

# Cisco Unified Communications Manager Express FAQ

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## Introduction

This document answers some of the most frequently asked questions about Cisco Unified Communications Manager Express (CME).

**Q. Can a 7940 IP phone in a Cisco Unified Communications Manager Express environment handle four simultaneous calls (two in each line)?**

**A.** For the 7940 IP phone, you have two line buttons and you can configure ephone-dn with dual-line (one voice port, two channels) and assign that ephone-dn to a particular button. One line button can handle two simultaneous calls. However, the second channel is used more

to transfer and conference. This means you can make the same line handle two calls. In order to achieve this, you need to put the first one on hold.

## **Q. Is there a way to reduce the timer globally in Cisco Unified Communications Manager Express? If yes, how?**

**A.** Yes, you can reduce or increase the inter-digit timeout value under Telephony configuration mode as this example shows:

```
Router#configure terminal
Router(config)#telephony-service
Router(config-telephony)#timeouts interdigit ?
<2-120> seconds
```

The inter-digit timeout duration, in seconds, is set on the timer for all the Cisco IP phones (for outbound calls). The range is from two to 120 seconds. The default is ten seconds.

## **Q. Can a 7936 IP Conference Station work with Cisco Unified Communications Manager Express 3.3?**

**A.** Yes, Cisco Unified Communications Manager Express 3.3 supports Cisco IP Conference Station 7936.

Refer to Cisco CallManager Express 3.3 Supported Firmware, Platforms, Memory, and Voice Products and Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix.

## **Q. Does Cisco Unified Communications Manager Express support toll bypass?**

**A.** Cisco Unified Communications Manager Express supports toll-bypass with H.323 or SIP voice gateways. It is recommended to use Cisco IOS® Software Release 12.2(15)T or later on the H.323 Voice Gateways to support H.450 call transfer/forward.

## **Q. Does Cisco Unified Communications Manager Express support an IP phone's registration from another remote site via WAN?**

**A.** Cisco Unified Communications Manager Express 4.0 supports remote IP phones.

## **Q. Does Cisco Unified Communications Manager Express support call park on conference calls?**

**A.** No, Cisco Unified Communications Manager Express does not support call park on conference calls.

## **Q. Does the Attendant Console software work with Cisco Unified Communications Manager Express?**

**A.** No, Cisco Unified Communications Manager Express does not support Attendant Console.

## **Q. Does Cisco Unified Communications Manager Express support VG248 and VG224?**

A. VG248 is not supported by Cisco Unified Communications Manager Express. However, VG224 is currently supported in Cisco Unified Communications Manager Express/SRST in H.323 mode only.

## **Q. Does Cisco Unified Communications Manager Express support AXL queries like in CallManager 4?**

A. Yes, Cisco Unified Communications Manager Express does support SOAP/AXL APIs to get static and dynamic information on the phone/line registration or to execute some CLIs.

Refer to XML Provisioning Guide for Cisco CME/SRST for more information.

## **Q. Does Cisco Unified Communications Manager Express support IP Communicator?**

A. Cisco Unified Communications Manager Express 4.0(1) and later provides support for IP Communicator version 2.0 and later.

## **Q. Does Cisco Unified Communications Manager Express support dual-line configuration?**

A. Cisco Unified Communications Manager Express supports the dual-line configuration feature. With this, you have two lines with one DN, so the third try gets a busy tone.

## **Q. How do you associate more than one Cisco Unified Communications Manager Express extension to a Cisco Unity Express voice mailbox?**

A. It is possible to have up to two numbers in the same Cisco Unity Express (CUE) User profile. Configure the first number as the Cisco Unity Express User Primary Extension, and the other number as the Primary E.164 number. However, only two Cisco Unified Communications Manager Express extensions are allowed to share the same mailbox in the Cisco Unity Express voicemail.

If multiple numbers that share a single mailbox are desired, the creation of a General Delivery Mailbox (GDM) could be necessary in order to call forward all of the extensions to this single mailbox.

Refer to Transfer a Caller Directly into a Unity Express Mailbox for configuration guidelines.

## **Q. How do you migrate phones from Cisco CallManager Express to Cisco CallManager?**

A. There is no migration procedure to move phones from Cisco CallManager Express to Cisco CallManager. Configure the phones in Cisco CallManager and point the TFTP server address of the phone to the publisher server in order to register to the Cisco CallManager. If the phones use DHCP, then you need to change the option 150 value on the DHCP server.

If there is an intention to completely remove Cisco CallManager Express, then it might be necessary to remove any route patterns that point to the Cisco CallManager Express. Also add the users to the voicemail system that the Cisco CallManager cluster uses and remove them from Cisco Unity Express.

## **Q. How do you quickly install Cisco CallManager Express on a router?**

**A.** Use the Cisco IP Communications Express Quick Configuration Tool (QCT) to quickly set up the Cisco CallManager Express. The QCT application is an HTML–based Java Script program that runs on the user's workstation using Microsoft Internet Explorer (IE). The QCT application, through its user–friendly GUI, prompts the user for the common parameters needed to configure the Cisco Integrated Services Router to support a complete IP Telephony solution.

Version support–QCT supports these versions of Cisco IOS Software and Cisco CallManager Express Cisco CallManager Express version 3.2 using Cisco IOS Software Release 12.3(11)T6 and later.

Hardware support–QCT can configure Cisco CallManager Express telephony services on any Cisco router that supports Cisco IOS Software Release 12.3(11)T6 and later and Cisco Unity Express version 2.1.0 and later. This includes all the Cisco Integrated Services Routers (Cisco 2800 and 3800 series), as well as the earlier generation of Cisco Access Routers (Cisco 1700, 2600 and 3700 series).

For more information, refer to Cisco IP Communications Express Quick Configuration Tool.

## **Q. How do you integrate the Cisco Unified CallManager Express to Cisco Unified CallManager?**

**A.** There are two possible methods:

1. Add the Cisco CallManager Express router in the Cisco CallManager as an H.323 gateway, and configure the Route Pattern. On the Cisco CallManager Express router, configure the appropriate dial peers. This is the preferred method.
2. As an alternative, it is also possible to create the Inter Cluster Trunk (ICT) to Cisco CallManager Express. This is usually used when it is necessary to transcode between different codecs within the Cisco CallManager.

Refer to Integrating Cisco Unified CallManager Express with Cisco Unified CallManger for more information.

## **Q. How do you adjust the volume of the Music on Hold (MoH) source file on a Cisco CallManager Express router?**

**A.** The volume level of an MoH file cannot be adjusted through the Cisco IOS software. Therefore, it cannot be changed once the file is loaded into the Flash memory of the router. The input gain or output attenuation can be decreased but that affects live speech.

In order to adjust the volume level of an MoH file, edit the file in an audio editor before the file is downloaded to router Flash memory.

The best option is to re–record the file at a lower decibel. This is a good opportunity to record a personal file to use.

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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