



Configuring Single Number Reach for Analog Phones

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This module describes the Single Number Reach (SNR) feature for analog phones connected to Cisco gateway Foreign Exchange Station (FXS) ports. This feature is supported in both the Cisco Unified Communications Manager (Cisco Unified CM) and the Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco IOS software release may not support all of the features documented in this module. To reach links to specific feature documentation in this module and to see a list of the releases in which each feature is supported, use the “[Feature Information for Single Number Reach for Analog Phones](#)” section on page 175.

Finding Support Information for Platforms and Cisco IOS Software Images

Use Cisco Feature Navigator to find information about platform support and Cisco IOS and Catalyst OS software image support. To access Cisco Feature Navigator, go to <http://www.cisco.com/go/cfn>. An account on Cisco.com is not required.

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Restrictions for Single Number Reach for Analog Phones

This feature does not support mobility.

Benefits of Using Single Number Reach for Analog Phones

The SNR feature provides parity with incumbent time-division multiplexing PBXs.

Information About Single Number Reach for Analog Phone

To enable SCCP supplementary features on analog phones connected to FXS ports on a Cisco voice gateway, you should understand the following concept:

- [Single Number Reach for Analog Phones, page 172](#)

Single Number Reach for Analog Phones

The SNR feature allows you to answer incoming calls to your analog phones on preconfigured alternate phones (external phones), such as desktop or mobile phones.

When an incoming call is directed to your analog phone, all the alternate phones configured in the SNR ring simultaneously (configurable). When you answer the call on one of the assigned numbers, all the other assigned numbers stop ringing (configurable).

You can pick up active calls on any of the assigned external phones, enabling callers to dial a single number (extension number) to reach you.

For SNR, the incoming call is regarded as a normal call. The only difference lies in what controls the analog endpoints: the Cisco Unified CME or the Cisco Unified CM.

In Cisco Unified CME, only one external phone can be configured but that external phone can also be a Cisco Unified CME extension (also called an internal phone).

When the assigned external phone answers the call, the internal phone is put on hold. Once you pick up the internal phone, the external phone is disconnected and the call continues on the internal phone. However, once the call is answered on the internal phone, the call cannot be switched to the external phone.

In Cisco Unified CM, only external phones can be configured as an SNR phone for your analog phones.

When you answer a call using an external phone, the internal phone goes into the remote multiline state. When the external phone disconnects from the call, the Cisco Unified CM puts the call on hold for a configured period of time. During this period, the call can be picked up on the internal phone by going offhook. In case the internal phone does not go offhook before the end of the configured time is reached, the internal phone is also disconnected.

When you answer a call using the Cisco Unified CM extension (internal phone), all the external phones are disconnected and are put in the idle state. However, once the call is answered on the internal phone, the call cannot be switched to the external phone.

If you have several phone numbers, you can setup all the numbers into your analog phones.

**Note**

The SNR feature is required for users who have analog phones on their desks but would like to get calls simultaneously on their predefined mobile or alternate telephone number.

How to Configure Single Number Reach for Analog Phones

**Note**

This document does not contain details about configuring Cisco Unified Communications Manager or Cisco Unified CME. See the documentation for these products for installation and configuration instructions.

To configure SNR in Cisco Unified CM, see [Configuring Cisco Unified Mobility](#).

To configure SNR in Cisco Unified CME, see [Configuring Single Number Reach](#).

Additional References

The following sections provide references related to SCCP analog phone support for FXS ports on the Cisco voice gateway.

Related Documents

Related Topic	Document Title
Cisco Unified Communications Manager	<i>Cisco Unified Communications Manager</i>
Cisco Unified Communications Manager Express	<i>Cisco Unified Communications Manager Express</i>
Cisco IOS debugging	<i>Cisco IOS Debug Command Reference</i>
Cisco IOS voice commands	<i>Cisco IOS Voice Command Reference</i>
Cisco IOS voice configuration	<i>Cisco IOS Voice Configuration Library</i>
Cisco voice gateway	<ul style="list-style-type: none"> • <i>Cisco VG200 Series Gateway</i> • <i>Cisco 1800 Series Integrated Services Routers</i> • <i>Cisco 2800 Series Integrated Services Routers</i> • <i>Cisco 3800 Series Integrated services Routers</i> • <i>Cisco Unified 500 Series</i>
Conferencing and transcoding resources	<ul style="list-style-type: none"> • “Configuring Enhanced Conferencing and Transcoding for Voice Gateway Routers” chapter in the <i>Cisco Unified CallManager and Cisco IOS Interoperability Guide</i>. • <i>Cisco CallManager and IOS Gateway DSP Farm Configuration Example</i>

Technical Assistance

Description	Link
<p>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.</p> <p>To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.</p> <p>Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.</p>	http://www.cisco.com/techsupport

Feature Information for Single Number Reach for Analog Phones

Table 1 lists the features in this module and provides links to specific configuration information. Only features that were introduced or modified in Cisco IOS Release 15.1(3)T or a later release appear in the table.

For information on a feature in this technology that is not documented here, see the “[Supplementary Services Features Roadmap](#)” section on page 1.

Not all commands may be available in your Cisco IOS software release. For release information about a specific command, see the command reference documentation.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS and Catalyst OS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to <http://www.cisco.com/go/cfn>. An account on Cisco.com is not required.


Note

Table 1 lists only the Cisco IOS software release that introduced support for a given feature in a given Cisco IOS software release train. Unless noted otherwise, subsequent releases of that Cisco IOS software release train also support that feature.

Table 1 Feature Information for Single Number Reach for Analog Phones

Feature Name	Releases	Feature Information
Single Number Reach for Analog Phones	15.1(3)T	<p>Enables incoming calls to analog phones connected to Cisco gateway FXS ports to be received on predefined alternate telephone numbers.</p> <p>The following sections provide information about this feature:</p> <ul style="list-style-type: none"> • Information About Single Number Reach for Analog Phone, page 172 • How to Configure Single Number Reach for Analog Phones, page 173 <p>No new commands were introduced by this feature.</p>

