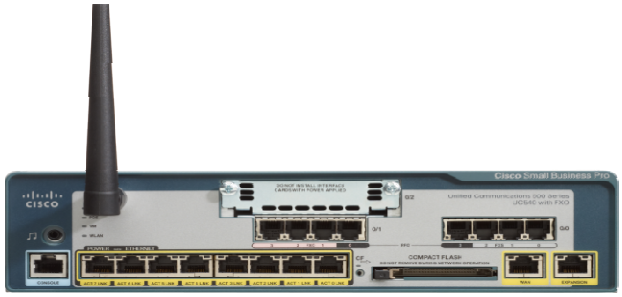
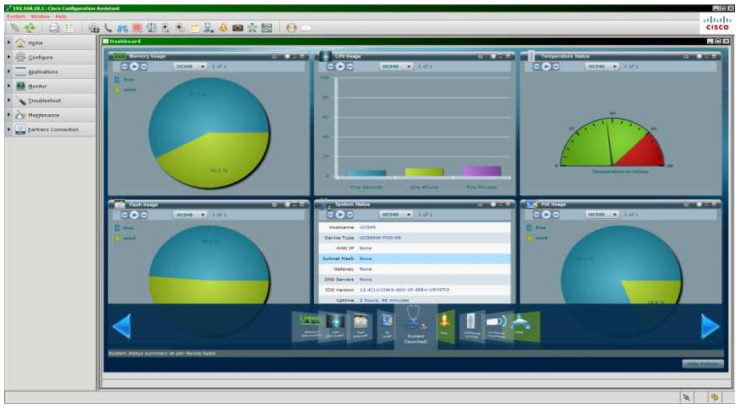
Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs





Lab 26

Smart Application: Single Number Reach (SNR) Configuration for UC500

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Introduction

Single Number Reach (SNR) capability can be configured as it is most used in CME systems where the PSTN connection is PRI/BRI/FXO. It is also supported over SIP with the one caveat of caller ID at the SNR destination resulting from SIP Trunk SPs tool fraud prevention[1]

SNR provides each user with the following:

- User Phone GUI entry of the feature status on the phone
  - Mobility Soft Key: Enable Disable Mobility
- User phone GUI ability to modify existing or enter a new SNR destination
  - Services: MyPhoneApps: SNR (on Cisco 79xx phones)
  - Setup: CME Services: MyPhoneApps: SNR (on SPA5xx series phones ; **except SPA501G**[2])
- Calls to the SNR enabled and activated extension will also be sent in parallel to one additional number; internal or external.
  - CCA 2.2.4 pushes a default ephone-dn configuration as follows, which means the base station will continue to ring for a limited period of time, even when SNR destination answers (30 sec).

```
ephone-dn  18  dual-line
number 209 no-reg primary
label 209
description Five Zerofour
name Five Zerofour
mobility
snr 201 delay 5 timeout 30 cfwd-noan 400
call-forward busy 400
call-forward noan 400 timeout 20
```

- Calls answered at the programmed remote destination can be 'pulled back' to the UC500 user extension
  - This can be accomplished pressing the flashing red extension button or pressing the RESUME softkey.
- The SNR enabled phone can push an established call to the SNR destination using the MOBILITY softkey, which gets added to the ephone template assigned to the phones.

Enabling SNR (Mobility) is done in the Applications drawer of CCA and it can be enabled by CCA data entry or by user phone entry (on most phones).

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[1] For Single Number Reach numbers going over SIP trunks, the Caller ID may not reflect the Caller ID of the original caller since the Caller ID will be determined by the ITSP configured. Typically the Caller ID will be for the station or the main PSTN number (DID) configured for SIP trunk. Most ITSPs require Caller IDs that are mapped explicitly to their accounts in order to prevent fraud. So if the Caller ID for the original caller was not overridden, the call to the Single Number Reach number would fail.

[2] While the SPA501G (Paper label and no soft keys) can be configured from CCA with and SNR destination, its function will be limited to SNR and Pull Back, by pressing the user extension button, which remains flashing on the base SNR station. Subsequent pushes to the SNR can be accomplished with the Transfer Hard Key, and manually entering the desired target number.

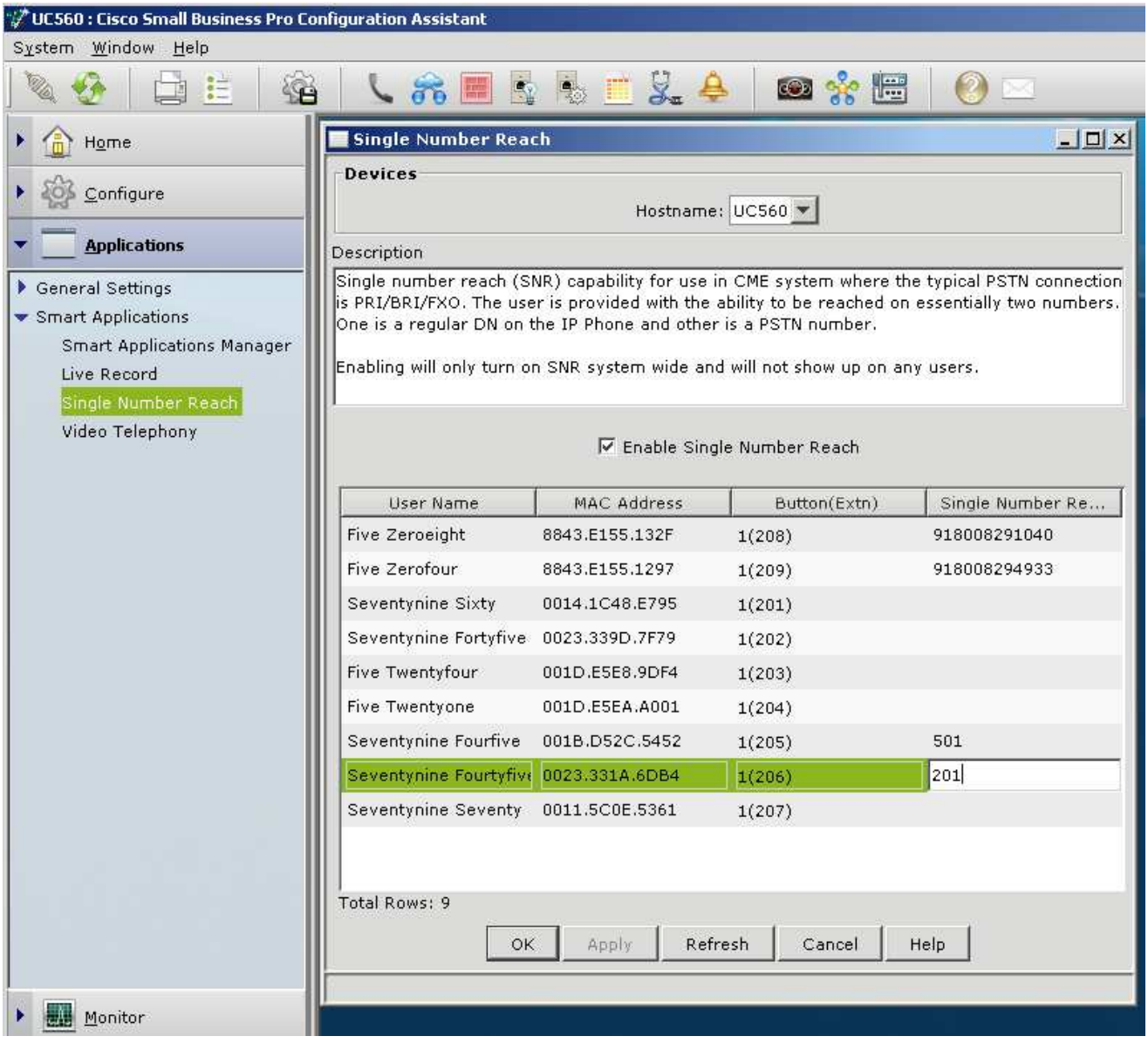
Office Manager (OM) can also program SNR for the users in the UC500 system and fully interoperates with CCA.

SNR configuration adjusts the ephone-template 16 used by most phones.

SNR cannot be configured on an extension that is part of a MLHG. CCA will block you from entering an SNR destination for these lines. The phone however will show the common ephone-template 16 “Mobility” sof key on the idle screen, and allow the user to activate and disable the mobility feature, but will have no effect on call handling, as the MyPhoneApps GUE under CME Services will also not allow entry of an SNR destination.

Configuration

Below, we see the configuration GUI. You can simply enable (checkbox) the feature and allow the users to enter their own destinations, or add their desired remote destination.



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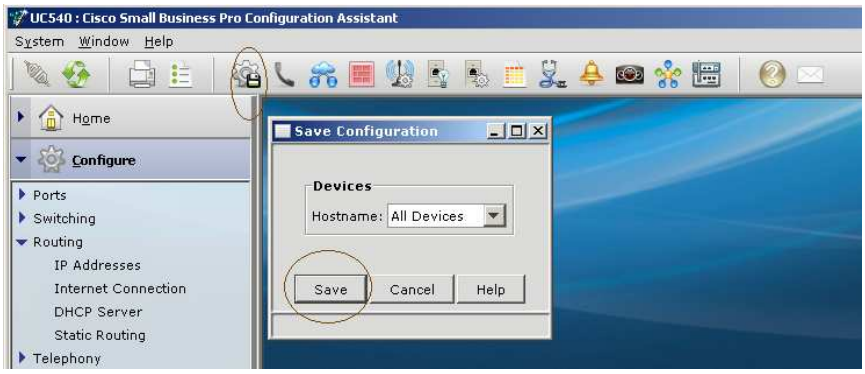
UC540 : Cisco Small Business Pro Configuration Assistant
System Window Help
Home
Configure
Ports
Switching
Routing
IP Addresses
Internet Connection
DHCP Server
Static Routing
Telephony
Save Configuration
Devices
Hostname: All Devices
Save
Cancel
Help