



# Cisco BroadWorks 功能同步配置手册



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## 一、前言

## 1. 功能介绍

功能同步是 Cisco Broadworks 的特色功能之一,它可以使话机上的某些功能更改状态时将状态同步 到服务器,避免了由于两者不同步带来的错误,如通话中断。举个例子,当用户在话机上将免打扰打 开时,服务器上分配给该话机的线路同样显示免打扰已打开。反之,用户在服务器上将该线路的免打 扰打开,话机也将显示免打扰已打开。

### 2. 注意事项

- 功能同步支持同步状态的常用功能有: 免打扰 (DND)
   无条件呼叫转移 (CFA)
   遇忙转移 (CFB)
   无应答转移 (CFNA)
   呼叫中心签入/签出
   行政助理 (Executive)
   通话记录
- 2. 本文旨在为使用 Cisco Broadworks 作为 SIP 服务器,使用飞音 IP 话机作为终端的用户提供功能 同步的操作引导。







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## 三、配置操作

## 1、配置 Cisco BroadWorks

#### 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		Re Maria
Password Remember Pas	sword	
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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	Advanced Activation Code Device Onboarding Policies Configure service provider/enterprise level Activation Code Device Onboarding Policies. <u>Call Processing Policies</u> Configure service provider/enterprise level Call Processing Policies <u>Communication Barring Authorization Codes</u> Configure enterprise-level Communication Barring authorization codes.
Display or modify profile information. Change Password Change your password. Administrators Add, modify, or remove administrators. Departments Add, modify, or remove departments. Schedules Add, modify, or remove schedules.	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. Dialable Caller ID Automatically prepend digits to the incoming caller ID of public calls so the caller II presented in dialable format. STIR-SHAKEN
	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         Change your password.         Add, modify, or remove administrators.         Departments         Add, modify, or remove departments.         Schedules         Add, modify, or remove schedules.

#### 图 1 登录进入 Cisco BroadWroks

图 2 登录成功



https://www.flyingvoice.cn

Enterprise > Flying_voice_grou	up1 > <u>Users</u> : 9725983509@iop1as.tekvizion.c	com	Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities	Profile         Basic         Profile         Display and configure profile information such as yeadress.         Addresses         Addresses allows you to view and maintain your phildentifies 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.	按照该路径进入用/ our name, department and none numbers and other	中界面 Advanced Assign Services Assign or unassign services and service packs. Assign a Xsi 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 Communication Barring Authorization Codes Configure Communication Barring Authorization codes for a user. Pevice Policies Configure user Device Policies.	

图 3 进入用户界面

#### ②分配需要同步的功能

操作步骤: Assign Service--》选择所需功能(此处以DND为例)--》Add--》所需功能出现在 右侧方框--》Apply。

Options: Profile	Profile	
Incoming Calls Outgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities	Basic         Profile         Display and configure profile information such as your name, department and address.         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 for a user.  Device Policies 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 fill be lost.

OK Apply Cancel	
Available Service Packs	User Service Packs
Flyingvoice-service pack	Add > Remove <
•	Add All >> Remove All
Available Services	User Services
Customer Originated Trace Custom Ringback User Custom Ringback User - Call Waiting Custom Ringback User - Video Directed Call Pickup Directed Call Pickup with Barge-in Direct Route 2 Diversion Inhibitor Do Not Disturb Enhanced Call Logs External Custom Ringback	3       Add >         Call Forwarding Always       Call Forwarding Busy         Call Forwarding No Answer       Call Forwarding No Answer         Call Forwarding No Answer       Call Recording         Call Transfer       4         Connected Line Identification Presentation       Executive         Executive       Add All >>         Remove All       External Calling Line ID Delivery         Internal Calling Line ID Delivery       Internal Calling Line ID Delivery

图 5 分配服务(二)

#### ③开启功能同步

#### 操作步骤:

Profile--》Device Policies--》勾选 Single User Private and Shared Lines--》勾选 Enable Device Feature Synchronization--》Apply。



图 6 开启功能同步(一)

Device Policies View or modify Device Policies for the User.			
OK Apply Cancel			
<ul> <li>Single User Private and Shared Lines</li> <li>Enable Device Feature Synchronization</li> <li>Enable Call Decline</li> </ul>			
O Multiple User Shared Lines			
Enable ACD			
Enable Call Forwarding Always			
Enable Call Forwarding Busy			
Enable Call Forwarding No Answer			
Enable Do Not Disturb			
Enable Executive			
Enable Executive Assistant			
Enable Security Classification			
Enable Call Recording			
OK Apply Cancel			

图 7 开启功能同步(二)

### 2、配置 IP 话机

确保 IP 话机已经注册以上配置的线路。该步骤在飞音话机 Web 界面上操作。

#### ①开启功能同步

操作步骤: VoIP--》账号 x--》功能同步选择开启--》保存并应用。

FLYINGVOIC	E			当前时间 2024-01-09 16:38: 超级管理员模式 「退出1 「軍启
状态 网络 无线 2 账号 1 <del>账号 2</del> SIP设置	eta  管理    置  VoIP QoS			
常规				帮助
+冊状态				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,SIP(1 理等等
基本设置				¥44.
账号使能	开启 🗸			<b>音频配置:</b> 洪扬/应相使用的变质绝望和器
用户信息				20年1小点1史用13百列9辆用419名。
显示名称	9725983509	注册账户	9725983509	增值业务:
认证名称	9725983509	密码	•••••	<ul> <li>呼叫等待 - 这个呼叫特性允许你的</li> <li>电话在一次会话中接收另一个呼叫.</li> </ul>
SIP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		─ 每个FXS口都可以被配置为不同的件 理端口号 当去填写注册服务器
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 🗸		A contraction	提示:
				* 号表示此参数需要重启设备才会
<u> </u>				

图 8 开启功能同步(一)



增值业务			
曾值业务			
呼叫等待	开启 🗸	热线呼叫号码	
MWI使能	开启 🗸	语音信箱号码	*2
MWI订阅使能	禁止 🗸	订阅周期	3600
语音订阅周期 (秒)	3600	显示语音邮件	禁止~
去电阻止密码	••••	去电使能密码	••••
Emergency Call Num		3	
会话挂机转接	禁止~	功能同步	开启 🗸
局级			
	图 9 开启	功能同步(二)	
P高级设置			
最小RTP端口	0 (0 为自动选择)	最大RTP端口	50000
对称RTP	禁止 🗸		



图 10 开启功能同步(三)

广东省深圳市南山区桃源街道留仙大道3370号南山智园崇文园区1号楼1801-1802号



## 四、检验结果

## 1. 在 Cisco BroadWorks 上开启免打扰功能

#### 操作步骤:

Incoming Calls--》Do Not Disturb--》勾选 On--》Apply--》话机状态随之自动改变。

Options:	Incoming Calls					
	Best	Adversed				
Incoming Calls	Basic	Advanced				
Call Control	Call Forwarding Always - Off	Priority Alert - On				
Calling Plans	Automatically forward all your incoming calls to a different phone number.	Ring your phone with a distinctive ring when pre-defined criteria, such as phone				
Messaging	Call Forwarding Busy - Off	number, time of day or day of week, are met.				
Communication Barring	Automatically forward your calls to a different phone number when your phone is busy.					
Utilities						
ountes	Call Forwarding No Answer - Off					
	Automatically forward your calls to a different phone number when you do not answer					
	2					
	Do Not Disturb - On					
	Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.					
External Calling Line ID Delivery - On         Provides Calling Line ID information of an external caller.						
					Internal Calling Line ID Delivery - On	
					Provide Calling Line ID information of group or enterprise member when called.	
	•					
	图 11 Cisco BroadWorks 开启领	为打扰(—)				
Do Not Disturb						
Allowe you to send your calle directly to your voice messaging boy without ringing your phone. In addition, you can make your primary phone amit a short find hurst to inform						
Anows you to send your cans uncerve to your voice messaging box without migning your phone. In addition, you can make your philary phone entits a short mig burst to minom you when the call is being sent to voice messaging bu sign the Ring Reminder. This is important when you have forcingten the service is turned on and your phone.						
waiting to receive calls.						
·········						
OK Apply Cancel						

Do Not Disturb: On Off
Play Ring Reminder when a call is blocked
OK Apply Cancel

图 11 Cisco BroadWorks 开启免打扰(二)



图 12 测试成功,话机状态随之改变



### 2. 在话机上关闭免打扰功能

Basic

操作步骤:

按下话机上对应按键关闭免打扰--》服务器上状态随之变成 Off(关闭)。

		Calla
Inco	mina	Calls
		Julio

Call Forwarding Always - Off

#### Advanced

Priority Alert - On Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.

Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.

Automatically forward all your incoming calls to a different phone number.

<u>Call Forwarding No Answer - Off</u> Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Do Not Disturb - Off

Do NOT DISTURD - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.

Internal Calling Line ID Delivery - On

Provide Calling Line ID information of group or enterprise member when called.

图 13 测试成功, 服务器状态随之改变