Hotdial on IP Phones with CallManager Configuration Example

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Contents

Introduction

This document discusses how to configure a Cisco IP Phone for Private Line Automatic Ring−down (PLAR) or Hotdial with Cisco CallManager. With PLAR configuration, as soon as the phone goes off−hook it dials a pre−configured number. This is done by making use of calling search spaces (CSS), partitions, and translation patterns.

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 4.x/5.x/6.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Configuring Cisco CallManager

In this section, you are presented with the information to configure PLAR for Cisco CallManager 4.x and later.

Steps for Configuring PLAR in CallManager 4.x

In order to allow the phone to automatically dial a pre–configured phone number when the user goes off–hook, a CSS is configured with a partition that contains a translation pattern with a blank translation pattern string. This results in Cisco CallManager immediately matching this pattern. The translation pattern then transforms the called number (i.e. none) to the destination number (Hotdial) where we want the call sent.

Note: Since a telephone configured for PLAR dials a pre–configured number when it goes off–hook, you cannot use PLAR phones to dial any other numbers. For example this is a typical configuration in hotel lobbies.

1. Create a partition.

   From the Route Plan menu option click **Partition** and then **Add a New Partition**. Fill in the required details and then click **Insert**.

2. Create a CSS.

   From the Route Plan menu option, click **Calling Search Space** and then click **Add a New Calling Search Space**. Fill in the required details and select the partition you created in Step 1 by using the arrows from the Available Partitions field, then click **Insert**.

Calling Search Space Configuration

Calling Search Space: New

Status: Ready

[Insert]

Calling Search Space Information

Calling Search Space Name* [HotdialCSS]

Description [   ]

Route Partitions for this Calling Search Space

Find Partitions containing [   ] [Find]

Available Partitions [   ]

▼▲

Selected Partitions*
(ordered by highest priority) [Hotdial-2006   ] ▲▼

* indicates required item

3. Create a translation pattern.

From the Route Plan menu option, click **Translation Pattern** and then click **Add a New Translation Pattern**. Select the desired partition name and CSS that were previously created in Step 1 and Step 2. Finally, under Called Party Transformation Mask, enter the Hotdial number that you want the phone to dial when it goes off–hook. Click **Insert**.

Note: Ensure that the Translation Pattern field is left blank.

Translation Pattern Configuration

Translation Pattern: New
Status: Ready

[Insert]

Pattern Definition

Translation Pattern	[ ]
Partition	Hotdial-2006 ▼
Description	HotDialTranslationPt
Numbering Plan*	North American Numbering Plan ▼
Route Filter	< None > ▼
Calling Search Space	HotdialCSS ▼
MLPP Precedence	Default ▼
Route Option	⦿ Route this pattern
	◯ Block this pattern — Not Selected — ▼

☑ Provide Outside Dial Tone ☐ Allow Overlap Sending ☑ Urgent Priority

Calling Party Transformations

☐ Use Calling Party's External Phone Number Mask

Calling Party Transform Mask	[ ]
Prefix Digits (Outgoing Calls)	[ ]
Calling Line ID Presentation	Default ▼
Calling Name Presentation	Default ▼

Connected Party Transformations

Connected Line ID Presentation	Default ▼
Connected Name Presentation	Default ▼

Called Party Transformations

Discard Digits	< None > ▼
Called Party Transform Mask	2006
Prefix Digits (Outgoing Calls)	[ ]

* indicates required item.

4. Finally, you need to select the CSS that you configured in Step 2 for the PLAR phone's CSS.

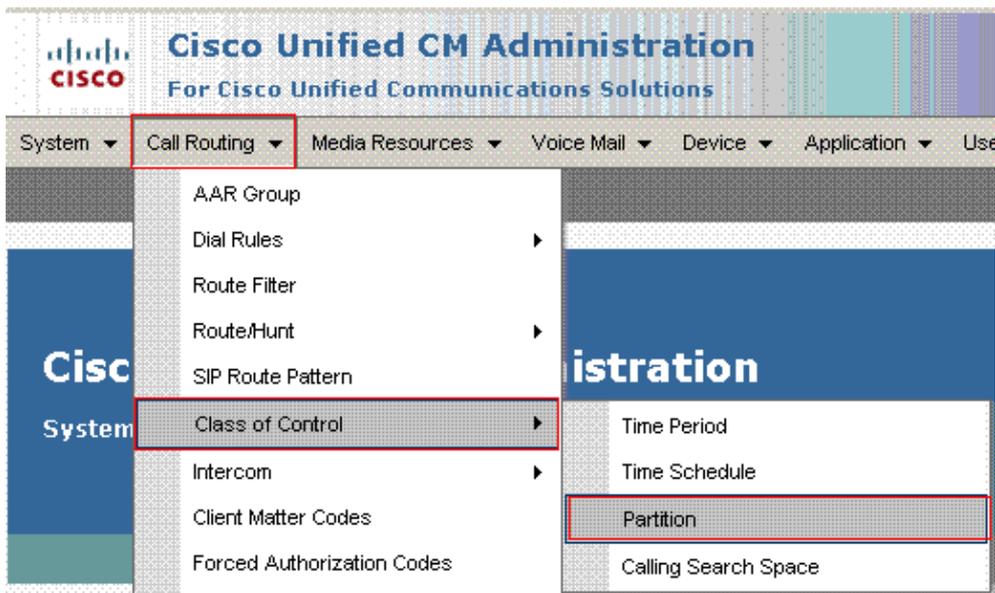   This is done by clicking **Phone** under the Device menu option in Cisco CallManager and then selecting the PLAR phone.

Steps for Configuring PLAR in CallManager 5.x/6.x

This is the procedure to configure PLAR in CallManager 5.x and 6.x:

1. Create a partition.

   Choose **Call Routing** > **Class of Control** > **Partition**. The Find and List Partition window appears.

2. Add a new **Partition**.

   Click **Add New** in order to add a new partition. Enter the name of the partition in the **Name** field. Click **Save** in order to save the changes.

Partition Information

To enter multiple partitions, use one line for each partition entry. You can enter up to 75 partitions; the names and descriptions can have up to a total of 1475 characters. The partition name cannot exceed 50 characters. Use a comma (',') to separate the partition name and description on each line. If a description is not entered, Cisco Unified Communications Manager uses the partition name as the description. For example:

<< partitionName >> , << description >>
CiscoPartition, Cisco employee partition
DallasPartition

Name*   Hotdail-2006, Hotdail to 2006

3. Create a CSS.

  ◆ Choose **Call Routing** > **Class of Control** > **Calling Search Space**.
  ◆ The Find and List Calling Search Space window appears. Click **Add New**. Enter the name of the calling search space in the **Name** field.
  ◆ Use the down arrow to move the required partitions from the **Available Partitions** list box to the **Selected Partitions** list box.
  ◆ Click **Save** in order to save the changes.

Calling Search Space Information

Name*   HotdialCSS

Description

Route Partitions for this Calling Search Space

Available Partitions**
Business_par
Hotdial 2002
Non_Business_par
Off_hours
On_hours

Selected Partitions
Hotdail-2006

Save

4. Create a translation pattern.

  ◆ Choose **Call Routing** > **Translation Pattern**.
  ◆ The Find and List Translation Patterns window appears. Click **Add New**.
  ◆ Select the desired **Partition** name from the drop–down list.
  ◆ Choose the desired **Calling Search Space** from the Calling Search Space drop–down list.

Note: Ensure that the Translation Pattern field is left blank.

5. Under Called Party Transformation Mask, enter the Hotdial number.

  ♦ In the **Called Party Transformation Mask** field, enter the Hotdial Extension Number of the phone to dial when it goes off–hook.
  ♦ Click **Save**.

6. Finally, you need assign the desired Calling Search Space for the PLAR phone.

  ♦ Choose **Device** > **Phone**.
  ♦ The Find and List Phones window appears.
  ♦ Click **Find** in order to locate all the registered IP phones in Cisco Unified Communications Manager.
  ♦ Select the PLAR phone, and choose **HotdialCSS** from the Calling Search Space drop–down list.

Verify

This section provides information you can use to confirm your configuration is working properly.

To verify that the above configuration was performed correctly take the phone off hook. The phone should automatically dial the number 2006.

Note: Ensure that the Hotdial number belongs to a partition that is in the PLAR phone's CSS, HotdialCSS.

Troubleshoot

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

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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