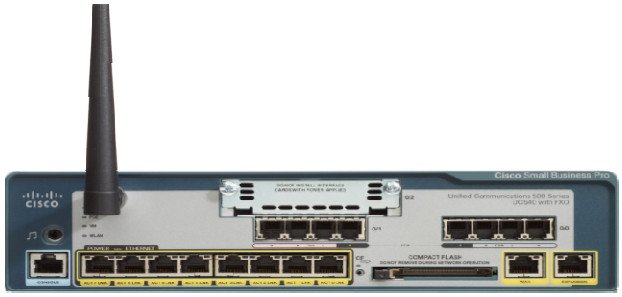
Cisco Small Business

SBCS

Technical Enablement Lab (TEL)



Configuring Paging Groups with CCA

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Introduction

CCA 3.0 now allows you to have a single phone be a member of multiple paging groups.

Audio paging provides a one-to-many voice message to IP phones that are designated to receive paging. When a caller dials the paging number, each idle IP phone that is configured with the paging number automatically answers using its speakerphone. Only the voice from the phone originating the page is heard. The phones receiving the audio page can only listen. Multiple page groups are supported allowing each phone to be in more than one group. Up to 10 paging groups are supported. Only one level of nesting is supported. Cisco IP phones (79xx & SPA5xx) can be members of paging groups. Phones are operating in Skinny Protocol Mode (SCCP on 79xx or SPCP on SPA5xx).

Configuration

Paging groups are configured after all the phones are registered in the system via either the Telephony Setup Wizard (TSW) or CCA expert mode.

To configure pickup groups, choose **Configure** > **Telephony** > **Phone Groups** > **Paging Groups**

The phones which are built as members of the paging group are added as members of that group[1] under ephone-dn.

In this lab we set up the following

101 Sales Campus A – 2 phones

102 Sales Campus B – 2 phones

103 Support Campus A – 2 phones

104 Support Campus B – 2 phones

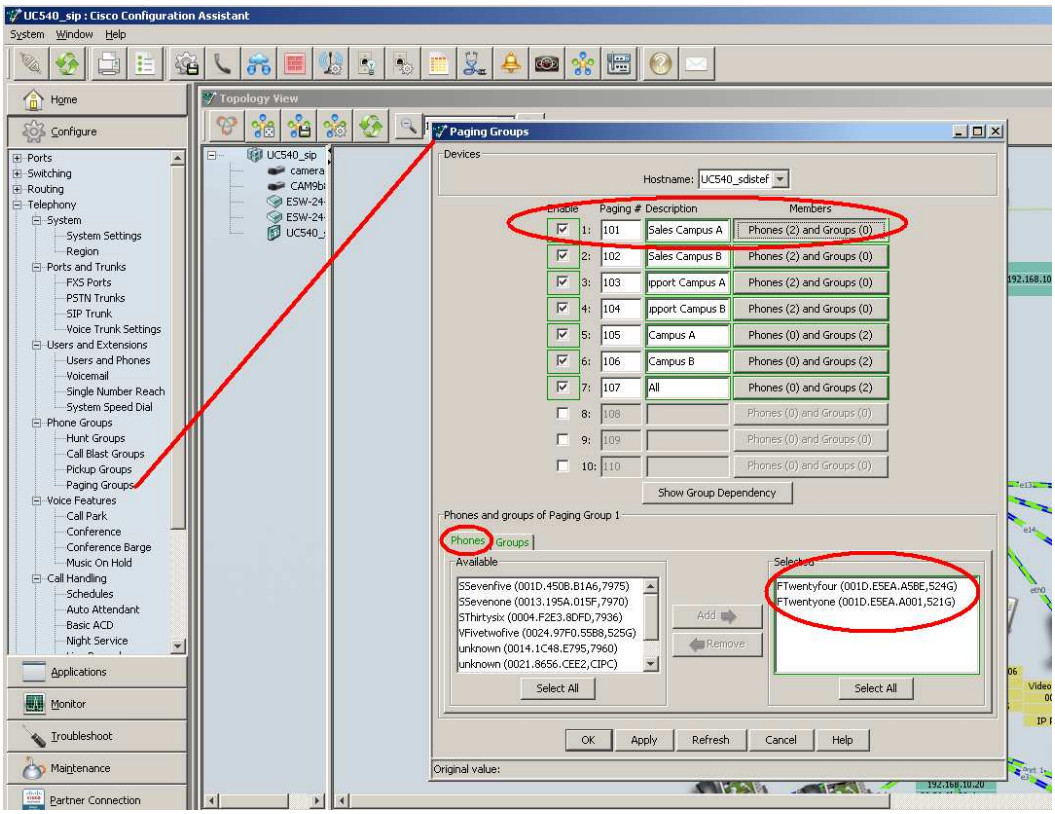
105 Campus A – 2 Groups (Sales Campus A and Support Campus A)

106 Campus B – 2 Groups (Sales Campus B and Support Campus B)

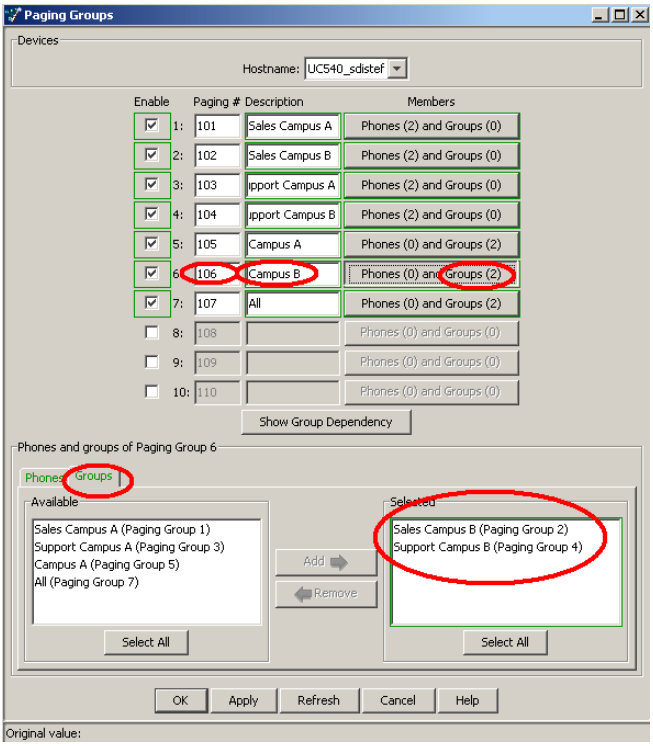
107 All – 4 Groups (101, 102, 103, and 104)

This is a screen shot of setting up the first group with 2 phones:

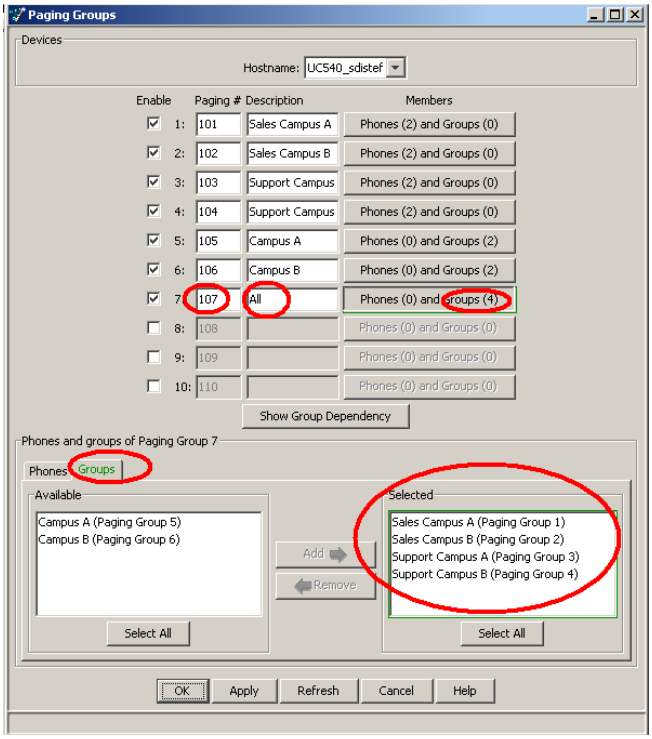
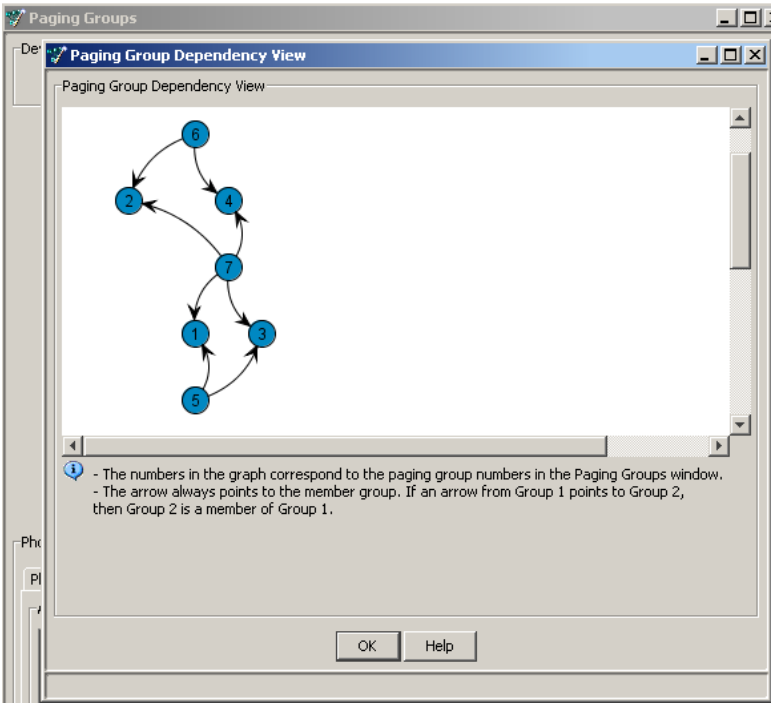
[1] If phone type is 525G or G2, 7921, and 7925, paging-dn will append with 'unicast' to allow it to work, and this will impact MOH for these devices (Tones instead of music).



Here is a screen shot of setting up Campus B:



Here is the ALL Page Group. Not that 2 levels of nesting is not supported, so instead of creating 107 with Campus A and Campus B, you create it with the 4 previous groups:



This is the resulting group dependency (very flexible).