通过Office配置拨号—反向使用移动和远程访问

目录

简介 先决条件 要求 使用的组件 配置 设置DVO-R 设置Cisco Unified Communications Manager以支持DVO-R 设置企业功能访问号 为每台设备设置DVO-R <u>添加移动身份</u> 在每台设备上启用DVO-R 设置一号通(可选) 启用一号通 添加远程目标(可选) 设置用户控制的语音邮件避免 配置Cisco Jabber客户端设置 验证 故障排除 相关信息 相关的思科支持社区讨论

简介

本文介绍如何在Cisco Unified Communications Manager和Cisco Jabber for Android或iPhone上配 置通过Office-Reverse拨号(DVO-R)功能,以通过Cisco Expressway移动和远程访问工作。

先决条件

要求

- •思科统一通信管理器11.0(1a)SU1(或更高版本)
- Android版Cisco Jabber或iPhone 11.1版Cisco Jabber(或更高版本)
- 思科Expressway X8.7

使用的组件

本文档中的信息基于以下软件和硬件版本:

- •思科统一通信管理器11.0(1a)SU1(或更高版本)
- Android版Cisco Jabber或iPhone 11.1版Cisco Jabber(或更高版本)

• 思科Expressway X8.7

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

配置

设置DVO-R

要设置DVO-R,必须执行以下操作:

- 1. <u>设置Cisco Unified Communications Manager以支持DVO-R。</u>
- 2. <u>为每台设备设置DVO-R。</u>
- 3. 设置用户控制的语音邮件避免。
- 4. <u>添加远程目</u>标(可选)。
- 5. <u>配置Jabber客户端设置。</u>

注意:在配置和启用DVO-R之前,请验证您的Cisco Jabber移动客户端是否可以通过Cisco Expressway MRA连接注册并呼叫企业分机。

设置Cisco Unified Communications Manager以支持DVO-R

要设置Cisco Unified Communications Manager以支持DVO-R,请完成以下步骤:

- 1. 设置企业功能访问号。
- 2. 验证您具有正确的设备COP文件版本。有关您正在运行的版本,请<u>参阅Android版</u>本说明的 Cisco Jabber或<u>iPhone版</u>本说明的Cisco Jabber。
- 如有必要,请进行适当的拨号方案更改,以允许系统将呼叫路由到移动身份电话号码到出站网 关。确保号码格式与拨号方案一致,适合呼叫路由。

设置企业功能访问号

使用此过程为Cisco Jabber DVO-R呼叫设置企业功能访问号码(EFAN)。

注意:当您使用DVO-R呼叫某人时,被叫人接收的呼叫方ID是您的企业号码,而不是EFAN。 EFAN仅用作移动身份或备用号码回叫段的呼叫方ID。

- 1. 打开Cisco Unified CM管理界面。
- 2. 选择Call Routing > Mobility > Enterprise Feature Access Number Configuration。
- 3. 选择"**添加新"**。
- 4. 在Number字段中,输入EFAN。输入系统中唯一的DID编号。要支持国际拨号,可以在此号码 前附加\+。
- 5. 在说明字段中,输入移动EFAN的说明。
- 6. (可选)如果要将此EFAN设置为此系统的默认值,请选中默认企业功能访问编号复选框。
 7. 选择"保存"。

注意:还可以为Cisco Jabber设备设置移动配置文件(如果已配置默认EFAN,则可选)。 移动配置文件允许您为移动客户端设置DVO-R设置。设置移动配置文件后,可以将其分配给用 户或用户组,如区域或位置中的用户。有关详细信息,请参阅您的版本的《Cisco Jabber部署 和安装指南》。

为每台设备设置DVO-R

按照以下步骤为每个TCT或BOT设备设置DVO-R。

- 1. <u>将移动身份添</u>加到与每个用户关联的双模设备。
- 2. 在与每个用户关联的双模设备上的每台设备上启用DVO-R。
- 如果启用一号通(可选),请验证其是否有效。拨打台式电话分机,并检查在关联移动身份中 指定的电话号码是否振铃。

添加移动身份

注意:使用此过程添加移动身份,以指定移动设备的编号作为目标编号。添加移动身份时,只 能指定一个号码。如果要指定备用号码(如第二个移动电话号码),可以设置远程目标。移动 身份配置特征与远程目标配置特征相同。

- 1. 打开Cisco Unified CM管理界面。
- 9. 导航到要配置的设备,如下所示:
 选择 Device > Phone。搜索要配置的BOT或TCT设备。选择设备名称以打开"电话配置"窗口。
 3. 在Associated Mobility Identity部分中,选择Add a New Mobility Identity。
- 4. 输入移动电话号码作为目标号码。您必须能够将此号码路由到出站网关。通常,该数字是完整的E.164号码。注意:如果为用户启用DVO-R,则必须输入用户移动身份的目标号码。
- 5. 将Dial-via-Office Reverse Voicemail Policy(通过Office拨号反向语音邮件策略)设置为User Control(用户控制)。
- 6. 选中**启用一号通**复选框。
- 7. 始终保留振铃时间表,或在特定时间和/或特定天设置将呼叫路由到移动号码的时间表。
- 8. 选择"**保存**"。

下图概述了Android设备所需的移动身份配置。

Mobility Identity Configuration			
Save 🗶 Delete			
Status i) Status: Ready			
Mobility Identity Information Name jsmith-MI	Mobile (cellular) number corresponding to Jabber dual-mode device [dial plan dependent numbering format]		
Destination Number* +19876543210 Dual Mode Phone BOTJSMITH Mobility Profile < None > Single Number Reach Voicemail Policy* Use System Default Dial-via-Office Reverse Voicemail Policy* User Control	Mobile Voicemail Avoidance: Dial-via-Offic Reverse Voicemail Policy set to "User Control" (recommended) [deployment dependent]	ce	
Enable Single Number Reach Ring this phone and my business phone at the same time when my business	s line(s) is dialed.	for Jabber de∨ice]
Timer Information Wait* 4.0 seconds before ringing this phone when my business line is dia Prevent this call from going straight to this phone's voicemail by using a time d Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone	aled.* lelay of* 1.5 seconds to detect when calls go straight to one's voicemail.*	voicemail.*	Unified Mobility timers (default shown) [only applicable if Dial-via-Office Reverse Voicemail Policy is set to Timer Controlled]
When Single Number Reach is Enabled Ring Schedule All the time As specified below Machine Manuer			

下图概述了iPhone设备所需的移动身份配置。

Mobility Identity Configuration		
Save		
Status		
Mobility Identity Information Name jsmith-MI	Mobile (cellular) number corresponding to Jabber dual-mode device [dial plan dependent numbering format]	
Destination Number* +19876543210 Dual Mode Phone TCTJSMITH Mobility Profile < None > Single Number Reach Voicemail Policy* Use System Default Dial-via-Office Reverse Voicemail Policy* Lise Centrel	Mobile Voicemail Avoidance: Dial-via-Office Reverse Voicemail Policy set to "User Control" (recommended) [deployment dependent]	
Loser Control Ser Con	Enable SNR for Jabber dual-mode device	
Timer Information Wait* 4.0 seconds before ringing this phone when my business line is d Prevent this call from going straight to this phone's voicemail by using a time Stop ringing this phone after* 19.0	lialed.* delay of* 1.5 seconds to detect when calls go straight to voicemail.* hone's voicemail.*	Unified Mobility timers (default shown) [only applicable if Dial-via-Office Reverse Voicemail Policy is set to Timer Controlled]
When Single Number Reach is Enabled Ring Schedule Image: All the time As specified below Image: All Day Monday	▼ to No Office Hours	

在每台设备上启用DVO-R

- 1. 打开Cisco Unified CM管理界面。
- 9. 导航到要配置的设备,如下所示:
 选择 Device > Phone。搜索要配置的BOT或TCT设备。选择设备名称以打开"电话配置"窗口。
- 3. 在**协议特定信息**部分的**重路由呼叫搜索空间**下拉列表中,选择可将呼叫路由到DVO-R回叫号码 的呼叫搜索空间(CSS)。
- 4. 在"产品特定配置布局"部分,将"通过Office拨号"下拉列表设置为Enabled。
- 5. 选择"**保存**"。
- 6. 选择"**应用配置**"。

7. 指示用户注销客户端,然后重新登录以访问该功能。 下图概述了如何为Android设备配置双模并启用DVO-R。

Phone Type Product Type: Cisco Dual Mode for Android Device Protocol: SIP	Add Dual Mode for Android de∨ice	Mobility User ID jsmith • Primary Phone < None > • Use Trusted Relay Point* Default •
Real-time Device Status Registration: Registerd with Cisco Unified Communications Manager gm IPv4 Address: 10.50.172.83 Active Lead ID: Jabber_for_Android-11.5 Download Status: None	t-dvor-cucm1.cisco.com	Always Use Prime Line * Default Always Use Prime Line for Voice Message* Geolocation Kerry Video Call as Audio
Device Information	Device name must begin with BOT, all caps	Ignore Presentation Indicators (internal calls only) Clogged Into Hunt Group Remote Device
Location BottISHITH Dervice Norder BottISHITH Dervice Pool* Default Common Device Configuration Standard Dual Mode I Android Phone Butten Template* Standard Common Phone Profile Calling Search Space PSTM ARK Calling Search Space < None > Media Resource Group List < None > Losation* Hub_None ARK Croup < None > User Icid MOH Audio Source < None > User Location* Hub_None ARK Croup < None > User Location* Efault Privacy* Default Privacy* Default Owner @ User Owner @ User Owner Uto ismith Privacy* Default Privacy* Default Privacy* Efault Privacy* Losation* Mobility User ID ismith Mobility User ID ismith Primaty Phone < None >	Specify custom So template with Mot softkey (needed for configuration) [see Mobility Softkey Te Calling Search Space (CSS in concatenation with line CSS determines how dialed calls are routed [dial plan dependent] Select User and assign de ownership by selecting Use for both Owner and Mobility [see End User]	Number Presentation Transformation Caller ID For Calls From This Phone Calling Party Transformation CSS < None > Web Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone) Remote Number C Specify secure or non- secure SIP profile Device Mobility Related Information) Protocol Specific Information Packet Capture Node* Packet Capture Duration BLF Presence Group* NUTP Preferred Originating Code Ti ID Bields SIP Profile Cisco Dual Mode for Android - Standard SIP Non-3 Device Security Profile* Cisco Dual Mode for Android - Standard SIP Non-3 Digest User < None > SubSCRIBE Calling Search Space PSTN SubSCRIBE Calling Search Space Nane > SubSCRIBE Colling Search Space Nane > Media Termination Point Specify default SIP Profile for Mobile Device to ensure Jabber stays registered when running in the background
Always Use Prime Line for Voice Message* Default Geolocation < None > @ Retry Video Call as Audio ignore Presentation Indicators (internal calls only) @ Require DTMF Reception •Associated Mobility Identity	• •	Product Specific Configuration Layout
ismith-MI +19876543210 Associated Remote Destinations Add a New Remote Destination Certification Authority Proxy Function (CAPF) Information Certificate Operation* Authentication Mode* Authentication String	Associated Mobility Id	
Generate String Key Order* RSA Only RSA Key Size (Bits)* 2048 EC Key Size (Bits) < None > Operation Completes By 2015 9 12 (YYYY:MM:DD:H Certificate Operation Status: None None Note: Security Profile Contains Addition CAPF Settings.	* * *	Voicemail Message Store Enable LDAP User Authentication Disabled LDAP Username LDAP Password LDAP Server
MLPP and Confidential Access Level Information MLPP Domain < None > Confidential Access Mode < None > Confidential Access Level < None > Do Not Disturb Do Not Disturb DND Option* Call Reject	• •	Enable LDAP SSL Disabled
Product Specific Configuration Layout Cisco Usage and Error Tracking Enable SIP Digest Authentication Disabled SIP Digest Userpana	▼ ▼	Device Ringtone Native Ringtone Device Ringtone Volume Use Native rhone Setting Dial via Office Disabled Video Capabilities Disabled Reserved

下图概述了如何为iPhone设备配置双模并启用DVO-R。

Phone Type		Add Dual Mode for		Mobility User ID	jsmith		-	
Product Type: Cisco Dual Mode for iPhone Device Protocol: SIP		iPhone device		Primary Phone	< None >		-	
CReal-time Device Status				Always Use Prime Line*	Default		•	
Registration: Registered with Cisco Unified Communications Manager gmt-dvor-cucm1.cisco.com				Always Use Prime Line for Voice	Message* Default		•	
IPv4 Address: 10.117.135.28				Geolocation	< None >		•	
Active Load ID: Jabber_for_iOS-11.5 Download Status: Unknown	_			Retry Video Call as Audio				
- Device Information		Device name must had	n	Ignore Presentation Indicator	s (internal calls only)			
				Logged Into Hunt Group				
Device is trusted		with TCT, all caps		Remote Device				
Device Name*	TCTJSMITH			Number Presentation Transfo	ormation			
Description	jsmith - Jabber for iPhone	Specify custor	n Softkey	Caller ID For Calls From Thi	is Phone ———]
Device Pool*	Default	template with	Mobility	Calling Party Transformation C	SS < None >		v	
Phone Button Template*	< None > Standard Dual Mode for iPhone	softkey (neede	d for SNR	Use Device Pool Calling Part	ty Transformation CS	S (Caller ID For Calls	s From This Phone)	
Softkey Template	Mobility	configura	tion)	- Remote Number				
Common Phone Profile*	Standard Common Phone Profile	[see Mobility Softki	ey Template]	C. Specify coor			Y	
Calling Search Space	PSTN	Calling Search Space ((255)	Specify secur	e or non-	S (Device Mobility Re	lated Information)	
Media Resource Group List	< None >	in concatenation with	line	Secure SIP	prome			
User Hold MOH Audio Source	< None >	CSS determines how d	ialed	Protocol Specific Information	B	erouting CS	S determines how calls t	o mobile
Network Hold MOH Audio Source	< None >	calls are routed	laica	Packet Capture Mode*	None	or alte	ernate number) are route	d bild bild
Location*	Hub_None	[dial plan dependent]		Packet Capture Duration	0	(DVO-	R callback leg and SNR	- -
AAR Group User Locale	< None >			MTP Preferred Originating Codec	* 711ulaw	(510	[dial plan dependent]	/
Network Locale	< None >			Device Security Profile*	Cisco Dual Mode fo	or iPhone - Standard :	SIP Non-Se	
Built In Bridge*	Default	Select User and assig	in device	Rerouting Calling Search Space	PSTN			
Privacy*	Default	ownership by selecting	aUser ID	SUBSCRIBE Calling Search Spac	≫e < None >		•	
Device Mobility Mode*	Default	for both Owner and Mol	bility fields	SIP Profile*	Standard SIP Profi	le for Mobile Device	<u>View Details</u>	
Owner User ID*	jsmith	[see End User]	Sincy nonde	Digest User	< None >		•	
Mobility User ID	jsmith	•		Media Termination Point	Specify def	ault SIP Prof	file for Mobile Device to e	ensure
Primary Phone	< None >			Bequire DTME Reception	Jabber stay	s registered [,]	when running in the back	kground
Use Trusted Relay Point*	Default	-						
Always Use Prime Line for Voice Message	* Default							
Geolocation	< None >							
Retry Video Call as Audio		-						
Retry Video Call as Audio								
Require DTMF Reception				Product Specific Configuration L	ayout			
Retor Video Call ac Audio Require DTMF Reception Associated Mobility Identity				Product Specific Configuration L	ayout-			
Require DTMF Reception Associated Nobility Identity Name ismth-MI	+19876543210	Destination Number		Product Specific Configuration L Allow End User Configuration Editing iBhone Country Code	Disabled	[Enable Dial via Office	
Bates Video Call at Audio Require DTMF Reception Associated Nobility Identity Iamth-Mi Associated Reports Destin Name	+19876543210	Destination Number		Product Specific Configuration L Pallow End User Configuration Editing iPhone Country Code Cisco Liscoe and Error Tracking	Disabled		Enable Dial via Office Reverse for the device	
Pater Video Call at Audio Require DTMF Reception Associated Nobility Identity Name ismith-Mi Associated Remote Destinations Add a New Remote Destination	+19876543210	Destination Number		Product Specific Configuration L Pallow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication	Disabled Enabled Disabled		Enable Dial via Office Reverse for the device (dual-mode only)	
Pater Video Call at Audio Require DTMF Reception Associated Mobility Identity Name ismth-Mi Associated Remote Destinations Add a New Remote Destination	+12076543210	Destination Number	entity	Product Specific Configuration L Allow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username	Disabled Enabled Disabled		Enable Dial via Office Reverse for the device (dual-mode only)	
Plastra Video Call ac Audio Require DTMF Reception Associated Nobility Identity Immth-Mi Associated Remote Destinations Add a New Remote Destination Certification Authority Proxy Functio Certificate Constition	+19876543210	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Vaername CTI Control Username	Disabled Enabled Disabled		Enable Dial via Office Reverse for the device (dual-mode only)	
Plastra Video Call at Audio Require DTMF Reception Associated Nobility Identity Immuno Sociated Remote Destinations Add a New Remote Destination Certification Authoritication Certificate Operation* To Pending Authoriticate Mode* To Pending	+19875543210 n (CAPF) Information Operation ng	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office	Disabled Enabled Disabled Disabled	_[Enable Dial via Office Reverse for the device (dual-mode only)	
Certification Authority Proxy Function Certification Authority Proxy Function Certification Authority Proxy Function Authorication Mode* Authoriceton String	+19876543210 n (CAPF) Information- Operation ng	Destination Number	entity uration]	Product Specific Configuration L Allow End User Configuration Editing iiPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Dial via Office Enable Voice Dialing Motion	ayout Disabled Enabled Disabled Disabled Disabled Cosabled		Enable Dial via Office Reverse for the device (dual-mode only)	
	±19876543210 n (CAPF) Information Operation ng	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number	Disabled Enabled Disabled Disabled Disabled Enabled	\(Enable Dial via Office Reverse for the device (dual-mode only)	
	±19876543210 n (CAPF) Information Operation ng	Destination Number	entity rration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites	Disabled Enabled Disabled Disabled Disabled Enabled Enabled	[Enable Dial via Office Reverse for the device (dual-mode only)	
	±19876543210 n (CAPP) Information Operation ng	Destination Number	entity iration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookun Pulser 101	ayout Disabled Disabled Disabled Disabled Enabled Disabled Enabled Disabled		Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 n (CAPF) Information Operation ng 10 12 (YYYY:MM:DD::HH)	Destination Number	entity rration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Andication Dial Rules (19)	ayout Disabled Disabled Disabled Disabled Enabled Disabled Disabled	[Enable Dial via Office Reverse for the device (dual-mode only)	
Plastro Video Call ac Audia Require DTMF Reception Associated Mobility Identity Name Imith-MI Associated Remote Destinations Add a New Remote Destination Certification Authority Proxy Function Certificate Operation* No Pending Authentication String Generate String Key Order* RSA Key Size (Bits)* Coted Certificate Operation Status Certificate None	+13876543210 +13876543210 n (CAPP) Information Operation ng [18] [12] (VYYY:MM:DD:HH)	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Userna	Disabled Enabled Disabled Disabled Enabled Enabled Disabled Enabled Disabled		Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 n (CAPF) Information Operation ng 18 12 (YYYY:MM:DD:H+) APF Settings.	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing ibone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username	ayout Disabled Enabled Disabled Disabled Enabled Disabled Usabled Usabled Usabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
Plastro Video Call at Audio Require DTMF Reception Associated Mobility Identity Immth-MI Associated Remote Destinations Add a New Remote Destination Certification Authority Proxy Functio Certificate Operation* No Pending Authentication Mode* Authentication String Generate String Key Order* RSA Key Size (Bits) Chrome > Operation Completes By Cols 9 Certificate Operation Struss: None MLPP and Confidential Access Level 1	+19876543210 n (CAPF) Information Operation ng 18 12 (YYYY:MM:DD:HH) APF Settings. Information	Destination Number	entity rration]	Product Specific Configuration L Product Specific Configuration Editing ibhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voce Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username	ayout Disabled Enabled Disabled Disabled Disabled Disabled Disabled Use Mobility Softke	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 +19876543210 n (CAPF) Information Operation g 18 12 (YYYY:MM:DD:HH) APF Settings. Information	Destination Number	entity rration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Username	ayout Disabled Enabled Disabled Disabled Enabled Disabled Use Mobility Softke	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 +19876543210 n (CAPF) Information Operation ng [18] [12] (YYYY:MM:DD:HH) APF Settings. Information	Destination Number	entity rration]	Product Specific Configuration LL Product Specific Configuration Editing iPhone Country Code Ciaco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Usersame	ayout Disabled Enabled Disabled Disabled Enabled Disabled Use Mobility Softke	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	19876543210 n (CAPP) Information Operation ng 18 12 (YYYY:MM:DD:HH) APF Settings. Information	Destination Number	entity iration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Server Voicemail Server Voicemail Server Store Username Store Username Colemana Store Store Enable LDAP User Authentication	ayout Disabled Enabled Disabled Disabled Enabled Disabled Use Mobility Softke Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	±19878543210 n (CAPP) Information Operation ng 18 12 (VYYY:MM:DD:HH) APP Settings. Information	Destination Number	entity rration]	Product Specific Configuration L Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Noisemail Username Voicemail Message Store Username Voicemail Message Store Enable VAD Ever Authentication LDAP Username	ayout Disabled Enabled Disabled Disabled Enabled Disabled Use Mobility Softke Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19275543210 n (CAPF) Information	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing ibone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Message Store Enable LoaP User Authentication LDAP Username LDAP Password	ayout Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+13876543210 n (CAPP) Information Operation ng 18 12 (YYYY:MM:DD:HH) APF Settings. Information	Destination Number	antity rration]	Product Specific Configuration L Product Specific Configuration Editing ibone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Directory Lookup Rules URL Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Message Store Username Voicemail Message Store Enable LDAP User Authentication LDAP Username LDAP Server	ayout Disabled Enabled Disabled Disabled Disabled Use Mobility Softke Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 n (CAPF) Information Operation n	Destination Number	entity rration]	Product Specific Configuration LU Product Specific Configuration Editing Prohone Country Code Cicco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Vioce Dialing Motion Voice Dialing Motion Voice Dialing None Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Message Store Username Voicemail Message Store Enable LDAP User Authentication LDAP Dassword LDAP Parsword LDAP SEL	ayout Disabled Enabled Disabled Disabled Disabled Use Mobility Softke Disabled Disabled Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+1987.0543210 n (CAPF) Information Operation g 18 12 (\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Destination Number Associated Mobility Ide [see Mobility Identity Configu	entity rration]	Product Specific Configuration LU Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Username Voicemail Usersame Storema Usersame LDAP Desr ver Enable LDAP User Authentication LDAP Passavord LDAP Search Base	ayout Disabled Enabled Disabled Disabled Enabled Disabled Disabled Disabled Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	t 19878543210 n (CAPP) Information Operation ng 18 12 (YYYY:MM:DD:HH) APF Settings. Information t	Destination Number Associated Mobility Ide [see Mobility Identity Configu	entity rration]	Product Specific Configuration LU Product Specific Configuration Editing iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username Dial via Office Enable Voice Dialing Motion Voice Dialing to Favorites Sign In Feature Directory Loakup Rules URL Add Voice Dialing to Favorites Sign In Feature Directory Loakup Rules URL Transfer to Mobile Network Voicemail Server Voicemail Server Voicemail Server Voicemail Server Enable LDAP User Authentication LDAP Username LDAP Password LDAP SSL LDAP SSL LDAP SSL LDAP Field Mappings	ayout Disabled Enabled Disabled Disabled Enabled Disabled Disabled Disabled Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19876543210 n (CAPP) Information Operation ng 20 12 (VYYY:MM:DD:HH) APF Settings. Information t t -	Destination Number	entity (ration)	Product Specific Configuration L Allow End User Configuration Editing ibone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Directory Lookup Rules URL Application Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Server Voicemail Message Store Username Voicemail Message Store Username Voicemail Message Store Username LoAP Password LDAP Server Enable LDAP SSL LDAP Server Base LDAP Field Mappings LDAP Photo Lootion	ayout Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
	+19275543210 n (CAPF) Information Operation ng 18 12 (YYYY:MM:DD:HH) APF Settings. Information t t bled bled	Destination Number	entity rration]	Product Specific Configuration L Allow End User Configuration Editing ibone Country Code Gico Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Directory Lookup Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Message Store Enable LoaP User Authentication LDAP Password LDAP Server Enable LDAP SSL LDAP Search Base LDAP Photo Location Emergency Numbers	ayout Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	
Peter Video Call ac Audia Require DTMF Reception Associated Mobility Identity Inth-Mi Associated Remote Destinations Action Authority Proxy Functio Certification Authority Proxy Functio Certificate Operation* No Pending Authentication Node* Authentication String Generate String Key Order* RSA key Size (Bits)* Certificate Operation Struss Certificate String Key Order* RSA key Size (Bits)* Confidential Access Level 1 MLPP and Confidential Access Level 2 Confidential Access Level 4 None > Confidential Access Level 4 Do Not Disturb DD Option* Call Reject Product Specific Configuration Layou Cisco Usage and Error Tracking Enable SIP Digest Authentication Disco Usage and Error Tracking Enable SIP Digest Authentication	+13876543210 n (CAPP) Information Operation ng 18 12 (YYYY:MM:DD:H) APF Settings. Information tt t	Destination Number Associated Mobility Ide [see Mobility Identity Configu	antity rration]	Product Specific Configuration L Product Specific Configuration Editing ibone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username CTI Control Username CTI Control Username Dial via Office Enable Yore Dialing Motion Voice Dialing to Favorites Sign In Feature Directory Lookup Rules URL Application Dial Rules URL Application Dial Rules URL Application Dial Rules URL Transfer to Mobile Network Voicemail Message Store Username Voicemail Message Store Username Voicemail Message Store Enable LDAP User Authentication LDAP Desrver Enable LDAP SSL LDAP Server Enable LDAP SSL LDAP Server Enable LDAP SSL LDAP Field Mappings LDAP Field Mappings LDAP Network	ayout Disabled Enabled Disabled Disabled Disabled Disabled Disabled Disabled Disabled Disabled Disabled	y (user receives call)	Enable Dial via Office Reverse for the device (dual-mode only)	

设置一号通(可选)

一号通(SNR)允许在以下情况下,当有人呼叫工作号码时,本地移动电话号码振铃:

- Cisco Jabber不可用。在Jabber再次可用并连接到企业网络后,Cisco Unified Communications Manager将返回到拨打VoIP呼叫,而不是使用SNR。
- •用户选择移动语音网络呼叫选项。
- •用户选择自动选择呼叫选项,并且用户在Wi-Fi网络之外。

注意:虽然SNR可以增强用户体验,但DVO-R不需要SNR。

要设置SNR,必须完成以下操作:

1. <u>启用一号通。</u>

- 2. <u>添加移动身份。</u>
- 3. <u>添加远程目</u>标(可选)。
- 4. 测试您的连接。

启用一号通

使用以下步骤为最终用户启用SNR。

- 1. 打开Cisco Unified CM管理界面。
- 2. 搜索并删除已与移动设备一起设置的任何现有远程目标或移动身份 电话号码如下:

选择Device > Remote Destination。搜索目标号码。删除目标号码。

- 配置最终用户的SNR,如下所示: 选择User Management > End User。搜索最终用户。选择用户ID以打开"最终用户配置"窗口。 在Mobility Information部分,选中Enable Mobility复选框。选择"保存"。
- 4. 配置SNR的设备设置,如下所示:

导航至**Device > Phone**。搜索要配置的BOT或TCT设备。选择设备名称以打开"电话**配置"**窗口 。请输入以下信息:

软键模板:选择包含"移动"按钮的软**键模**板。有关设置软键模板的信息,请参阅《Cisco Unified Communications Manager管理指南》(有关详细信息,请参阅"相关信息"部分或下图)。移动用户ID:选择用户。所有者用户ID:选择用户。该值必须与移动用户ID匹配。重新路由呼叫搜索空间:选择路由到移动电话号码的重路由呼叫搜索空间。选择"**保存**"。

注意:Cisco Jabber允许用户为DVO-R呼叫指定与设备的移动电话号码不同的回叫号码,并且 重新路由呼叫搜索空间控制可访问的回叫号码。如果用户使用备用号码设置DVO-R回叫号码 ,请确保您设置拨号方案将呼叫路由到备用号码。

End User Configuration						
🕞 Save 🗶 Delete 🚽	Add New					
Status Status: Ready User Information		User ID for mode [local user sh be LDAP –	Jabber dual- e user own, can also based user]	Ň	Jabber home cluster and servit discovery configuration [service discovery and service profile deployment dependent]	ce 9
User Status User ID*	Enabled Local jsmith	User				
Password	•••••	■ Service Settings				
Self-Service User ID	•••••	Enable User for Unif Include meetin	ied CM IM and Presence g information in presence	(Configure IM and Prese e(Requires Exchange Pr	ence in the associated UC Service Profile esence Gateway to be configured on CU) CM III and Presence server)
PIN Confirm PIN	•••••	Device Information	Use System Default		▼ <u>View Details</u>	
Last name*	Smith	Controlled Devices	ВОТЈЅМІТН ТСТЈЅМІТН		Device Associ	iation
Middle name First name	Jane	Available Profiles			Device-User association	nce Association for Presence
					Ŧ	

下图概述了如何为最终用户完成配置。

Primary Extension 12010001 in Enterprise_DNs Primary Extension	mary extension
⊂ Mobility Information	configuration
Enable Mobility	
Enable Mobile Voice Access Maximum Wait Time for Desk Pickup* Remote Destination Limit* 4	Enable user for Unified Mobility (SNR, etc.) and DVO-R
Remote Destination Profiles	View Details
Mutilevel Precedence and Preemption Authorization	
MLPP User Identification Number	
MLPP Password	
Confirm MLPP Password	
Default	
CAPF Information Associated CAPF Profiles	
- View	Add user to "Standard CCM End
Permissions Information	User" access control group
Groups Standard CCM End Users	Access Control Crown
Remov	ve from Access Control Group
Roles Standard CCM End Users Standard CCMUSER Administration	
View Details	

添加远程目标(可选)

使用此过程可添加远程目标并指定其他号码作为目标号码。移动身份配置特征与远程目标配置特征 相同。其他远程目标可以是任何类型的电话号码,例如家庭电话号码、会议室号码或用于其他移动 设备的多个移动电话号码。可以添加多个远程目标。

- 1. 打开Cisco Unified CM管理界面。
- 9. 导航到要配置的设备,如下所示:
 选择 Device > Phone。搜索要配置的BOT或TCT设备。选择设备名称以打开"电话配置"窗口。
- 3. 在关联远程目标部分,选择添加新远程目标。
- 4. 输入所需的电话号码作为**目标号码**。您必须能够将号码路由到出站网关。通常,该数字是完整 的E.164号码。
- 5. 输入以下呼叫计时器的初始值。有关详细信息,请参阅Cisco Unified Communications Manager中的联机帮助。
- 6. 选中**启用一号通**复选框。
- 7. 设置在特定时间和/或特定天将呼叫路由到移动号码的计划。
- 8. 选择"**保存**"。

设置用户控制的语音邮件避免

注意:为防止回叫段从Cisco Unified Communications Manager路由到您的语音邮件,从而阻止语音邮件呼叫通过您拨打的人,思科建议将DVO-R语音邮件策略设置为"用户控制"。这可确 保您必须按键盘上的任意键生成DTMF音,然后才能继续呼叫。

警告:启用用户控制的语音邮件避免时,DTMF必须从运营商成功传播到Cisco Unified Communications Manager,以便用户进行DVO-R呼叫。

使用此步骤设置Cisco Unified Communications Manager,以支持用户控制的语音邮件避免。

- 1. 导航至"移动身份"配置页(请参阅添加移动身份)。
- 2. 检查"Dial-via-Office Reverse Voicemail Policy(通过Office拨号反向语音邮件策略)"是否设置为 "User Control"。

下图显示如何启用基于DTMF的功能。

Service Parameter Configuration			Default enterp	orise feature access	Related
Save 🤣 Set to Default 🍳 Advanced			codes for r	nid-call features	
Clusterwide Parameters (System - Mobility)			(DTI	NF-based)	
Enterprise Feature Access Code for Hold *	*81			*81	
Enterprise Feature Access Code for Exclusive Hold *	*82			*82	
Enterprise Feature Access Code for Resume *	*83			*83	
Enterprise Feature Access Code for Transfer.*	*84			*84	
Enterprise Feature Access Code for Conference *	*85			*85	
Enterprise Feature Access Code for Session Handoff *	*74			*74	
Enterprise Feature Access Code for Starting Selective Recording *	*86			*86	
Enterprise Feature Access Code for Stopping Selective Recording.*	*87			*87	
Smart Mobile Phone Interdigit Timer.*	500			500	
Non-Smart Mobile Phone Interdigit Timer.*	2000			2000	
Send Call to Mobile Menu Timer.*	60			60	
SIP Dual Mode Alert Timer. *	1500	Enclus DTM	- - - - - - - - - -	00	
Call Screening Timer.*	4000	Enable DTM	F-based teature	es 100	
Session Resumption Await Timer.*	180	(mid-call and	d 2-stage dialing	g) ₁₀	
Inbound Calling Search Space for Remote Destination.*	Trunk or Gateway Inbound Calling Search S	pace 👻		Trunk or Gateway Inbound Callin	g Search Space
Enable Enterprise Feature Access *	True	•		False	
Dial-via-Office Forward Service Access Number					
Enable Mobile Voice Access *	False	•		False	
Mobile Voice Access Number					
Matching Caller ID with Remote Destination *	Complete Match	-		Complete Match	
Number of Digits for Caller ID Partial Match *	10			10	
System Remote Access Blocked Numbers					
Enable Use of Called Party Transformed Number for Mobile-terminated Calls.*	False	Dial plan de	pendent	False	
Honor Gateway or Trunk Outbound Calling Party Selection for Mobile Connect Calls.*	False	(configures aut	omatic caller	False	
Clusterwide Parameters (System - Mobility Single Number Reach Voicemail)		ID matcl	hing)		
Single Number Reach Voicemail Policy	Timer Control	•		Timer Control	
Dial-via-Office Reverse Voicemail Policy.*	Timer Control	•		Timer Control	
User Control Delayed Announcement Timer *	1000			1000	
User Control Confirmed Answer Indication Timer *	10000			10000	

配置Cisco Jabber客户端设置

在Cisco Jabber客户端的设置下,将呼叫选项设置为移动语音网络(或自动选择),并设置DVO-R回叫号码。

回叫号码将自动填入在Cisco Unified Communications Manager中配置为移动身份的号码。对于回 叫到备用号码的DVO-R,使用用户配置的备用号码。所选号码将是进行DVO-R呼叫时呼叫的号码。

下图概述了如何为DVO-R配置Android版Cisco Jabber。



下图概述了如何为DVO-R配置iPhone版Cisco Jabber。



验证

下图显示在Android版Cisco Jabber上正确设置DVO-R的客户端呼叫流程(使用移动身份)。



下图显示DVO-R的客户端呼叫流程(使用备用号码),一旦设置正确。



下图显示在iPhone版Cisco Jabber上正确设置DVO-R的客户端呼叫流程(使用移动身份)。



故障排除

目前没有针对此配置的故障排除信息。

相关信息

- Cisco Expressway移动和远程访问部署指南
- Cisco Expressway SIP中继到Unified CM的部署指南
- Cisco Expressway基本配置部署指南
- Cisco Jabber部署和安装指南
- Cisco Unified Communications Manager功能和服务指南
- <u>思科协作系统解决方案参考网络设计(SRND) 移动协作</u>