使用CallManager 11.X配置Cisco IP电话快速拨号 按钮

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简介

本文档介绍使用Cisco CallManager为Cisco IP电话配置快速拨号按钮的过程。

先决条件

要求

思科建议您了解如何创建用户并将设备与用户关联。

在配置电话上的快速拨号按钮之前,您需要确保将电话按钮模板配置为支持快速拨号按钮。默认情况下,Cisco 7970/7960/7940/7910 IP 电话允许配置快速拨号。

有关更多信息,请参阅<u>在 Cisco CallManager 中创建用户、电话和关联。</u>

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CallManager 10.5、11.x
- Cisco IP 电话 7962

注意:本文档也可用于其他版本的 Cisco CallManager 和其他型号的 IP 电话。

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。

背景信息

Cisco IP 电话的一些按钮经过编程可在按下后拨打特定号码。例如,Cisco 7962 IP 电话的默认模板 有四个快速拨号按钮。这些按钮可由与某个 IP 电话关联的用户或由 CallManager 服务器管理员进 行配置。

配置

作为一名 Cisco CallManager 服务器管理员

Cisco CallManager 服务器管理员可通过以下步骤为任何用户更改快速拨号按钮:

注意:可配置的快速拨号的最大数量为7962的4个,7940的1个。这是这些电话支持的功能。 您不能配置比这些更多的快速拨号。

1. 通过Cisco Unified CM管理登录CallManager。



2. 选择Device > Phone。



3. 输入要配置的电话的搜索字符串(可选),然后单击 Find。

System Call Rout	ing 🔻 Media Resources 🔻	Advanced Features D	evice Application	User Management Bulk Administration Help
Find and List Pho	nes		Related Links:	Actively Logged In Device Report 👻 Go
🕂 Add New				
Phone				
Find Phone where	Device Name	✓ begins with	▼ SEPDC7B94F8C4BB	Find Clear Filter
			Select item or enter s	search text V
	No active o	query. Please enter your s	earch criteria using the o	ptions above.

4. 单击电话的 Device Name。

Pho	Phone (1 - 1 of 1) Rows per Page 50 -								
Find Phone where Device Name									
Select item or enter search text 🔻									
		Device Name(Line) ▲	Descriptio	n Device Pool	Device Protocol	Status	IPv4 Address	Сору	Super Copy
	() 7962	SEPDC7B94F8C4BB	Auto 5017	7 <u>Default</u>	SCCP	Registered with 10.106.123.123	<u>10.106.123.85</u>	6	11
Ad	Add New Select All Clear All Delete Selected Reset Selected Apply Config to Selected								

5. 单**击电话左**面板上的Add a new SD。

Phone Configuration	Related Links: Back To Find/List	Go
🔚 Save 🗶 Delete 🗋 Copy 🎦 Reset 🧷 Apply	ر Config பி Add New	
⊂ Status		
(i) Status: Ready		I
Association	Phone Type	_
Modify Button Items	Product Type: Cisco 7962	
1 <u>errs Line [1] - 5017 (no partition)</u>	Device Protocol: SCCP	
2 <u>errs Line [2] - Add a new DN</u>	Real-time Device Status	
3 Can Add a new SD	Registration: Registered with Cisco Unified Communications Manager 10.106.123.1 IPv4 Address: 10.106.123.85	.23
4 Can Add a new SD	Active Load ID: SCCP42.9-4-2SR1-1S	
5 Can Add a new SD	Download Status: Unknown	
6 Can Add a new SD	Device Information	
Unassigned Associated Items	Device is Active	
7 G <u>a Add a new SD</u>	M Device is trusted	
注意: 如果已配置快速拨号,则它 ³	将显示该号码。要编辑该号码,请点击该号码。	
Phone Configuration	Related Links: Back To Find/List	✓ Go
🔚 Save 🗶 Delete 🗋 Copy 資 Reset 🥖 App	ly Config 📮 Add New	
Status		
(i) Status: Ready		
Association	Phone Type	
Modify Button Items	Product Type: Cisco 7962	
1 erns Line [1] - 5017 (no partition)	Device Protocol: SCCP	
2 ems Line [2] - Add a new DN	Real-time Device Status	
3 C <u>111</u>	Registration: Registered with Cisco Unified Communications Manager 10.106.12	3.123
4 Can Add a new SD	Active Load ID: SCCP42.9-4-2SR1-1S	
5 Com Add a new SD	Download Status: Unknown	
6 Can Add a new SD	C Device Information	
Unassigned Associated Items	Device is Active	
7 P Add a new SD	Device is trusted	

6. 在弹出窗口中配置快速拨号号码和显示文本。

Speed Dial Configuration for	SEPDC7B94F8C4BB - Mozilla Firefox	
(i) 🔒 https://10.106.123.123/	ccmadmin/speedDialEdit.do?fkDevice=34499f8f-ff06-4df5	5-bf9a-0d9fa8059732&tkCla
Speed Dial Configuration	for SEPDC7B94F8C4BB	
Save 🖳 Close ᠀	Help	
-Status		
i Status: Ready		
-Speed Dial (Button) Setti	ngs	
Number	Label	
2 011	Emergency	
3	Lineigency	
4		
-Speed Dial (Abbreviated	Dial) Settings	
Number	Label	
5		
6		
7		
8		

Speed Dial Configuration for	r SEPDC7B94F8C4BB - Mozilla Firefox	
i) 🔒 https://10.106.123.12	/ccmadmin/speedDialEdit.do?fkDevice=34499f8f-ff06-4df	f5-bf9a-0d9fa8059732&tkCla
speed Dial Configuration	for SEPDC7B94F8C4BB	
📄 Save 🖳 Close 🦓	Help	
Status		
Status: Ready		
Speed Dial (Button) Set	tings	
Number	Label	
1 111	Reception	
2 911	Emergency	
	i	

8. 这将使电话重置。现在,您可以在电话屏幕上看到快速拨号显示名称。

通过分机移动快速拨号

注意:本文档不介绍 Cisco CallManager Extension Mobility 配置。有关此功能的详细信息 ,请参阅Cisco CallManager分机移动功<u>能说明中</u>的Cisco CallManager分机移动配置核对表。

要使用Cisco CallManager Extension Mobility配置快速拨号,请完成以下步骤:

- 1. 使用CM管理凭据登录CallManager。
- 2. 选择Device > Device Setting > Device Profile。

System ▼ Call Routing ▼ Media Resources ▼ Advanced Features ▼	Device 🔻	Application 👻 User Manag	ement	▼ Bulk Administration ▼ Help ▼	
	CTI Ro	oute Point		Device Defaults	
	Gatek	eeper		Firmware Load Information	
Cisco Unified CM Administratio	Gatev	/ay		Default Device Profile	
System version: 11.0.1.21900-11	Phone	I.		Device Profile	
	Trunk			Phone Button Template	4 2 1
VMware Installation: 4 vCPU Intel(R) Xeon(R) CPU E7- 2.40GHz, disk 1: 80Gbytes, 4096Mbytes RAM, Partition	Remot	e Destination		Softkey Template	
	Devic	e Settings	•	Phone Services	197
Last Successful Backup: O day(s) ago				SIP Profile	ALCON MILLION

3. 输入配置文件的搜索字符串(可选),然后单击"查**找"**。

System 👻	Call Routing 🔻	Media Resources 🔻	Advanced Featur	res 🔻 Device 🔻	Application -	User Management 🔻	Bulk Administration
Find and	List Device	Profiles					
	lew						
Device	Profile						
Find Devic	e where	Profile Name	✓ begins with	▼ Extension N	1obility	Find Clear Fil	ter 🔁 📼
		No active query.	Please enter your	r search criteria	using the optior	ns above.	
Add Ne	w						

4. 点击配置文件名称。

Find and	ind and List Device Profiles						
Add	New Selec	t All Clear All	Delete Selected				
-Status-	Status						
(i) 2 re	(i) 2 records found						
Device	Profile (1 -	2 of 2)			Rows per Pag	ge 50 👻	
Find Devi Profi	ice where	Profile Name	✓ begins with ✓		Find Clear Filter	+ -	
	Na	me 📩	Description	Device Type	Profile Type	Сору	
	Extension Mob	ility		Cisco 7962	User Profile	6	
	<u>fortest</u>			Cisco 7975	User Profile	ß	
Add Ne	Add New Select All Clear All Delete Selected						

5. 单**击配置文件左**面板上的Add a new SD。

Device Profile Configuration	Related Links: Back To Find/List
🔚 Save 🗶 Delete 🕒 Copy 🕂	Add New
Status Status: Ready	
Association	User Device Profile Information
Modify Button Item 1 •?ns Line [1] - Add a new DN 2 •?ns Line [2] - Add a new DN 3 Image: Add a new SD	s Product Cisco 7962 Type: Device SCCP Protocol: Device Extension Mobility Profile Name*
4 C _m Add a new SD 5 C _m Add a new SD 6 C _m Add a new SD	Description User Hold MOH Audio Source
Status Status: Ready Speed Dial (Button) Settings	
Number	Label
1 111 2 911	Reception Emergency
3 4	
Speed Dial (Abbreviated Dial) S	Settings
5 6	
单击 保存 并 关闭。	
😻 Speed Dial Configuration for SE	PDC7B94F8C4BB - Mozilla Firefox
(i) 🔒 https://10.106.123.123/cc	madmin/speedDialEdit.do?fkDevice=34499f8f-ff06-4df5-bf9a-0d9fa8059732&tkClass=1

Speed Dial Configuration fo	r SEPDC7B94F8C4BB	
Save Close ? He	lp	
Status: Ready	JS	
Number	Label	
1 111	Reception	
2 911	Emergency	

8. 您必须注销并重新登录才能查看电话上的快速拨号。

故障排除

目前没有针对此配置的故障排除信息。

验证

当前没有可用于此配置的验证过程。

相关信息

- 快速拨号在 Cisco 7914 扩展模块上无效
- 语音技术支持
- 语音和统一通信产品支持
- <u>Cisco IP 电话故障排除</u>
- <u>技术支持和文档 Cisco Systems</u>