配置Cisco Unified Attendant Console 10.5.x标准版

目录

简介

本文档介绍Cisco Unified Attendant Console 10.5.x标准版的基本配置步骤。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于以下软件和硬件版本:

- 思科统一话务台10.5.1.1543
- 思科统一通信管理器8.6.2.23900-10
- Microsoft Windows 7专业版(64位)

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

请完成以下步骤:

确保已创建应用用户,该用户将控制要由操作员引用的设备,以便登录和忙灯字段(BLF)。注意:请勿将此应用程序用户与实际操作员混淆。应用用户将充当电话服务提供商(TSP)的资源,以便在运营商提出需求时获得设备信息/控制。此图显示此应用在其受控设备部分包含的设备。请注意,这些设备包括操作员将用于"登录"和BLF的设备。

Controlled Devices	SEP001E7AC58B5B SEP3CCE73AC1A88 SEP3CCE73AC1A8E SEPA45630BA6D6F SEPA45630BA6E65	0
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此应用用户还需要包括以下角色:标准AXL API访问标准CTI允许修改主叫号码Standard CTI Allow Call Park MonitoringStandard CTI Allow Control of All Devices标准CTI允许接收 SRTP密钥材料Standard CTI Enabled此用户将被引用,以通过Cisco TAPI客户端(TSP)登录 CallManager。确保在此用户的受控设备部分中输入所有所需设备。如果不执行此操作,登录 Cisco Unifed Attendant Console标准客户端将失败。

- 2. 双击安装文件。
- 3. 输入在步骤1中调配的应用程序用户的用户ID和密码。单击下一步。

Cisco Unified	d Attendant Console Standard - InstallShield Wizard	— ×			
Cisco Uni	ified Communications Manager Connection Details.	2			
Please en Console S	nter the following information that will allow the Cisco Unified Attendant Standard to connect to Cisco Unified Communications Manager.				
Please en approprial	nsure that you have set up the required application user profile and assigned te roles to it in Cisco Unified Communications Manager before proceeding.				
	Cisco Unified Communications Manager Host Name / FQDN / IP				
	10.201.217.3				
	Cisco Unified Communications Manager Application User ID:				
	cueacs				
	Password:				
	••••••				
InstallShield	< Back Next > C	ancel			

4. 从下拉列表中选择适当的语言。单击 Next。

Cisco Unified Attendant Console Standard - InstallShield Wizard	×
Language Information	2
Please choose the language for your Cisco Unified Attendant Console Standard .	
English ▼	
InstallShield	Cancel

5. 输入思科在线状态服务器详细信息。单击 **Next。注意:**将此登录屏幕更像Jabber登录屏幕 ,因为您无需输入思科在线状态管理员ID和密码。相反,输入将管理Cisco Unified Attendant Console标准软件的操作员的UID和密码。此用户需要启用/许可IM and Presence,以便从思科 在线状态/IM and Presence节点获取适当的在线状态信息。

Cisco Unifie	ed Attendant Console Standard - InstallShield Wizard
Cisco Un	ified Presence Server Connection Information
Please e installed.	nter the following connection information where Cisco Unified Presence Server is These fields must be filled in to proceed.
	Server Address:
	10.201.217.4
	Domain:
	amitdomain.test.com
	Cisco Unified Presence User Name:
	nupurk
	Cisco Unified Presence Password:
	••••••
InstallShield -	
	< Back Next > Cancel

6. 选择适当的安装位置。单击 Next。

Choose Destination Location		alling 1
Select folder where setup will install files.		
Setup will install Cisco Unified Attendant Co	onsole Standard in the fol	lowing folder.
To install to this folder, click Next. To instal another folder.	l to a different folder, click	Browse and select
Destination Folder		
C:\Program Files (x86)\Cisco\		Browse
istallShield		
	< Back	Next > Cancel
差左前南上廊山给了的信息,加田所方?		
. 1911 11 日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日	と备都看起来良好,请单	单击 Next 以完成安装。
首任前面少乘中输入的信息。如果所有G isco Unified Attendant Console Standard	と备都看起来良好,请单 - InstallShield Wizard	单击Next以完成安装。
「自任前面少乘中補入的信息。如果所有は isco Unified Attendant Console Standard Start Copying Files	と备都看起来良好,请单 - InstallShield Wizard	单击 Next 以完成安装。
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通生前面少家中和人的信息。如果所有な isco Unified Attendant Console Standard Start Copying Files Review settings before copying files. Setup has enough information to start copying change any settings, click Back. If you are copying files.	8备都看起来良好,请单 - InstallShield Wizard ing the program files. If y satisfied with the setting	单击Next以完成安装。 ou want to review or s, click Next to begin
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8. 完成此安装后,重新启动Windows PC。单击Finish以启动PC重新启动。 Cisco Unified Attendant Console Standard - InstallShield Wizard



Installation Complete

The InstallShield Wizard has successfully installed Cisco Unified Attendant Console Standard. Before you can use the program, you must restart your computer.

Yes, I want to restart my computer now.

< Back

No, I will restart my computer later.

Remove any disks from their drives, and then click Finish to complete setup.

Finish

Cancel

9. 重新启动后PC启动后,双击Cisco Unified Attenant Console标准10.5图标以启动软件。输入运算符的分机号。在本例中,运算符UID为"nupurk",分机号为"1008"。一旦输入分机,TSP就会解析设备信息。这仅附带TSP为控制此设备而使用的应用用户ID(此步骤来自步骤1)。找到设备信息后,只需点击设备即可完成。登录自动进行。注意:红色警告是标准警告,并且是预期警告。它是操作员的参考,以确保他们选择正确的分机。



如果所有操作都按照"配置"部分中的步骤进行,则显示此登录屏幕。当与CallManager的同步完成时 ,即会显示包含在线状态信息的目录填充。目录同步过程通常非常快。

Gate Uni	Calco Unified Attender Canada Standard									
alada cento File Edit View Call'Controls Help										
Call Control				Parked Calls				×		
1008			C Park Extension	Caller ID	C Parked By	Duration				
0,	Search the Directory or E	nter a Number to Call	Search Preferences							
Search	Results Directory 4	+								_
	© Last Neme	© First Name	© Telephone	Department	Notes					
~	e kumar	nupur	1008	tac						
	abcd	test	9272056767							
	assistant	assistant								
	lant	test1								
	manager	manager								
	kanar	ant								
	kumar	samaira	2123291002							

故障排除

目前没有针对此配置的故障排除信息。

相关信息

- CUAC 10.5标准版管理指南
- <u>技术支持和文档 Cisco Systems</u>