

## PBX Configuration

### Cisco Unified CallManager configuration for Contact Manager Directories

On this telephony platform, do the following:

1. Create a new XML Service
2. Configure the Authentication Url on the phones
3. Subscribe to the XML Service
4. Enable AXL access to CallManager
5. Ensure that the IP web server is enabled on the IP phones
6. Enable CTI monitoring (through Cisco TSP and TAPI)

### Directory URL configuration via XML service for CuCm 6.x and later

Effective with Cisco CallManager 6.0, to configure directory url you must add a new Service which type is Directory (**do not** set the Url Directories in the Enterprise parameters).

Log into the CallManager administration interface. Select the **Device** Menu, then Device Settings ->**Phone Services**.

Add a new Service with these properties:

- Service Name: Contact Manager
- Service Description: Contact Manager
- Service Category: XML service
- Service URL: `http://10.10.10.10/fw/apps/speedy/xml/directories/default.aspx?name=#DEVICENAME#` (where 10.10.10.10 is the Application Suite server ip address)
- Service Type: Directories

**Service Information**

Service Name*	<input type="text" value="Speedy"/>
Service Description	<input type="text" value="Corporate Directories"/>
Service URL*	<input type="text" value="http://192.168.204.197/fw/Apps/Speedy/xml/directories/default"/>
Secure-Service URL	<input type="text" value="http://192.168.204.197/fw/Apps/Speedy/xml/directories/default"/>
Service Category*	<input type="text" value="XML Service"/>
Service Type*	<input type="text" value="Directories"/>
Service Vendor	<input type="text" value="Imagicle"/>
Service Version	<input type="text"/>

Enable

Enterprise Subscription

Always select the "Enable" checkbox.

If you want Contact Manager Directories to be available on all the IP phones, select the "Enterprise Subscription" checkbox too. If you want Contact Manager Directories to be available only on specific devices, leave the checkbox unselected and follow the procedure at the bottom of this section.

Note: to avoid errors, you can copy directory service URL from the Contact Manager "Manage Service" web page in the AppSuite web interface.

# imagicle

You may want to disable the subscription for other Directory services.



The screenshot shows a table titled "IP Phone Service (1 - 10 of 10)" with a search bar and a "Rows per Page 50" dropdown. The table has four columns: a checkbox, "IP Phone Service", "Description", and "Enterprise Subscription".

<input type="checkbox"/>	IP Phone Service ^	Description	Enterprise Subscription
<input type="checkbox"/>	<a href="#">Corporate Directory</a>	Corporate Directory	true
<input type="checkbox"/>	<a href="#">IVR Manager</a>		true
<input type="checkbox"/>	<a href="#">Intercom Calls</a>	Intercom Calls	false
<input type="checkbox"/>	<a href="#">Missed Calls</a>	Missed Calls	true
<input type="checkbox"/>	<a href="#">Personal Directory</a>	Personal Directory	true
<input type="checkbox"/>	<a href="#">Placed Calls</a>	Placed Calls	true
<input type="checkbox"/>	<a href="#">Received Calls</a>	Received Calls	true
<input type="checkbox"/>	<a href="#">Speedy</a>	Speedy	true
<input type="checkbox"/>	<a href="#">StoneLock</a>	Blocco Telefoni	true
<input type="checkbox"/>	<a href="#">Voicemail</a>	Voicemail	true

## Configure the phones Authentication URL

On CuCM administration web menu, select **System**, then **Enterprise Parameters** and set the "URL Authentication" and "Secure URL Authentication" parameters to the following value:

`http://[APP_SUITE_IP]/fw/authenticate.asp`

## Enabling CTI Access and AXL access

To enable CTI monitoring and AXL access to Cisco CallManager, please follow the procedures you can find in the IAS General Configuration section of this guide.

## Device Association

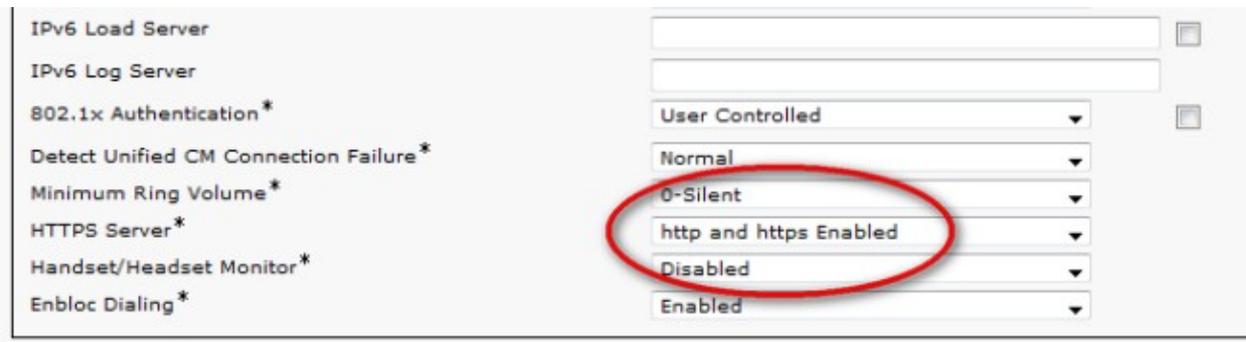
To enable **Directory Lookup** for a device, you must associate it with the **ImagiceCTI user** as described in the IAS General Configuration section of this guide.

## Enabling the http server on the IP phones

Cisco IP phones firmware include both an IP server and an IP client. They should be both active by default. To check if the IP server is enabled for an IP phone, log onto the CallManager web interface. Then select Device -> Phone and look for the IP phone you want to check.

Left-click the device name to access the Device Information page. Under the "Product Specific Configuration Layout" ensure that "Web Access" is enabled and that the HTTPS Server entry is set to "http and https enabled".

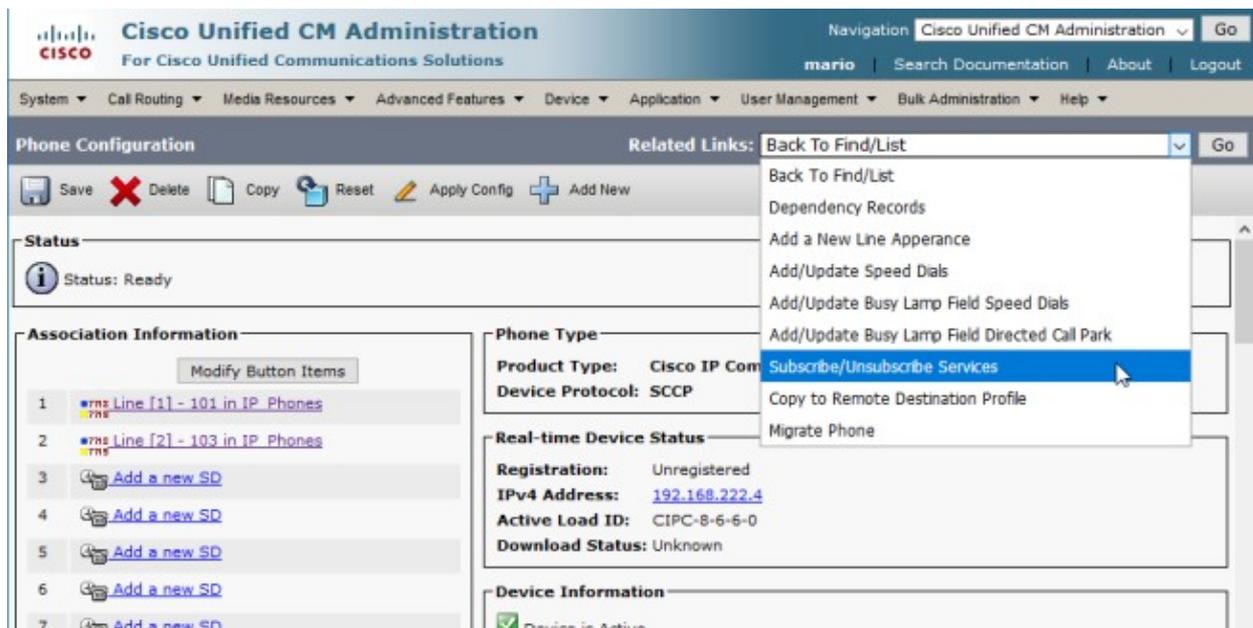




## How to subscribe to the Contact Manager XML Service on a specific device

On the CallManager Administration web portal, select **Device**, then **Phone**. Look for the phone you want to activate Contact Manager on, and open its configuration. In the "Related Links" dropdown list, select **Subscribe/Unsubscribe Services**.

Choose the new Contact Manager service you just added and press the **Subscribe** button.



## Cisco Unified CallManager Express configuration for Contact Manager Directories

On this telephony platform, the only following features are supported on the IP Phones:

- XML directories
- Click to Dial

The Caller ID (i.e Directory Lookup) feature is not supported due to the limitations of the Cisco TSP.

The configuration steps are:

1. Configure the directories url
2. Ensure that the HTTP server is enabled on the IP phones
3. Enable AXL access to CallManager Express

## Configuring the directories url

Suppose that 10.10.10.10 is the IP address of Imagicle Application Suite server. In global configuration mode, insert the commands:

```
(telephony-service)
url directories http://10.10.10.10/fw/apps/Speedy/xml/directories/default.aspx
url authentication http://10.10.10.10/fw/authenticate.asp
```

## For the devices that use a SIP firmware, a slightly different configuration is needed:

```
voice register global
  url directory http://10.10.10.10/fw/apps/Speedy/xml/directories/default.aspx
  create profile
```

If you use both SIP and SCC devices, add all the commands above.

## Enabling the HTTP server on the phones

To enable Click To Dial on Cisco IP phones with Firmware version 8.xxxx and above you must add the following command:

```
(telephony-service)
service phone webAccess 0
```

Then recreate the configuration files (with the create cnf-files command) and restart the phones.

## Enabling AXL access To the Router

The Click To Dial feature needs to access the router through AXL.

To enable AXL access to Cisco CallManager Express, please follow the procedure you can find in the IAS Configuration section.

## CallManager and CallManager Express Hybrid Configuration

A single IAS server can provide directories to a CuCM and/or multiple CallManager Express at the same time. This is useful when you have multiple branch offices with phones that are registered locally.

In this scenario, you must:

- Configure Contact Manager to work with CallManager as usual. Imagicle AXL Service must point to CallManager to get the list of the registered devices.
- Configure all CallManager Express with the above commands. The directories URLs must point to the IAS server.
- On the IAS server (user management), add a user for each phone extension in the branch offices. For those users, ensure both the **primary extension** and the **MAC address** are set.
- Ensure your license covers the additional extensions.

In this scenario, Click-to-Dial will only work for the phones registered with CallManager.

## Authentication Url and Directory URL configuration FOR CCM 4.x

Enter the CallManager administrative interface. Select the "Enterprise Parameters" link and set the "URL Directories" field to the following value:

```
http://[APP_SUITE_IP]/fw/apps/Speedy/xml/directories/default.aspx?name=#DEVICENAME#
```

Where APP\_SUITE\_IP is the IP address of the Application Suite server. Set also the "URL Authentication" field to the following value:

```
http://[APP_SUITE_IP]/fw/authenticate.asp
```