



Call Display Restrictions

The Call Display Restrictions feature allows you to choose the information that will display for calling and/or connected lines, depending on the parties who are involved in the call. By using specific configuration settings in Cisco CallManager, you can choose to present or restrict the display information for each call.

For example, in a hotel environment, you may want to see the display information for calls that are made between a guest room and the front desk; however, for calls between guest rooms, you would not want the call information to display on either phone. The Call Display Restrictions feature enables this functionality.

This chapter provides the following information about using the Call Display Restrictions feature in Cisco CallManager:

- [Introducing Call Display Restrictions, page 16-2](#)
- [System Requirements for Call Display Restrictions, page 16-3](#)
- [Scenarios for Using Call Display Restrictions, page 16-4](#)
- [Interactions, page 16-5](#)
- [Configuring Call Display Restrictions, page 16-7](#)
- [Troubleshooting Call Display Restrictions, page 16-21](#)
- [Where to Find More Information, page 16-21](#)

Introducing Call Display Restrictions

The Call Display Restrictions feature works within a Cisco CallManager cluster that is running Cisco CallManager 4.1 or later. To enable Call Display Restrictions, you must configure the following parameters:

Translation Pattern Parameters

- Calling Line ID Presentation
- Connected Line ID Presentation

Phone Configuration/User Device Profile Parameter:

- Ignore Presentation Indicators (internal calls only)

The combination of these settings allows you to determine whether the display information for each call is allowed or restricted.

This section includes the following topics:

- [Overview of Call Display Restrictions, page 16-2](#)
- [Enabling Call Display Restrictions, page 16-3](#)

Overview of Call Display Restrictions

Call Display Restrictions allow you to selectively display or restrict calling and/or connected line display information. A hotel environment, which might have the following needs, frequently requires this functionality:

- For calls between a guest room and the front desk, both the room and the front desk should see the call information display of each other.
- For calls between guest rooms, the rooms should not see the call information display of each other.
- For calls between guest rooms and other hotel extensions (such as the club house), only the rooms should see the call information display.
- For external calls from the public switched telephone network (PSTN) to the front desk or guest rooms, the call information of the caller should not display if the display settings are restricted.
- For all calls to the front desk, the call information of internal calls should display.

Enabling Call Display Restrictions

The basis for the functionality of the Call Display Restrictions feature is calls being routed through different translation patterns before the calls are extended to the actual device. Users then dial the appropriate translation pattern numbers to achieve the display restrictions.

Translation Pattern Configuration

To enable Call Display Restrictions, configure translation patterns with different levels of display restrictions by choosing the appropriate option for the calling line ID presentation and the connected line ID presentation parameters.

See the “[Configuring the Translation Pattern Parameters](#)” section on page 16-8 for additional information about these parameters.



Tip

You must configure partitions and calling search spaces, along with translation patterns. For more information about these configurations, refer to the [Translation Pattern Configuration](#) chapter in the *Cisco CallManager Administration Guide*.

Phone Configuration/User Device Profile Configuration

Next, enable the “Ignore Presentation Indicators (internal calls only)” parameter to ignore any presentation restriction that is received for internal calls and to ensure that the device will display the call information of the remote party.

See the “[Configuring the Phone Configuration](#)” section on page 16-11 for more information about this setting.

(For users who log in to phones that are enabled for Extension Mobility, configure this setting from the Cisco CallManager Administration User Device Profile window as well. For more information about interactions with Extension Mobility, see the “[Extension Mobility](#)” section on page 16-6.)

System Requirements for Call Display Restrictions

The following software components support Call Display Restrictions:

- Cisco CallManager 4.1 or later

The following Cisco IP Phones, software-based devices, and desktop applications support Call Display Restrictions:

- Cisco IP Phones (Models 7902, 7905, 7910, 7912, 7920, 7940, 7960, 7970)
- H.323 clients (such as Microsoft NetMeeting devices)
- CTI ports (virtual devices that software-based applications use)
- Cisco IP Communicator

Scenarios for Using Call Display Restrictions

The following scenarios provide examples for using Call Display Restrictions:

- Front Desk calls Room-1—Both phones display the call information of each other.
- Front Desk calls Room-1, and Front Desk transfers the call to Room-2—The final connected parties, Room-1 and Room-2, cannot see the call information display of each other.
- External (PSTN) calls the Front Desk—The Front Desk honors the display settings of the external caller.
- External (PSTN) calls Room-1—Room-1 honors the presentation of the external caller; the external caller cannot see the call information display of Room-1.
- Room-1 calls Front Desk—Both phones display the call information of each other.
- Room-1 calls Room-2—Neither phone can see the call information display of the other.
- Room-1 calls Front Desk, and Front Desk transfers the call to Room-2—The final connected parties, Room-1 and Room-2, cannot see the call information display of each other.
- Room-1 calls Front Desk-1, and Front Desk-1 transfers the call to Front Desk-2—The final connected parties, Room-1 and Front Desk-2, can see the call information display of each other.
- Room-1 calls Room-2, and Room-2 transfers the call to Front Desk—Room-1 and Front Desk see the call information display of each other.

- Club House calls Room-1—Club House cannot display the call information; Room-1 can see the call information display.
- All parties in a conference call—All phones see “To Conference” for the call information display.

Interactions

The following sections describe how the Call Display Restrictions feature interacts with Cisco CallManager applications and call processing:

- [Call Park, page 16-5](#)
- [Conference List, page 16-6](#)
- [Conference and Voice Mail, page 16-6](#)
- [Extension Mobility, page 16-6](#)

Call Park

When the Call Display Restrictions feature is used with Call Park, you must configure an associated translation pattern for each individual call park number to preserve the Call Display Restrictions feature; you cannot configure a single translation pattern to cover a range of call park numbers.

Consider the following scenario as an example:

1. The system administrator creates a call park range of 77x and places it in a partition called P_ParkRange. (The phones in the guest rooms can see the P_ParkRange partition is made visible to the phones in the guest rooms by inclusion of it in the calling search space of the phones (CSS_FromRoom.))
2. The administrator configures a separate translation pattern for each call park directory number and configures the display settings to Restricted. (In the current scenario, the administrator creates translations patterns for 770, 771, 772...779.)



Note

For the Call Display Restrictions feature to work correctly, the administrator must configure separate translation patterns and not a single translation pattern for a range of numbers (such as 77x or 77[0-9]).

3. Room-1 calls Room-2.
4. Room-2 answers the call, and Room-1 parks the call.
5. When Room-1 retrieves the call, Room-2 does not see Room-1's call information display.

See [Call Park](#) for additional information about using the Call Park feature.

Conference List

When you use Call Display Restrictions, you restrict the display information for the list of participants in a conference. For more information about conference lists, refer to the [“Phone Features”](#) section in the [Cisco IP Phones](#) chapter in the *Cisco CallManager System Guide*.

Conference and Voice Mail

When Call Display Restrictions are used with features such as conference and voice mail, the call information display on the phones reflects that status. For example, when the conference feature is invoked, the call information display shows “To Conference.” When voice mail is accessed by choosing the “Messages” button, the call information display shows “To Voicemail.”

Extension Mobility

To use Call Display Restrictions with Extension Mobility, you enable the “Ignore Presentation Indicators (internal calls only)” parameter in both the Cisco CallManager Administration Phone Configuration window and the Cisco CallManager Administration User Device Profile window.

When you enable Call Display Restrictions with Extension Mobility, the presentation or restriction of the call information depends on the line profile that is associated with the user who is logged in to the device. That is, the configuration that is entered in the user device profile (associated with the user) overrides the configuration that is entered in the phone configuration (of the phone that is enabled for Extension Mobility). See [Figure 16-3 on page 16-13](#) for an example of the user device profile configuration.

Configuring Call Display Restrictions

To use Call Display Restrictions, make sure that you perform the following Cisco CallManager configurations:

- Configure partitions and calling search spaces before you add a translation pattern.
- Configure translation patterns with different levels of display restrictions.
- Check the “Ignore Presentation Restriction (internal calls only)” check box to ensure that the call information display for internal calls is always visible.
- Configure individual, associated translation patterns for each individual Call Park directory number, to work with the Call Park feature.

This section contains the following topics:

- [Call Display Restrictions Configuration Checklist, page 16-7](#)
- [Configuring the Translation Pattern Parameters, page 16-8](#)
- [Configuring the Phone Configuration, page 16-11](#)
- [Sample Configurations, page 16-14](#)

Call Display Restrictions Configuration Checklist

[Table 16-1](#) provides a checklist to configure Call Display Restrictions.

Table 16-1 Call Display Restrictions Configuration Checklist

Configuration Steps		Related procedures and topics
Step 1	Configure partitions for rooms, front desk, club, and the PSTN. See the “Partitions” section on page 16-14.	Adding a Partition, Cisco CallManager Administration Guide
Step 2	Configure call park directory numbers or define a range of call park directory numbers. Configure translation patterns for each call park directory number for call park retrieval from rooms. See the “Call Park” section on page 16-19.	Adding a Call Park Number, Cisco CallManager Features and Services Guide

Table 16-1 Call Display Restrictions Configuration Checklist (continued)

Configuration Steps		Related procedures and topics
Step 3	Configure a partition for call park directory numbers to make the partition available only to users who have the partition in their calling search space. See the “Partitions” section on page 16-14 and the “Call Park” section on page 16-19 .	Adding a Partition , <i>Cisco CallManager Administration Guide</i>
Step 4	Configure calling search spaces for rooms, front desk, club, the PSTN, and room park range (for Call Park). See the “Calling Search Spaces” section on page 16-15 .	Calling Search Space Configuration , <i>Cisco CallManager Administration Guide</i>
Step 5	Configure the phones for the rooms, front desk, club, and the gateway for the PSTN. See the “Devices and Gateways” section on page 16-15 .	Cisco IP Phone Configuration , <i>Cisco CallManager Administration Guide</i> Device Profile Configuration , <i>Cisco CallManager Administration Guide</i>
Step 6	Configure translation patterns and route patterns. See the “Translation Patterns” section on page 16-16 .	Translation Pattern Configuration , <i>Cisco CallManager Administration Guide</i> Understanding Route Plans , <i>Cisco CallManager System Guide</i>

Configuring the Translation Pattern Parameters

Configure the following parameters from the Cisco CallManager Administration Translation Pattern Configuration window.



Tip

For outgoing calls, the translation pattern setting at the terminating end can override the originating Cisco CallManager cluster settings.

Calling Line ID Presentation

Cisco CallManager uses calling line ID presentation as a supplementary service to allow or restrict the originating caller's phone number on a call-by-call basis. Choose one of the following options to allow or restrict the display of the calling party's phone number on the called party's phone display for this translation pattern:

- Default—This option does not change the calling line ID presentation.
- Allowed—Cisco CallManager allows the display of the calling number.
- Restricted—Cisco CallManager blocks the display of the calling number.



Note

If the incoming call goes through a translation pattern or route pattern and the calling line ID presentation setting is allowed or restricted, the system modifies the calling line presentation with the translation or route pattern setting.

Connected Line ID Presentation

Cisco CallManager uses connected line ID presentation as a supplementary service to allow or restrict the called party's phone number on a per-call basis. Choose one of the following options to allow or restrict the display of the connected party's phone number on the calling party's phone display for this translation pattern:

- Default—This option does not change the connected line ID presentation.
- Allowed—This option displays the connected party's phone number.
- Restricted—Cisco CallManager blocks the display of the connected party's phone number.



Note

If the incoming call goes through a translation or route pattern and the connected line ID presentation field is set to allowed or restricted, the system modifies the connected line presentation indicator with the translation or route pattern setting.

Figure 16-1 shows an example of the calling line ID presentation and the connected line ID presentation parameters in the translation pattern configuration.

Figure 16-1 Translation Pattern Configuration

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Translation Pattern Configuration

[Add a New Translation Pattern](#)
[Back to Find/List Translation Patterns](#)

Translation Pattern: 2XX
Status: Ready

Pattern Definition

Translation Pattern	<input type="text" value="2XX"/>
Partition	<input type="text" value="P_CallsFromRoomToRoom"/>
Description	<input type="text" value="RoomCallingRoom"/>
Numbering Plan*	<input type="text" value="North American Numbering Plan"/>
Route Filter	<input type="text" value="< None >"/>
Calling Search Space	<input type="text" value="CSS_Room"/>
MLPP Precedence	<input type="text" value="Default"/>
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern <input type="text" value="-- Not Selected --"/>

Provide Outside Dial Tone Urgent Priority

Calling Party Transformations

Use Calling Party's External Phone Number Mask

Calling Party Transform Mask	<input type="text"/>
Prefix Digits (Outgoing Calls)	<input type="text"/>
Calling Line ID Presentation	<input type="text" value="Restricted"/>
Calling Name Presentation	<input type="text" value="Restricted"/>

Connected Party Transformations

Connected Line ID Presentation	<input type="text" value="Restricted"/>
Connected Name Presentation	<input type="text" value="Restricted"/>

Called Party Transformations

Discard Digits	<input type="text" value="< None >"/>
Called Party Transform Mask	<input type="text"/>
Prefix Digits (Outgoing Calls)	<input type="text"/>

* indicates required item.

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Examples

- For calls that are made from one guest room to another, configure the calling line ID presentation and the connected line ID presentation to restricted to ensure that the call information does not display.
- For calls that are made from the front desk to a guest room, configure the calling line ID presentation to allowed and the connected line ID presentation to restricted to ensure both parties can see the call information.



Tip

For more information about calling party transformations and connected party transformations, refer to the [Understanding Route Plans](#) chapter in the *Cisco CallManager System Guide*.

Configuring the Phone Configuration

To complete the configuration of the Call Display Restrictions feature, check the “Ignore Presentation Indicators (internal calls only)” check box from the Cisco CallManager Administration Phone Configuration window.

For use with Extension Mobility, also configure this setting from the Cisco CallManager Administration User Device Profile window.

When you set the “Ignore Presentation Indicators (internal calls only)” field,

- Cisco CallManager always displays the remote party’s call information if the other party is internal.
- Cisco CallManager does not display the remote party’s call information if the other party is external and the display presentation is restricted.



Note

Ensure the calling line ID presentation and the connected line ID presentation are configured with the “Ignore Presentation Indicators (internal calls only)” parameter for Cisco CallManager to ignore the presentation settings of internal callers. For incoming external calls, the system maintains the received presentation indicators even if the “Ignore Presentation Indicators (internal calls only)” parameter is set.

[Figure 16-2](#) shows an example of the “Ignore Presentation Indicators (internal calls only)” parameter in the phone configuration.

Figure 16-2 Phone Configuration

System Route Plan Service Feature Device User Application Help

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[Add a new phone](#)
[Add/Update Speed Dials](#)
[Subscribe/Unsubscribe Services](#)
[Dependency Records](#)
[Back to Find/List Phones](#)

Phone Configuration

Directory Numbers

Base Phone

778 Line 1 - 1000 in
779 P_FrontDesk

Phone: SEP000821287AEC (Auto 1000)
Registration: Unknown
IP Address:
Status: Ready

Copy Update Delete Reset Phone

Phone Configuration (Model = Cisco 7940)

Device Information

MAC Address*	<input type="text" value="000821287AEC"/>
Description	<input type="text" value="Auto 1000"/>
Owner User ID	<input type="text"/> (Select User ID)
Device Pool*	Default (View details)
Calling Search Space	CSS_CallsFromFrontDesk
AAR Calling Search Space	< None >
Media Resource Group List	< None >
User Hold Audio Source	< None >
Network Hold Audio Source	< None >
Location	< None >
User Locale	< None >
Network Locale	< None >
Device Security Mode	Use System Default
Built In Bridge	Default
Privacy	Default

Retry Video Call as Audio
 Ignore Presentation Indicators (internal calls only)

Phone Button Template Information

Phone Button Template*	Standard 7940 (View button list)
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Softkey Template Information

Softkey Template	< None >
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Example

- For phones that are used at the hotel front desk, check the “Ignore Presentation Indicators (internal calls only)” check box, so the front desk can always see the call information display for internal calls.

Figure 16-3 shows an example of the “Ignore Presentation Indicators (internal calls only)” parameter in the user device profile configuration.

Figure 16-3 User Device Profile Configuration

The screenshot displays the Cisco CallManager Administration interface for configuring a User Device Profile. The main title is "User Device Profile Configuration" for the "Guest" profile, which has a status of "Ready".

Directory Numbers: Two lines are listed: "Line 1 - Add new DN" and "Line 2 - Add new DN".

User Device Profile Information:

- Device Type: Cisco 7960
- User Device Profile Name*: Guest
- Description: RoomProfile
- User Hold Audio Source: < None >
- User Locale: < None >
- Ignore Presentation Indicators (internal calls only)

Phone Button Template Information:

- Phone Button Template*: Standard 7960 (view button list)

Softkey Template Information:

- Softkey Template: < None >

Navigation links at the top right include: Add a New User Device Profile, Add/Update Speed Dials, Dependency Records, Subscribe/Unsubscribe Services, and Back to Find/List Device Profiles.



Tip

For information about phone configurations, refer to the [Cisco IP Phone Configuration](#) chapter in the *Cisco CallManager Administration Guide*. For information about device profile configurations, refer to the [Device Profile Configuration](#) chapter in the *Cisco CallManager Administration Guide*.

Sample Configurations

The following information provides sample configurations to enable the Call Display Restrictions feature and includes the following topics:

- [Partitions, page 16-14](#)
- [Calling Search Spaces, page 16-15](#)
- [Devices and Gateways, page 16-15](#)
- [Translation Patterns, page 16-16](#)
- [Call Park, page 16-19](#)

Partitions

From the Cisco CallManager Administration Partition Configuration window, configure the following partitions:

- Insert a real partition P_Room
- Insert a real partition P_FrontDesk
- Insert a real partition P_Club
- Insert a real partition P_PSTN
- Insert a translation partition P_CallsFromRoomToRoom
- Insert a translation partition P_CallsFromRoomToFrontDesk
- Insert a translation partition P_CallsFromRoomToClub
- Insert a translation partition P_CallsFromRoomToPSTN
- Insert a translation partition P_CallsFromFrontDeskToRoom
- Insert a translation partition P_CallsFromFrontDeskToFrontDesk
- Insert a translation partition P_CallsFromFrontDeskToClub
- Insert a translation partition P_CallsFromFrontDeskToPSTN
- Insert a translation partition P_CallsFromPSTN
- Insert a translation partition P_CallsFromClubToRoom
- Insert a translation partition P_CallsFromClubToFrontDesk
- Insert a translation partition P_FrontDeskToParkNumber

- Insert a translation partition P_RoomToParkNumber
- Insert a translation partition P_ParkNumberRange

Calling Search Spaces

From the Cisco CallManager Administration Calling Search Space Configuration window, configure the following calling search spaces:

- Insert a calling search space CSS_Room {P_Room }
- Insert a calling search space CSS_FrontDesk {P_FrontDesk }
- Insert a calling search space CSS_Club {P_Club }
- Insert a calling search space CSS_PSTN {P_PSTN }
- Insert a calling search space CSS_FromRoom
{ P_CallsFromRoomToFrontDesk, P_CallsFromRoomToRoom,
P_CallsFromRoomToClub, P_CallsFromRoomToPSTN,
P_RoomToParkNumber, P_ParkNumberRange }
- Insert a calling search space CSS_FromFrontDesk
{ P_CallsFromFrontDeskToRoom, P_CallsFromFrontDeskToClub,
P_CallsFromFrontDeskToPSTN, P_CallsFromFrontDeskToFrontDesk }
- Insert a calling search space CSS_FromPSTN
{ P_CallsFromPSTN }
- Insert a calling search space CSS_FromClub
{ P_CallsFromClubToRoom, P_CallsFromClubToFrontDesk }
- Insert a calling search space CSS_RoomParkRange
{P_ParkNumberRange }

Devices and Gateways

From the Cisco CallManager Administration Phone Configuration and from the Cisco CallManager Administration Gateway Configuration windows, configure the following phones and configure the following gateway:

- Configure phone A (Room-1) with partition P_Room and device/line calling search space CSS_FromRoom
{ P_Phones, CSS_FromRoom } : 221/Room-1

- Configure phone B (Room-2) with partition P_Room and device/line calling search space CSS_FromRoom
{ P_Phones, CSS_FromRoom } : 222/Room-2
- Configure phone C (Front Desk-1) with partition P_FrontDesk and device/line calling search space CSS_FromFrontDesk and Ignore Presentation Indicators check box enabled
{ P_FrontDesk, CSS_FromFrontDesk, IgnorePresentationIndicators set } : 100/Reception
- Configure phone D (Front Desk-2) with partition P_FrontDesk and device/line calling search space CSS_FromFrontDesk and Ignore Presentation Indicators check box enabled
{ P_FrontDesk, CSS_FromFrontDesk, IgnorePresentationIndicators set } : 200/Reception
- Configure phone E (Club) with partition P_Club and calling search space CSS_FromClub
{ P_Club, CSS_FromClub } : 300/Club
- Configure PSTN Gateway E with route pattern P_PSTN and calling search space CSS_FromPSTN
{ CSS_FromPSTN }, RoutePattern { P_PSTN }

Translation Patterns

From the Cisco CallManager Administration Translation Pattern Configuration window, configure the following translation patterns:

- Insert a translation pattern TP1 as 1XX
Partition: P_CallsFromRoomToFrontDesk
CSS: CSS_FrontDesk
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Allowed
{ P_CallsFromRoomToFrontDesk, CSS_FrontDesk, Calling Line/Name - Restricted, Connected Line/Name - Allowed }
- Insert a translation pattern TP2 as 2XX
Partition: P_CallsFromRoomToRoom
CSS: CSS_Room
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation:

Restricted

{P_CallsFromRoomToRoom, CSS_Room, Calling Line/Name - Restricted,
Connected Line/Name - Restricted}

- Insert a translation pattern TP3 as 3XX
Partition: P_CallsFromRoomToClub
CSS: CSS_Club
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Allowed
{P_CallsFromRoomToClub, CSS_Club, Calling Line/Name - Restricted,
Connected Line/Name - Allowed}
- Insert a translation pattern TP4 as 9XXXX with called party transform mask as XXX
Partition: P_CallsFromRoomToPSTN
CSS: CSS_PSTN
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Default
{P_CallsFromRoomToPSTN, CSS_PSTN, Calling Line/Name - Restricted,
Connected Line/Name - Default}
- Insert a route pattern RP5 as 9.XXXXXXX with discard digits as predot (DDI : PreDot)
Partition: P_CallsFromRoomToPSTN
CSS: CSS_PSTN
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Default
{P_CallsFromRoomToPSTN, CSS_PSTN, Calling Line/Name - Restricted,
Connected Line/Name - Default}
- Insert a translation pattern TP6 as 2XX
Partition: P_CallsFromFrontDeskToRoom
CSS: CSS_Room
Calling Line ID Presentation and Calling Name Presentation: Allowed
Connected Line ID Presentation and Connected Name Presentation:
Restricted
{P_CallsFromFrontDeskToRoom, CSS_Room, Calling Line/Name -
Allowed, Connected Line/Name - Restricted}
- Insert a translation pattern TP7 as 1XX
Partition: P_CallsFromFrontDeskToFrontDesk
CSS: CSS_FrontDesk
Calling Line ID Presentation and Calling Name Presentation: Allowed

- Connected Line ID Presentation and Connected Name Presentation: Allowed
 {P_CallsFromFrontDeskToFrontDesk, CSS_FrontDesk, Calling Line/Name - Allowed, Connected Line/Name - Allowed}
- Insert a translation pattern TP8 as 3XX
 Partition: P_CallsFromFrontDeskToClub
 CSS: CSS_Club
 Calling Line ID Presentation and Calling Name Presentation: Allowed
 Connected Line ID Presentation and Connected Name Presentation: Allowed
 {P_CallsFromFrontDeskToClub, CSS_Club, Calling Line/Name - Allowed, Connected Line/Name - Allowed}
 - Insert a translation pattern TP9 as 9XXXX
 Partition: P_CallsFromFrontDeskToPSTN
 CSS: CSS_PSTN
 Calling Line ID Presentation and Calling Name Presentation: Allowed
 Connected Line ID Presentation and Connected Name Presentation: Default
 {P_CallsFromFrontDeskToPSTN, CSS_PSTN, Calling Line/Name - Allowed, Connected Line/Name - Default}
 - Insert a route pattern RP10 as 9.XXXX with discard digits as predot
 Partition: P_CallsFromFrontDeskToPSTN
 CSS: CSS_PSTN
 Calling Line ID Presentation and Calling Name Presentation: Restricted
 Connected Line ID Presentation and Connected Name Presentation: Default
 {P_CallsFromFrontDeskToPSTN, CSS_PSTN, Calling Line/Name - Restricted, Connected Line/Name - Default}
 - Insert a translation pattern TP11 as 1XX
 Partition: P_CallsFromClubToFrontDesk
 CSS: CSS_FrontDesk
 Calling Line ID Presentation and Calling Name Presentation: Allowed
 Connected Line ID Presentation and Connected Name Presentation: Allowed
 {P_CallsFromClubToFrontDesk, CSS_FrontDesk, Calling Line/Name - Allowed, Connected Line/Name - Allowed}
 - Insert a translation pattern TP12 as 2XX
 Partition: P_CallsFromClubToRoom
 CSS: CSS_Room
 Calling Line ID Presentation and Calling Name Presentation: Allowed
 Connected Line ID Presentation and Connected Name Presentation:

Restricted

{ P_CallsFromClubToRoom, CSS_Room, Calling Line/Name - Allowed,
Connected Line/Name - Restricted}

- Insert a translation pattern TP13 as 1XX
Partition: P_CallsFromPSTN
CSS: CSS_FrontDesk
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Allowed
{ P_CallsFromPSTN, CSS_FrontDesk, Calling Line/Name - Restricted,
Connected Line/Name - Allowed}

Call Park

From the Cisco CallManager Administration Call Park Configuration window, configure the following items for the Call Park feature:

- Insert a Call Park directory number 888X
Call Park Range: P_ParkNumberRange/888X
- Configure the translation patterns for the call park retrieval from room: TP (11-20): 8880 to 8889
Partition: P_RoomToParkNumber
CSS: CSS_RoomParkRange
Calling Line ID Presentation and Calling Name Presentation: Restricted
Connected Line ID Presentation and Connected Name Presentation: Restricted

Sample Call Flow

Figure 16-4 shows a graphic representation of a sample call flow, with a description of how the Call Display Restrictions feature works in this scenario.

Figure 16-4 Sample Call Flow



1. Room-1 calls Room-2 (directory number 222).
2. Room-1 has CSS_FromRoom, so Room-1 can access only phones that are in the P_CallsFromRoomToRoom partition.
3. The P_CallsFromRoomToRoom partition contains 2XX, but it does not contain directory number 222 (Room-2).
4. The call routes to translation pattern TP:2XX, which is configured to restrict display information.
5. The TP:2XX translation pattern can access the P_Room partition because it is configured with the CSS_Room calling search space.
6. The CSS_Room calling search space contains directory number 222 (Room-2).
7. The call connects to Room-2, but the TP:2XX translation pattern restricts the display information.

Troubleshooting Call Display Restrictions

Traces serve as a valuable tool for monitoring system performance and troubleshooting system problems.

If you encounter an error or a problem when you are using Call Display Restrictions, you can use the following trace log files to help with your troubleshooting efforts:

- **SDL trace log file**—SDL traces prove useful in finding the cause of a particular error by displaying a series of events that have occurred. The system traces the signal distribution layer (SDL) of the call and logs the call-processing information from services such as Cisco CallManager and Cisco CTIManager to a log file.

To access the SDL trace log files, navigate to the

C:\Program Files\Cisco\Trace directory on your Cisco CallManager server. Click the SDL folder; then, click the CCM or CTI folder. Double-click a log file to open it.

- **CCM trace log file**—Every Cisco CallManager service includes this default trace log file. The system traces system diagnostic interface (SDI) information from the services and logs run-time events and traces to a log file.

To access the CCM trace log file, navigate to the

C:\Program Files\Cisco\Trace directory on your Cisco CallManager server. Click the CCM folder and double-click a log file to open it.

For detailed information about using trace files with Cisco CallManager, refer to the *Cisco CallManager Serviceability System Guide* and to the *Cisco CallManager Serviceability Administration Guide*.

Where to Find More Information

Related Topics

- [Translation Pattern Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*
- [Calling Search Space Configuration](#), *Cisco CallManager Administration Guide*
- [Device Profile Configuration](#), *Cisco CallManager Administration Guide*

- [Partition Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phones](#), *Cisco CallManager System Guide*
- [Phone Features](#), *Cisco CallManager System Guide*

Additional Cisco Documentation

- *Cisco CallManager Serviceability System Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
- Cisco IP Phone user documentation and release notes (all models)