モバイルおよびリモート アクセスで使用できる ようオフィス リバースを介してダイヤルを設定 する

内容

概要 前提条件 要件 使用するコンポーネント 設定 DVO-Rの設定 DVO-RをサポートするためのCisco Unified Communications Managerの設定 エンタープライズ機能アクセス番号の設定 各デバイスのDVO-Rの設定 モビリティIDの追加 各デバイスでDVO-Rを有効にする <u>シングルナンバーリーチの設定(オプション)</u> シングルナンバーリーチの有効化 リモート接続先の追加(オプション) ユーザ制御のボイスメール回避の設定 Cisco Jabberクライアントの設定 確認 トラブルシュート 関連情報 関連するシスコ サポート コミュニティ ディスカッション

概要

この記事では、Cisco Unified Communications ManagerおよびCisco Jabber for Androidまたは iPhoneでDial via Office-Reverse(DVO-R)機能を設定し、Cisco Expressway Mobileおよびリモー トアクセスで動作させる方法について説明します。

前提条件

要件

- Cisco Unified Communications Manager 11.0(1a) SU1(以降)
- Cisco Jabber for AndroidまたはCisco Jabber for iPhone 11.1(以降)
- Cisco Expressway X8.7

使用するコンポーネント

このドキュメントの情報は、次のソフトウェアとハードウェアのバージョンに基づいています。

- Cisco Unified Communications Manager 11.0(1a) SU1(以降)
- Cisco Jabber for AndroidまたはCisco Jabber for iPhone 11.1(以降)
- Cisco Expressway X8.7

このドキュメントの情報は、特定のラボ環境にあるデバイスに基づいて作成されました。このド キュメントで使用するすべてのデバイスは、初期(デフォルト)設定の状態から起動しています 。対象のネットワークが実稼働中である場合には、どのようなコマンドについても、その潜在的 な影響について確実に理解しておく必要があります。

設定

DVO-Rの設定

DVO-Rを設定するには、次の手順を実行する必要があります。

- 1. <u>DVO-RをサポートするためのCisco Unified Communications Managerの設定</u>
- 2. <u>各デバイスのDVO-Rを設定します。</u>
- 3. ユーザ制御のボイスメール回避を設定します。
- 4. <u>リモート接続先の追</u>加(オプション)。
- 5. Jabberクライアントの設定

注:DVO-Rを設定して有効にする前に、Cisco JabberモバイルクライアントがCisco Expressway MRA接続を介してエンタープライズ内線に登録し、コールを発信できることを 確認してください。

DVO-RをサポートするためのCisco Unified Communications Managerの設定

DVO-RをサポートするようにCisco Unified Communications Managerを設定するには、次の手順 に従います。

- 1. エンタープライズ機能アクセス番号を設定します。
- デバイスのCOPファイルのバージョンが正しいことを確認します。使用しているバージョンのCisco Jabber for AndroidリリースノートまたはCisco Jabber for iPhoneリリースノートを参照してください。
- 必要に応じて、適切なダイヤルプランの変更を行い、システムがコールをモバイルID電話番号にアウトバウンドゲートウェイにルーティングできるようにします。ダイヤルプランに従って、コールルーティングに適切な番号の形式を使用してください。

エンタープライズ機能アクセス番号の設定

Cisco Jabber DVO-Rコールのエンタープライズ機能アクセス番号(EFAN)を設定するには、次の 手順を実行します。

注:DVO-Rを使用して誰かに電話をかけると、着信者が受信した発信者IDは、EFANではな くエンタープライズ番号になります。EFANは、モバイルIDまたは代替番号へのコールバッ クレッグの発信者IDとしてのみ使用されます。

- 1. **Cisco Unified** CM Administrationインターフェイスを開きます。
- 2. [コールルーティング] > [モビリティ] > [エンタープライズ機能アクセス番号設定]を選択しま す。
- 3.「新規追加」を選択します。
- [Number]フィールドに、EFANを入力します。システム内で一意のDID番号を入力します。
 国際的なダイヤルをサポートするには、この番号の先頭に\+を付加します。
- 5. [Description] フィールドに、モビリティEFANの説明を入力します。
- 6. (オプション)このEFANをこのシステムのデフォル**トにする場合**は、[Default Enterprise Feature Access Number]チェックボックスをオンにします。
- 7. [Save] を選択します。

注: Cisco Jabberデバイスのモビリティプロファイルを設定することもできます(デフォル トのEFANをすでに設定している場合はオプション)。 モビリティプロファイルを使用する と、モバイルクライアントのDVO-R設定を設定できます。モビリティプロファイルを設定 した後は、そのプロファイルをユーザに割り当てるか、リージョンまたはロケーションのユ ーザなどのユーザグループに割り当てることができます。詳細については、ご使用のリリー スの『<u>Cisco Jabber導入およびインストールガイド</u>』を参照してください。

各デバイスのDVO-Rの設定

TCTまたはBOTデバイスごとにDVO-Rを設定するには、次の手順を使用します。

- 1. 各ユーザーに関連付けられたデュアルモードデバイスにモビリティIDを追加します。
- 2. <u>各ユーザに関連付けられたデュアルモ</u>ードデバイスの各デバイスでDVO-Rを有効にします。
- 3. [シングルナンバーリーチ(Single Number Reach)](オプション)を有効にした場合は、動作 することを確認します。デスクの内線番号をダイヤルし、関連付けられたモバイルIDで指定 された電話番号が鳴ることを確認します。

モビリティIDの追加

注:モビリティIDを追加して、モバイルデバイスの番号を宛先番号として指定する手順は、 次のとおりです。モビリティIDを追加するときに指定できる番号は1つだけです。2番目の 携帯電話番号などの代替番号を指定する場合は、リモート接続先を設定できます。モビリテ ィIDの設定特性は、リモート接続先の設定の特性と同じです。

- 1. Cisco Unified CM Administrationインターフェイスを開きます。
- 次のように、設定するデバイスに移動します。
 Device > Phone を選択します。設定するBOTまたはTCTデバイスを検索します。デバイス 名を選択して、[電話の設定]ウィンドウを開きます。
- 3. [関連付けられたモビリティID]セクションで、[新しいモビリティIDの追加]を選択します。
- 4. 宛先番号として携帯電話番号を入力します。この番号をアウトバウンドゲートウェイにルー ティングできる必要があります。通常、この番号は完全なE.164番号です。 注:ユーザの DVO-Rを有効にする場合は、ユーザのモビリティIDの宛先番号を入力する必要があります。
- 5. Dial-via-Officeリバースボイスメールポリシーをユーザー制御に設定します。
- 6. [Enable Single Number Reach] チェックボックスをオンにします。
- 7. 呼び出しスケジュールを[常**に]のままにする**か、特定の時刻または特定の日に携帯電話の番 号にコールをルーティングするためのスケジュールを設定します。

8. [Save] を選択します。

次の図は、Androidデバイスに必要なモビリティID設定の概要を示しています。

Mobility Identity Configuration	
🔚 Save 🗶 Delete	
Status: Ready	
Mobile (cellular) number corresponding to Jabber dual-mode device	
Destination Number* +19876543210 Dual Mode Phone BOTJSMITH Mobility Profile < None > Mobile Voicemail Avoidance: Dial-via-Office Reverse Voicemail Policy set to "User	
Single Number Reach Voicemail Policy* Use System Default Control" (recommended) [deployment dependent] [deployment dependent] [Single Number Reach Enable Single Number Reach	-
Ring this phone and my business phone at the same time when my business line(s) is dialed. dual-mode device	Lipified Mobility timero
Timer Information Wait* 4.0 seconds before ringing this phone when my business line is dialed.* Prevent this call from going straight to this phone's voicemail by using a time delay of* 1.5 seconds to detect when calls go straight to voicemail.* Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*	(default shown) [only applicable if Dial-via-Office Reverse Voicemail Policy is set to Timer Controlled]
When Single Number Reach is Enabled	
All the time As specified below	
Monday All Day No Office Hours	

次の図は、iPhoneデバイスに必要なモビリティID設定の概要を示しています。

Mobility Identity Configuration	
Save	
Status Image: Status: Ready Mobility Identity Information Name jsmith-MI Destination Number* +19876543210 Dual Mode Phone TCT3SMITH Mobile Voicemail Avoidance: Dial-via-Office Single Number Reach Voicemail Policy* Use System Default Dial-via-Office Reverse Voicemail Policy Use Reverse Voicemail Policy Use Reverse Voicemail Policy Is phone and my husiness phone at the same time when my husiness line(s) is dialed And mode double	
Timer Information Wait* 4.0 seconds before ringing this phone when my business line is dialed.* Prevent this call from going straight to this phone's voicemail by using a time delay of* 1.5 seconds to detect when calls go straight to voicemail.* Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.* When Single Number Reach is Enabled Ring Schedule Image: All the time	Unified Mobility timers (default shown) [only applicable if Dial-via-Office Reverse Voicemail Policy is set to Timer Controlled]
As specified below Monday All Day No Office Hours To No Office Hours	

各デバイスでDVO-Rを有効にする

- 1. Cisco Unified CM Administrationインターフェイスを開きます。
- 次のように、設定するデバイスに移動します。
 Device > Phone を選択します。設定するBOTまたはTCTデバイスを検索します。デバイス 名を選択して、[電話の設定]ウィンドウを開きます。
- [プロトコル固有の情報]セクションの[コーリングサーチスペースの再ルーティング]ドロップ ダウンリストで、コールをDVO-Rコールバック番号にルーティングできるコーリングサーチ スペース(CSS)を選択します。

- 4. [製品**固有の構成レイア**ウト]セクションで、[**Dial via Office**]**ドロップダウンリスト**を[有効]に 設定します。
- 5. [Save] を選択します。
- 6.「構成の適用」を選択します。
- 7. ユーザに対して、クライアントからサインアウトしてから、機能にアクセスするために再度 サインインするように指示します。

次の2つの図は、Androidデバイスのデュアルモードを設定し、DVO-Rを有効にする方法の概要で す。

Phone Type Product Type: Cisco Dual Mode for Android Uevice Frotection: Sir Registration: Registered with Cisco Unified Communications Manager gm IPv4 Address: 10.50.172.83 Active Load DI: Jabber_for_Android-11.5 Download Status:None Device Information Device is Active	Add Dual Mode for Android device	Mobility User ID jsmih • Primary Phone < None > • Use Trusted Relay Point* Default • Always Use Prime Line * Default • Always Use Prime Line for Voice Message* Default • Geolocation • I gnore Presentation Indicators (internal calls only) • I Logged Into Hunt Group •
Device Name* BOTJSMITH Description jsmith - Jabber for Android Device Pool* Default	Specify custom Softkey template with Mobility	Number Presentation Transformation Caller ID For Calls From This Phone Calling Daty Transformation CSS Fallers -
Common Device Configuration < None > Phone Button Template * Standard Dual Mode Jar Android Softkey Templata Mobility Common Phone Profile * Standard Common Phone Profile	softkey (needed for SNR configuration) [see Mobility Softkey Template]	Use Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone)
Calling Search Space PSTN AAR Calling Search Space < None > Media Resource Group List < None >	Calling Search Space (CSS)	Specify secure or non- secure SIP profile (Device Mobility Related Information)
User Hold MOH Audio Source < None > Network Hold MOH Audio Source < None > Location* Hub_None ARR Grup < None > User Locate < None >	CSS determines how dialed calls are routed [dial plan dependent]	Protocol Specific Information Packet Capture Mode* Packet Capture Duration BLF Presens Group* Standard Pr (DVO-R callback leg and SNR) HTP Prefered Originating Coded 7110/00
Intervers, Locare < None > Built to finder* Default Privacy* Default Device Mobility Mode* Default Owner Image: State of the state of th	Select User and assign device ownership by selecting User ID for both Owner and Mobility fields [see End User]	Device Security Profile* Cisco Dual Mode for Android - Standard SIP Non-S- Rerouting Calling Search Space SPTN SUBSCRIBE Calling Search Space Non > SIP Scrific* Standard SIP Profile for Mobile Device <u>View Details</u> Digest User < None > Media Termination Point Specify default SIP Profile for Mobile Device to ensure
Primary Phone < None > Use Trusted Relay Point* Default Always Use Prime Line * Default Always Use Prime Line for Voice Message* Default Geolocation < None > Image: Retry Video Call as Audio	• • • •	□Unattended Port Jabber stays registered when running in the background

Require DTMF Reception	1			Product Specific Configuration L	ayout	
-Associated Mobility Iden	tity			?		
Name		Destination Number		Cisco Usage and Error Tracking	Enabled	•
<u>ismith-MI</u>	+19876543210			Enable SIP Digest Authentication	Disabled	-
Associated Remote Dest	inations			SIP Digest Username		
Add a New Remote Destina	ation	Associated Mobility Identity		Application Dial Rules URL		
Certification Authority P	roxy Function (CAPF) Information	[see Mobility Identity Configuration]		Transfer to Mobile Network	Use Mobility Softkey (user receives ca	II) -
Certificate Operation*	No Pending Operation	•	- 11	Voicemail Username		
Authentication Mode*	By Null String	Ŧ		Voicemail Server		
Authentication String				Voicemail Message Store Username	· · · · · · · · · · · · · · · · · · ·	
Generate String				Voicemail Message Store		
Key Order*	RSA Only	¥		Enable I DAR User Authentication	Disabled	
EC Key Size (Bits)	Z046	*			Disabled	•
Operation Completes By	2015 9 18 12 (YYYY:MM:DD:HH)					
Certificate Operation Status	:: None			LDAP Password		
Note: Security Profile Conta	ains Addition CAPF Settings.			LDAP Server		
MLPP and Confidential A	ccess Level Information			Enable LDAP SSL	Disabled	-
MLPP Domain	< None >	•		LDAP Search Base		
Confidential Access Mode	< None >	•		LDAP Field Mappings		
Confidential Access Level	< None >	•		LDAP Photo Location		
Do Not Disturb				Emergency Numbers	999,911,112	Enable Dial ∨ia Office
Do Not Disturb				Domain Name		Reverse for the device
DND Option* Call Reject	•			Preset Wi-fi Networks		(dual-mode only)
 _ Product Specific Configu	ration Layout			Device Ringtone	Native Ringtone	•
	?			Device Ringtone Volume	Use Native Phone Setting	•
Cisco Usage and Error Trac	king Enabled	•		Dial via Office	Disabled	-
Enable SIP Digest Authentic	Disabled	•		Video Capabilities	Disabled	
SIP Direct Ucername				Reserved	Enabled	

次の2つの図は、iPhoneデバイスのデュアルモードを設定し、DVO-Rを有効にする方法を示して います。

Time to the deside of	Phone Type		Add Dual Mode for		Mobility User ID	jsmith	•	
Number of the state o	Product Type: Cisco Dual Mode for	r iPhone	iDhana daviaa		Primary Phone	< None >	•	
<pre>Market states state</pre>	Device Protocol: SIP			Use Trusted Relay Point*	Default	•		
<pre>style=ter the lise in the lise is the</pre>	Real-time Device Status			Always Use Prime Line*	Default	•		
<pre>read read read read read read read read</pre>	Registration: Registered with Cisco	o Unified Communications Manager	gmt-dvor-cucm1.cisco.com		Always Use Prime Line for Voice I	Message* Default	•	
Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Image: status Imag	IPv4 Address: 10.117.135.28 Active Load ID: labber for iOS-11.5				Geolocation	< None >		
With TC, all caps With TC, all caps <t< td=""><td>Download Status: Unknown</td><td>-</td><td></td><td> </td><td>Retry Video Call as Audio</td><td></td><td></td><td></td></t<>	Download Status: Unknown	-			Retry Video Call as Audio			
<pre></pre>	Device Information		Device pame must begi	n	Ignore Presentation Indicator:	s (internal calls only)		
Image: Description Image: Description Image: Description Image: Description Specify customs Software Image: Description Image: D	Device is Active		Device name must begin		Logged Into Hunt Group			
Instrume	Device is rusted		with ICI, all caps		Remote Device			
Specify description Specify description Construction Specify	Device Name*	тстэзмітн			Number Presentation Transfo	rmation —		
On the state of the state	Description	jsmith - Jabber for iPhone	Specify custor	n Softkev	- Calley ID Fay Calls From This	- Phone		
Summer conformation	Device Pool*	Default	template with	Mobility	Calling Darty Transformation CS	s Phone		
The market results Source of the function	Common Device Configuration	< None >	softkey (peede	d for SNR	Calling Party Transformation CS	<pre>>>> < None ></pre>		
Interference Interference Interference Interference Construction Construction Specify secure or non-secure statistic with the secure statistic withe secure statis with the secure statistis with the secure statist	Phone Button Template*	Standard Dual Mode for iPhone	sonkey (neede	tion)	Use Device Pool Calling Part	y Transformation CSS (Caller ID For Ca	lls From This Phone)	
Control Development Indevelopment Indevelopment Control Control Sector	Softkey Template	Mobility	Conliguia	uon) ov Tomplotol	Remote Number			
<pre> Calling Search Space (CSS) if source SIP profile if</pre>	Common Phone Profile*	Standard Common Phone Profile	[see woomly conke	ay remplatej	^{ci} Specify secur	e or non-	Ψ	
<pre>induced requests in the intervent for a descent requests in the intervent for a descent requests intervent requests intervent requests intervent requests interv</pre>	AAR Calling Search Space	PSIN	Calling Search Space (CSS)	secure SIP	profile S (Device Mobility I	Related Information)	
www.met.met.met.met.met.met.met.met.met.met	Media Resource Group List	< None >	in concatenation with	line	- Secure on	profile		
<pre>https://tites/table/is/is/is/is/is/is/is/is/is/is/is/is/is/</pre>	User Hold MOH Audio Source	< None >	CSS determines how di	beled	Protocol Specific Information	Berouting C	SS determines how calls to mobile	
Listent Name Listent of body All of any set of the	Network Hold MOH Audio Source	< None >	coo determines now d	laicu	Packet Capture Mode*	None (or all	ernate number) are routed	
All Greg Long Long Long Long Long Long Long Long	Location*	Hub_None	dial plan dependent		Packet Capture Duration	• (O) an	B collhook log and SND)	
<pre>list cload inter cloa</pre>	AAR Group	< None >	[unar plan dependent]		BLF Presence Group*	Standard Pr (DVC	(dial plan dependent)	
and the share	User Locale	< None >	•		MTP Preferred Originating Coded	711ulaw	[uiar plan depende/lt]	_
Select User and assign device workship hus device works	Network Locale	< None >	•		Device Security Profile*	Cisco Dual Mode for iPhone - Standar	d SIP Non-Se	
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Some starts (b) Junch Some Starts Filters Name - Some Starts So	Owner	User D Aponymous (Public	for both Owner and Mol	bility fields	SIP Prolite	Standard SIP Profile for Mobile Device	View Details	
Number product product in the intervention of the product of the produ	Owner User ID*	jsmith	[see End User]		Media Termination Point			
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シングルナンバーリーチの設定(オプション)

シングルナンバーリーチ(SNR)により、次の場合に誰かが勤務先番号にコールすると、ネイティ ブの携帯電話番号が呼び出されます。

- Cisco Jabberは使用できません。Jabberが再び使用可能になり、企業ネットワークに接続すると、Cisco Unified Communications ManagerはSNRではなくVoIPコールの発信に戻ります
- ユーザが[モバイルボイスネットワーク(Mobile Voice Network)]の通話オプションを選択します。
- ユーザが[自動選択(Autoselect)]通話オプションを選択すると、ユーザはWi-Fiネットワークの 外部にあります。

注:SNRによってユーザエクスペリエンスが向上する一方で、DVO-Rが動作する必要はあ

りません。

SNRを設定するには、次の手順を実行する必要があります。

- 1. <u>シングルナンバーリーチを有効にします。</u>
- 2. <u>モビリティIDを追加します。</u>
- 3. <u>リモート接続先の追</u>加(オプション)。
- 4. 接続をテストします。

シングルナンバーリーチの有効化

エンドユーザのSNRを有効にするには、次の手順を実行します。

- 1. **Cisco Unified** CM Administrationインターフェイスを開きます。
- 2. モバイルで既に設定されている既存のリモート接続先またはモビリティIDを検索して削除し ます

電話番号は次のとおりです。

[Device] > [Remote Destination]を選択します。宛先番号を検索します。宛先番号を削除します。

3. SNRのエンドユーザを次のように設定します。

「ユーザー**管理」>「エンド・ユーザー」を選択します**。エンドユーザを検索します。ユー ザーIDを選択して、「エンド・ユーザーの構成」**ウィンドウを**開きます。[モビリティ情報 (Mobility Information)]セクションで、[モビリティを有効にする(**Enable Mobility)]チェックボ** ックスをオンにします。[Save] を選択します。

4. SNRのデバイス設定を次のように設定します。 [Device] > [Phone] の順に移動します。設定するBOTまたはTCTデバイスを検索します。デ バイス名を選択して、[電話の設定]ウィンドウを開きます。次の情報を入力します。 ソフトキーテンプレート:[モビリティ]ボタンを含むソフトキーテンプレートを選択します。 ソフトキーテンプレートの設定については、ご使用のリリースの『Cisco Unified Communications Managerアドミニストレーションガイド』を参照してください(詳細につ いては、「関連情報」セクションまたは次の図を参照してください)。モビリティユーザ ID:ユーザを選択します。所有者ユーザーID:ユーザを選択します。値はモビリティユーザ IDと一致する必要があります。[Rerouting Calling Search Space]:携帯電話番号にルーティ ングする再ルーティングコーリングサーチスペースを選択します。[Save]を選択します。

注: Cisco Jabberを使用すると、ユーザはデバイスの携帯電話番号とは異なるDVO-Rコール のコールバック番号を指定できます。また、Rerouting Calling Search Spaceによって、ど のコールバック番号に到達できるかが制御されます。ユーザが代替番号を使用してDVO-Rコールバック番号を設定する場合は、コールを代替番号にルーティングするようにダイヤ ルプランを設定してください。

次の2つの図は、エンドユーザの設定を完了する方法を示しています。

End User Configuration							
🔚 Save 🗙 Delete 🚽	Add New						
Status		User ID fo	or Jabber dual-		labber borne cluster ar	d service	
Status: Ready		mo [local user]	de user shown, can also		discovery configur	ation	
User Information ——		be LDAP	-based user]		[service discovery and service discovery and	vice profile ent]	
User Status	Enabled Local	User					
Password	jsmith	_ Service Settings					
Confirm Password		Home Cluster	- Fod CM IM and December	(C	Provide the second test of the Court	uice Durfle)	
Self-Service User ID		Include mee	ting information in presence	ce(Requires Exchai	nge Presence Gateway to be configu	vice Profile) red on CUCM IN a	nd Presence server)
PIN		UC Service Profile	Use System Default		✓ <u>View Details</u>		
Confirm PIN	•••••	Device Information —					
Last name*	Smith	Controlled Devices	ВОТЈЅМІТН ТСТЈЅМІТН		Devi	ice Association]
Middle name						nce As	sociation for Presence
First name	Jane	Available Profiles			Device-Oser associa	auon	
					Ŧ		
-Directory Number /	Associations					,	
Primary Extension 12	2010001 in En	terprise_DNs	•	Prir	nary extension		
– Mobility Informatio	D			C	configuration		
Enable Mobility							
Maximum Wait Time f	ce Access for Desk Picku	P* 10000			Enable user fo	r Unified	Mobility
Demote Destination I	::+*	P 10000			(SNR, etc.) and DV	′O-R
	imit .	4					
Remote Destination P	rofiles				^		
					- View Details		
Mutilevel Preceden	ce and Pree	mption Authorizat	ion —				
MLPP User Identificati	on Number						
MLPP Password							
Confirm MLPP Passwo	ord						
MLPP Precedence Aut	horization Lev	el Default			•		
CAPF Information-							
Associated CAPF Prof	iles			^			
				- View	0 del como en tra «C	N	
					Add user to a	standard	
Permissions Inforn	nation ——				User acce	sscontre	bigroup
Groups Standard CC	M End Users		*				
		-		Add to	Access Control Group		
			-	Remov	e from Access Control	Group	
Roles Standard CC	M End Lleare		View Deta	<u>115</u>			
Standard CC	MUSER Admin	istration					
			▼ View Deta	ils			
L							

リモート接続先の追加(オプション)

リモート接続先を追加し、宛先番号として追加の番号を指定するには、次の手順を実行します。 モビリティIDの設定特性は、リモート接続先の設定の特性と同じです。追加のリモート接続先に は、自宅の電話番号、会議室番号、追加のモバイルデバイス用の複数の携帯電話番号など、任意 の種類の電話番号を指定できます。複数のリモート接続先を追加できます。

- 1. Cisco Unified CM Administrationインターフェイスを開きます。
- 次のように、設定するデバイスに移動します。
 Device > Phone を選択します。設定するBOTまたはTCTデバイスを検索します。デバイス 名を選択して、[電話の設定]ウィンドウを開きます。
- 3. [関連付けられた**リモート接続先]セクシ**ョンで、[新しいリ**モート接続先の追加]を選択します** 。
- 4. 目的の電話番号を[Destination Number]に入**力します**。番号をアウトバウンドゲートウェイ にルーティングできる必要があります。通常、この番号は完全なE.164番号です。
- 5. 次のコールタイマーの初期値を入力します。詳細については、Cisco Unified Communications Managerのオンラインヘルプを参照してください。
- 6. [Enable Single Number Reach]チェックボックスをオンにします。
- 7.特定の時刻または特定の日に携帯電話にコールをルーティングするためのスケジュールを設 定します。
- 8. [Save] を選択します。

ユーザ制御のボイスメール回避の設定

注: Cisco Unified Communications Managerからボイスメールにコールバックレッグがルー ティングされるのを防ぐため、つまりダイヤルしている相手へのボイスメールコールが停止 するように、DVO-Rボイスメールポリシーを「ユーザ制御」に設定することをお勧めしま す。これにより、コールを続行する前に、キーパッドの任意のキーを押してDTMFトーンを 生成する必要があります。

注意:ユーザ制御のボイスメール回避を有効にする場合、ユーザがDVO-Rコールを発信で きるように、DTMFをキャリアからCisco Unified Communications Managerに正常に伝播す る必要があります。

ユーザ制御のボイスメール回避をサポートするようにCisco Unified Communications Managerを 設定するには、次の手順を実行します。

- 1. モビリティIDの設定ページに移動します(「モビリティIDの<u>追加」を参照してください</u>)。
- [Dial-via-Officeリバースボイスメールポリシー]が[ユーザ制御]に設定されていることを確認 します。

次の図は、DTMFベースの機能を有効にする方法を示しています。

Service Parameter Configuration			Default enterp	rise feature access	Related
🔚 Save 🧬 Set to Default 🔍 Advanced			codes for m	id-call features	
Clusterwide Parameters (System - Mobility)			(DTM	IF-based)	
Enterprise Feature Access Code for Hold	*81			*81	
Enterprise Feature Access Code for Exclusive Hold.*	*82			*82	
Enterprise Feature Access Code for Resume *	*83			*83	
Enterprise Feature Access Code for Transfer.*	*84			*84	
Enterprise Feature Access Code for Conference.*	*85			*85	
Enterprise Feature Access Code for Session Handoff.*	*74			*74	
Enterprise Feature Access Code for Starting Selective Recording.*	*86			*86	
Enterprise Feature Access Code for Stopping Selective Recording.*	*87			*87	
Smart Mobile Phone Interdigit Timer *	500			500	
Non-Smart Mobile Phone Interdigit Timer.*	2000			2000	
Send Call to Mobile Menu Timer *	60			60	
SIP Dual Mode Alert Timer.*	1500	Enchie DTM	hand frating	00	
Call Screening Timer *	4000		-based leature	5 100	
Session Resumption Await Timer *	180	(mid-call and	2-stage dialing) ₁₀	
Inbound Calling Search Space for Remote Destination *	Trunk or Gateway Inbound Calling Search	Space 👻		Trunk or Gateway Inbound Callin	g Search Space
Enable Enterprise Feature Access *	True	-		False	
Dial-via-Office Forward Service Access Number					
Enable Mobile Voice Access	False	-		False	
Mobile Voice Access Number					
Matching Caller ID with Remote Destination *	Complete Match	*		Complete Match	
Number of Digits for Caller ID Partial Match *	10			10	
System Remote Access Blocked Numbers		Di Lui di			
Enable Use of Called Party Transformed Number for Mobile-terminated Calls	False	Diai pian dep	endent	False	
Honor Gateway or Trunk Outbound Calling Party Selection for Mobile Connect Calls.*	False	(configures auto	matic caller	False	
Clusterwide Parameters (System - Mobility Single Number Reach Voicemail)		ID match	ing) –		
Single Number Reach Voicemail Policy.*	Timer Control	•		Timer Control	
Dial-via-Office Reverse Voicemail Policy.*	Timer Control	•		Timer Control	
User Control Delayed Announcement Timer *	1000			1000	
User Control Confirmed Answer Indication Timer *	10000			10000	

Cisco Jabberクライアントの設定

Cisco Jabberクライアントの設定で、通話オプションを[モバイルボイスネットワーク(Mobile Voice Network)](または[自動選択(Autoselect)])に設定し、DVO-Rコールバック番号を設定します 。

コールバック番号には、Cisco Unified Communications Manager内のモビリティIDとして設定さ れた番号が自動的に入力されます。代替番号にコールバックするDVO-Rでは、ユーザ設定の代替 番号が使用されます。選択した番号は、DVO-Rコールを発信するときにコールされる番号です。

次の図は、DVO-R用にCisco Jabber for Androidを設定する方法の概要を示しています。



次の図は、DVO-R用にCisco Jabber for iPhoneを設定する方法の概要を示しています。



確認

次の図は、Cisco Jabber for Androidで正しく設定されたDVO-R(モビリティIDを使用)のクライ アントコールフローを示しています。



次の図は、DVO-Rが正しく設定されたら、代替番号を使用してDVO-Rのクライアントコールフロ ーを示しています。



次の図は、Cisco Jabber for iPhoneで正しく設定されたDVO-R(モビリティIDを使用)のクライ アントコールフローを示しています。



トラブルシュート

現在、この設定に関する特定のトラブルシューティング情報はありません。

関連情報

- <u>Cisco Expressway Mobile and Remote Access Deployment Guide</u>
- <u>Cisco Expressway SIP Trunk to Unified CM Deployment Guide</u>
- <u>Cisco Expressway Basic Configuration Deployment Guide</u>

- <u>Cisco Jabber Deployment and Installation Guide</u>
- 『Cisco Unified Communications Manager機能およびサービスガイド』
- Cisco Collaboration System Solution Reference Network Designs(SRND) モバイルコラボレ
 <u>ーション</u>