



# FAQ and Solutions

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## FAQ and Solutions

### How to enable custom fields

Applies from Application Suite 201x (any version)  
to version Application Suite 201x (any version)

#### Description:

Enable and customize custom fields

#### *Enabling the IAS Custom Fields*

Access to Imagicle UC Suite server via RDP and edit file:

C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Settings\CustomFields.config.xml

Add the required lines for each internal and/or external custom field to be enabled (see sample below).

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
    ...
    <!-- External phone-type Custom field -->
    <preference key="EnableFieldExternalCustom1" value="true" />
    <preference key="LabelExternalCustom1" value="Assistant Number" />
    <preference key="FieldTypeCustom1" value="Telephone" />

    <!-- External string-type Custom field -->
    <preference key="EnableFieldExternalCustom2" value="true" />
    <preference key="LabelExternalCustom2" value="Assistant Name" />
    <preference key="FieldTypeCustom2" value="String" />
    ...

    <!-- Internal string-type Custom field -->
    <preference key="EnableFieldInternalCustom1" value="true" />
    <preference key="LabelInternalCustom1" value="Manager Name" />
    <preference key="FieldTypeCustom1" value="String" />

    <!-- Internal phone-type Custom field -->
    <preference key="EnableFieldInternalCustom2" value="true" />
    <preference key="LabelInternalCustom2" value="Manager Number" />
    <preference key="FieldTypeCustom2" value="Telephone" />
    ...

    <!-- Add the following two lines to show enabled custom fields in web portal -->
    <preference key="InternalHiddenColumns" value="Businessphone,Companyname,Custom10,Custom3,Custom4,Custom5,Custom6,Custom7,Custom8,Custom9,Custom10" />
    <preference key="ExternalHiddenColumns" value="Custom10,Custom3,Custom4,Custom5,Custom6,Custom7,Custom8,Custom9,Custom10" />
    ...
</configuration>
```

Save and close the file

Restart CTI service from this menu item: Attendant Console & Manage Service

**Note:** You can have the same custom field enabled for Internal (UC Suite users) and External (Contact Manager) contacts, providing they share same field type (both String or Telephone).

"Telephone" custom field type is associated to a phone number that can be dialed by Attendant Console and IP Phones.

#### *How to enable and display custom fields in Attendant Console*



Internal custom: "Colleagues" tab, by checking relevant custom field from "Show" pull-down menu

External custom: "Contacts" tab, by checking relevant custom field from "Show" pull-down menu

## How to enable and display custom fields in IP Phones

Edit file: C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Settings\SpeedyPhoneService.config.xml

• Add the following lines between "configuration" statements:

```
<preference key="Speedy.contacts.DisplayPhones" value="Custom1" />
<preference key="SearchFormFields.field.label.Custom.GetFrom" value="External" />
```

Save and close file

Please remember that "Telephone" type custom fields are displayed in the list of contact's associated phone numbers and they can be selected to trigger an outgoing calls. "String" type custom fields are displayed while selecting "Details" softkey.

## Edit the label name for Internal custom fields in UC Suite's user management web portal (optional)

Edit file: C:\Program Files (x86)\StonevoiceAS\Locale\EN\users.dat.asp

"EN" is the language folder in use. You can change data for other languages, too: IT, FR, ES, DE, AR

Pls. change below lines as required.

```
strUsersField_user_Custom1      = "Manager name"
strUsersField_user_Custom2      = "Manager number"
strUsersField_user_Custom3      = "Label_name_custom_field_3"
strUsersField_user_Custom4      = "Label_name_custom_field_4"
strUsersField_user_Custom5      = "Label_name_custom_field_5"
strUsersField_user_Custom6      = "Label_name_custom_field_6"
strUsersField_user_Custom7      = "Label_name_custom_field_7"
strUsersField_user_Custom8      = "Label_name_custom_field_8"
strUsersField_user_Custom9      = "Label_name_custom_field_9"
strUsersField_user_Custom10     = "Label_name_custom_field_10"
```

Save and close file

See below a screenshot from user's data, with new custom labels:

Speedy			
Published directory number	<input type="text"/>	Disable caller lookup on phone	<input type="checkbox"/>
Manager name	<input type="text" value="Donald Lee"/>	Manager number	<input type="text" value="5557890665"/>
Custom3	<input type="text"/>	Custom4	<input type="text"/>
Custom5	<input type="text"/>	Custom6	<input type="text"/>
Custom7	<input type="text"/>	Custom8	<input type="text"/>
Custom9	<input type="text"/>	Custom10	<input type="text"/>
List of additional departments (e.g.:Sales;Marketing;Board)	<input type="text"/>		

Please remember that above labels change is lost after an Imagicle release update. You must edit **users.dat.asp** again, to restore custom labels.

# Configure Cisco ECC Curri to use HTTPS

Applies from Application Suite 2017.6.1

## Applies to:

Imagicle Application Suite, rel. Summer 2017 or newer

## Description:

This article details how to configure CuCM and IAS to use HTTPS for ECC-Curri.

Curri can be used with several IAS applications: Phone Lock, Contact Manager Lookup and/or SmartNumbers, Call Recording announcement.

## How-to:

### Requirements

On CuCM, the DNS must be correctly configured to resolve IAS server(s) FQDN.

When the IAS server is joined to a domain, the Active Directory will try to register the IAS computer name in the company DNS. Hence, every server should be able to resolve the IAS server name. If this is not the case, you must add a static entry in the company DNS to let the CUCM reach the IAS server using its name (fqdn).

## 1. Configure the External Call Control Profile for HTTPS

External Call Control Information	
Name *	Imagicle ECC https
Primary Web Service *	https://ias.mydomain.com:443/fw/ecc.ashx
Secondary Web Service	
<input type="checkbox"/> Enable Load Balancing	
Routing Request Timer	5000
Diversion Rerouting Calling Search Space	< None >
Call Treatment on Failures *	Allow Calls

In the Primary Web Service field of the ECC profile, enter the IAS web service URL, e.g.

**https://ias.mydomain.com:443/fw/ecc.ashx.**

Notes:

a. **https://ias.mydomain.com:443/fw/ecc.ashx**

In the address remember to **specify the port :443**. The port number must be explicitly written even if implied by the https protocol.

b. **https://ias.mydomain.com:443/fw/ecc.ashx**

In the address you must use the netbios computer name (ias.mydomain.com), not the IP address.

It must be the same name specified in the Common Name of the SSL certificate (CN value)

## 2. Adjust the Certificate on the IAS server

The Common Name (CN) field of the certificate used by IIS must contain the machine Fully Qualified Domain Name used in the External Call Control profile URL.

To ensure this, different steps has to be followed depending on whether the customer has a certificate issued by a trusted Certificate Authority (CA), trusted by the Domain Controller, or wants to use a self-signed certificate.

The procedure is detailed [here](#).

### 3. Import certificate(s) into CUCM

In order to let CUCM trust the HTTPS connection, the certificate chain configured on IAS web server must be imported into all CUCM nodes.

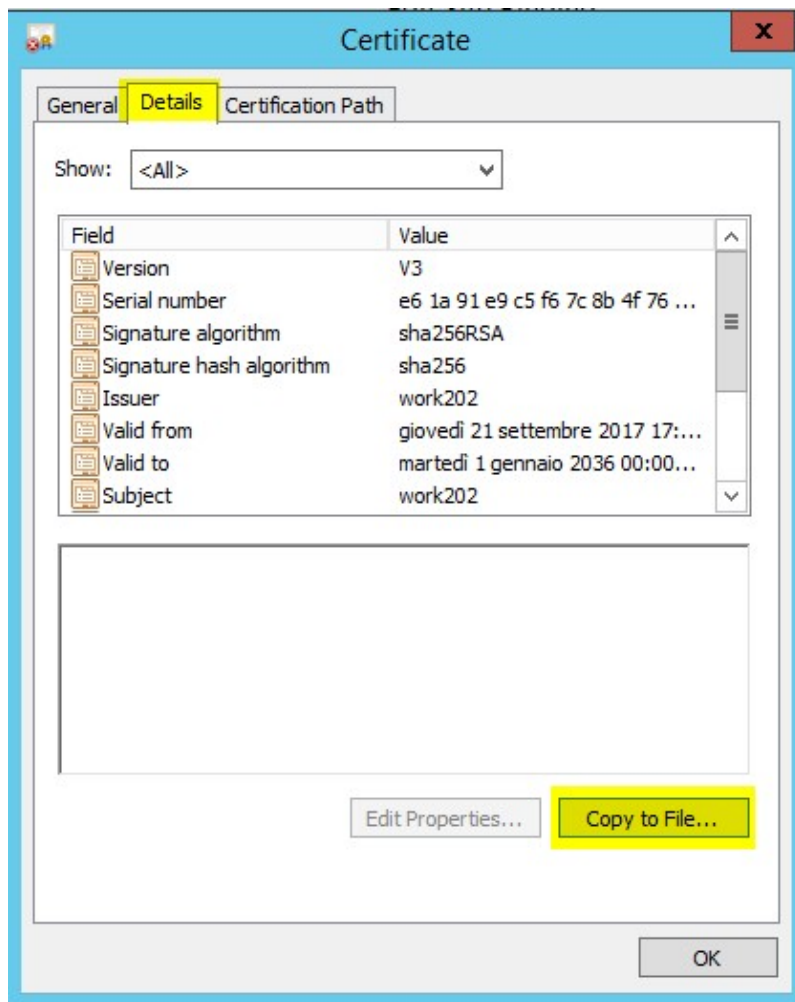
Actually, there are two possible scenarios:

1. The Imagicle WEB server runs a **self-signed** certificate. In this case you need to import into CUCM the self-signed certificate, as described below.
2. The Imagicle WEB server runs a **signed** certificate issued by an internal/external CA (certificate authority). In this case you need to import into CUCM the certificates of the Root CA and of any intermediate CA appearing in the certificate chain. You don't need to import the server certificate, instead.

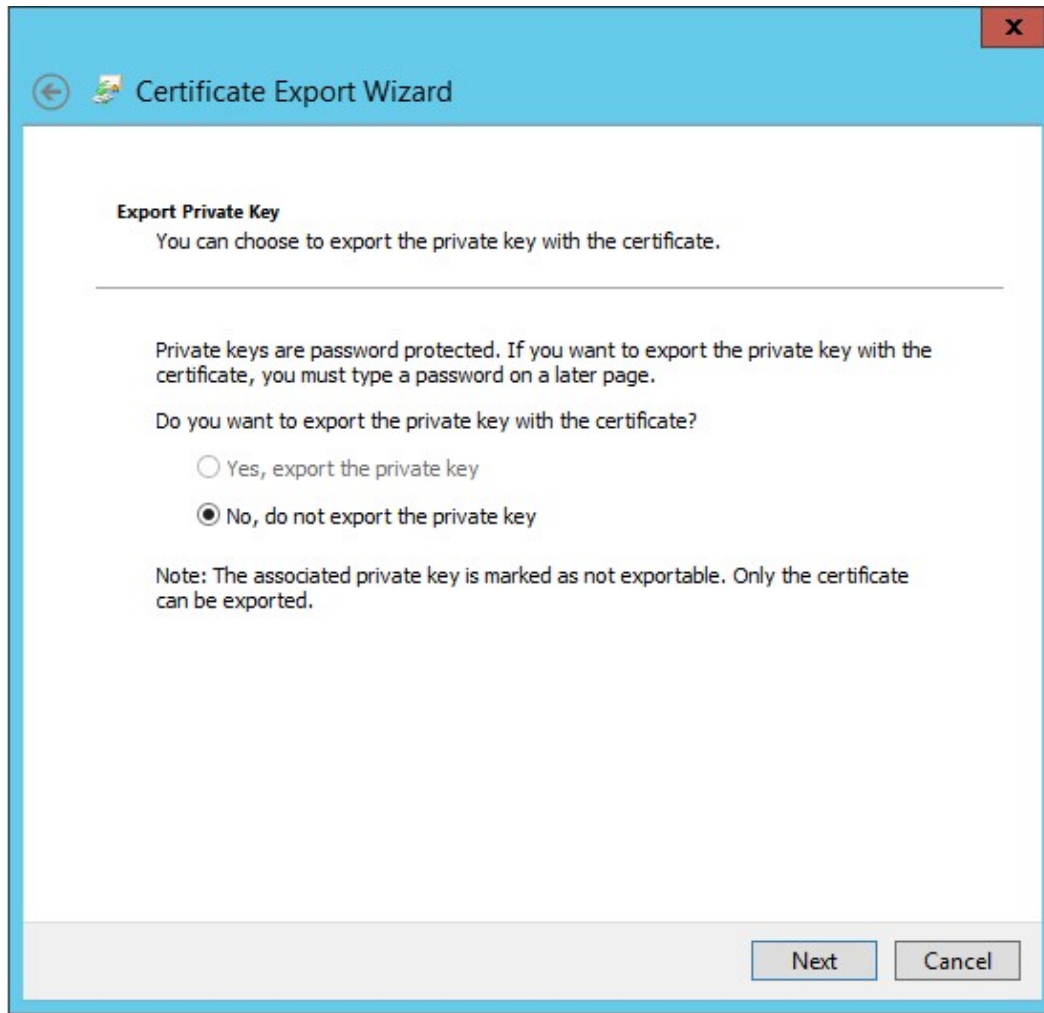
NOTE: the following procedure and screenshots describe the first case (self-signed certificate), but the same steps apply also to the second case, for the CA certificates.

#### a. Export the Certificate used by Application Suite web server

In "Server Certificates" section of "Internet Information Services (IIS) Manager", double click on the certificate used by the binding on port 443 (see previous paragraph). Click on "Details" tab and then click on "Copy to File.." button.

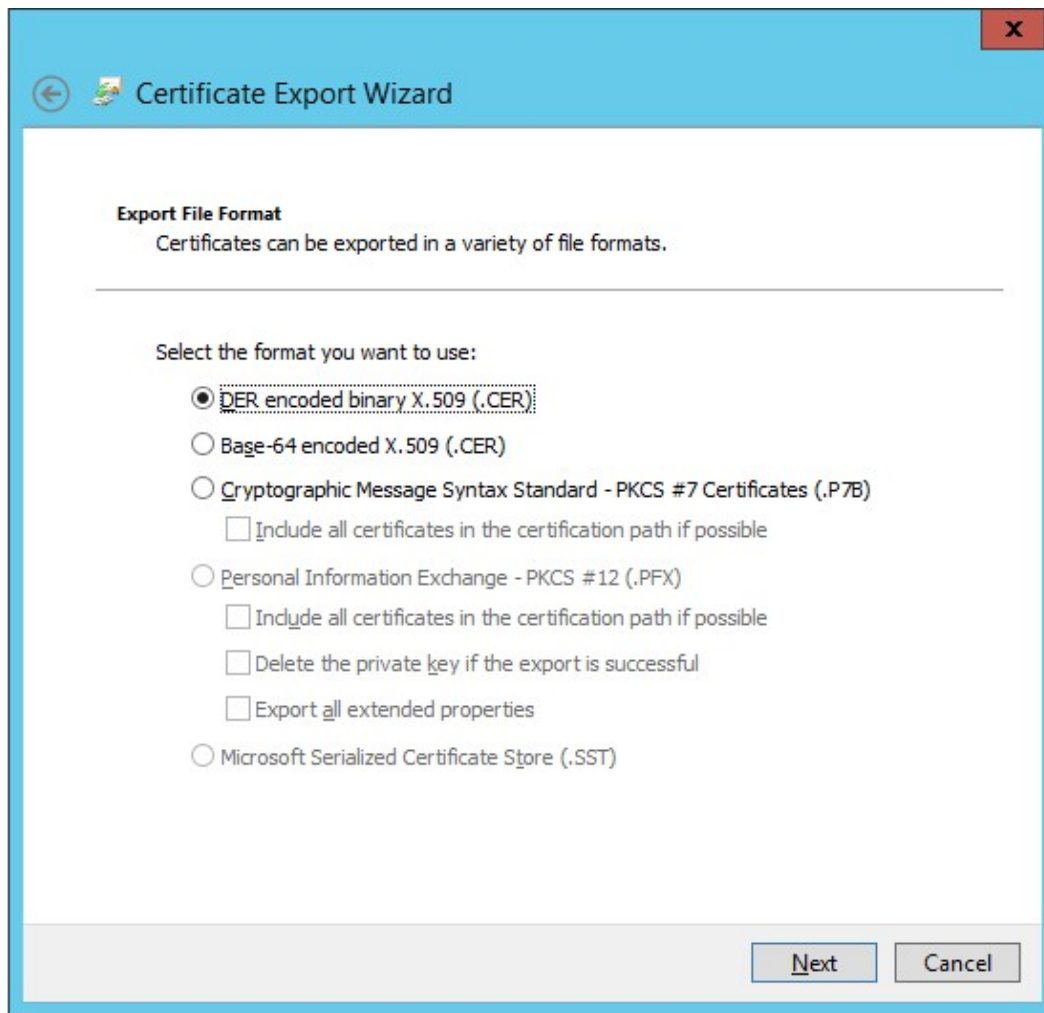


The Certificate Export Wizard will start, click Next. Choose "No, do not export private key".



Choose to export certificate in "DER encoded binary X.509 (CER)" format.



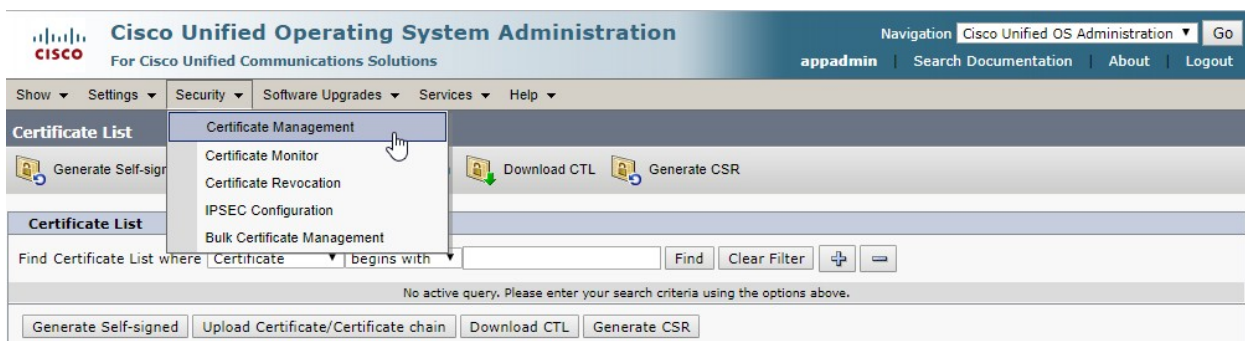


Then complete the wizard, it will save a .cer file.

## b. Load certificate(s) to CUCM

The certificates must be loaded on all CUCM nodes. Since CUCM 8.5, they're expected to be automatically replicated among cluster nodes.

Login into "Cisco Unified OS Administration", and go to "Security", "Certificate Management".



Then click on "Upload Certificate/Certificate chain"

In the upload form, choose "CallManager-trust" as Certificate purpose, then select the .cer file and upload it.

Go to "Certificate Management" of each CUCM node to check that certificate has been properly replicated.

For HA installations, you must repeat the procedure above for each Imagicle node.

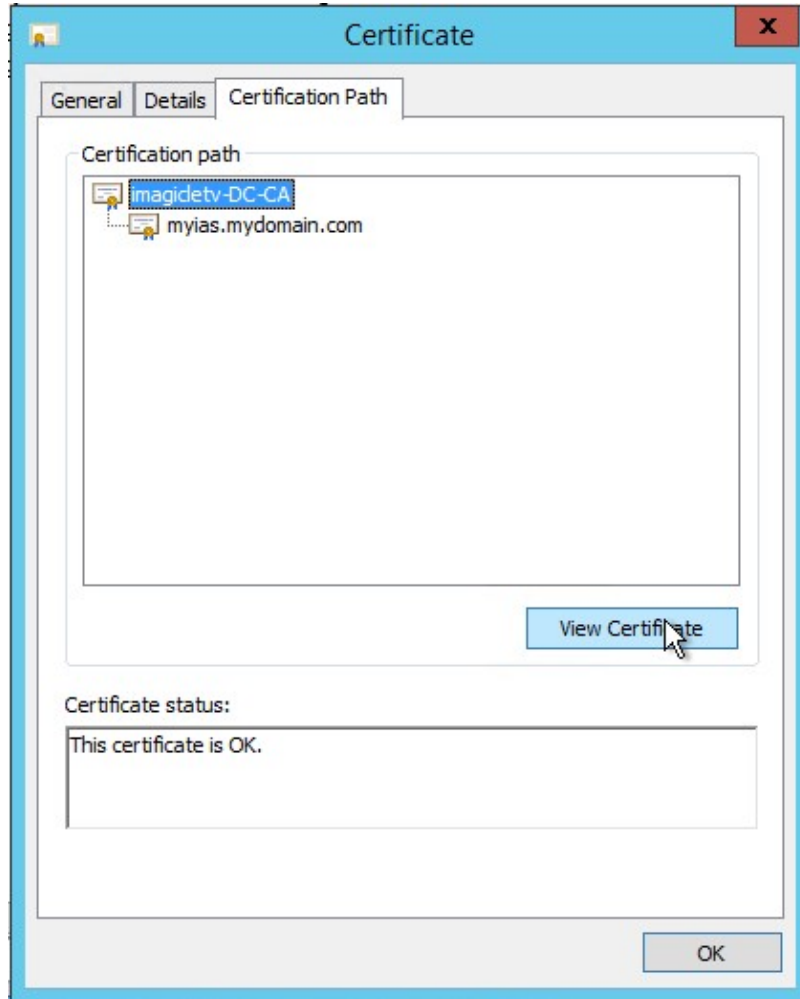
## Troubleshooting: check certificates trust chain

In order to let CUCM trust the HTTPS connection established with IAS web server, CUCM must also know all the certificates in IAS certificate's certification path.

In "Server Certificates" section of "Internet Information Services (IIS) Manager", double click on the certificate used by the binding on port 443.

Click on "Certification Path" tab: CUCM must be able to verify **every certificate displayed in this panel**. So, in CUCM, go to "Certificate Management" and check that appropriate entries exist with "CallManager-trust" as Certificate purpose.

If not, select the missing certificate in the "Certification path" panel, export and upload it to CUCM as explained in step 3b.



## Wrong name and visibility for Contact Manager local directory

### Applies to

Imagicle Application Suite 2017.Summer.2 or 2017.Summer.3 - installed from scratch

### Description

An installation from scratch of 2017.Summer.2 or 2017.Summer.3 will have a pre-defined Contact Manager configuration that:

- changes the name of the local directory to "Contatti Locali"
- assigns the local contacts directory to department "Department Contacts"

### Cause

The configuration file <StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml contains wrong pre-defined values, instead an empty config.

### Solution

1. Edit file <StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml" and remove the following preference keys:
  - ◆ "directory.internalsdefaultdirname"
  - ◆ "directory.LocalDirectorySpecialDepartment"
  - ◆ "directory.ExcludeThisUsernameFromLocalDirectories"
2. Edit file <StonevoiceAS>\Apps\Speedy\Server\System\Speedy.ini" and delete the following keys from section [Settings]:
  - ◆ internalsdefaultdirname
  - ◆ LocalDirectorySpecialDepartment
  - ◆ ExcludeThisUsernameFromLocalDirectories
3. Update directories content, following these steps:
  - ◆ Login to the IAS web portal as administrator and go to Contact Manager, Manage Service web page
  - ◆ Locate the "Internal contacts settings" section and change the radio button value. Click Save. This will start the local contacts update procedure, that may take some seconds..
  - ◆ Reload the page until the radio button becomes enabled (the local contacts update completed)
  - ◆ Change again the radio button value, back to the original value. Click Save.

## The Contact Manager lookup doesn't work - Troubleshooting basics

### Applies to:

Application Suite

### Description:

Troubleshooting XML service in Contact Manager

### Solution:

Contact Manager Directory Lookup - Caller ID Service

Please double-check the Contact Manager configuration in the system guide.

### Cisco PBX Configuration

It can be that the Directories are available on the IP Phone when pressing the Directory button, but the Caller ID popup is not displayed.

When the Application Suite configuration is not correct, no error is displayed on the IP Phone but the popup is not displayed.

## These are the most common problems:

### License expired

This can be easily checked through the "Licenses" web page.

### Some Imagicle Services are stopped

Please check in the Windows Service Manager that the following services are running (start | Run | services.msc):

*"ImagicleService Host", "Imagicle AXL service", "Imagicle Phone Control"*

### No IAS user can be associated to the IP Phone

Please check that in IAS such user exists, and that his/her properties which are used to associate the IP phone are correctly set (primary extension, MAC address, Pbx username). Please verify the device association in the IAS diagnostic page (Main | Support | PBX Devices: Details). From this page you can also test the popup through a button. A message should be displayed on the associated IP device.

### The phone IP address is not available in the IAS database

Please check the device IP address through the IAS diagnostic page. If it is missing, please check that AXL is correctly configured (and doublecheck the password)

### Enabling AXL



The AXL service must be running on the CUCM node configured on the IAS (On CUCM9.1: CiscoUnified Serviceability --> Tools --> Service Activation --> Cisco AXLWeb Service).

You can restart such service on the CuCM through Cisco Unified Serviceability.

### **The IP Phone cannot be controller by the IAS through TAPI**

Please check the flag on the IAS diagnostic webpage in the "Detected by TAPI" column. You could also look for the device and line in the Windows TAPI snap-in (running "tapimgmt.msc"). If the device is not listed there, you need to associate the IP phone to the ImagicleCTI application user in CUCM.

Another helpful tool is "Phone.exe", located in <StonevoiceAS install dir>\Troubleshooting

### **Failed IP Phone authorization**

Please execute a test from the IAS diagnostic page (see above). If the "authorization error" message is displayed in the webpage, please check the "URL authentication" on the IP phone and set it on the CuCM in the IP Phone properties (or in the Enterprise Parameters) like this:

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

### **Calling number is not matched**

This can have several causes.

a) The calling number is not listed in any directory available to the IAS user associated to the phone. It can be listed in a directory which is owned by another user or associated to a specific department. Check that the contact is available to the user searching for it through the directories button on the IP phone.

b) Number mismatch because of the Incoming Prefix

If the voice gateway or the PBX adds a '0' (or another prefix) before the calling number, that prefix must also be specified in the IAS (Administration | System Parameters | Numbering Plan Settings) as Incoming Prefix.

**WARNING:** some CuCM configurations cause the calling number to be displayed on the IP Phone to be different to the one received by Contact Manager in the TAPI signaling. Please check the true number through the Call History of the IP phone, which, usually, is the same number seen through TAPI.

Other information can be gathered enabling debug logs in Speedy, placing a test call and looking in this file: `varlogApplicationSuite.Core.ServiceSpeedy.log.txt` for a line similar to:

*DEBUG { 32}[LookupAgent] FormatDetailsOfCallerNumber(user=nome\_utente,CLI=034567890123):Search returned no contact in 52 ms.*

This tells the user associated to the IP device, to the calling number received by Contact Manager (CLI), and to the number of matches in the directories.

### **When the call arrives, the Display name has already been set by the PBX in the signaling**

In this case, by design, Contact Manager does not send the popup to the phone. You can force the popup to be sent anyway through a hidden parameter. Contact Manager Caller ID service does not rely on the calling number length (as the Imagicle Attendant Console does).

### **The popup http message is too long**

The maximum body size for the message supported by Cisco IP Phones is 512 bytes. This case can be verified through Contact Manager logs and it is triggered when you add too many custom fields to the information to be displayed or if a First Name/Last Name is too long. In this case you have to disable some additional field or to shorten the contact data.



The [free online CSS cleaner](#) tool helps you to organize style for websites.

## Enable access to Internal Contacts via XML

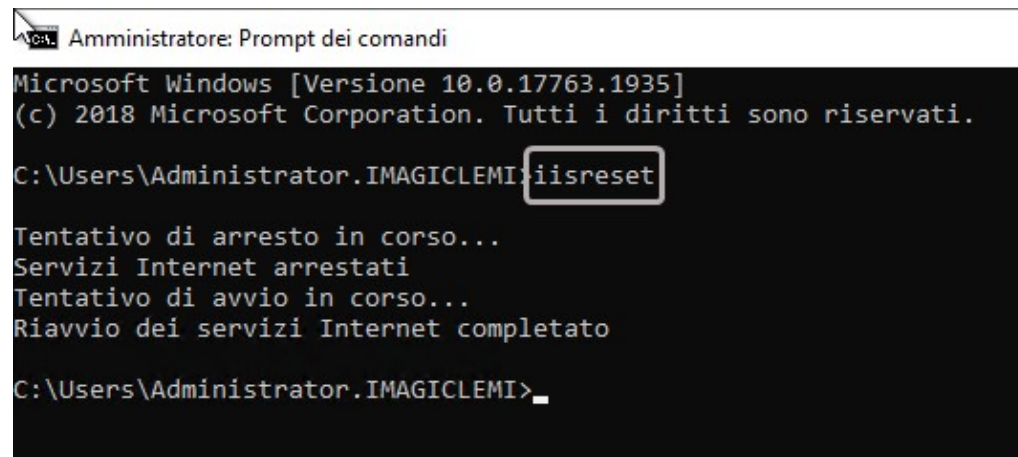
In order to enable access to Internal Contacts via XML Service, it is needed to edit following file:  
<IAS\_INSTALLATION\_FOLDER>\Apps\Speedy\Settings\SpeedyPhoneService.config.xml

(Standard IAS installation folder is C:\Program Files (x86)\StonevoiceAS)

Adding the following lines in-between configuration statements:

```
<configuration>  
<preference key="Speedy.AuthLevel.ShowLocalContacts" value="2" />  
<preference key="Speedy.directories.ShowLocalDirs" value="false" />  
<preference key="Speedy.directories.ShowDirectoryType" value="false" />  
</configuration>
```

Open a command prompt and execute this command  
*iisreset*



```
Amministratore: Prompt dei comandi  
Microsoft Windows [Versione 10.0.17763.1935]  
(c) 2018 Microsoft Corporation. Tutti i diritti sono riservati.  
C:\Users\Administrator.IMAGICLEMI>iisreset  
Tentativo di arresto in corso...  
Servizi Internet arrestati  
Tentativo di avvio in corso...  
Riavvio dei servizi Internet completato  
C:\Users\Administrator.IMAGICLEMI>
```



## Estos MetaDirectory configurations backup / migration

### Applies to:

Estos MetaDirectory - Any version

### Description:

Procedure to backup or migrate Estos MetaDirectory configurations

### How-to:

1. Stop the main service: from windows administrative tools -> Services -> Stop "**ESTOS MetaDirectory**"
2. Copy/Backup "**database**" and "**config**" folders from Estos installation directory
3. Install Estos MetaDirectory on the new server
4. Stop Estos service on the new server
5. Replace "database" and "config" folders with ones saved at point 2
6. Start Estos service on the new server
7. Activate Estos license on the new server

## How to change search results ranking

### Applies to:

Imagicle Contact Manager Enterprise, Summer 2018 release and above.

### Description:

Change the priority of returned search results

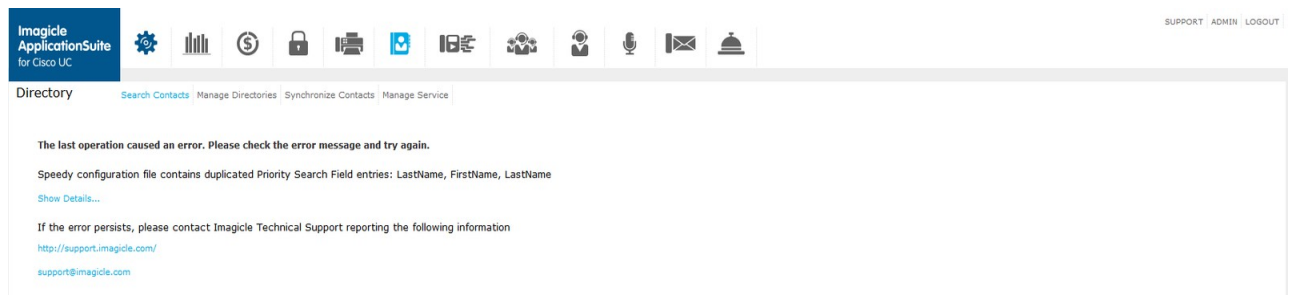
### How-to:

1. Access to Imagicle server via RDP and edit file:
2. C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Server\system\Speedy.defaults
3. Find this line:  

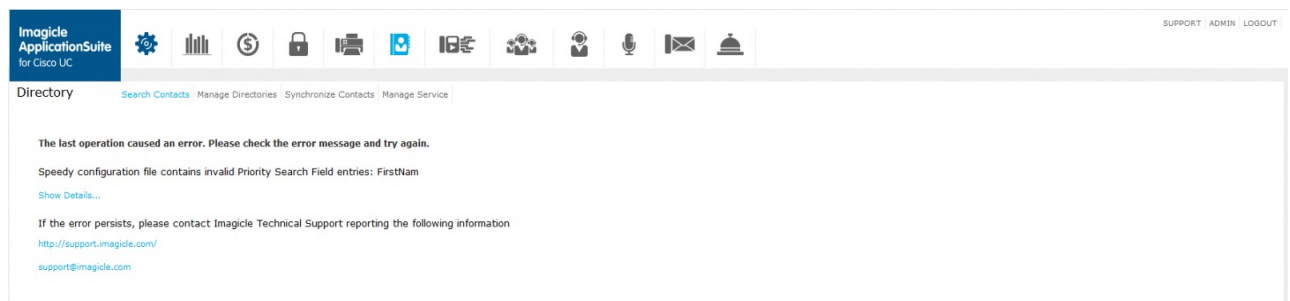
```
PrioritySearchFieldSet=LastName,FirstName,CompanyName,Email,Department,PostalAddress,Prima
```
4. Copy above line
5. Close Speedy.default file
6. Edit **Speedy.ini** file, available in the same folder
7. Add copied line at the bottom of this file, and change field priority according to specific needs
8. Save file

### Forbidden PrioritySearchFieldSet values

Once above configuration has been applied, please test it from web portal. If duplicated fields has been entered (E.g. *LastName,FirstName,LastName*), the following error appears:



If a wrong field name is entered (E.g. *LastName,FirstNam*), the following error appears:



## Swap First/Last name in the XML Contact Manager service

to version Application Suite 201x (any version)

### Applies to:

- Contact Manager XML Phone service

### Description:

- To swap First/Last name in the XML service of the phone. So names will displayed as Firstname Lastname instead of Lastname Firstname

### How-to:

- Edit the file StonevoiceAS\Apps\Speedy\Settings\SpeedyPhoneservice.config.xml
- Add the below line:

```
<configuration>
```

```
<preference key="Speedy.contacts.ShowFirstNameBeforeLastName" value="true" />
```

```
</configuration>
```

## **Display Department instead of Company in XML phone service search**

to version Application Suite 201x (any version)

### **Applies to:**

- Contact Manager Phone XML service

### **Description:**

- By default, the XML service allows you to search (in Advanced) by "First name", "Last name" or "Company". This tutorial will allow you to change company to department

### **How-to:**

- Edit the file StonevoiceAS\Apps\Speedy\Settings\SpeedyPhoneservice.config.xml
- Add the below line:

```
<preference key="SearchFormFields.field.nornal.CompanyName" value="false" />
```

```
<preference key="SearchFormFields.field.nornal.Department" value="true" />
```

## Enabling Additional AXL fields synch

to version Application Suite 201x (any version)

### Applies to:

Winter 2019

### Description:

Enabling Additional AXL fields synch

### How-to:

Starting from Winter 2019 Imagicle release, the following fields are available to be imported by default from CuCM via AXL:

- Pager
- Title
- Manager
- Ocsprimaryaddress

In case a CuCM version newer than 7 is in use, it is possible to also import the following fields (disabled in case older CuCM versions):

- displayname
- directoryuri

To support new fields, three additional parameters have been added into this setting file:  
(x86)\StonevoiceAS\Apps\ApplicationSuite\Component\Native\**SvSasAXL.ini**

C:\Program Files

- GetAdditionalUserFields=1 --> to import Pager, title, manager, ocsprimaryaddress
- GetDirectoryURI=0 --> to import directoryURI
- GetDisplayName=0 --> to import displayname

In case of issues, it is possible to disable the additional users fields and/or it is possible to enable DirectoryURI and DisplayName import

Fields imported via AXL can be synched when CuCM Users synch occurs.

As an example, in case of need to import pager field into mobile business number field, it's necessary to:

- Access to Imagicle Server via RDP and go to C:\Program Files (x86)\StonevoiceAS\Apps\Fw\Scripts and create a copy of "CcmAdapterRules.script.xml" with a new name "CcmAdapterRules.script.xml.user";
- Amend the related line replacing "mobile" with "pager", <item value="**mobile**, user\_MobileBusinessNumber::50" required="false" > ;
- save file .user;
- Restart Imagicle synchronizer service and run a manual IAS users' sync.



## How to show searched contacts in format first name - last name also using web search

Applies from Application Suite 2019.1.1

### Applies to:

Application Suite Winter '19 or newer

### Description:

Now is possible to show searched contacts in format first name - last name also using web search

### How-to:

Connect to Imagicle Application Suite Server and look at the folder:  
<StonevoiceAS>\Apps\Speedy\Settings\

Open file Speedy.config.xml and look for parameter "WebSearch.ShowFirstNameBeforeLastName".  
Change its value to true.

Save and exit text editor.

## How to License Estos Metadirectory 4.0

### Applies to:

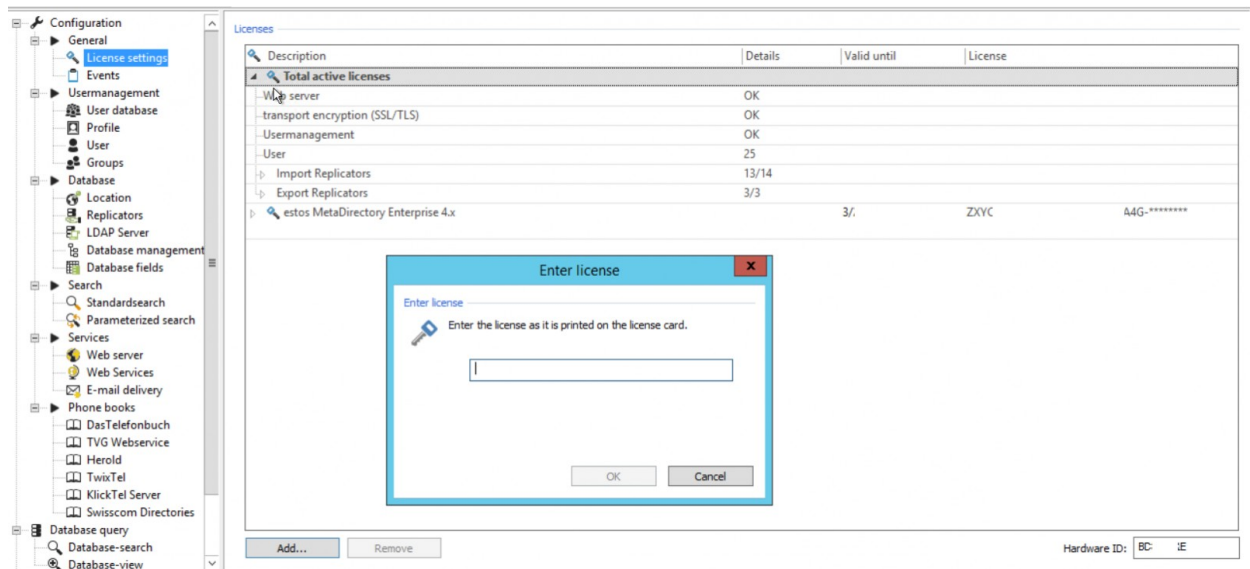
Estos Metadirectory 4.0

### Description:

How to License Estos Metadirectory 4.0

### How-to:

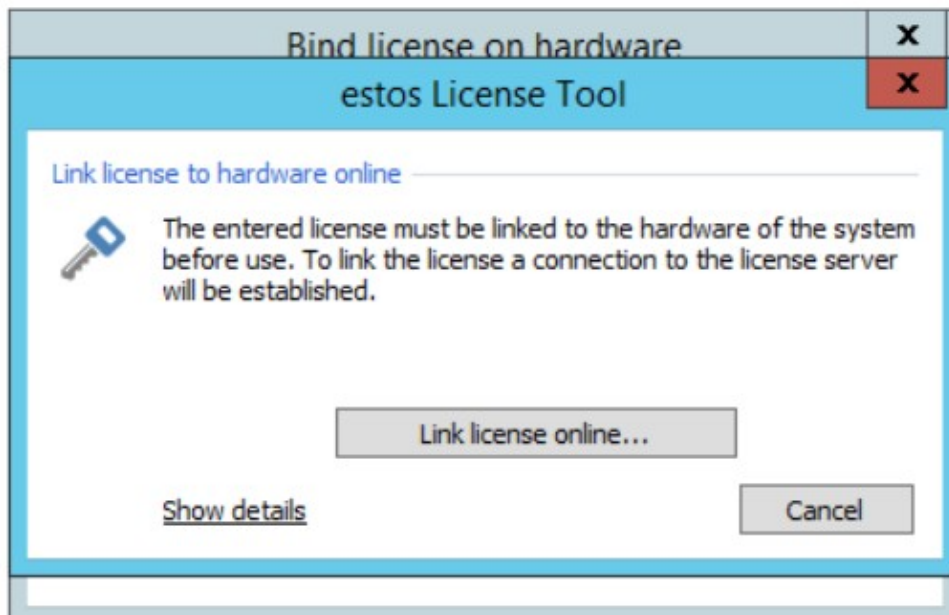
1. Open Estos Metadirectory software and click on Configuration | General | License Settings  
Click 'Add', type in your license code then click 'OK'.



2. Check your license code and click on "Bind license..."



3. Now you can choose whether to activate online or offline:



4. Click on "Link license online..." if the server is able to reach the Internet, then wait for the end of the procedure
5. If the server is not able to reach the Internet, you can proceed with the offline activation
  - click on "Show details"
  - On a PC that is connected to the Internet, go to [www.estos.de/licensing](http://www.estos.de/licensing) and use the reported information
  - or
  - On a device (ie. a mobile phone) that is connected to the Internet, use the QR code.... as shown:





## How to solve SQL Full-Text Search service failure on a IAS joined in a domain

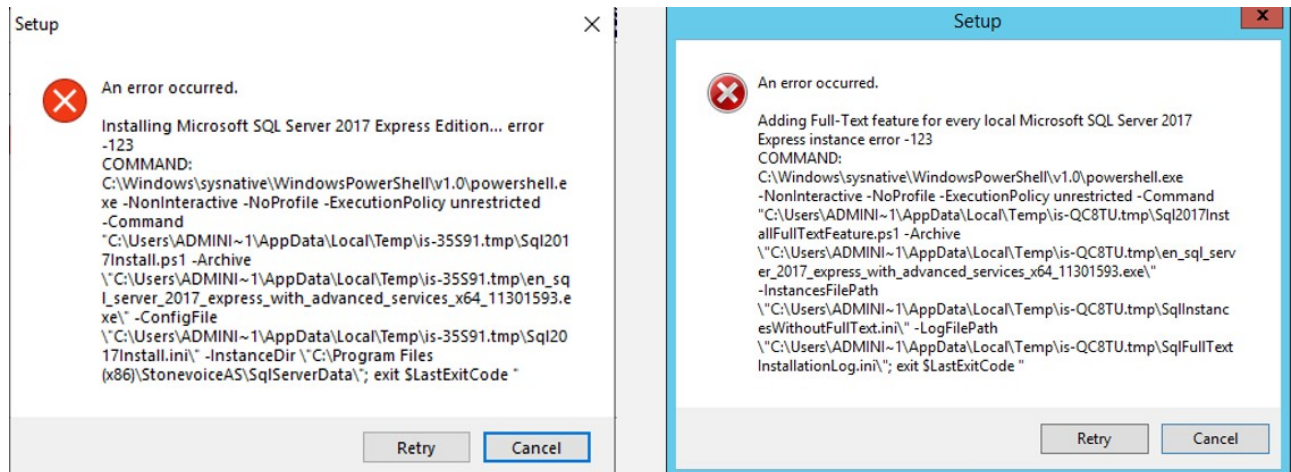
### Applies to:

Imagicle ApplicationSuite rel. 2020.Spring.1 and above

### Description:

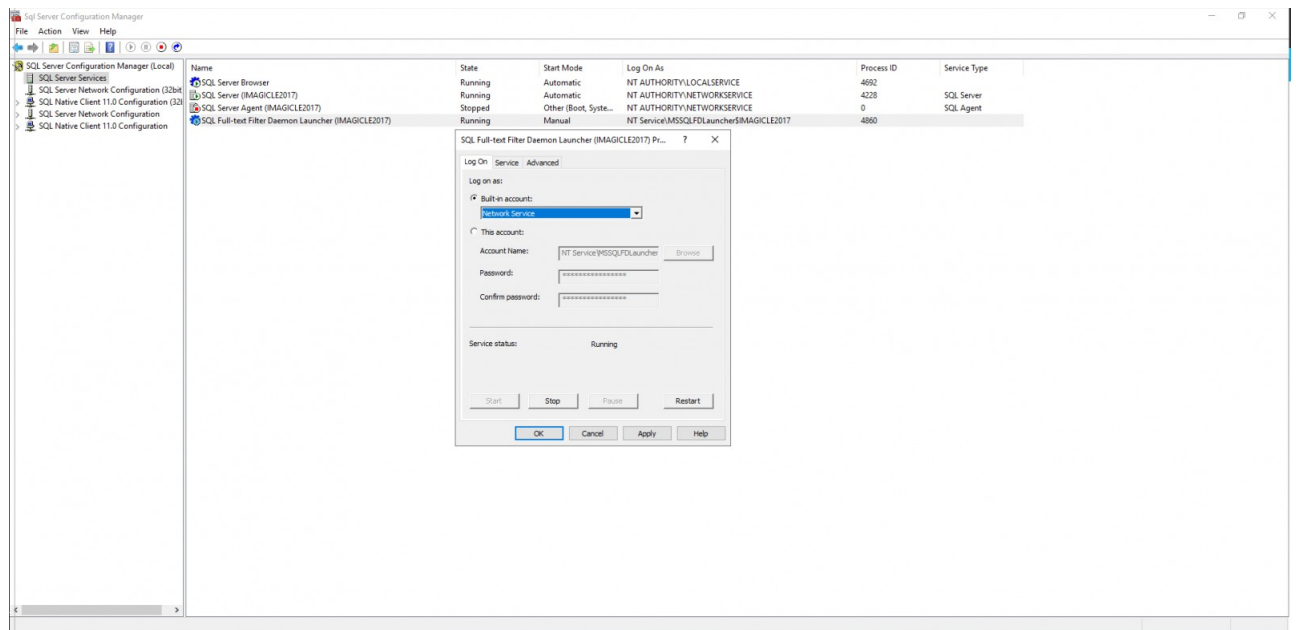
While installing a new SQL Server 2017 Express instance from scratch or while just adding Full-Text Search feature on an existing instance, a specific SQL service called "Full-Text Filter Daemon Launcher" is stopped by domain policies, because it is using a virtual Windows account and the "log on as a service" policy does not allow the service to startup.

Above issue is causing a SQL Server error -123 during the installation and setup is aborted. See below samples:



Two available solutions:

1. Ask the domain administrator to change the domain policy in order to grant "log on as a service" privilege to the virtual account used for running the Full-Text service (usually *NT Service\MSSQLFDLauncher\$IMAGICLE2017*). This is surely the preferred and easiest solution.
2. Change the account used to run the Full-Text service to **Network Service** built-in account, the same used to run the SQL Server service (if installed by the ApplicationSuite). This should fix the issue since the network service account should meet the minimum privilege requirements. The account can be changed via the SQL Server Configuration Manager, included with any SQL Server installation. From this tool, select the "SQL Server Services" menu on the left, then right-click on the target service (e.g. SQL Full-Text Filter Daemon Launcher (IMAGICLE2017), select "Properties" and set *Network Service* account from the "Log on" tab. See below:



## How to hide translated number for the Speed Dial feature

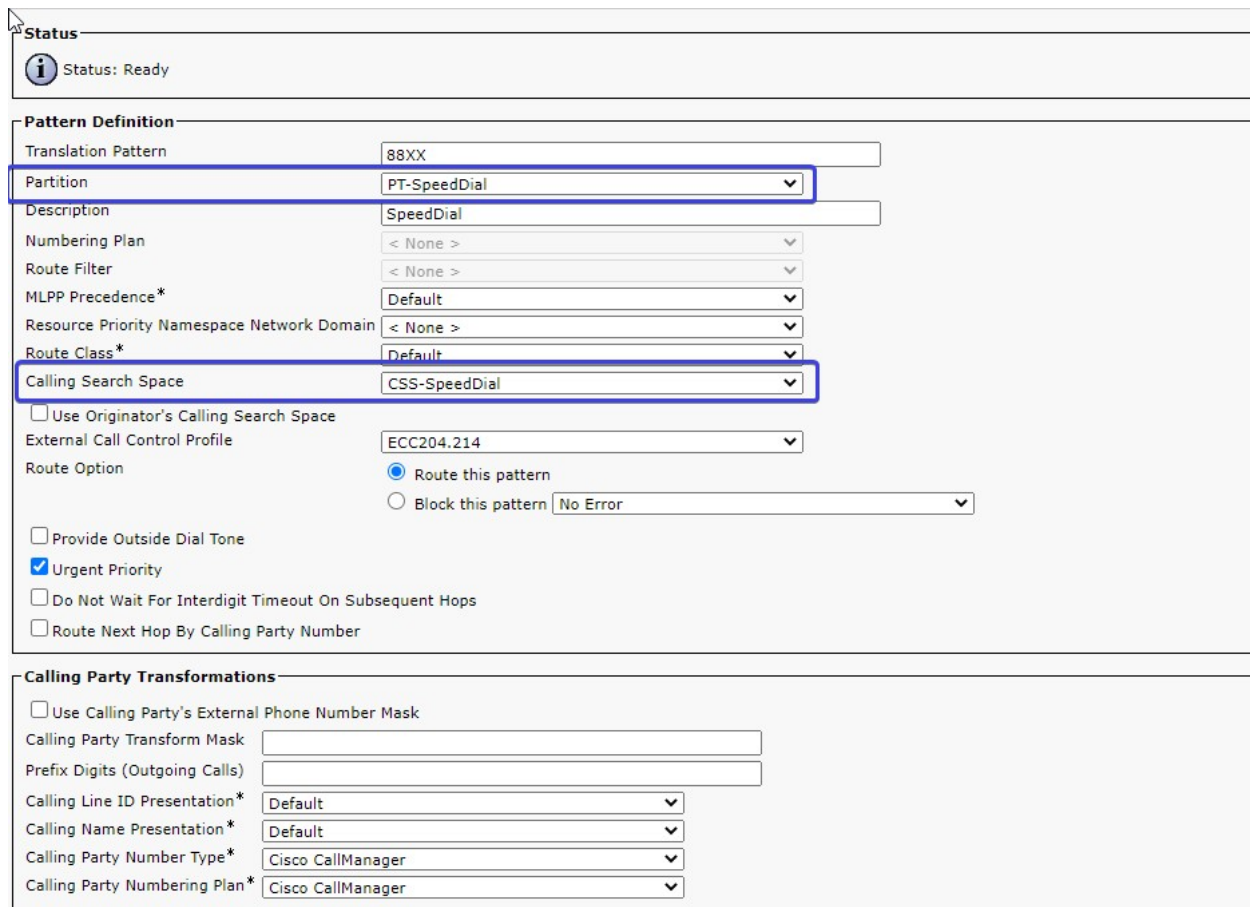
### Description:

How to hide translated number for the Speed Dial feature

When a call is translated from our server, the phone shows the translated number. This guide helps you to hide the full number.

### How-to:

1. Create new Partition and CSS in CUCM configuration  
Example:  
PT-SpeedDial  
CSS-SpeedDial
2. Add the new Partition in the CSS used by the phone
3. Create a Translation Pattern and configure it with the new Partition and CSS, set the ECC Profile to invoke our server for the SpeedDial requests



**Status**  
Status: Ready

**Pattern Definition**

Translation Pattern	88XX
Partition	PT-SpeedDial
Description	SpeedDial
Numbering Plan	< None >
Route Filter	< None >
MLPP Precedence*	Default
Resource Priority Namespace Network Domain	< None >
Route Class*	Default
Calling Search Space	CSS-SpeedDial

☐ Use Originator's Calling Search Space

External Call Control Profile: ECC204.214

Route Option:  
☒ Route this pattern  
☐ Block this pattern No Error

☐ Provide Outside Dial Tone  
☒ Urgent Priority  
☐ Do Not Wait For Interdigit Timeout On Subsequent Hops  
☐ Route Next Hop By Calling Party Number

**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

Calling Party Number Type\*: Cisco CallManager

Calling Party Numbering Plan\*: Cisco CallManager

4. Create a new Route Pattern as the Route Pattern used for the outgoing calls and configure it in the new Partition , then change the Connected Line ID Presentation/Connected Name Presentation in "Restricted"

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾							
Find and List Route Patterns							
<div> <div>+</div> Add New           <div>+</div> Select All           <div>+</div> Clear All           <div>+</div> Delete Selected         </div>							
<div> <div>Status</div> <div>10 records found</div> </div>							
<div> <div>Route Patterns (1 - 10 of 10)</div> <div>Rows per Page 50 ▾</div> </div>							
Find Route Patterns where (Pattern ▾) begins with ( ▾) 0 Find Clear Filter							
<input type="checkbox"/>	Pattern	Description	Partition	Route Filter	Associated Device	Copy	
<input type="checkbox"/>	0..1	AG-Uspota VG Milano	PT-PSTN_AG	VGa	SBCMicrosoftTeams		
<input type="checkbox"/>	0..1	PSTN through SBC Audiocodes	MICROSOFT-TEAMS-AUDIOCODES	SBCMicrosoftTeams			
<input checked="" type="checkbox"/>	0..1	PSTN through Milano VG	PT-MI-CHIAMATELOCALI	VGa			
<input type="checkbox"/>	0..1	PSTN through Milano VG	PT-SBCaCde	VGa			
<input type="checkbox"/>	0..1E	PSTN through Milano VG	PT-SG-PSTN	VGa			
<input type="checkbox"/>	001	Outgoing Ext calls through (ahmedtest)	PT-DU-PHONES	CUCM_Prod			
<input type="checkbox"/>	00039..1	Outgoing External calls through Viareggio VG	PT-DU-INTL	192.168.4.4			
<input type="checkbox"/>	000921366414920		PT-MI-INTERNATIONAL	VGa - NEW			
<input type="checkbox"/>	03401746458		PT-MI-CHIAMATELOCALI	VGa			
<input type="checkbox"/>	024X	Recording Bug Test Michele	PT-MI-CHIAMATELOCALI	CallRecorder-Michele			
<div> <div>Add New</div> <div>Select All</div> <div>Clear All</div> <div>Delete Selected</div> </div>							

Route Pattern Configuration

Save

Delete

Copy

Add New

Status

Status: Ready

Pattern Definition

Route Pattern\*

0.!

Route Partition

PT-SpeedDial

Description

PSTN through Milano VG

Numbering Plan

-- Not Selected --

Route Filter

< None >

MLPP Precedence\*

Default

☐ Apply Call Blocking Percentage

Resource Priority Namespace Network Domain

< None >

Route Class\*

Default

Gateway/Route List\*

VGs

Route Option

☒ Route this pattern

☐ Block this pattern

No Error

Call Classification\*

OnNet

External Call Control Profile

< None >

☐ Allow Device Override
☐ Provide Outside Dial Tone
☐ Allow Overlap Sending
☐ Urgent Priority

☐ Require Forced Authorization Code

Authorization Level\*

0

☐ Require Client Matter Code

(Edit)

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

Calling Party Number Type\*

Cisco CallManager

Calling Party Numbering Plan\*

Cisco CallManager

Connected Party Transformations

Connected Line ID Presentation\*

Restricted

Connected Name Presentation\*

Restricted

## How to change Exit button behaviour on Advanced Directory's Cisco Phone Service

Applies from Application Suite 2020.1.2

### Applies to:

- Imagicle ApplicationSuite rel. 2020.Winter.2 and above
- Advanced Directory Cisco XML Phone service

### Description:

- Advanced Directory XML Service includes a "Back" button to go back one level in menu tree. This KB describes how to enable or disable the "Exit" button to escape Advanced Directory phone service.

### How-to:

Standard Advanced Directory phone service URL is described [here](#). This URL shows an "Exit" button which allows to escape the application while called from directories (most frequent case).

By changing standard URL, it is possible to apply two different behaviours:

1. URL: `http://<IAS_IP>/fw/Apps/Speedy/xml/directories/default.aspx?exit=init&name=#DEVICENAME#`

- With above URL, when you hit "Exit", you completely escape from Advanced Directory phone service

2. URL: `http://<IAS_IP>/fw/Apps/Speedy/xml/directories/default.aspx?exit=none&name=#DEVICENAME#`

- With above URL, "Exit" button is hidden and you need to hit "Back" button multiple times to exit phone service. This is the recommended URL for Cisco 88xx IP Phones.

In both URL samples, please replace <IAS\_IP> with proper Imagicle server's IP address.