

# Configuring External CFA Extension on IP Phone When Doing Overlap Sending

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## Introduction

This document explains how to configure an external (PSTN/PBX) call forward all (CFA) extension on the IP phone when performing overlap sending.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager versions 3.1, 3.2, and 3.3

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Configure External CFA Extension on IP Phone

When your system is configured for overlap sending, you usually have a route pattern configured with a digit followed by a period, such as "9.". With this route pattern, if you want to configure an external CFA extension on the IP phone, the Cisco CallManager only accepts the 9 and no additional digits. To overcome this, you need to configure an additional route pattern with a wildcard character, such as "9.!" and put this in a separate partition. Create a calling search space (CSS). Put this partition as the highest priority in this CSS. On the IP phone Directory Number configuration, put this CSS in the Forward All field.

To configure the CFA extension, perform these steps.

1. Open the Cisco CallManager Administration window.

2. Create a partition.

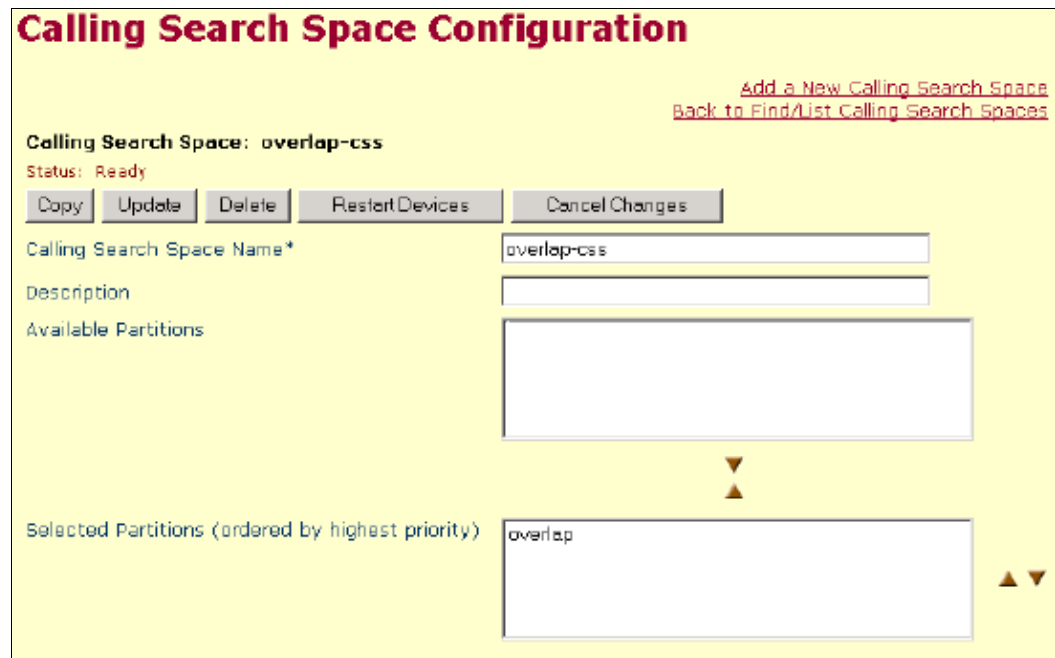
- a. From the menu bar, select **Route Plan > Partition**.
- b. Click **Add a New Partition**.
- c. Enter a name in the Partition Name field. In this example, *overlap* is used.
- d. Enter a description in the Description field.
- e. Click **Insert** to add the new partition.

3. Create a CSS. Select the created partition as the highest priority.

In this example, *overlap-css* is used.

- a. From the menu bar, select **Route Plan > Calling Search Space**.

The Calling Search Space Configuration window appears.



**Calling Search Space Configuration**

[Add a New Calling Search Space](#)  
[Back to Find/List Calling Search Spaces](#)

**Calling Search Space: overlap-css**  
Status: Ready

Copy Update Delete Restart Devices Cancel Changes

Calling Search Space Name\* overlap-css

Description

Available Partitions

Selected Partitions (ordered by highest priority) overlap

- b. Click the **Add a New Calling Search Space** link.
- c. Enter the appropriate information in the Description and Available Partitions fields.
- d. In the Selected Partitions field, select your newly-created partition (in this case, *overlap*).

Use the up and down arrows to the right of the field to select the newly-created partition.

- e. Click **Insert**.

4. Create an additional route pattern.

This should be similar to your existing route pattern along with the wildcard character (!). For example, if the existing route pattern is "9.", the new route pattern is "9.!".

- a. From the menu bar, select **Route Plan > Route Pattern**.

The Route Pattern Configuration window appears.

## Route Pattern Configuration

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

**Route Pattern: 9.!**  
 Status: Update completed  
 Note: Any updates to this route pattern automatically resets the associated gateway/routes list

### Pattern Definition

Route Pattern*	<input type="text" value="9.!"/>
Partition	<input type="text" value="overlap"/>
Numbering Plan*	<input type="text" value="North American Numbering Plk"/>
Route Filter	<input type="text" value="&lt; None &gt;"/>
Gateway/Route List*	<input type="text" value="SQDST-0@SDA00B08E87A56D"/> (Edit)
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern
	<input checked="" type="checkbox"/> Provide Outside Dial Tone <input type="checkbox"/> Urgent Priority

- b. Click **Add a New Route Pattern**.
  - c. In the Route Pattern field, type the route pattern digit along with the wildcard character.
  - d. In the Partition field, assign the created partition (in this case, overlap) to this route pattern.
  - e. Enter the remaining appropriate settings. Click **Insert**.
5. Go to the Directory Number configuration of the IP phone. Assign the created CSS to Forward All.

### Call Forward and Pickup Settings

	Destination	Calling Search Space
Forward All	<input type="text"/>	<input type="text" value="overlap-css"/>
Forward Busy	<input type="text"/>	<input type="text" value="&lt; None &gt;"/>
Forward No Answer	<input type="text"/>	<input type="text" value="&lt; None &gt;"/>

## Verify the Configuration

This section provides the information to confirm that your configuration works properly.

On the IP phone, click **CFWdAll**. Enter the external CFA extension.

**Note:** Since you are using a route pattern such as "9.!", you need to wait until the T302 timer expires before the Cisco CallManager accepts the CFA extension. By default, this timer is ten seconds. If this delay is too long, change the T302 service parameter to a shorter length of time, for example, five seconds.

For more information on changing service parameters, refer to Service Parameters Configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

- [Configuring Overlap Sending and Receiving with Cisco CallManager](#)
- [Understanding and Using Partitions and Calling Search Spaces With Cisco CallManager 3.0](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)

- **Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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