



Cisco BroadWorks





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一、前言

1. 功能介绍

Cisco Broadworks 的 hoteling 功能提供了同步酒店客户用户地址的功能,使用该功能可以为某分机号创建若 干个来宾账号。当客户入住时,管理员可以为其登入来宾账号供客户使用。该来宾账号有一定使用时长,当到期了 之后来宾账号将会自动注销。Hoteling 模式提供的来宾账号是一次性账号,既保证了客户资料的安全性,也降低了 账号使用成本。

2. 注意事项

- ① Hoteling 的来宾账号最多只能维持 999 小时,到期后账号将自动注销,请用户注意使用时间。
- ② 管理员账号和来宾账号互相独立,来宾账号需要占用某一分机号作为来宾账号。

二、配置流程





1、配置 Cisco BroadWorks

三、配置操作

①登录 Cisco BroadWorks

操作步骤:浏览器输入 Cisco BroadWorks 地址---》输入 User ID(用户名)及 Password(密码)--》点击 Login(登录)--》登陆成功---》进入需要使用的线路对应用户界面。

cisco

User ID Password U Remember Password	2 Login	
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Enterprise		Welcome [Logout
Enterprise Options: Profile Resources Services Call Center Communication Barring Meet-Me Conferencing Utilities	Profile Basic Groups Add, modify, or remove groups. Users Display all users in the enterprise. Service Instances Display all service instances in the enterprise. Profile Display or modify profile information. Change Password. Addministrators Add, modify, or remove administrators. Departments	Advanced Activation Code Device Onboarding Policies Configure service provider/enterprise level Activation Code Device Onboarding Policies. Call Processing Policies Configure service provider/enterprise level Call Processing Policies Configure service provider/enterprise level Call Processing Policies Configure enterprise-level Communication Barring authorization codes. Dial Plan Policy Configure service provider/enterprise level Dial Plan Policy Voice VPN Manage the enterprise virtual private network. Virtual On-Net Enterprise Extensions Manage Virtual On-Net Users.
	Departments Add, modify, or remove departments. Schedules Add, modify, or remove schedules.	Dialable Caller ID Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format. STIR-SHAKEN Configure STIR-SHAKEN signing, tagging, and verification.

图 1 登录进入 Cisco BroadWroks

图 2 登录成功



Enterprise > Flying_voice_gro	<u>up1</u> > <u>Users</u> : 9725983509@iop1as.te	ekvizion.com	Welcome [Logs
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities	Profile Basic Profile Display and configure profile information addresses. Addresses Addresses allows you to view and maint identifies that are used to make and rece Announcement Repository Manage the announcements for a user Passwords Set web access and portal passwords. Schedules Add, modify, or remove schedules.	按照该路径进入用F	Advanced Assign Services Assign or unassign services and service packs. Assign Asi Policy Profile Assign a Xsi policy profile for a user. Call Application Policies Select Call Control Applications enabled for a user. Call Policies Configure user Call Policies Configure user-level Call Processing Policies Configure user-level Call Processing Policies Configure user-level Call Processing Policies Configure user-level Call Processing Policies Configure user Interview Delicies. Configure Communication Barring Authorization codes for a user. Device Policies Configure user Device Policies.

图 3 进入用户界面

②分配所需服务

为管理员账号和来宾账号分配服务。

操作步骤: Assign Service--》选择所需功能(**管理员**账号分配 Hoteiling Host, 来宾账号分配 Hoteiling Guest)--》Add--》所需功能出现在右侧方框--》Apply。______

Options:	Profile		
Profile	FIOINE		
Incoming Calls	Basic	Advanced	
Outgoing Calls Qutgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities	Pasic Profile Display and configure profile information such as your name, department and address. Addresses Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls. Announcement Repository Manage the announcements for a user Passwords Set web access and portal passwords. Schedules Add, modify, or remove schedules.	Advanced Assign Services Assign or unassign services and service packs. Assign Xsi Policy Profile Assign Xsi Policy Profile for a user. Call Application Policies Select Call Control Applications enabled for a user. Call Policies Configure user Call Policies Configure user-level Call Processing Policies Configure user-level Call Processing Policies Configure Communication Barring Authorization Codes Configure user Device Policies.	
	图 4 分配服务(一)		



Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel	
Available Service Packs	User Service Packs
Flyingvoice-service pack	Add > Remove <
	Add All >> Remove All
Available Services	User Services
Executive-Assistant External Custom Ringback Fax Messaging Flash Call Hold Flexible Seating Guest Group Night Forwarding Hoteling Guest In-Call Service Activation Integrated IM&P	Authentication Add > Call Center - Premium Call Center - Premium Call Transfer Connected Line Identification Presentation Directed Call Pickup External Calling Line ID Delivery Add All >> Internal Calling Line ID Delivery Multiple Call Arrangement N-Way Call Shared Call Appearance
OK Apply Cancel	
图 5	分配服务(二)

③配置 Hoteling Host

操作步骤:

在管理员账号用户界面点击 Call Control--》Hoteling Host--》参数配置(详情见下表)--》点击 Apply。

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com Welcome [Logout] Options: Call Control Profile Incoming Calls Basic Advanced Outgoing Calls Directed Call Pickup Display the call centers that you belong to and allow log in or log out from those call centers. Call Centers Call Control Pick up a call using a feature access code and an extension. Calling Plans Call Transfer Client Applications Hoteling Host - On ransfer a call to another phone. Messaging Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile. Communication Barring Three-Way Call Utilities Start a conference call Shared Call Appearance Music/Video On Hold - On Display alternate calling identity/device profiles or lines assigned to you. Play audio (music) or video when the remote party is held or parked. N-Way Call Start a N-Way Conference Call

图 6 配置 Hoteling Host (一)



Hoteling Host

Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.

oteling Host: 💿 On 🔿 O		
Enforce Asso	ciation Limit 24 Hours	
Access Level: O Enterpris	© Group	
- Associated Guest		
Last Name:	First Name:	
Phone Number:		
Location Dialing Code:	Extension:	
Association Data:		

图 7 配置 Hoteling Host (二)

参数	描述
Hoteling Host	开关使能,选择 On。
Enforce	该号码作为管理员账号的时长,可自定义时长,但最长不可超过 999 小时。
Association Limit	
Access Level	Hoteling 使用范围,选择 enterprise 则该管理员账号可以选择整个平台的账号作为
	来宾账号;选择 Group 则该管理员账号仅可选择所在组内的账号作为来宾账号。
Associated Guest	来宾账号信息显示,包括该来宾账号的用户名称、账号、分机号及使用时间。

提示:

当来宾账号处于已登入状态时,其他参数将不能被改变,并且 Associated Guest 将显示来宾账号信息。

④配置 Hoteling Guest

操作步骤:

在来宾账号用户界面点击 Call Control--》Hoteling Guest--》Hoteling Guest 选择 On--》勾选 Limit Associate to xx(自定义租期,最大 999) Hour--》Search--》选择对应管理员账号--》点击 Add--》已选管理员账号出现在 右边方框--》点击 Apply。

Call Control	Advanced
Basic Directed Call Pickup Pick up a call using a feature access code and an extension.	Advanced Call Recording - Off Configure the call recording service.
Call Transfer Transfer a call to another phone.	Executive Allows an executive to define an assistant pool that will answer filtered calls.
MUSIC/VIGEO ON Hold - On Play audio (music) or video when the remote party is new or parked. N-Way Call	Executive-Assistant Display the executive pools the assistant is assigned to and also configure the settings for executive.
Start a N-Way Conference Call	Hoteling Guest - On Allows a user to associate their service profile with a host user and use the host user's device a their primary device.
	Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.
	Call Control Basic Directed Call Pickup Pack up a call using a feature access code and an extension. Call Transfer Transfer a call to another pheae. Music/Video On Hold - On Play audio (music) or video when the remote party is need or parked. N-Way Call Start a N-Way Conference Call





Hoteling Guest

Hoteling Guest allows a user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient employees.



图 9 配置 Hoteling Guest (二)

⑤获取 Hoteling Guest 登录信息

登录用户名和密码一般为来宾账户的四位数分机号,如示例使用的来宾账号分机号为3509,则登入用户名与密码皆为3509。

如果想要重新设置密码,请参考附录进行设置。

2、配置 IP 话机

①线路注册

在话机上注册管理员账号。

状态 网络 无线 V	oIP 电话 管理			超級管理员模式「張出」「重原
账号1 账号2 SIP设置	I VoIP QoS 响铃			
常规				帮助
主册状态				常规:
注册状态	注册成功			设置你的VoIP服务商提供的基本信息,例如电话号码,账号,密码,SIPf 理等等.
基本设置				
账号使能	开启 🗸			音频配置:
目户信息				选择你想使用的首频辅胖的器。
显示名称	9725983508	注册账户	9725983508	增值业务:
认证名称	9725983508	密码	•••••	呼叫等待 - 这个呼叫特性允许你的 电话在一次会话中接收另一个呼叫。
IP服务器 1				
注册服务器	iop1as.tekvizion.com	注册服务器端口	5060	注册服务器端口:
注册刷新时间(秒)	1800	传输方式		理端口号,当未填写注册服务器
代理服务器				时,可以用来呼叫内线。
代理服务器	192.65.79.250	代理服务器端口	5060	高级:
备份代理服务器		备份代理服务器端口	5060	高级参数由管理员设置.
启动DHCP选项120服务器设 置	禁止 ∨			提示:
				* 号表示此参数需要重启设备才会

图 10 线路注册





配置成功后,话机界面如下所示:



图 11 配置成功

测试步骤:

1. 按下**登入**软按键进入来宾登入界面,输入**用户名和密码**(可选择是否使用自动登录,若开启自动登录,下次登入时无需输入密码,将直接登入),按下**保存**软按键登入来宾账号:





图 14 登入中

注意**:**

账号名一般是用作来宾账号的四位数分机号,如示例中的分机号 3509,密码则是以上步骤中所设置的 portal password。



2. 登入成功, 拨打分机号 3507 演示通话:



图 15 登入成功

で通话中
"lying_voice User
3507
0:00:13 9725. 6
转接 保持 会议 挂机

图 16 通话测试

3. 登出账号,按下登出软按键,弹出登出确认界面,按下确认软键。



图 17 登出



图 18 确认登出



图 19 登出成功



附录

如何重新设置 Hoteling Guest 登入密码?

操作步骤:

ĺ.

在来宾账号用户界面点击 Profile--》Passwords--》选择 Set portal password--》设置密码--》在此输入确 认密码--》点击 Apply。

ices and service packs. 'rofile le for a user. licies cations enabled for a user. cies licies II Processing Policies tring Authorization Codes on Barring Authorization codes for a user. Policies.	
li o a tio	Vications enabled for a user. Itcles olicies all Processing Policies arring Authorization Codes tion Barring Authorization codes for a user. Policies.



K	Apply	Cancel		
oke Pr	eviously Issued	Long Lived Toker	<u>15</u>	
s user's	password expir	ed 3		
Set we	b access passw	vord 🖲 Set portal	password	
* Typ	e new password	1:		
Re-typ	e new password	t:		
(0-typ	5	*- <u> </u>		
1.8	<u> </u>			

图 21 配置 Hoteling Guest 账号密码(二)