



# Cisco Call Back

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- [System Requirements for Cisco Call Back, page 4-5](#)
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# Introducing Cisco Call Back

The Cisco Call Back feature allows you to receive call back notification on your Cisco IP Phone when a called party line becomes available. You can activate call back for a destination phone that is within the same Cisco CallManager cluster as your phone or on a remote PINX over QSIG trunks or QSIG-enabled intercluster trunks.

To receive call back notification, a user presses the CallBack softkey while receiving a busy or ringback tone. A user can also activate call back during reorder tone, which is triggered when the no answer timer expires.

The following sections provide information on the Cisco Call Back feature:

- [Understanding How Cisco Call Back Works, page 4-2](#)
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- [Interactions and Restrictions, page 4-5](#)
- [Installing and Configuring Cisco Call Back, page 4-7](#)

## Understanding How Cisco Call Back Works

The following examples describe how Cisco Call Back works after an unavailable phone becomes available:

- [Example: User A calls user B, who is not available, page 4-3](#)
- [Example: User A calls user B, who configured Call Forward No Answer \(CFNA\) to user C before Call Back activation occurs, page 4-3](#)
- [Example: User A calls user B, who configures call forwarding to user C after user A activates Call Back, page 4-4](#)
- [Example: User A and user C call user B at the same time, page 4-4](#)

**Note**

The calling phone only supports one active Call Back request. The called phone can support multiple Call Back requests.

Cisco Call Back only supports spaces and digits 0 through 9 for the name or number of the calling or called party. To work with Cisco Call Back, the name or number of the calling or called party cannot contain # or \* (pound sign or asterisk).

**Example: User A calls user B, who is not available**

User A calls user B, who exists in the same Cisco CallManager cluster as user A. Because user B is busy or does not reply, user A activates the Call Back feature by using the CallBack softkey. A Call Back activation message displays on the phone of user A.

After user B becomes available (phone becomes on hook after busy or completes an off-hook and on-hook cycle from idle), user A receives an audio alert, and a message displays on user A phone that states that user B is available.

**Example: User A calls user B, who configured Call Forward No Answer (CFNA) to user C before Call Back activation occurs**

The following scenario applies to Call Forward No Answer.

The call from user A gets forwarded to user C because Call Forward No Answer is configured for user B. User A uses Call Back to contact user C if user C is not busy; if user C is busy, user A contacts user B.

When user B or user C becomes available (on hook), user A receives an audio alert, and a message displays on user A phone that states that the user is available.

**Example: User A calls user B, who configures call forwarding to user C after user A activates Call Back**

The following scenarios support Call Forward All, Call Forward Busy, and Call Forward No Answer.

- User A calls user B, who exists in the same Cisco CallManager cluster as user A. User A activates Call Back because user B is not available. Before user B becomes available to user A, user B sets up call forwarding to user C. User A may call back user B or user C, depending on the call forwarding settings for user B.
- User A calls user B, who exists in a different cluster. The call connects by using a QSIG trunk. User A activates Call Back because user B is not available. Before user B becomes available to user A, user B sets up call forwarding to user C. One of the following events occurs:
  - If the Callback Recall Timer (T3) has not expired, user A always calls back User B.
  - After the Callback Recall Timer (T3) expires, user A may call back user B or user C, depending on the call forwarding settings of user B.

**Tip**


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The timer starts when the system notifies user A that user B is available. If user A does not complete the Call Back call during the allotted time, the system cancels Call Back. On the phone of user A, a message states that user B is available, even after the Call Back cancellation. User A can dial user B.

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**Example: User A and user C call user B at the same time**

User A and user C call user B at the same time, and user A and user C activate Call Back because user B is unavailable. A Call Back activation message displays on the phones of user A and user C.

When user B becomes available, both user A and user C receive an audio alert, and a message displays on both phones that states that user B is available. The user, that is, user A or user C, that presses the Dial softkey first connects to user B.

# System Requirements for Cisco Call Back

Cisco Call Back requires the following software components:

- Cisco CallManager 4.1 or later
- Cisco CallManager service running on at least one server in the cluster
- Cisco CTIManager service running on at least one server in the cluster
- Cisco Database Layer Monitor service running on the same server as the Cisco CallManager service
- Cisco RIS Data Collector service running on the same server as the Cisco CallManager service
- Cisco IP Telephony Locale Installer, that is, if you want to use non-English phone locales or country-specific tones
- Cisco-provided operating system version 2000.2.6 (and the latest operating system service release for version 2000.2.6)
- Microsoft Internet Explorer or Netscape Navigator

## Interactions and Restrictions



### Note

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If users want the Cisco Call Back softkeys and messages on the phone to display in any language other than English, or if you want the user to receive country-specific tones for calls, install the locale installer, as described in the Cisco IP Telephony Locale Installer documentation.

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Cisco IP Phone models 7970, 7960, 7940, 7912, 7905 and Cisco Communicator support Cisco Call Back with the CallBack softkey (can be calling and called phone). You can use Call Back with some Cisco-provided applications, such as Cisco IP Manager Assistant (IPMA).

A user cannot activate call back for a Cisco CallManager Attendant Console pilot point number over a QSIG-enabled intercluster trunk or QSIG-enabled trunk. If the user attempts to activate call back to a Cisco CallManager Attendant Console pilot point number over a QSIG-enabled intercluster trunk or QSIG-enabled trunk, the message “Callback Cannot be activated on xxxx” displays on the user

phone. The user can activate call back for a Cisco CallManager Attendant Console pilot point if that pilot point exists in the same Cisco CallManager cluster as the user DN.

You can call the following devices and can have Call Back activated on them:

- Cisco IP Phone 30 SP+, Cisco IP Phone 12 SP+, Cisco IP Phone 12 SP, Cisco IP Phone 12 S, Cisco IP Phone 30 VIP
- Cisco IP Phone 7902, Cisco IP Phone 7910, Cisco IP Phone 7935, Cisco IP Phone 7936
- Cisco VGC Phone (uses the Cisco VG248 Gateway)
- Cisco Skinny Client Control Protocol (SCCP) Phone
- Cisco Analog Telephone Adapter (ATA) 186 and 188
- CTI route point forwarding calls to above phones



**Tip**

When a Cisco CallManager Extension Mobility user logs in or logs out, any active call completion that is associated with Call Back automatically gets canceled. If a called phone is removed from the system after Call Back is activated on the phone, the caller receives reorder tone after pressing the Dial softkey. The user may cancel or reactivate Call Back.

If you forward all calls to voice mail, you cannot activate Call Back.

## Feature Interactions with Call Forward, iDivert, and Voice-Mail System Features

The following call states describe the expected behaviors, for the calling party, that occur when Cisco CallManager Call Back interacts with the Call Forward, iDivert, and voice-mail system features.

When a called party (Phone B) either forwards an incoming call using Forward All, Forward Busy, or Forward No Answer; or diverts a call using iDivert; to a voice-mail system, the calling party (Phone A) can enter one of the following states with respect to the Call Back feature:

- VM-Connected state: The call is connected to voice mail. The Call Back soft key is inactive on the calling party's (Phone A) phone.

- Ring-Out state with the original called party: The voice-mail profile of the called party does not have a voice-mail pilot. The called party (Phone B) will see “Key Is Not Active” after pressing the iDivert soft key. The calling party (Phone A) should be able to activate Call Back against the original called party (Phone B).
- Ring-Out state with voice mail feature and voice mail pilot number as the new called party: The call encounters either voice-mail system failure or network failure. The called party (Phone B) will see “Temp Failure” after pressing iDivert soft key. The calling party (Phone A) will not be able to activate Call Back against the original called party (Phone B) since the call context has the voice mail pilot number as the “new” called party.
- Ring-Out state with busy voice mail port and voice mail pilot number as the new called party: The call encounters busy voice mail port. The called party (Phone B) will see “Busy” after pressing iDivert soft key. The calling party (Phone A) will not be able to activate Call Back against the original called party (Phone B) since the call context has the voice mail pilot number as the “new” called party.

For more information refer to the following sections:

- [Phone Features](#), *Cisco CallManager System Guide*
- [Immediate Divert](#), page 10-1

## Installing and Configuring Cisco Call Back

Cisco Call Back automatically installs when you install Cisco CallManager. After you install Cisco CallManager, you must configure Cisco Call Back in Cisco CallManager Administration, so phone users can use the Cisco Call Back feature.

For successful configuration of the Cisco Call Back feature, review the steps in the configuration checklist, perform the configuration requirements, and activate the Cisco CallManager service. The following sections provide detailed configuration information:

- [Configuration Checklist for Cisco Call Back](#), page 4-8
- [Creating a Softkey Template for the CallBack Softkey](#), page 4-9
- [Configuring CallBack Softkey Template in Device Pool](#), page 4-10

- [Adding CallBack Softkey Template in Phone Configuration, page 4-11](#)
- [Setting Cisco Call Back Service Parameters, page 4-11](#)

## Configuration Checklist for Cisco Call Back

[Table 4-1](#) shows the steps for configuring the Cisco Call Back feature.

**Table 4-1 Cisco Call Back Configuration Checklist**

Configuration Steps		Related Procedures and Topics
<b>Step 1</b>	If phone users want the softkeys and messages to display in a language other than English, or if you want the user to receive country-specific tones for calls, verify that you installed the locale installer.	Cisco IP Telephony Locale Installer documentation
<b>Step 2</b>	In Cisco CallManager Administration, create a copy of the Standard User softkey template and add the CallBack softkey to the following states: <ul style="list-style-type: none"> <li>• On Hook call state</li> <li>• Ring Out call state</li> </ul>	<a href="#">Creating a Softkey Template for the CallBack Softkey, page 4-9</a>
<b>Step 3</b>	In Cisco CallManager Administration, add the new softkey template to the device pool.	<a href="#">Configuring CallBack Softkey Template in Device Pool, page 4-10</a>
<b>Step 4</b>	In the Phone Configuration window, perform one of the following tasks: <ul style="list-style-type: none"> <li>• Choose the device pool that contains the new softkey template.</li> <li>• Choose the new softkey template from the Softkey Template drop-down list box.</li> </ul>	<a href="#">Adding CallBack Softkey Template in Phone Configuration, page 4-11</a>
<b>Step 5</b>	In the Phone Configuration window, verify that the correct user locale is configured for the Cisco IP Phone(s).	<a href="#">User Configuration Settings, Cisco CallManager Administration Guide</a> Cisco IP Telephony Locale Installer documentation

Table 4-1 Cisco Call Back Configuration Checklist (continued)

Configuration Steps		Related Procedures and Topics
<b>Step 6</b>	If you do not want to use the default settings, configure the Cisco Call Back service parameters.	<a href="#">Setting Cisco Call Back Service Parameters, page 4-11</a>
<b>Step 7</b>	Verify that the Cisco CallManager service is activated in Cisco CallManager Serviceability.	<i>Cisco CallManager Serviceability Administration Guide</i>

## Creating a Softkey Template for the CallBack Softkey

Perform the following procedure to create a new softkey template with the CallBack softkey.

### Procedure

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- Step 1** From Cisco CallManager Administration, choose **Device > Device Settings > Softkey Template**.
- The Softkey Template Configuration window displays.
- Step 2** From the Softkey Template list, or from the drop-down list box in the Create a softkey template based on field, choose the Standard User softkey template. (If you choose the first option, the Softkey Template Configuration window automatically displays with new information. Go to [Step 3](#).)
- Step 3** Click the **Copy** button.
- The Softkey Template Configuration window displays with new information.
- Step 4** In the Softkey Template Name field, enter a new name for the template; for example, Standard User for Call Back.
- Step 5** Click the **Insert** button.
- The Softkey Template Configuration redisplay with new information.
- Step 6** To add the CallBack softkey to the template, click the **Configure Softkey Layout** link.
- The Softkey Layout Configuration window displays. You must add the CallBack softkey to the On Hook and Ring Out call states.

- Step 7** To add the CallBack softkey to the On Hook call state, click the **On Hook** link in the Call States field.
- The Softkey Layout Configuration window redisplay with the Unselected Softkeys and Selected Softkeys lists.
- Step 8** From the Unselected Softkeys list, choose the CallBack softkey and click the right arrow to move the softkey to the Selected Softkeys list.
- Step 9** To save and continue, click the **Update** button.
- Step 10** To add the CallBack softkey to the Ring Out call state, click the **Ring Out** link in the Call States field.
- The Softkey Layout Configuration window redisplay with the Unselected Softkeys and Selected Softkeys lists.
- Step 11** From the Unselected Softkeys list, choose the CallBack softkey and click the right arrow to move the softkey to the Selected Softkeys list.
- Step 12** Click the **Update** button.
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## Configuring CallBack Softkey Template in Device Pool

Perform the following procedure to add the Call Back softkey template to the device pool. You can add the template to the default device pool if you want all users to have access to the CallBack softkey, or you can create a customized device pool for Call Back feature users.

### Procedure

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- Step 1** From Cisco CallManager Administration, choose **System > Device Pool**.
- The Device Pool Configuration window displays.
- Step 2** Choose the Default device pool or any previously created device pool that is listed in the Device Pools.

- Step 3** In the Softkey Template field, choose the softkey template that contains the CallBack softkey from the drop-down list box. (If you have not created this template, see the [“Creating a Softkey Template for the CallBack Softkey”](#) section on page 4-9.)
- Step 4** Click the **Update** button.
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## Adding CallBack Softkey Template in Phone Configuration

Perform the following procedure to add the Call Back softkey template to each user phone.

### Procedure

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- Step 1** From Cisco CallManager Administration, choose **Device > Phone**.  
The Find and List Phones window displays.
- Step 2** Find the phone to which you want to add the softkey template. See [Finding a Phone](#) in the *Cisco CallManager Administration Guide*.
- Step 3** Perform one of the following tasks:
- From the Device Pool drop-down list box, choose the device pool that contains the new softkey template.
  - In the Softkey Template drop-down list box, choose the new softkey template that contains the CallBack softkey.
- Step 4** Click the **Update** button.
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## Setting Cisco Call Back Service Parameters

You configure Cisco Call Back service parameters by accessing **Service > Service Parameters** in Cisco CallManager Administration; choose the server where the Cisco CallManager service runs and then choose the Cisco CallManager service.

Unless instructed otherwise by the Cisco Technical Assistance Center, Cisco recommends that you use the default service parameters settings. Cisco Call Back includes service parameters such as Callback Enabled Flag, Callback Audio Notification File Name, Connection Proposal Type, Connection Response Type, Callback Request Protection Timer, Callback Recall Timer, and Callback Calling Search Space. For information on these parameters, click the *i* button that displays in the upper corner of the Service Parameter window.

## Providing Cisco Call Back Information to Users

The *Cisco IP Phone Models 7960 and 7940 User Guide* provides procedures for how to use the Call Back feature on the Cisco IP Phone. Use this guide in conjunction with the *i*-button help that displays on the phone.

## Troubleshooting Cisco Call Back

Use the Cisco CallManager Serviceability Trace Configuration and Real-Time Monitoring Tool to help troubleshoot Call Back problems. Refer to the *Cisco CallManager Serviceability Administration Guide*.

For troubleshooting information, see the [“Troubleshooting Cisco Call Back” section on page A-56](#).

## Where to Find More Information

### Related Topics

- [Softkey Template Configuration](#), *Cisco CallManager Administration Guide*
- [Device Defaults Configuration](#), *Cisco CallManager Administration Guide*
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*

**Additional Cisco Documentation**

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*
- *Troubleshooting Guide for Cisco CallManager*
- *Cisco IP Phones Model 7960 and 7940 User Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
- Cisco IP Telephony Locale Installer

■ Where to Find More Information