Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs

UC 540/560 Hybrid Key System

Overview ……..…….. 3

Information Required ……..…….. 3

Configuration ……..… 4-8

Determining what extensions to use

Call Hold Alert

Examples ……. 9

Incoming Dial Plan ……. 11

Verify …….. 11

Notes ……... 11

Overview

The lab assumes that you have completed the TSW with a base config and wish to add line presence to the UC500 platform. This lab will walk you thru the adding of key system functionality to a PBX UC500 install. The platform normally likes to be a KEY or PBX configured system. This will allow you to have all the functionality of the PBX, but show line "Presence" usage on the phones.

The limitations that you will run into are the following things. You must have more buttons then FXO lines you have on the system. An example would be 4 FXO lines would require a 5 button phone, a system would require 9 buttons for 8 FXO lines. The ability to add a side car to the SPA500 series phones will allow you to achieve the desired result. The platform has 4 FXO lines built into the system and the ability to add a VWIC-2 card to add 4 more FXO Lines.

For the purpose of the lab, we are going to show a base line TSW install and add the line presence to 3 phones. My base install is on a UC540 platform ships from the factory with 8 permanent licenses installed and active. This is a base line install and in no way limits the amount of phones that can have line presence on them. The limitations come from the model of phone you chose for the install.

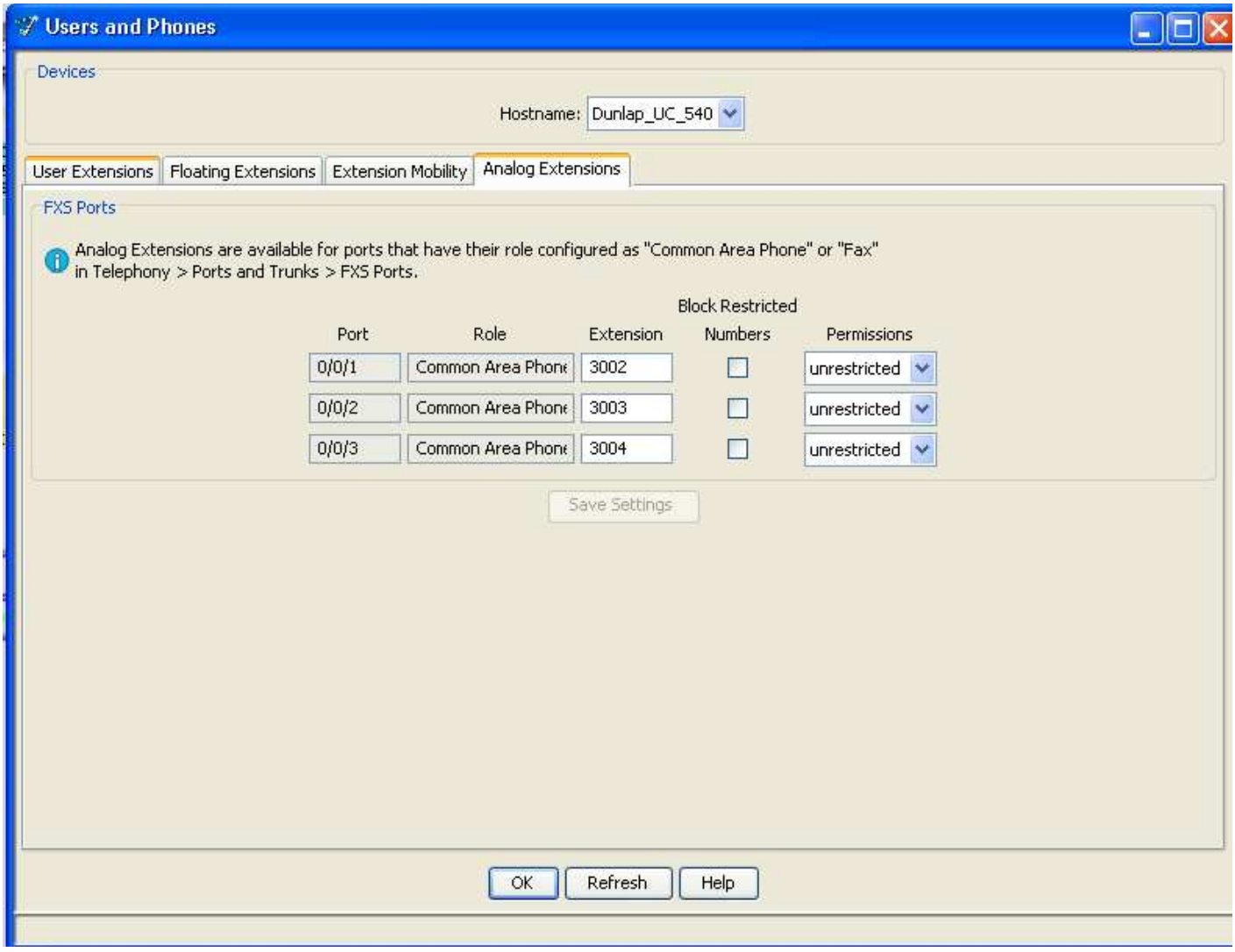
Information Required

You will need the following information for the install.

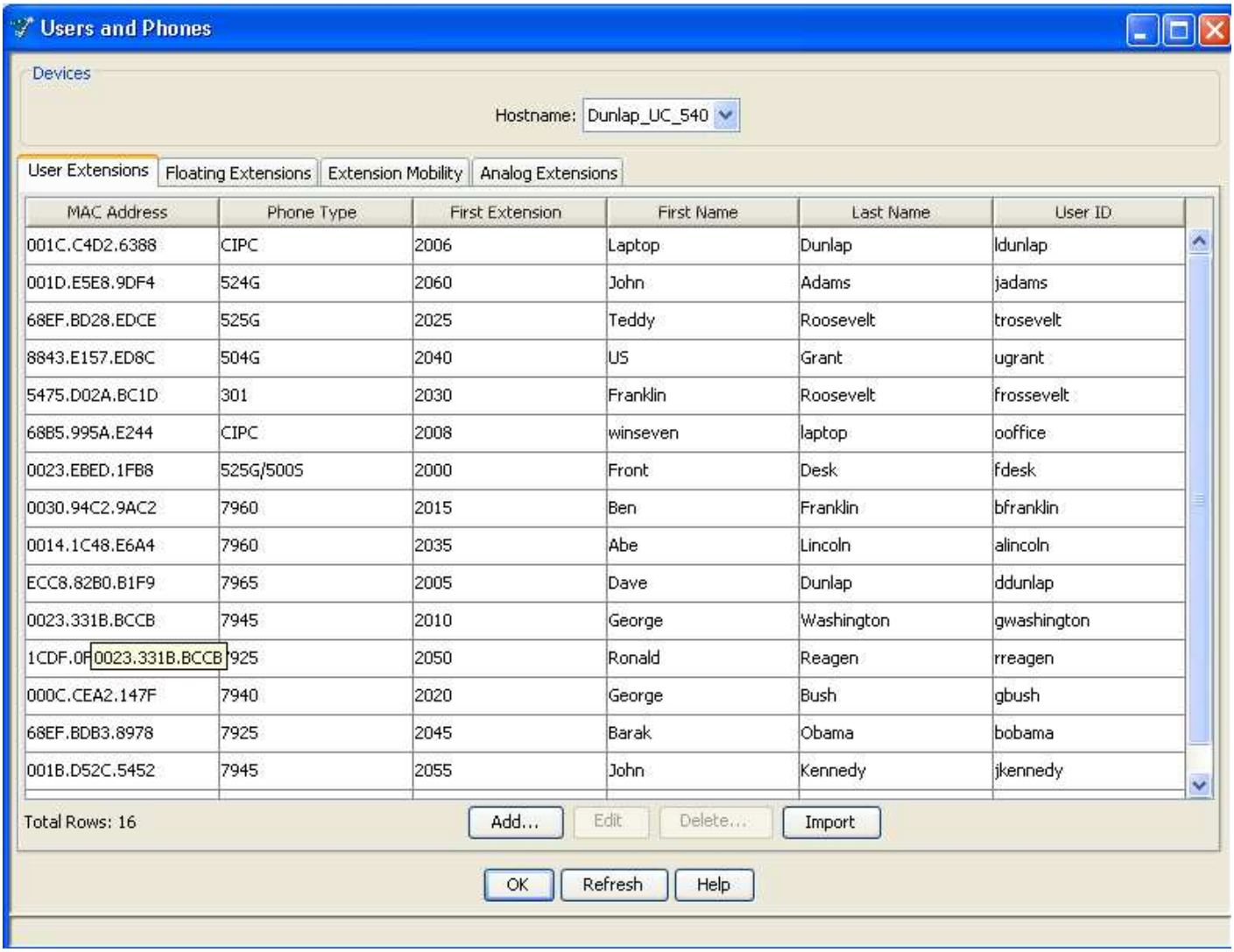
1. A base configured UC500 series telephone system.
2. A minimum of two 5 button phones
3. Admin rights to the unit

CONFIGURATION

Once the unit is up and running, we need to add 4 extensions for routing purposes only. The UC500 TSW will set up a unit with extensions 3001-3004 for the analog FXS ports. I chose 4 digit extensions on my setup. We are going to use the extensions 3020 to 3024 for the purpose of the lab.

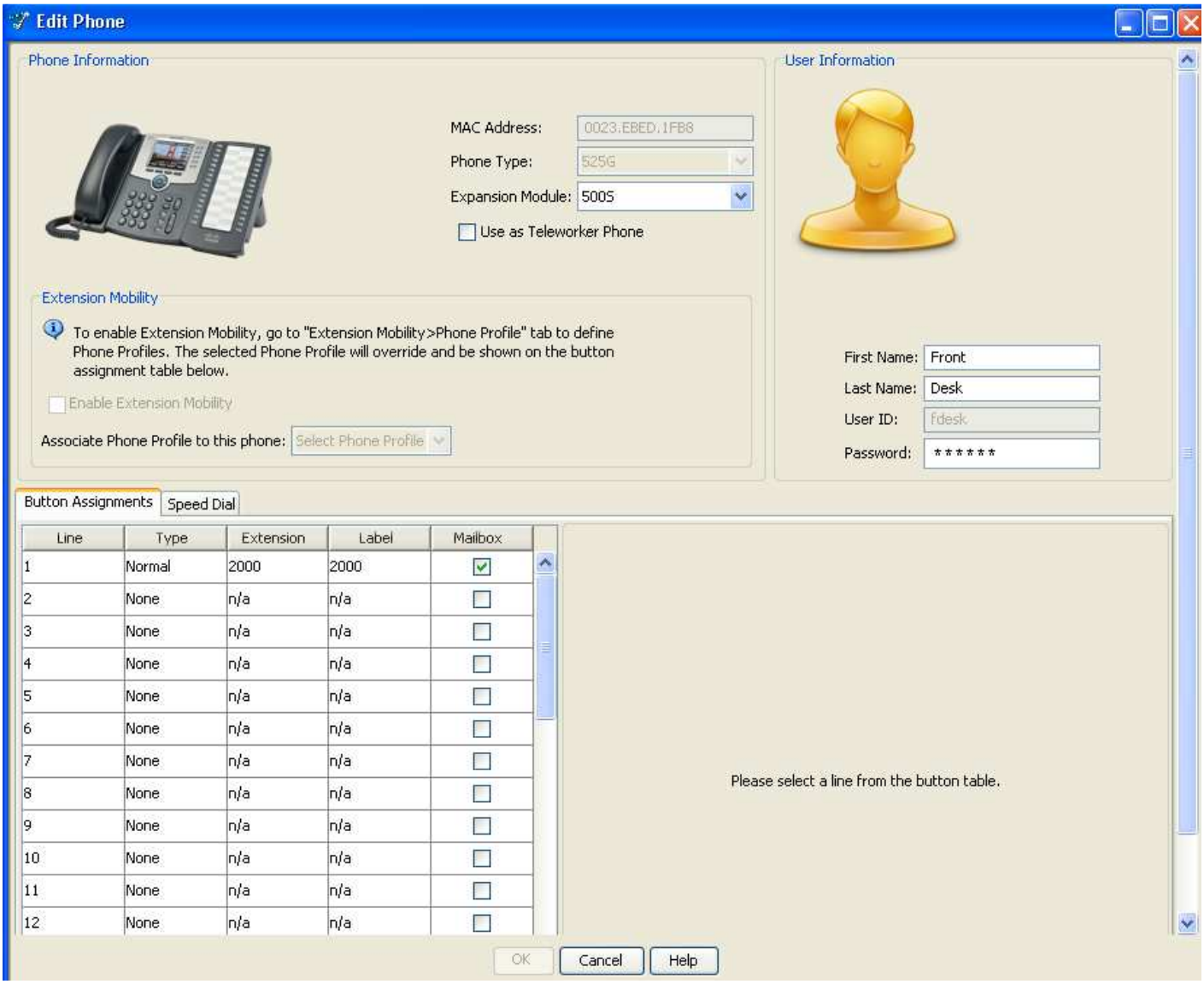


The TSW that I used had (4 digits) extensions. The first extension (2000) for the starting phone extensions and we wanted to stay away from the usable extensions that a person may assign to an end user. It is always a good practice to set this as a company standard for troubleshooting help later in the install.

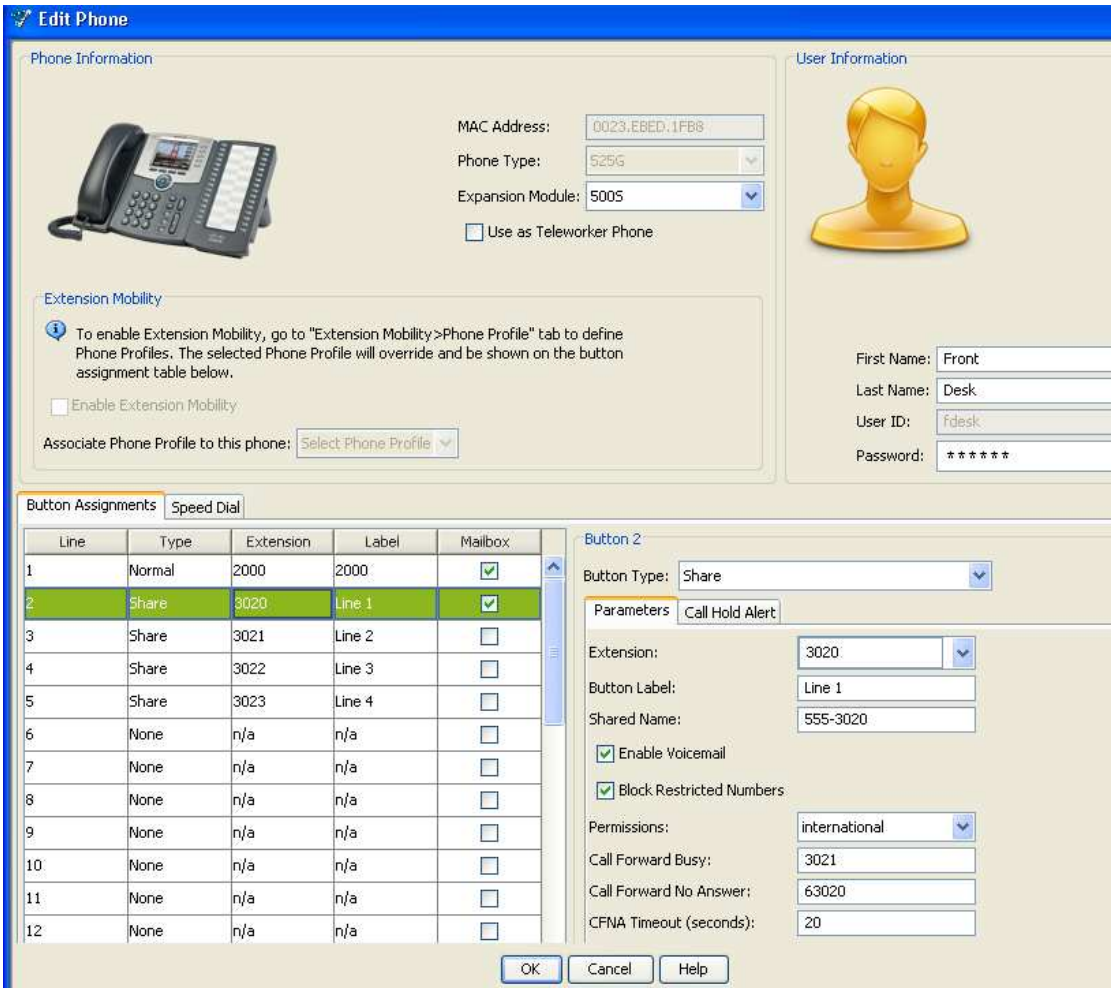


The first step is to log into the main phone a receptionist phone. In this example that would be extension 2000 (user) front desk. I highlight it from the Users and Phones section of CCA and click edit.

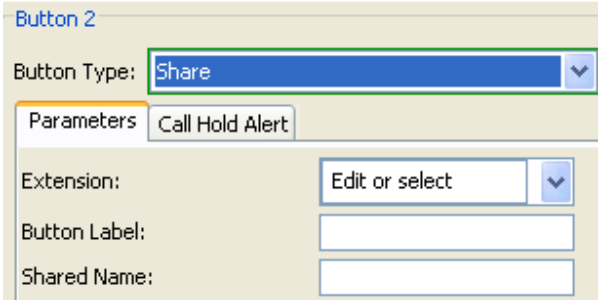
You will see the following



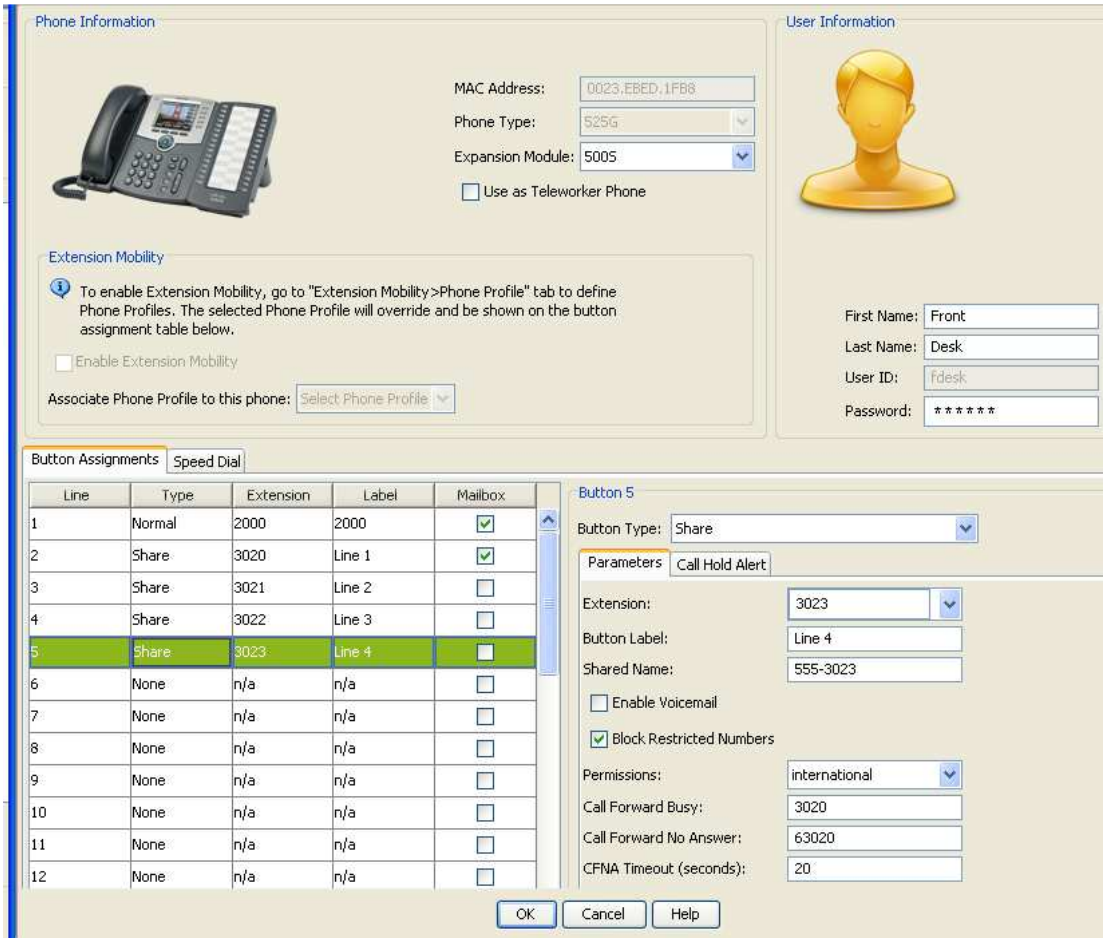
I add the following items to button two of the phone



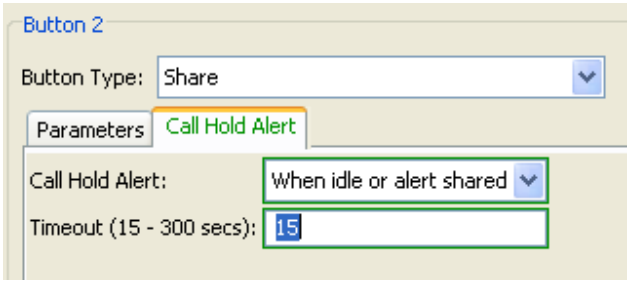
You must type in the extension number you want to use in the extension field; it will not be filled with any useable information. I chose to have the button label to read “LINE 1”. I then set the shared name to be the phone number of that button.



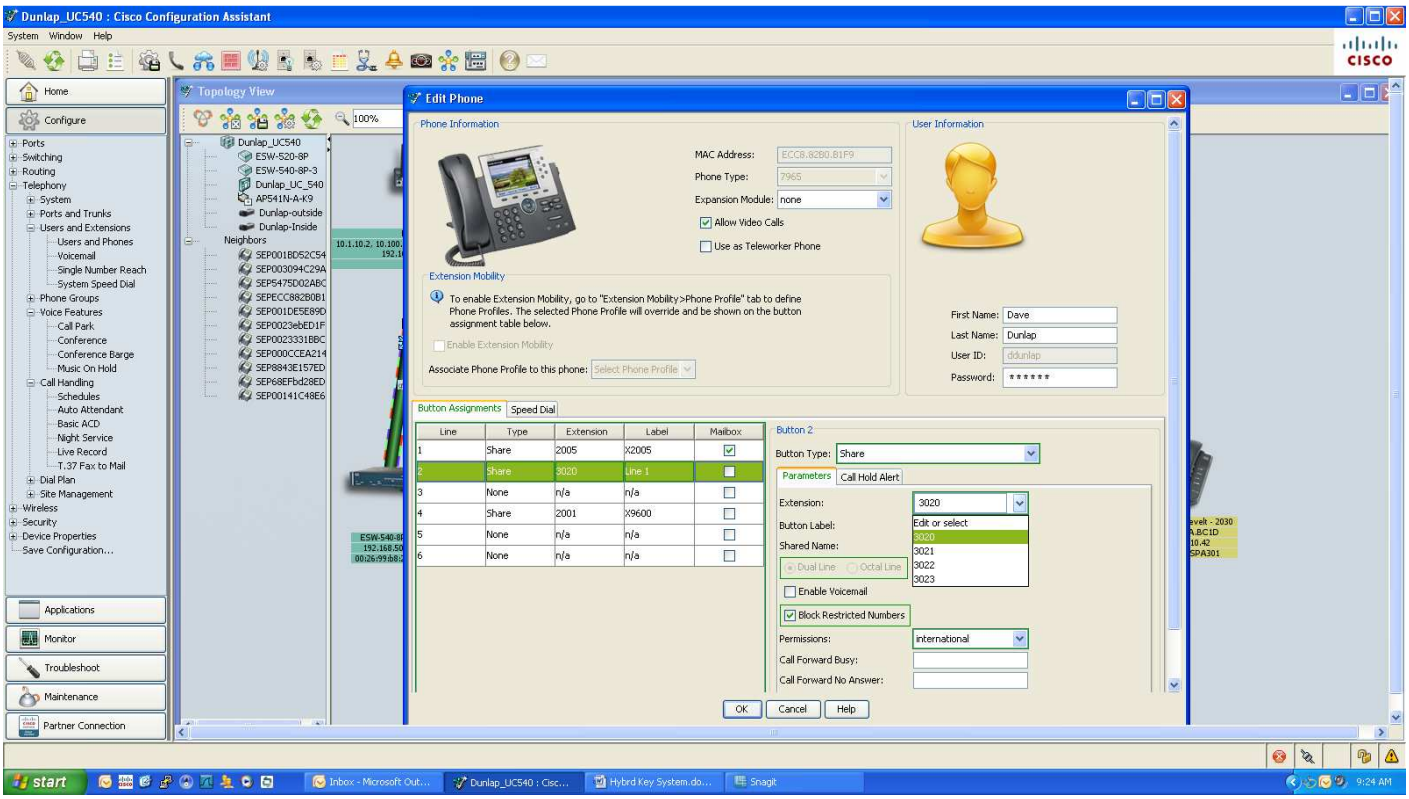
Repeat this for each of the four buttons below the first button, being sure to change the routing of the CF busy and No Answer to the right locations. You will notice that my buttons roll over on busy to the next button and forward to 63020 VM for the main button.

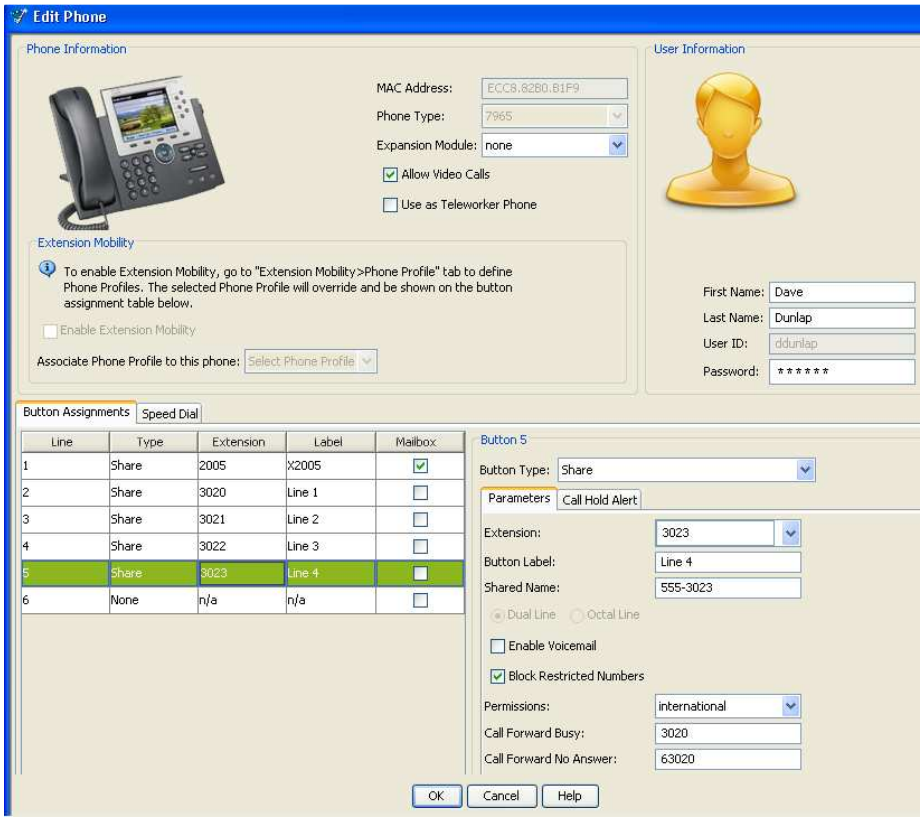


Be sure to add Call Hold Alert to all the shared extensions.



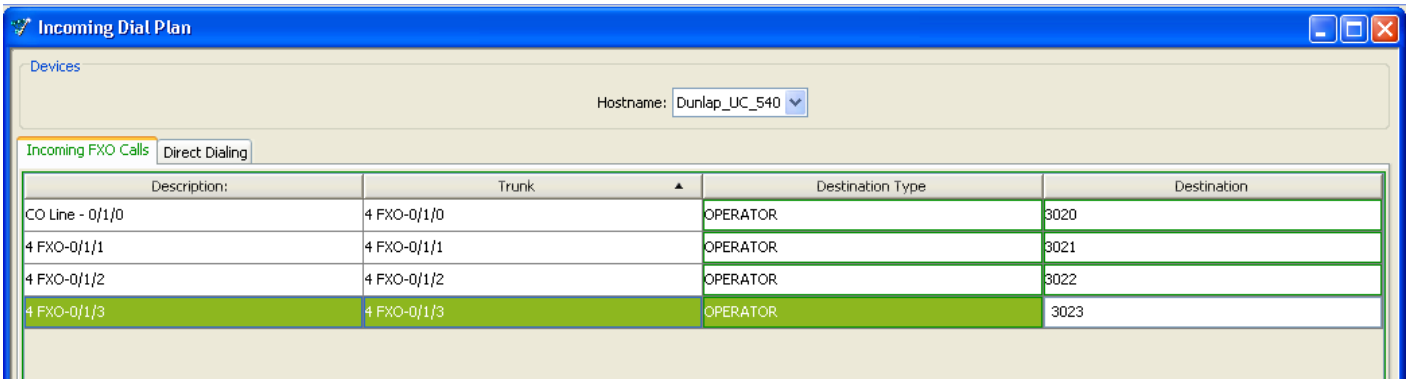
Click on save and return to the previous screen. You then choose the next phone you want to configure. This is where it starts to get very easy. Change it by using the drop down arrow on the extension after making the button a shared line. Rinse and repeat for the all the phones and buttons you need to do.





The phones should have the following (Look Like) buttons after you save them.

Now all that to do is to set the incoming dial plan to the right numbers. Click on Incoming Dial plan and set the FXO ports to go to the extensions we setup for the shared lines.



After setting the incoming dial plan, you should be able to call the FXO #, answer it on the first phone, and place it on hold. Then pick up the call from any other phone by pressing the flashing appropriate line button.

**** NOTE ****

This configuration will still require an end user to dial a “9” or steering digit to make an outbound call using the best cost dialing plan. This will use the ability of the system to direct the call to the predetermined provider (SIP/T1) or the FXO lines.