

“The Office” UC540 Demo Guide



Always reference latest copy online:

Technical Enablement [Lab 25: TheOffice Demo configured using CCA](#)

(This is how you configure your system to function for this demo)

<https://supportforums.cisco.com/docs/DOC-11748>

How to DEMO ‘The Office’ - [Demo Guide](#)

<https://supportforums.cisco.com/docs/DOC-11942>

Want to watch me run this demo?

[Webex Recording of the demo performed URL](#)

<https://ciscosales.webex.com/ciscosales/lsr.php?AT=pb&SP=EC&rID=45984622&rKey=ce5e053077ddddd>

Contents

- Introduction4
- Phone Confirmation.....4
- Phone Buttons and Features5
- System Features6
- DEMO.....7
- Basics.....7
- Extension Dialing.....7
- Dual and Octal Line7
- Shared Lines.....7
- Hold/Resume & MOH7
- Call Park & Retrieve7
- Monitor Buttons7
- Transfer (Trnsfer & Trnsfv).....7
- Conference8
- Call Pickup8
- Call Restrictions8
- Speed Dial.....8
- Hunt Groups9
- Regular Hunt.....9
- Parallel Hunt9
- BACD9
- HLog9
- Voice Mail.....9
- Phone VMWI and Message Key9
- Voice View Express (Settings: CME Services: Submit Credentials = 205/1234)10
- IMAP Integration (Outlook Integration to Pam (PamBeasley/123456))10
- Automated Attendant.....10
- Night Service.....10
- Advanced and New Functions10
- C-Barge (Conference Barge)10
- Paging Groups (Combined).....10

DND.....	10
Dialable Intercom.....	11
Whisper Intercom	11
Embedded Applications	11
SNR.....	11
Live record	11
Analog User Mode	11
FXS Feature Access Codes	11
Troubleshoot and Monitor.....	11
Point to Point Video call.....	12
SPA525 Video Monitor.....	12
Office Manager.....	12

Introduction

This guide was written with brevity to allow anyone with Demo Kit configured with “The Office” configuration (all done with CCA 2.2.5 using [TEL#25](#)) to quickly demo features and functions.

You can use the TOC to select what the end user wants to see or walk through the document from beginning to end. It is organized with frequently requested demos placed earlier in the document.

Phone Confirmation

A successfully configured demo system will have the following phone & display:



Phone Buttons and Features

	Buttons	VM Size	Hunt	Page	Pickup	Ccharge	Priv	PSD	AA	BACD	NS	VPN	SNR	Video	IMAP
504G	Angela Martin	60	B1 L1	101 103	1	n/a	n/a	918008291040		1	Bell	n		n/a	
	1 205														
	2 Dial Intercom (no mute)														
	3 Monitor Park 701														
	4 Share-250														
525G	Pam Beasley	60	B1	102 103	1	n/a	n/a	918008291040	NAT, PM	1	Ext -> 203	n	203	n/a	Yes
	1 202														
	2 Dial Intercom														
	3 Monitor Park 701														
	4 Share-250														
	5 <PSD>														
7921	Jim Halpin	60	B1	101 103	1			918008291040			Bell	n		n/a	
	1 203														
	2 Dial Intercom														
	3 Monitor Park 701														
	4 Share-250														
	5														
	6														
CIPC	Dwight Schrote	60	B1 L1	101 103	1	enable	disable	918008291040		1	Bell	n		Y	
	1 204														
	2 Dial Intercom														
	3 Monitor Park 701														
	4 Share-250														
	5 Whisper Intercom Mike														
	6 Share-251-Octal														
7975	Mike Scott	60	B1	102 103	1	enable	enable	918008291040			EXT -> Bell	n	203	Y	
	1 201														
	2 Dial Intercom (no Mute)														
	3 Monitor Park 701														
	4 Share-250														
	5 Whisper Intercom Dwight														
	6 Share-251-Octal														
	7														
	8														
FXS	Analog Fxs	60	B1 L1	n/a	1	n/a	n/a				Bell	n/a			
	1 220														
	<restricted local>														
	<FAC capable>														

Legend:

- PSD = Personal Speed Dial
- NAT = No Action Transfer (Target)
- Bell = NS Bell role
- EXT = NS Extension on Night Service
- BACD – Basic ACD (hunt group 1 is a BACD group using sequential hunting)
- AA = Auto Attendant
- B1 = Call Blast Group (ext 501)
- L1 = Longest Idle Hunt group (ext 502)

System Features

From a system wide feature perspective, this is how The Office demo is configured. The WAN and other IPs will vary site to site of course.

UC500 WAN IP	IP Address of UC540	172.18.192.192
	Subnet Mask	255.255.255.0
	DGW of ISP Router	172.18.192.1
	DNS1	64.102.6.247
	DNS2	171.70.168.183
System Time	Time Zone	GMT-5
	NTP IP Address	169.229.70.201
Device Access	Telnet and SSH	enabled both
Automated Attendant	Pilot	401
	Schedule	Dual (Open/Closed) 6AM - 10PM (M-F)
	No Action Transfer	Ext 202 (Pam)
	Prompt Management Ext and User	450 & Pam
	Prompt Menu Actions (Open and Closed)	1 - by number
		2 - by last name
		3 - Transferred to the blast group 501
4 - to the receptionist (Pam @ 202)		
	5 - remote access to voice mail (399)	
	6 - for Directions (custom prompt)	
Park Slots	1-8 Park Slots (701-708)	1 (ext 701)
Voice Mail	Extension	399
	Live Reply	enabled
	Play Caller ID for INC Messages	yes
	PIN for access	1234
	Direct Transfer to VM	6
	VVE	enabled
	Mail box (personal and GDM) sizes	60 minutes
Conference	Meetme	1 (771)
	Tones	enabled
	Adhoc	1
	CODEC	G711
System SpeedDial	Tell Me VXML	918005558355
BACD	Pilot 590	590
	Hunt Type	Sequential
	No Answer forwarding	Blast Group 501
	Retries	2
LiveRecord	Pilot	397
Dial Plan	Dial Plan Template to be selected	North American 10
Night Service	NS Toggle Code	*299
Default User Password	Phone Password (not voicemail PIN)	123456
Wireless SSID	Data and Voice	UC540W integrated office-data, office-voice

DEMO

Basics

Extension Dialing

Line to line calling using assigned Extensions (201, 202, 203, 204, 205, 220)

Dual and Octal Line

Make three calls to a SPA5xx phone (Dual Line) extension 202 and notice 2nd call is stacked and 3rd call goes to VM.

Make 3 calls to a C7975 or CIPC and notice all three (up to 8) are stacked and handled.

Shared Lines

Extension 250 is a shared line on all phones. Dial it and pick it up from another phone. Place it on hold and pick it up on another phone. Dial the 250 share extension again and this time press DND on any phone forcing the caller to voice mail. Leave a message. Notice the Envelope Button display on the phone flashes (indicating MWI). Press the button on any phone, confirm hearing stutter dial, then press the voice mail button. Log in with credentials (ext/pin) and go to option 9 (GDMs). You will hear a list of all GDMs and select the one for the shared line. Listen to message and delete. Envelope stops flashing on phones. 250 is a shared line across all the Ethernet phones. Dial it and notice it can handle one call at a time (subsequent simultaneous calls go to the shared GDM voice mail box). See how you can HOLD and RESUME a call among the phones.

251 is a shared Octal Line. Notice how it can stack and handle (hold and resume) multiple calls (up to 8) among phones.

Hold/Resume & MOH

Demonstrate the MOH for calls on Hold, and if you have an audio dubbing cable and an ipod, plug it in the MOH jack and see that work too 😊 Notice if you used OM to upload a custom .mp3, that it plays.

Call Park & Retrieve

Dial any extension. Softkey 'Park'. Notice the park slot (701) displayed. Notice the *Monitor Button* red on all phones. Press the monitor button from any phone to retrieve Parked call or simply dial '701'. From the Analog FXS station, dial **7 701 to pick up the Parked call (Analog user mode phones use FAC). Notice that if a phone has CFWALL set, it cannot pick up a parked call (per design)

Monitor Buttons

We configured a Monitor for the Park Slot 1 as you just saw above This can also be used on regular lines and FXO CO lines as well. Monitor & Watch are in essence BLFs

Transfer (Trnsfer & TrnsfV)

Place a call from Pam (202) to Angela (205). Answer and press 'more' on 205:

- Press Trnsfer and enter extension 201 and hang up (Blind Transfer)

- Press Trnsfer and enter ext 201 and answer at 201. Then from 202, press MORE and Trnsfer again to complete call (Consultative)
- Press MORE and TrnsfV and hang up (transfer to voicemail)

Conference

Adhoc

Place a call; soft key 'Conf' make another call, soft key 'Conf', etc

Meetme

Meet Me – go off hook (or on speaker) and hit 'more' softkey, then 'MeetMe'; then 771. From the other phones, dial 771.

Call Pickup

- Group – Dial from any phone to 201.
 - From another IP phone softkey 'GPickUp'
 - From Analog Phone dial **4 (FAC)
- Directed – Dial from any phone to 201. From another phone softkey 'Pickup + 201'

Call Restrictions

We restricted the Analog FXS to only local calling. Without PSTN access, cant demo, but point out this is possible even with Office Manager to change on the fly.

Speed Dial

SYSTEM SPEED DIAL (Local entries for all phones to use; speeddial.xml file that goes to flash)

PERSONAL SPEED DIAL assigned private numbers to each phone individually.

Note: Remember that Personal Speed Dial entries will occupy buttons on phones, if available, and you can't pick the button. You can predict where it will land, but you can't specify it. If the phone is out of buttons, they can still be accessed (read on).

Cisco 79xx phone behavior:

System Speed Dial

Press the DIRECTORIES button:

-Local Speed Dial ← **System Speed Dial** entered from CCA 2.2.5

Personal Speed Dial

Press SERVICES Button; then press 4-My Phone Apps:

Speed Dial Buttons ← **Personal Speed dial** entered from CCA 2.2.5

SPA5xx phone models...

System Speed Dial

Press the *Setup* button, then *Directory*:

Local Speed Dial ← **System Speed Dial** entered from CCA 2.2.5

Personal Speed Dial

Press the *Setup* button, then *CME Services*, then *My Phone Apps*:

Speed Dial Buttons ← **Personal Speed dial** entered from CCA 2.2.5

Hunt Groups

Regular Hunt

Hunt Group – Longest Idle (502) / rings 3 phones in order, then VM

Parallel Hunt

Blast Group – Parallel Hunt (501) / rings all phones, then VM

BACD

From 201 dial 590; hear greeting, then agents hunt. Notice display (1 call in queue), watch it make its rounds, then “all agents are busy greeting and QUEUE with Music, then recall the hunt. Answer it as you wish.

HLog

HLog is a softkey that allows a BACD Agent or a regular hunt group member to log itself out of the group, but still be available for other calls on that phone.

- Activate it for an IDLE Phone (‘more’ to HLog).
- Activate it when the HG call is presented to the phone (will be visible SK)

Voice Mail

Call Angela’s phone (205) and press “DND” soft key which pushes the call to voice mail and leave here a test message. Repeat, allowing it to CFNA to voicemail and leave a second, urgent message. Notice VMWI turns on.

Phone VMWI and Message Key

- Dial 399 or press message button to review 1st message (PW = 1234)
- Live Reply to message one by pressing ‘4’, record reply, press #, then # again. Then press ‘2’ to save the message. Notice live reply turned on MWI on the phone you replied to.
- Review GDM (Option 9) on phones sharing GDM.

Voice View Express (Settings: CME Services: Submit Credentials = 205/1234)

- View Messages and notice 1 Saved and 1 NU and listen to them from phone speaker
- Notice you can use 'more' SK then 'list' to view Urgent messages.
- Send a message to all other phones from VVE (Adhoc selection of users)
- Options: Greetings: Record an Alternate Greeting (Activate Until)
- Notice 'Review GDM messages' Option 4 is in VVE as well.

IMAP Integration (Outlook Integration to Pam (PamBeasley/123456))

- <https://supportforums.cisco.com/docs/DOC-9688>
- Repeat leaving a message or two and retrieve from Outlook mailbox.

Automated Attendant

Dial 401 and listen to the OPEN / CLOSED greeting you recorded in TSW, or rerecorded in expert mode dialing 450 from Pam's phone (authorized).

Try dial by name and spell the first few letters of a last name (Sc).

Night Service

From Mike Scotts (201) phone, dial *299 to toggle NS on (unless you want to wait for 10PM EST). Only NS phones can dial this code we entered in expert mode. Notice 'NS Active' displayed on 201 display.

Now hit call pickup sofkey & dial 201. Hang up and toggle off.

Advanced and New Functions

C-Barge (Conference Barge)

On Mike Scott's phone, make sure Privacy Button is enabled (LED on) and press Button 251 and call Angela Martin (205) and answer. Notice Dwight cannot see any action on his phone button appearance of the shared Octal Line 251. Hang up. Disable privacy on Mike's phone and repeat same. Notice Dwight can see Angela Martin is on that call with Mike, and on the CIPC press the button 251 and then the CBARGE SoftKey. Beep Beep Beep, and you all in together. These tones can be disabled from CCA Conference GUI.

Paging Groups (Combined)

Dial Page Group Sales – 101, Admin – 102, and All - 101) from any phone. Notice any other phone not in established call will be available (speaker) for your message, like 'Sales, you have a call on 701'.

DND

Softkey on the IP Phones / calls illuminate line button but don't audibly ring.

Pressing DND after a new ingress call will divert the call to VM.

Paging overrides DND (important messages)

Dialable Intercom

Every phone has a single button labeled Dialable Intercom. Press it and enter the extension of another phone you want to intercom with. Notice that some are configured with mute and some with no mute. Intercom to Mike Scott and notice it's not muted. Intercom to Pam and notice it is muted.

Whisper Intercom

From ext 205, dial 204. After answered, press Michael Scott (201) button 5 to initiate Whisper Intercom to Dwight (204). Press the amber button on Dwight to accept the Whisper offer. 205 hears zip tones and 201 and 204 are in conversation.

Embedded Applications

IMAP Integration is also an embedded smart application and is covered under voice mail.

SNR

201 (Mike) has SNR to 203 (Jim). Dial to 201 and both ring. Answer from 203 & notice base (201) will ring for 30 seconds flashing amber. Press either the 201 button or "answer" soft key to take the call back.

Repeat this time stay in conversation on 203 until 201 stops ringing and 201 button goes flashing green. Now hit button 201 or the "resume" softkey to take call back. Now press "Mobility" soft key and push call to the extension 203 (select it in the menu) to push a call to the SNR destination.

Live record

Call to 205. Answer on 205, then press 'Liverecd' softkey. Speak for a while and notice the initial beeps (cant be turned off) and recurring beeps (can be turned off). Hang up both sides. Notice MWI light. Go into VM and retrieve your recording.

Analog User Mode

FXS Feature Access Codes

Try a few 'telephony-service fac standard' codes from your Analog FXS ('User Mode') phone (220).

- callfwd all **1 ← forward to 201
- callfwd cancel **2 ← cancel CFW
- pickup group **4 ← dial 202 and pick it up from analog.
- park **6 ← retrieve Parked Call
- dnd **7 ← Toggle on and off

Troubleshoot and Monitor

We can do pretty sophisticated monitoring and troubleshooting in CCA named 'Drawers' so this is really just to get you to look in them. You can try:

- Phone Loads: Monitor: Telephony: Phones and Extensions to see registration status and phone FW running on each device.
- SWP verification: Monitor: Telephony: SWP to see the operational SW (IOS/CME/CUE)

Point to Point Video call

From the CIPC PC which also has a CUVA camera, place a call to another phone, which has a CUVA on a PC plugged into the back of the Phone Switch port. Alternatively, you can call a C7985 video phone. Or if you don't have 2 video cameras, you can make the call and show half the video in the CUVA control panel.

SPA525 Video Monitor

From Pam's phone, press Settings, then Video Monitor, then select the camera to view it. Dance in front of it 😊

If you want, you can press the call key to ring extension 220 (we programmed this in the Wizard).

Office Manager

Close CCA. Launch OM. Select what capabilities you want the end user to have.

Manage Users: Forward a Phone to various possible destinations.

Add Local Directory (search on phone using a few letters of the name or submit a blank search and hit MORE and then NEXT to see all the users + the one you added.

Upload your favorite mp3 as a MOH file and place a call on hold.

View the Video Camera.

Adjust Schedule for Open Closed.

Adjust SNR destination for Mike Scott and call 201 to see the new destination ring.