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โครงการค่าจัดหาระบบโทรศัพท์ (IP Telephony) เพื่อการสื่อสารแบบครบวงจร
ของกระทรวงมหาดไทย สำนักงานปลัดกระทรวงมหาดไทย

สัญญาเลขที่ 45/2563 ลงวันที่ 13 กรกฎาคม 2563
ระยะเวลาโครงการ 14 กรกฎาคม 2563 – 5 มีนาคม 2565
(600 วัน)



กระทรวงมหาดไทย



คู่มือการดูแลระบบโทรศัพท์ Cisco Call Managerสำหรับผู้ดูแล ระบบ

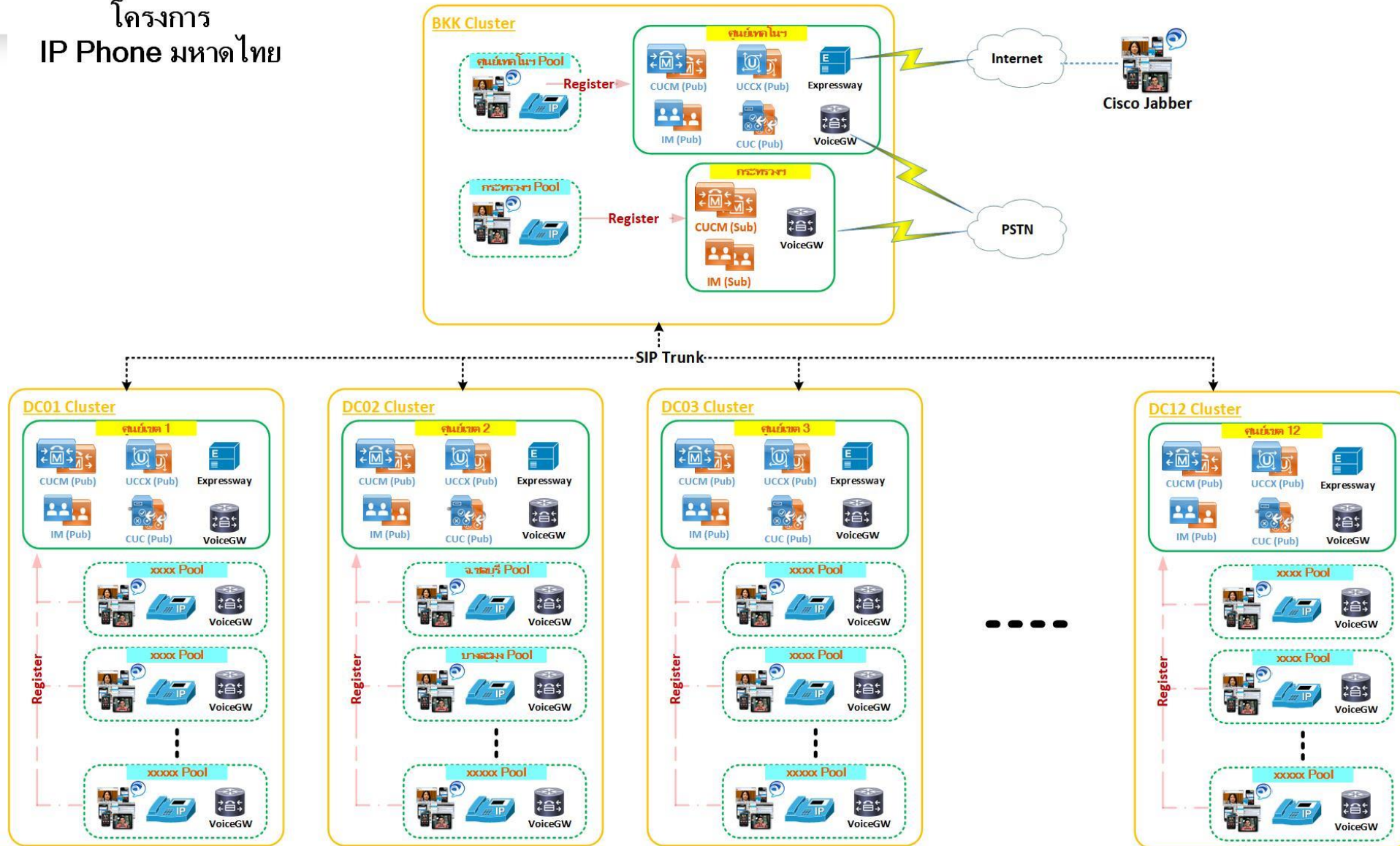
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System Diagram

โครงการ
IP Phone มหาดไทย



IP Phone types



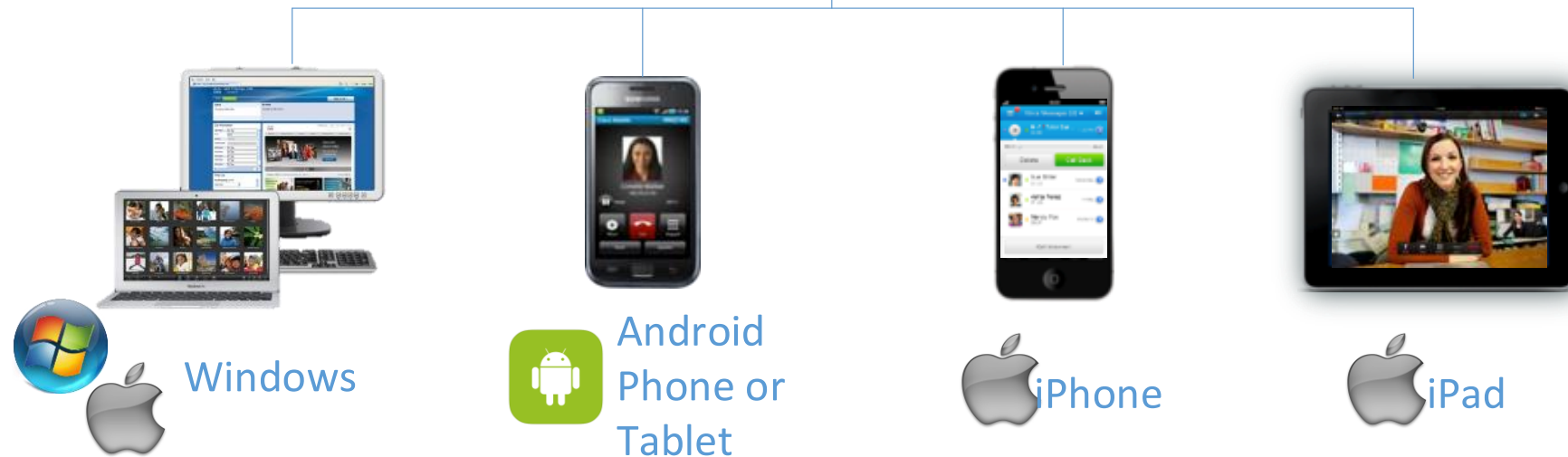
Cisco 7841



Cisco 8845

Jabber Type

Cisco Jabber



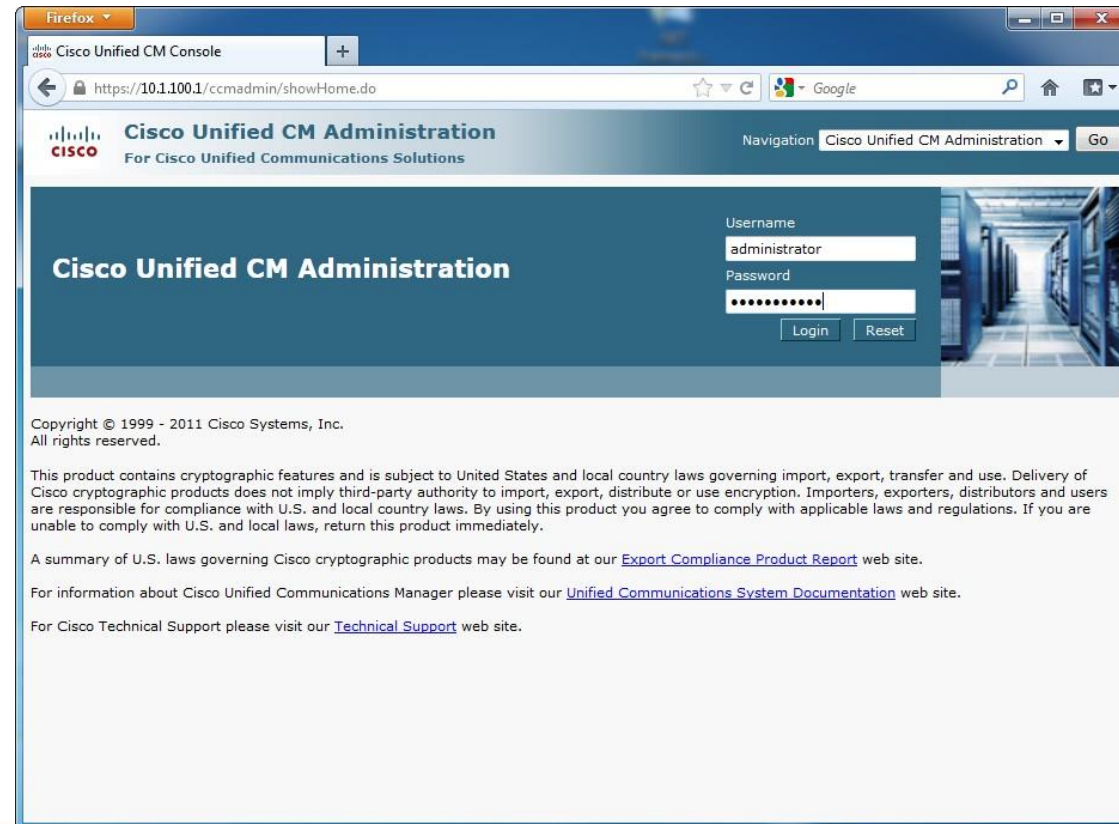
การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

เข้าไปที่ [https:// 10.230.1.21](https://10.230.1.21)

Username: administrator

Password: IPT@dmin123



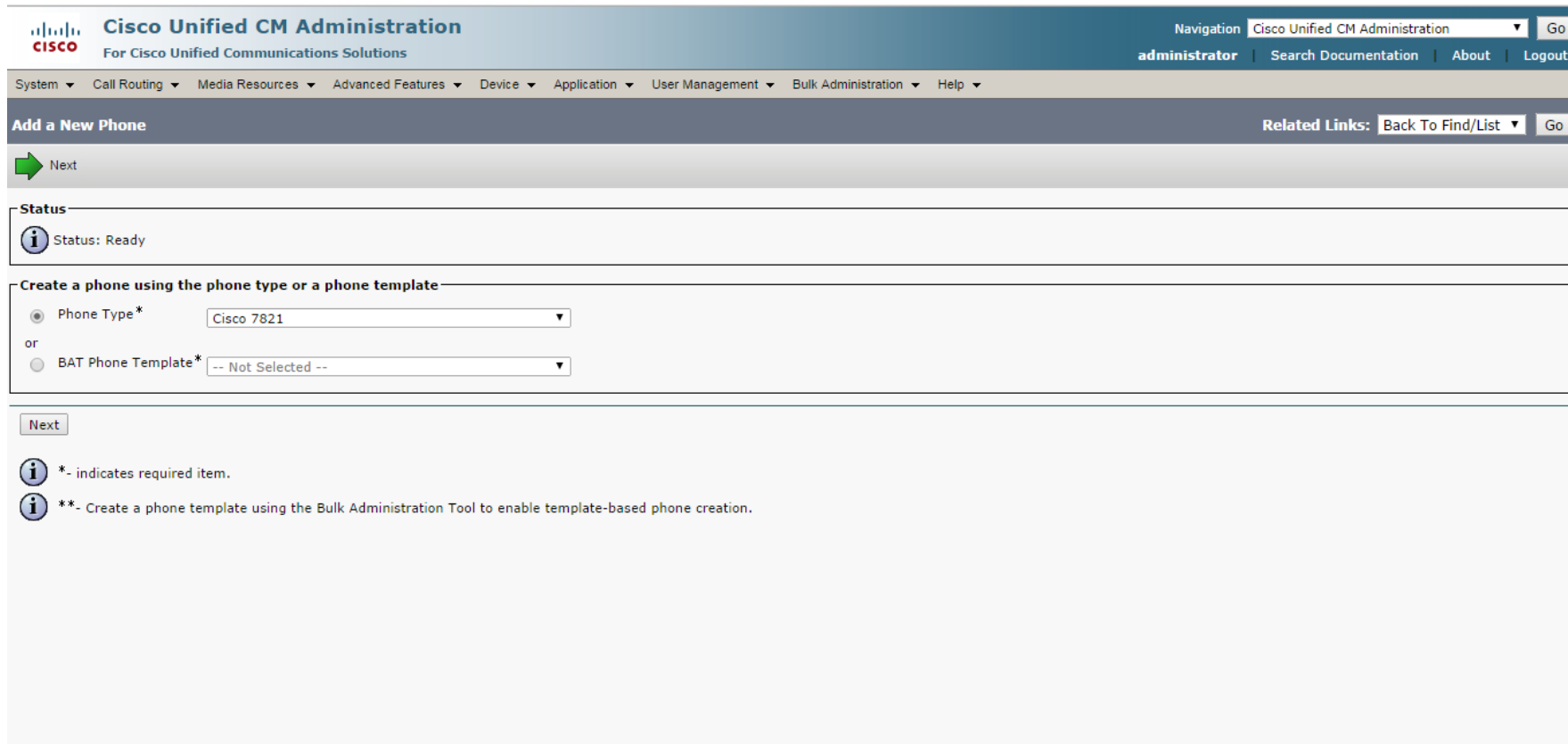
การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

Step1. Select → Device → Phone → addnew

The screenshot displays the Cisco Unified CM Administration web interface. At the top, the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions" are visible. Below this is a navigation bar with several menu items: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The "Device" menu is currently expanded, showing a list of options: CTI Route Point, Gatekeeper, Gateway, Phone (which is highlighted), Trunk, Remote Destination, and Device Settings. On the left side of the interface, there is a "Phone Configuration" section with icons for Save, Delete, Copy, Reset, and Apply Config. Below this is a "Status" section showing "Status: Ready" with an information icon. At the bottom, there is an "Association" section with a "Modify Button Items" button and a "Product Type: Cisco 7841" label.

การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

Step2. Select Phone Type → Next



The screenshot shows the Cisco Unified CM Administration interface for adding a new phone. The page title is "Add a New Phone" and the user is logged in as "administrator". The status is "Ready". The "Phone Type" is selected as "Cisco 7821" and the "BAT Phone Template" is "-- Not Selected --". A "Next" button is visible at the bottom of the form.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go
administrator | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Add a New Phone Related Links: Back To Find/List Go

Next

Status
Status: Ready

Create a phone using the phone type or a phone template

Phone Type* Cisco 7821

or

BAT Phone Template* -- Not Selected --

Next

i *- indicates required item.
i **- Create a phone template using the Bulk Administration Tool to enable template-based phone creation.

การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

Step4. ที่หน้า Phone

Configuration

ข้อมูลสำคัญที่จำเป็นต้องใส่ มีดังต่อไปนี้

- *Mac address*
- *Description*
- *Device pool*
- *Phone button template*
- *Soft key Template*
- *Calling search space*
- *Device security profile*

จากนั้นคลิกปุ่ม **save**

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step4. ที่หน้า Phone Configuration

Device Information	
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
MAC Address*	544A003684DE
Description	Agent
Device Pool*	SET View Details
Common Device Configuration	< None > View Details
Phone Button Template*	Standard 7841 SIP
Softkey Template	Softkey_SET
Common Phone Profile*	Standard Common Phone Profile View Details
Calling Search Space	04_SET_Domestic_CSS
AAR Calling Search Space	< None >
Media Resource Group List	SET_MRGL_Soft
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >
Location*	Hub_None
AAR Group	< None >
User Locale	< None >

การเพิ่ม, ลบ, ปรับเปลี่ยน Cisco IP Phone

Network Locale	< None >	
Built In Bridge*	Default	
Privacy*	Default	
Device Mobility Mode*	Default	View Current Device Mobility Settings
Owner	<input type="radio"/> User <input checked="" type="radio"/> Anonymous (Public/Shared Space)	
Owner User ID		
Phone Personalization*	Default	
Services Provisioning*	Default	
Phone Load Name		
Use Trusted Relay Point*	Default	
BLF Audible Alert Setting (Phone Idle)*	Default	
BLF Audible Alert Setting (Phone Busy)*	Default	
Always Use Prime Line*	Default	
Always Use Prime Line for Voice Message*	Default	
Geolocation	< None >	
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)		

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Protocol Specific Information

Packet Capture Mode*	None
Packet Capture Duration	0
BLF Presence Group*	Standard Presence group
SIP Dial Rules	< None >
MTP Preferred Originating Codec*	711ulaw
Device Security Profile*	Cisco 7841 - Standard SIP Non-Secure Profile
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	Standard SIP Profile
Digest User	< None >

Media Termination Point Required
 Unattended Port
 Require DTMF Reception

[View Details](#)

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step5. หลังจากกดปุ่ม **save** แล้วจะมีแถบทางซ้ายมือปรากฏขึ้น (Association Information) จากนั้นให้คลิกที่ **Line [x] – Add a new DN** เพื่อที่จะเพิ่มเบอร์

The screenshot displays the Cisco Unified CM Administration interface. At the top, the navigation bar includes 'Navigation Cisco Unified CM Administration' and 'administrator | Search Documentation | About | Logout'. Below this, the 'Phone Configuration' section shows a 'Related Links: Back To Find/List' dropdown. The main content area is divided into several sections:

- Status:** Add successful
- Association:** A table with 10 rows. The first row is highlighted in red and contains the text 'Line [1] - Add a new DN'. Other rows include 'Line [2] - Add a new DN', 'Add a new SD', and 'Add a new BLF Directed Call Park'.
- Phone Type:** Product Type: Cisco 7821, Device Protocol: SIP
- Real-time Device Status:** Registration: Unknown, IPv4 Address: None
- Device Information:** Device is Active (checked), Device is trusted (checked), MAC Address*: BC671C31C946, Description: SEPBC671C31C946, Device Pool*: BKN, Common Device Configuration: < None >, Phone Button Template*: Standard 7821 SIP

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step 5. เมื่อนำ Directory Number Configuration ปรากฏขึ้นมา

ข้อมูลที่สำคัญที่จำเป็นต้องใส่มีดังนี้

- Directory number
- Route Partition

ข้อมูลที่มีความสำคัญแต่ไม่จำเป็นต้องใส่มีดังนี้

- Call Forward - ในช่องนี้ใส่หมายเลขที่ต้องการโอนสายไป.
- Call Pickup - ใส่กลุ่มในการดึงสาย
- Display - ใส่ชื่อที่ต้องการให้แสดงที่ฝั่งปลายทาง เวลาโทรเข้ามา
- ASCII display - ใส่ชื่อที่ต้องการให้แสดงที่ฝั่งปลายทาง เวลาโทรเข้ามา
- Line text label - ใส่ชื่อที่ต้องการให้แสดงบนหน้าจอ
- ASCII line text label- ใส่ชื่อที่ต้องการให้แสดงบนหน้าจอ

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step5. ที่หน้า Directory Number Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help

Directory Number Configuration

Save

Status
 Status: Ready

Directory Number Information

Directory Number* Urgent Priority
Route Partition < None >

Description
Alerting Name
ASCII Alerting Name
External Call Control Profile < None >

Active

Directory Number Settings

Voice Mail Profile < None > (Choose <None> to use system default)
Calling Search Space < None >
BLF Presence Group* Standard Presence group
User Hold MOH Audio Source < None >
Network Hold MOH Audio Source < None >
Auto Answer* Auto Answer Off

Reject Anonymous Calls

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step5. ที่หน้า Directory Number Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go
administrator | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Directory Number Configuration Related Links: Configure Device (SEPBC671C31C946) Go

Save Delete Reset Apply Config Add New

Retain this destination in the call forwarding history

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			Use System Default
Forward All	<input type="checkbox"/> or	<input type="text"/>	04_BKN_Domestic_CSS
Secondary Calling Search Space for Forward All			< None >
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)		<input type="text"/>	
Call Pickup Group		7000-Admission in 01_BKN_Internal_PT	

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step5. ที่หน้า Directory Number Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go
administrator | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Directory Number Configuration Related Links: Configure Device (SEPBC671C31C946) Go

Save Delete Reset Apply Config Add New

Hold Reversion Notification Interval (seconds) Setting the Hold Reversion Notification Interval to zero will disable the feature
Party Entrance Tone* Default

Line 1 on Device SEPBC671C31C946

Display (Caller ID)	test 01	Display text for a line appearance is intended for displaying text such as a name instead of a directory number for calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.
ASCII Display (Caller ID)	test 01	
Line Text Label	test 01	
External Phone Number Mask		
Visual Message Waiting Indicator Policy*	Use System Policy	
Audible Message Waiting Indicator Policy*	Default	
Ring Setting (Phone Idle)*	Use System Default	
Ring Setting (Phone Active)	Use System Default	Applies to this line when any line on the phone has a call in progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	


การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step6. การลบข้อมูลโทรศัพท์

- ไปที่ **Device > Phone**
- จากนั้นกดปุ่ม **Find** เพื่อแสดงรายการโทรศัพท์ที่ต้องการออกมา
- กดติ๊กเครื่องหมายถูกที่บริเวณหน้าโทรศัพท์ ที่ต้องการจะลบ
- กดปุ่ม **Delete** เพื่อลบข้อมูลโทรศัพท์ที่ถูกติ๊กไว้ทั้งหมด

การเพิ่ม, ลบ, เปลี่ยน Cisco IP Phone

Step6. การลบข้อมูลโทรศัพท์



The screenshot displays the Cisco Unified Communications Manager (CUCM) Phone Configuration interface. At the top, there is a navigation menu with options like System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. Below this, the page title is "Phone Configuration" and there is a "Related Links: Back To Find/List" button. A toolbar contains several action buttons: Save, Delete (highlighted with a red box), Copy, Reset, Apply Config, and Add New. The main content area is divided into sections: "Status" (showing "Status: Ready"), "Association" (with a "Modify Button Items" button and a list of 6 lines), "Phone Type" (showing "Product Type: Cisco 7841" and "Device Protocol: SIP"), and "Real-time Device Status" (showing "Registration: Registered with Cisco Unified Communications Manager 10.5.200.1", "IPv4 Address: 10.6.212.34", "Active Load ID: sip78xx.10-2-1-12SR1-4", "Inactive Load ID: sip78xx.10-2-1-12", and "Download Status: None").

การเพิ่ม EndUser

Add EndUser

Step1. ไปที่ User Management > End User > Add new

ข้อมูลที่สำคัญที่จำเป็นต้องใส่มิดังนี้

- **User ID** – user ที่เอาไว้ใช้ login
- **Password** – password ที่เอาไว้ใช้ login
- **Pin** – pin ที่เอาไว้ใช้ login
- **Last name** – ใส่ชื่อผู้ให้
- **Telephone Number** - เบอร์ extension

จากนั้นกด save

Add EndUser

Step1. ไปที่ User Management > End User > Add new

End User Configuration

Save Delete Add New

Status

Status: Ready

User Information

User Status	Active Local User
User ID*	helpdeskuser1
Password
Confirm Password
Self-Service User ID	86202
PIN
Confirm PIN
Last name*	helpdeskuser1lastname
Middle name	
First name	
Title	
Directory URI	
Telephone Number	
Home Number	

Edit Credential

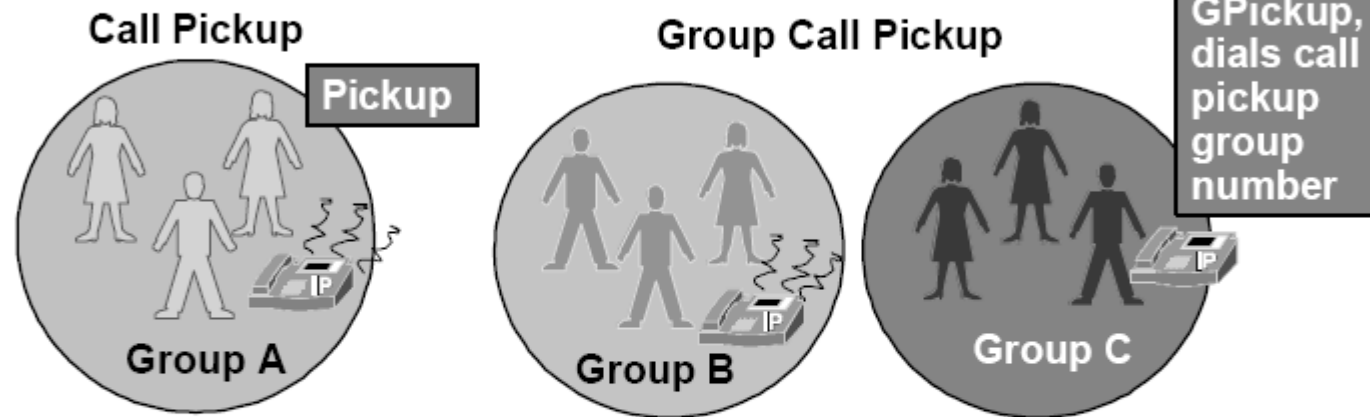
Edit Credential

Cisco Call Manager Call Control

Call Pickup & Group Call Pickup

Call Pickup and Group Call Pickup

Cisco.com

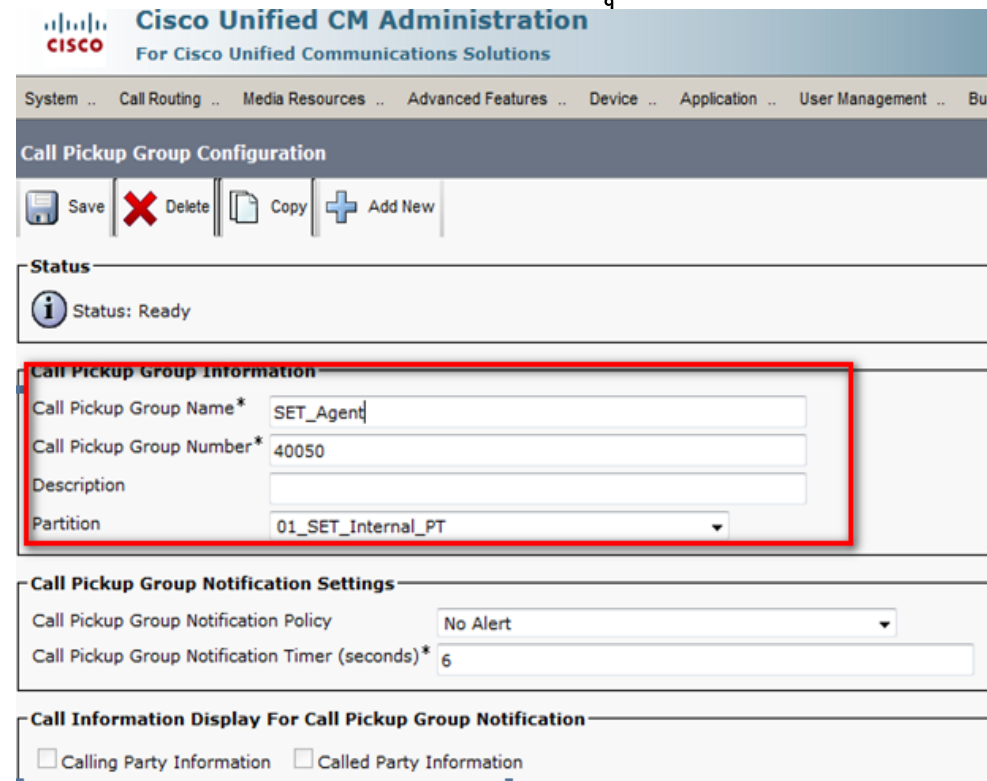


- **Call Pickup**—Allows users to pick up incoming calls within their own group.
 - Cisco CallManager automatically dials the appropriate call pickup group number when the user presses **Pickup**.
- **Group Call Pickup**—Allows users to pick up incoming calls in another group.
 - User must dial the appropriate call pickup group number when user presses **GPickup**.

การสร้าง Pickup Group

Step1.ไปที่ Call Routing > Call Pickup Group > Add New

- Call Pickup Group Name: ใส่ชื่อของกลุ่มตั้งสาย
- Call Pickup Group Number: ใส่เบอร์ของกลุ่มตั้งสาย
- Description
- Partition



The screenshot displays the Cisco Unified CM Administration interface for configuring a Call Pickup Group. The page title is "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The breadcrumb navigation shows: System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bulk. The main heading is "Call Pickup Group Configuration". Below the heading are buttons for Save, Delete, Copy, and Add New. The "Status" section shows "Status: Ready". The "Call Pickup Group Information" section is highlighted with a red box and contains the following fields: "Call Pickup Group Name*" with the value "SET_Agent", "Call Pickup Group Number*" with the value "40050", "Description" (empty), and "Partition" with the value "01_SET_Internal_PT". The "Call Pickup Group Notification Settings" section includes "Call Pickup Group Notification Policy" set to "No Alert" and "Call Pickup Group Notification Timer (seconds)*" set to "6". The "Call Information Display For Call Pickup Group Notification" section has two unchecked checkboxes: "Calling Party Information" and "Called Party Information".

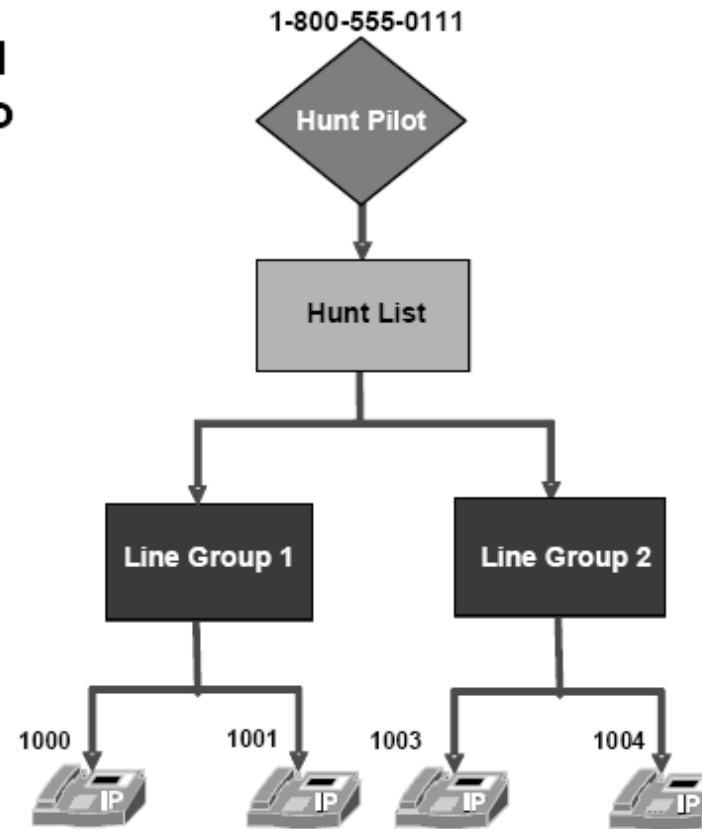
Hunt Group

Call-Distribution Components

Cisco.com

Line groups, hunt lists, and hunt pilots work together to provide call-distribution capabilities.

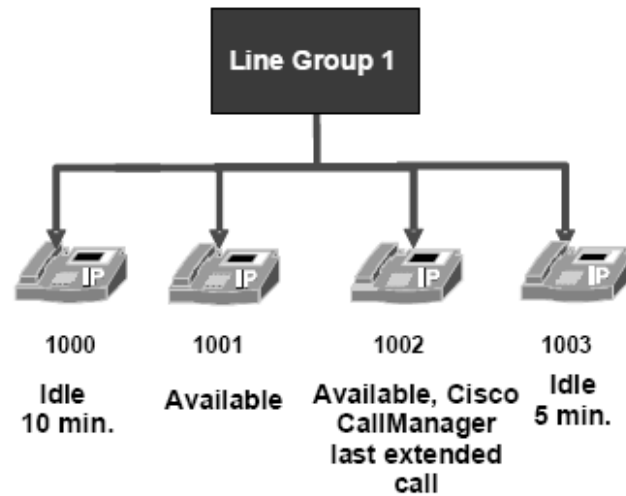
- Line group—Designates the order in which directory numbers are chosen
- Hunt list—Contains line groups
- Hunt pilot—Number associated with a hunt list; caller can reach someone by dialing the hunt pilot number



Hunt Group

Call Distribution Algorithms

Cisco.com



The call-distributing algorithm is applied at the group level.

- **Top down:** Idle and available members, round robin. (Next call to 1000.)
- **Circular:** $(n + 1)$ th member where n is the member to which Cisco CallManager most recently extended call. (Next call to 1003.)
- **Longest idle time:** Idle members only, from most to least idle. (Next call to 1000.)
- **Broadcast:** All idle and available members simultaneously. (Next call to all DN's.)

Hunt Group: การเพิ่ม Line Group

Step1. ไปที่ Call Routing > Route/Hunt > Line Group > Add New

The screenshot shows the Cisco Unified CM Administration web interface for configuring a Line Group. The page title is "Line Group Configuration" and it includes navigation menus for System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The user is logged in as "administrator".

Line Group Information

- Line Group Name*: test
- RNA Reversion Timeout*: 15
- Distribution Algorithm*: Longest Idle Time

Hunt Options

- No Answer*: Try next member; then, try next group in Hunt List
- Busy**: Try next member; then, try next group in Hunt List
- Not Available**: Try next member; then, try next group in Hunt List

Line Group Member Information

Find Directory Numbers to Add to Line Group

- Partition: < None >
- Directory Number Contains: [input field] Find
- Available DN/Route Partition: 02111111, 02222222, 027060500/internal, 08111111, 08122222
- Add to Line Group

Current Line Group Members

- Reverse Order of Selected DN/Route Partitions
- Selected DN/Route Partition: 1169
- Removed DN/Route Partition: [empty]

Directory Numbers

- 1169 (no partition)

Buttons: Save, Delete, Add New

Hunt Group: การเพิ่ม Hunt List

Step2. ไปที่ Call Routing > Route/Hunt > Hunt List > Add New

The screenshot displays the Cisco Unified CM Administration interface for Hunt List Configuration. The page title is "Hunt List Configuration" and it includes a navigation menu with options like System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The user is logged in as "administrator".

Status: Update successful

Hunt List Information:

- Name*: Operator-HuntList
- Description: Operator-HuntList
- Cisco Unified Communications Manager Group*: Default
- Enable this Hunt List (change effective on Save; no reset required)
- For Voice Mail Usage

Hunt List Member Information:

- Add Line Group** button
- Selected Groups**: test
- Removed Groups***: (empty)

Hunt List Details: test

Buttons: Save, Delete, Copy, Reset, Add New

Footnote: * - indicates required item.

Hunt Group: การเพิ่ม Hunt Pilot

Step3. ไปที่ Call Routing > Route/Hunt > Hunt Pilot > Add New

- Hunt Pilot: ใส่เบอร์ Hunt Pilot
- Description:

The screenshot shows the Cisco Unified CM Administration web interface for configuring a Hunt Pilot. The page title is "Cisco Unified CM Administration" and the user is logged in as "administrator". The navigation menu includes System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The current page is "Hunt Pilot Configuration" with a "Back To Find/List" link.

Pattern Definition

Hunt Pilot*: 1111
Route Partition: < None >
Description: Operator HuntPilot 1111
Numbering Plan: < None >
Route Filter: < None >
MLPP Precedence*: Default
Hunt List*: Operator-HuntList (Edit)
Route Option:
 Route this pattern
 Block this pattern No Error
 Provide Outside Dial Tone Urgent Priority

Hunt Forward Settings

	Use Personal Preferences	Destination	Calling Search Space
Forward Hunt No Answer	<input type="checkbox"/> or		< None >
Forward Hunt Busy	<input type="checkbox"/> or		< None >
Call Pickup Group		NexPickupGroup	
Maximum Hunt Timer			

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

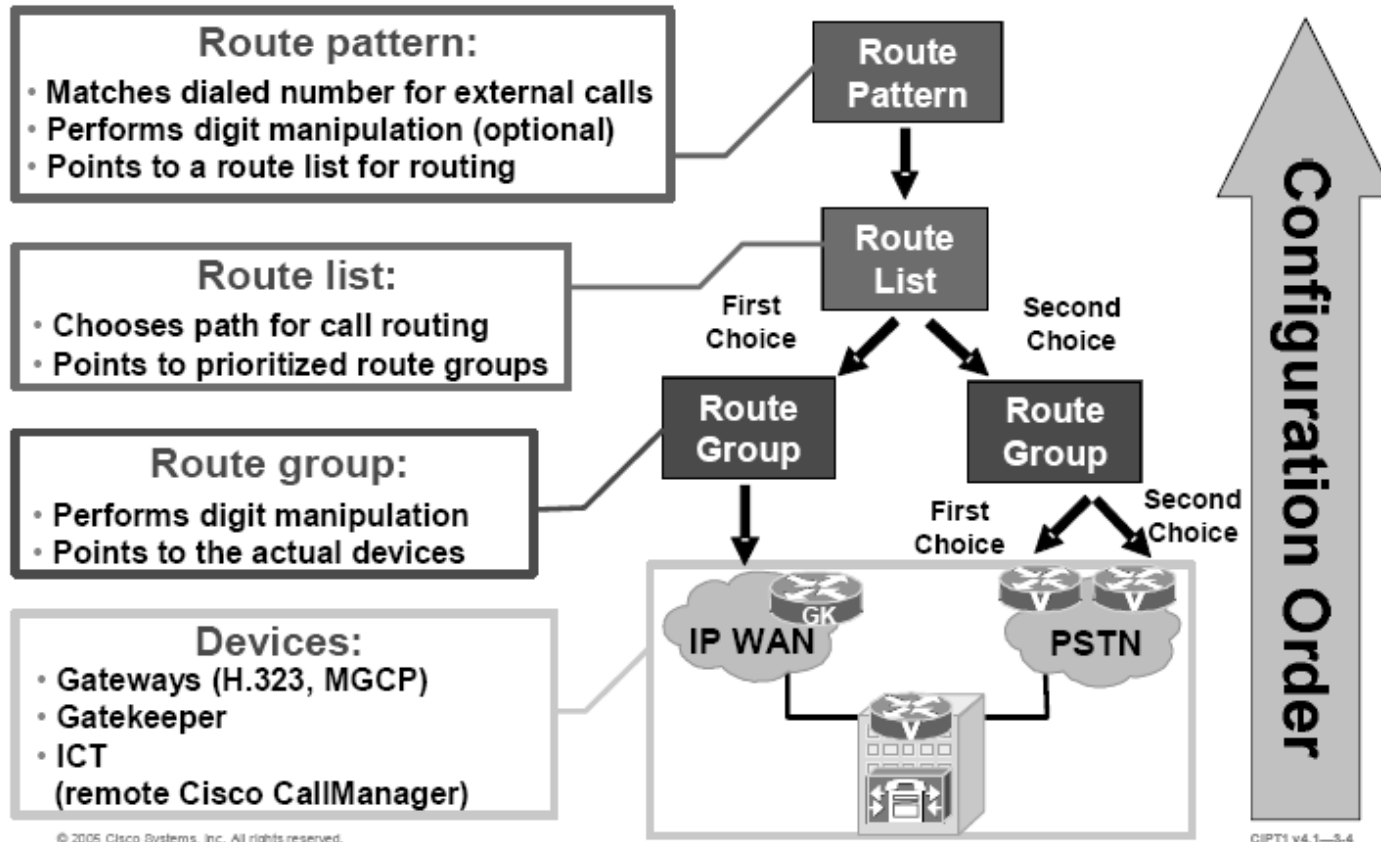
Connected Party Transformations

Connected Line ID Presentation*: Default

Route Group / Route List / Route Pattern

External Route Elements in Cisco CallManager

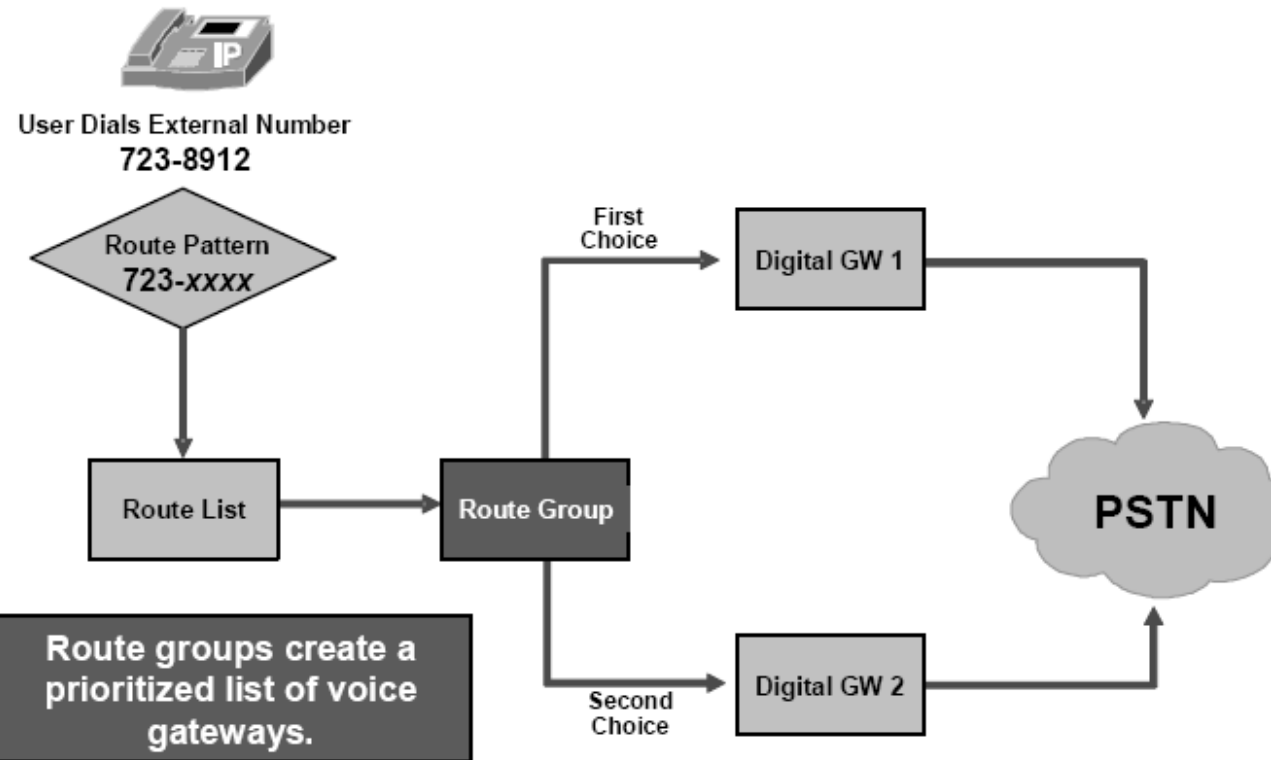
Cisco.com



Route Group / Route List / Route Pattern

Route Groups Overview

Cisco.com



Route Group / Route List / Route Pattern

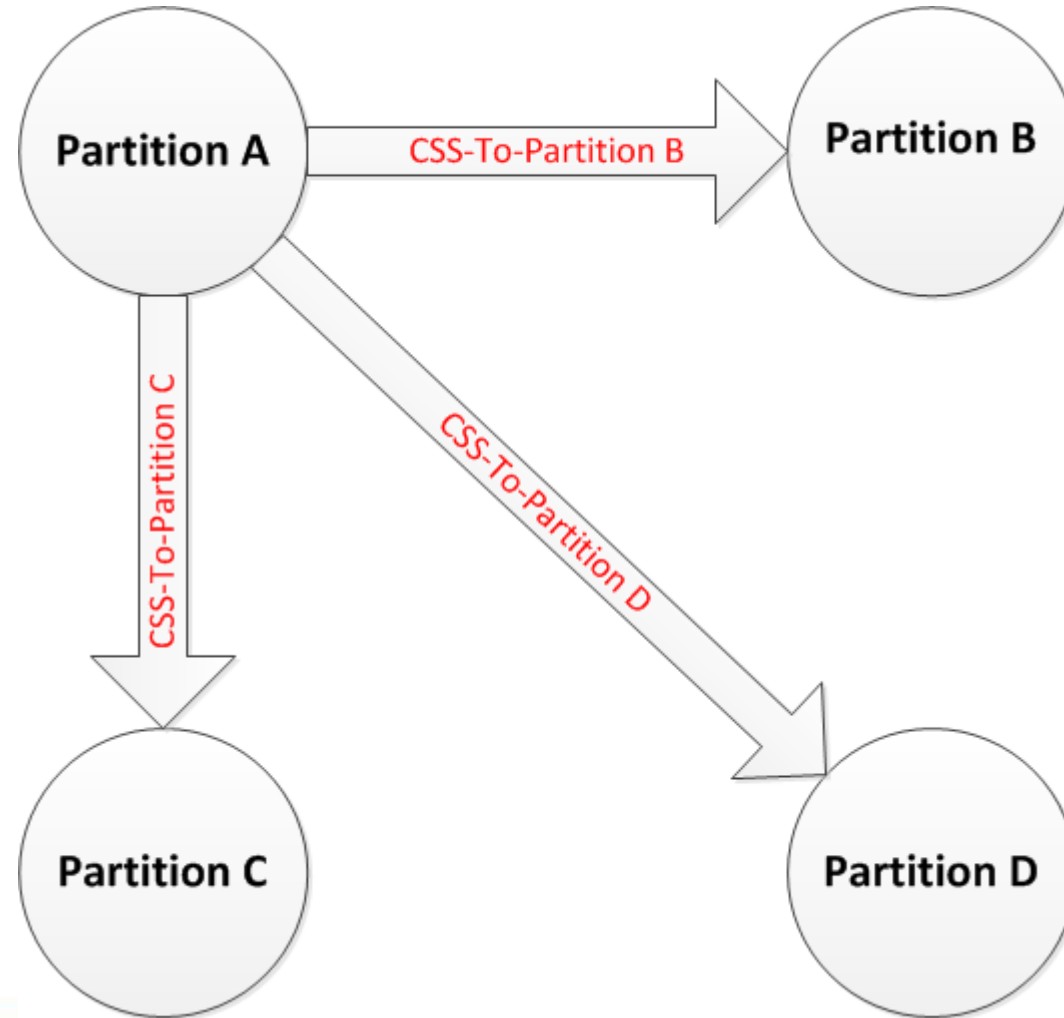
Step1. ไปที่ Call Routing > Route/Hunt > Route Pattern > Find

Step2. ไปที่ Call Routing > Route/Hunt > Route List > Find

Step3. ไปที่ Call Routing > Route/Hunt > Route Group > Find

Connecting to 10.5.200.1...

Verify Partition and Calling Search Space



Verify Partition and Calling Search Space

Step 1. ไปที่ Call Routing > Class of Control > Partition > find

The screenshot displays the Cisco Unified CM Administration web interface. The top navigation bar includes the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The user is logged in as "administrator". The main menu includes "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", "User Management", "Bulk Administration", and "Help". The "Call Routing" menu is expanded, showing "Find and List Partitions". Below this, there are buttons for "Add New", "Select All", "Clear All", and "Delete Selected". A notification indicates "21 records found". The main content area is titled "Partition (1 - 21 of 21)" and features a search bar with "Find Partition where" and "Name" selected, and "begins with" as the filter type. The search results are displayed in a table with columns for "Partition Name" and "Description".

	Partition Name	Description
<input type="checkbox"/>	01_SET_DR_Internal_PT	01_SET_DR_Internal_PT
<input type="checkbox"/>	01_SET_Internal_PT	01_SET_Internal_PT
<input type="checkbox"/>	02_SET_Local_C1_PT	02_SET_Local_C1_PT
<input type="checkbox"/>	02_SET_Local_C2_PT	02_SET_Local_C2_PT
<input type="checkbox"/>	02_SET_Local_PT	02_SET_Local_PT
<input type="checkbox"/>	03_SET_Mobile_C1_PT	03_SET_Mobile_C1_PT
<input type="checkbox"/>	03_SET_Mobile_C2_PT	03_SET_Mobile_C2_PT
<input type="checkbox"/>	03_SET_Mobile_PT	03_SET_Mobile_PT
<input type="checkbox"/>	04_SET_Domestic_C1_PT	04_SET_Domestic_C1_PT
<input type="checkbox"/>	04_SET_Domestic_C2_PT	04_SET_Domestic_C2_PT
<input type="checkbox"/>	04_SET_Domestic_PT	04_SET_Domestic_PT
<input type="checkbox"/>	05_SET_International_C1_PT	05_SET_International_C1_PT
<input type="checkbox"/>	05_SET_International_C2_PT	05_SET_International_C2_PT
<input type="checkbox"/>	05_SET_International_PT	05_SET_International_PT
<input type="checkbox"/>	06_SET_Translation_PT	06_SET_Translation_PT
<input type="checkbox"/>	07_SET_MR_Internal_PT	07_SET_MR_Internal_PT

Verify Partition and Calling Search Space

Step1. ไปที่ Call Routing > Class of Control > Calling Search Space > find

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Find and List Calling Search Spaces

+ Add New Select All Clear All Delete Selected

Calling Search Space (1 - 16 of 16) Rows per Page 50

Find Calling Search Space where CSS Name ▾ begins with ▾ Find Clear Filter + -

<input type="checkbox"/>	CSS Name ^	Description	Copy
<input type="checkbox"/>	01_SET_DR_Internal_CSS	01_SET_DR_Internal_CSS	
<input type="checkbox"/>	01_SET_Internal_CSS	01_SET_Internal_CSS	
<input type="checkbox"/>	02_SET_Local_C1_CSS	02_SET_Local_C1_CSS	
<input type="checkbox"/>	02_SET_Local_C2_CSS	02_SET_Local_C2_CSS	
<input type="checkbox"/>	02_SET_Local_CSS	02_SET_Local_CSS	
<input type="checkbox"/>	03_SET_Moblie_C1_CSS	03_SET_Moblie_C1_CSS	
<input type="checkbox"/>	03_SET_Moblie_C2_CSS	03_SET_Moblie_C2_CSS	
<input type="checkbox"/>	03_SET_Moblie_CSS	03_SET_Moblie_CSS	
<input type="checkbox"/>	04_SET_Domestic_C1_CSS	04_SET_Domestic_C1_CSS	
<input type="checkbox"/>	04_SET_Domestic_C2_CSS	04_SET_Domestic_C2_CSS	
<input type="checkbox"/>	04_SET_Domestic_CSS	04_SET_Domestic_CSS	
<input type="checkbox"/>	05_SET_International_C1_CSS	05_SET_International_C1_CSS	
<input type="checkbox"/>	05_SET_International_C2_CSS	05_SET_International_C2_CSS	
<input type="checkbox"/>	05_SET_International_CSS	05_SET_International_CSS	
<input type="checkbox"/>	06_SET_Translation_CSS	06_SET_Translation_CSS	
<input type="checkbox"/>	07_SET_MR_Internal_CSS	07_SET_MR_Internal_CSS	

Translation Patterns

Step 1. ไปที่ Call Routing > Translation Patterns > Find

The screenshot shows the Cisco Unified CM Administration interface. The page title is "Find and List Translation Patterns". The navigation menu includes System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The search bar is set to "Find Translation patterns where Pattern begins with". The table below lists 15 translation patterns.

<input type="checkbox"/>	<input type="checkbox"/>	Translation Pattern ^	Partition	Description	Route Filter	Copy
<input type="checkbox"/>		206[345]	01_SET_Internal_PT	Ericsson to MAR (83001)		
<input type="checkbox"/>		2220	01_SET_Internal_PT	Ericsson to RP_FAXPVE (83006)		
<input type="checkbox"/>		2222	01_SET_Internal_PT	Ericsson to SET (83003)		
<input type="checkbox"/>		2300	01_SET_Internal_PT	Ericsson to SVD (83004)		
<input type="checkbox"/>		2449	01_SET_Internal_PT	Ericsson to RP_FAXACC (83005)		
<input type="checkbox"/>		2515	01_SET_Internal_PT	Test From Ericsson to FAX (84001)		
<input type="checkbox"/>		2516	01_SET_Internal_PT	Test From Ericsson to FAX (84002)		
<input type="checkbox"/>		2517	01_SET_Internal_PT	Test From Ericsson to FAX (84003)		
<input type="checkbox"/>		2518	01_SET_Internal_PT	Test From Ericsson to RP_FAXACC (83005)		
<input type="checkbox"/>		2519	01_SET_Internal_PT	Test From Ericsson to RP_FAXPVE (83006)		
<input type="checkbox"/>		2574	01_SET_Internal_PT	Test From Ericsson to MAR Test (83001)		
<input type="checkbox"/>		2591	01_SET_Internal_PT	Internal Call to Agent		
<input type="checkbox"/>		2597	01_SET_Internal_PT	Test Ericsson to Services Desk		
<input type="checkbox"/>		2598	01_SET_Internal_PT	Call to RP_IVRAdmin (83002)		

Translation Patterns

Step 2. Translation Patterns > Add New

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration > Go
administrator Search Documentation About Logout

System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bulk Administration > Help >

Translation Pattern Configuration Related Links: Back To Find/List > Go

Save Delete Copy Add New

Status: Ready

Pattern Definition

Translation Pattern	2222
Partition	01_SET_Internal_PT
Description	Ericsson to SET (83003)
Numbering Plan	< None >
Route Filter	< None >
MLPP Precedence*	Default
Resource Priority Namespace Network Domain	< None >
Route Class*	Default
Calling Search Space	01_SET_Internal_CSS
<input type="checkbox"/> Use Originator's Calling Search Space	
External Call Control Profile	< None >
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern: No Error
<input checked="" type="checkbox"/> Provide Outside Dial Tone	
<input checked="" type="checkbox"/> Urgent Priority	
<input type="checkbox"/> Do Not Wait For Interdigit Timeout On Subsequent Hops	
<input type="checkbox"/> Route Next Hop By Calling Party Number	

Calling Party Transformations

<input type="checkbox"/> Use Calling Party's External Phone Number Mask	
Calling Party Transform Mask	
Prefix Digits (Outgoing Calls)	0
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*	Default
Connected Name Presentation*	Default

Called Party Transformations

Discard Digits	< None >
Called Party Transform Mask	83003
Prefix Digits (Outgoing Calls)	
Called Party Number Type*	Cisco CallManager
Called Party Numbering Plan*	Cisco CallManager

Save Delete Copy Add New

*. indicates required item.

Translation Patterns

Step 2. Translation Patterns > Add New

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go
administrator | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Translation Pattern Configuration

Related Links: Back To Find/List | Go

Save | Delete | Copy | Add New

Calling Party Transformations

Use Calling Party's External Phone Number Mask

Calling Party Transform Mask:

Prefix Digits (Outgoing Calls):

Calling Line ID Presentation*:

Calling Name Presentation*:

Calling Party Number Type*:

Calling Party Numbering Plan*:

Connected Party Transformations

Connected Line ID Presentation*:

Connected Name Presentation*:

Called Party Transformations

Discard Digits:

Called Party Transform Mask:

Prefix Digits (Outgoing Calls):

Called Party Number Type*:

Called Party Numbering Plan*:

Cisco Call Manager Music on Hold

การเพิ่ม Music on Hold

Step1. เตรียมไฟล์เสียง Music on Hold ในรูปแบบของ .wav

Step2. ไปที่ Media Resources > MOH Audio File Management

Step3. กดปุ่ม Upload file MOH

The screenshot displays the Cisco Unified CM Administration web interface. The main content area is titled "Find and List Music On Hold Audio Files" and shows a status message: "7 records found, 171 minutes available". Below this is a table for "Music On Hold Audio File Management" with the following entries:

	File Name
<input type="checkbox"/>	MOH-01
<input type="checkbox"/>	MOH-02-Nobody1
<input type="checkbox"/>	MOH_canon
<input type="checkbox"/>	SampleAudioSource
<input type="checkbox"/>	Start_Depepepe_
<input type="checkbox"/>	ringback
<input type="checkbox"/>	sayyea_w3cp7oi8

Below the table are buttons for "Select All", "Clear All", "Delete Selected", and "Upload File". An "Upload File - Windows Internet Explorer" dialog box is overlaid on the right, showing a "Status" section with "Status: Ready" and an "Upload File" section with a "Browse..." button. The dialog also includes "Upload File" and "Close" buttons at the bottom.

การเพิ่ม Music on Hold

Step4. ไปที่ Media Resources > Music On Hold Audio Source

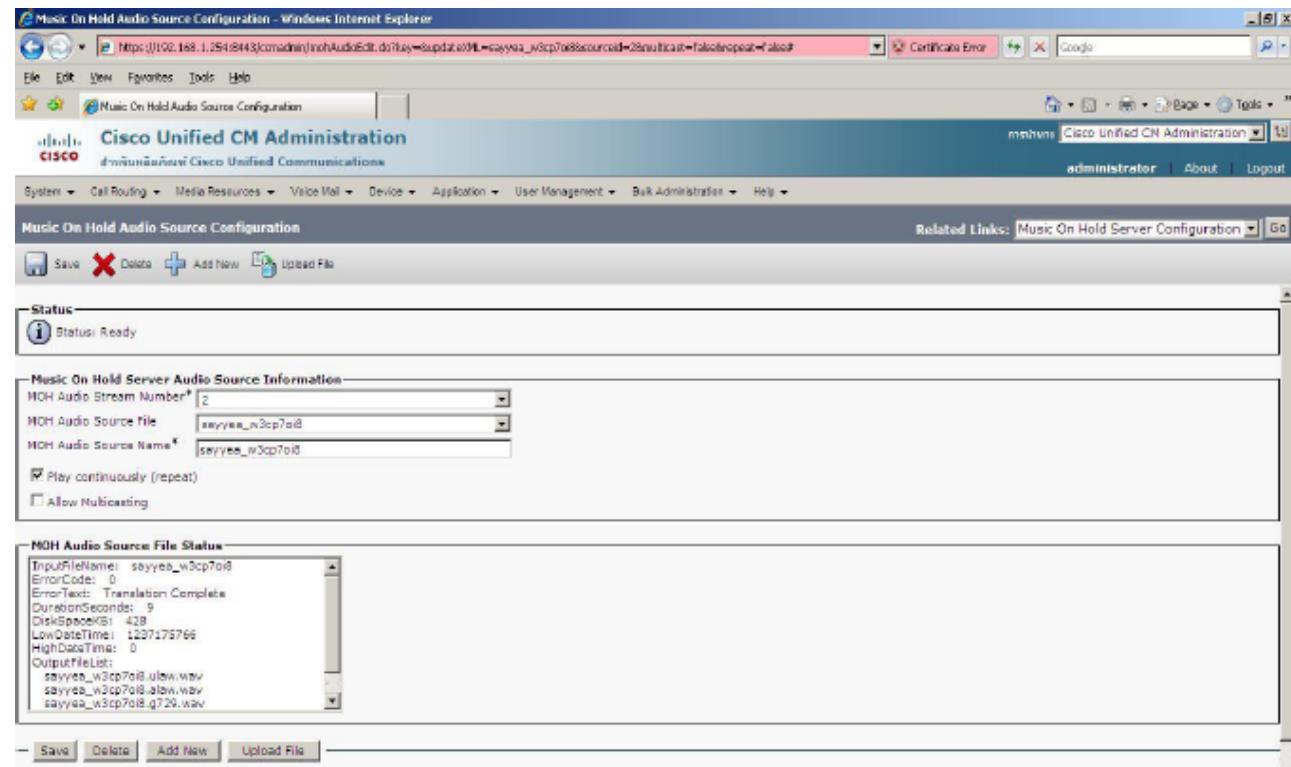
Step5. กด add New > ที่หน้านี้จะมีไฟล์เสียง ทั้งหมดที่ upload ลงไป

Step6. ให้เลือก MOH Audio Stream Number และเลือก MOH Audio

Source File ที่ต้องการ

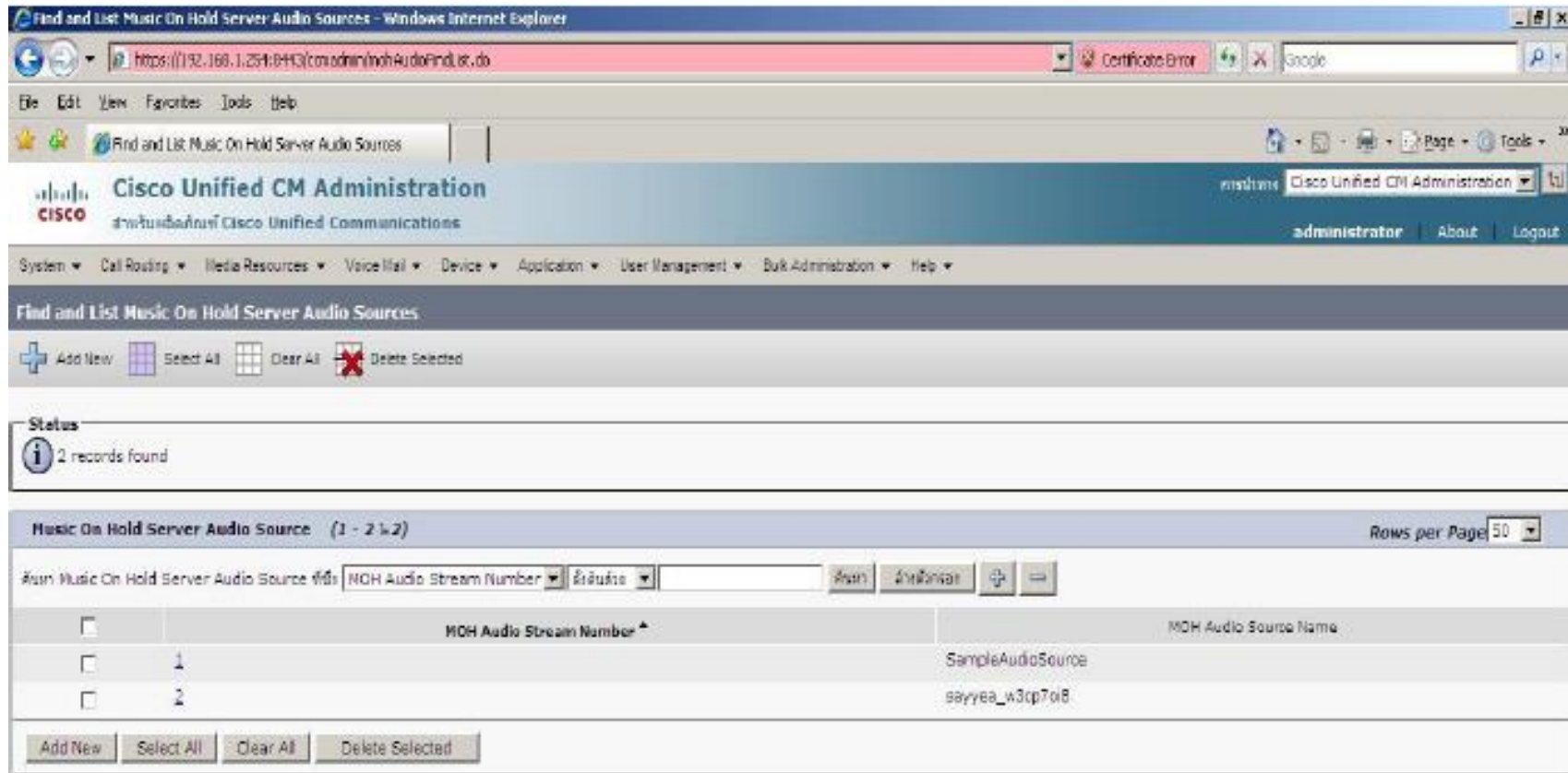
Step7. ตีถูกที่

Play continuously



การเพิ่ม Music on Hold

Step7. ข้อมูลที่เพิ่มเข้าไปจะอยู่ในหน้านี้ทั้งหมด



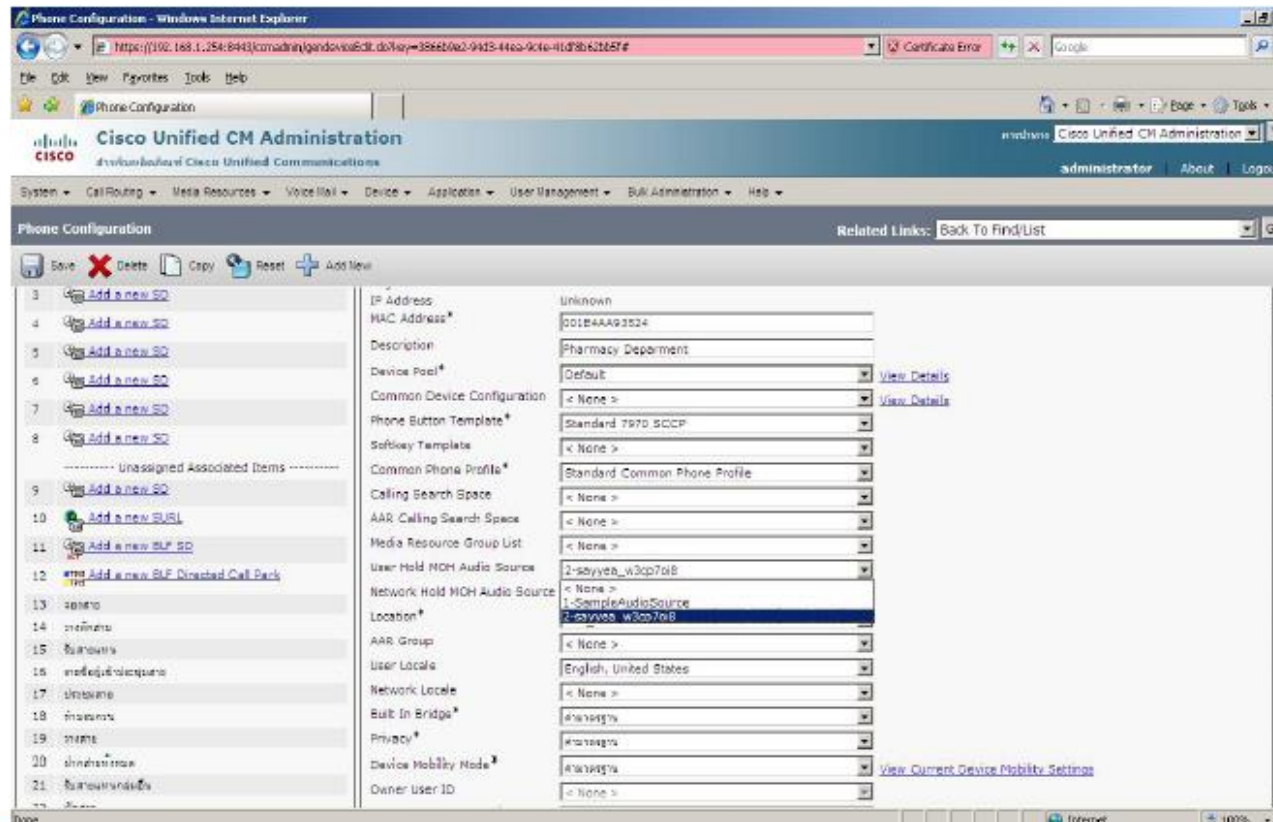
The screenshot shows the Cisco Unified CM Administration web interface. The browser address bar displays the URL: `https://(192.168.1.254:8443)/cmadmin/mohAudioFindList.do`. The page title is "Find and List Music On Hold Server Audio Sources". The interface includes a navigation menu with options like System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. Below the navigation menu, there are buttons for "Add New", "Select All", "Clear All", and "Delete Selected". A status box indicates "2 records found". The main content area shows a table of Music On Hold Server Audio Sources with columns for "MOH Audio Stream Number" and "MOH Audio Source Name". The table contains two rows: one with stream number 1 and source name "SampleAudioSource", and another with stream number 2 and source name "sayyee_w3cp7oi8". At the bottom of the table, there are buttons for "Add New", "Select All", "Clear All", and "Delete Selected".

MOH Audio Stream Number	MOH Audio Source Name
1	SampleAudioSource
2	sayyee_w3cp7oi8

การเพิ่ม Music on Hold

Step 8.ไปที่ Device > Phone

ไปที่โทรศัพท์เครื่องที่ต้องการจะเปลี่ยนเสียงรอสาย > ที่แถบ User Hold MOH Audio Source ให้เลือกเป็นไฟล์เสียงที่ได้ตั้งเอาไว้แล้ว



The screenshot shows the Cisco Unified CM Administration web interface. The breadcrumb navigation path is System > Call Routing > Media Resources > Voice Mail > Device > Application > User Management > Bulk Administration > Help. The main content area is titled 'Phone Configuration' and displays a list of phones on the left and configuration details on the right. The configuration details for the selected phone include:

IP Address	Unknown
MAC Address*	001B4AA92524
Description	Pharmacy Department
Device Pool*	Default View Details
Common Device Configuration	< None > View Details
Phone Button Template*	Standard 7970 SCCP
Softkey Template	< None >
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
User Hold MOH Audio Source	2-sbvyv8_w3cp7o8
Network Hold MOH Audio Source	< None >
Location*	1-SampleAudioSource
AAR Group	< None >
User Locale	English, United States
Network Locale	< None >
Built In Bridge*	ค่าว่างเปล่า
Privacy*	ค่าว่างเปล่า
Device Mobility Node*	ค่าว่างเปล่า View Current Device Mobility Settings
Owner User ID	< None >

Cisco Call Manager Monitoring

Monitor Call manager Service

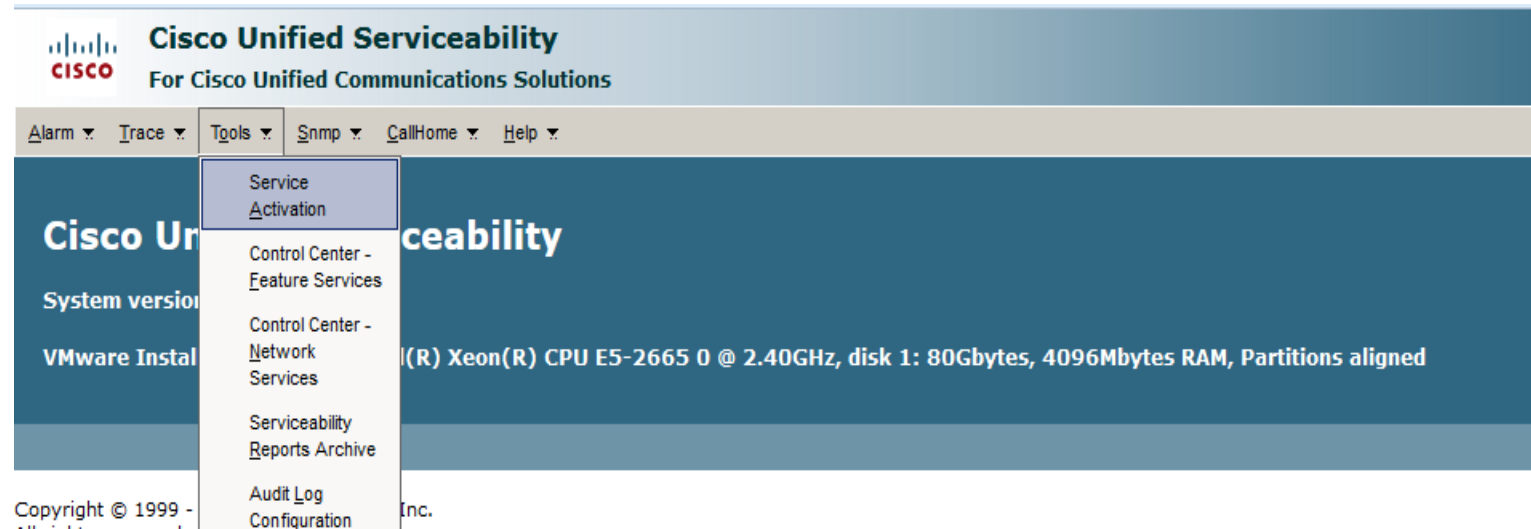
Step1. ไปที่ Cisco Unified Serviceability

Step 2. login ตามปกติ



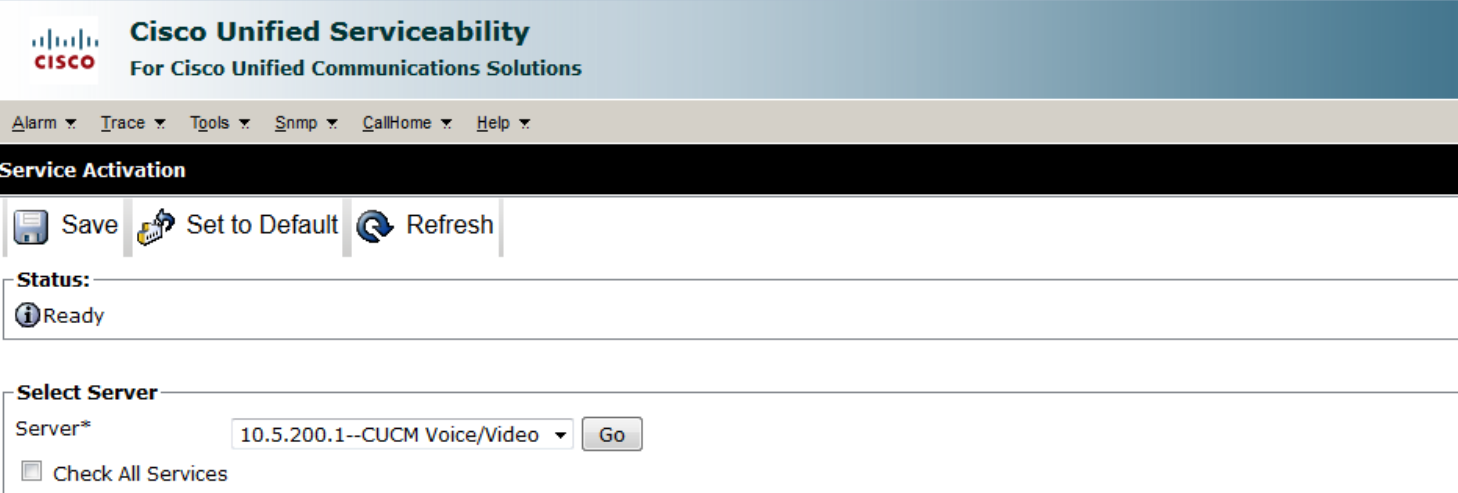
Monitor Call manager Service

Step3. ไปที่ Tools > Service Activation



Monitor Call manager Service

Step4.ที่หน้านี้จะแสดงสถานะของ Service ต่างๆ ที่ใช้โดย Call Manager



The screenshot displays the Cisco Unified Serviceability web interface. At the top, the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions" are visible. Below this is a navigation bar with menu items: Alarm, Trace, Tools, Snmp, CallHome, and Help. The main section is titled "Service Activation" and contains three buttons: "Save", "Set to Default", and "Refresh". Underneath, the "Status:" section shows an information icon and the text "Ready". The "Select Server" section includes a "Server*" dropdown menu with the value "10.5.200.1--CUCM Voice/Video" and a "Go" button. At the bottom, there is a checkbox labeled "Check All Services".

Monitor Call manager Service

Step5.ไปที่ Tool > Control Center Feature Services

โดยที่หน้านี้จะแสดงสถานะของ Feature Service ที่ใช้โดย Call Manager

CM Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco CallManager	Activated
<input checked="" type="checkbox"/>	Cisco Unified Mobile Voice Access Service	Activated
<input checked="" type="checkbox"/>	Cisco IP Voice Media Streaming App	Activated
<input checked="" type="checkbox"/>	Cisco CTIManager	Activated
<input checked="" type="checkbox"/>	Cisco Extension Mobility	Activated
<input checked="" type="checkbox"/>	Cisco Extended Functions	Activated
<input checked="" type="checkbox"/>	Cisco DHCP Monitor Service	Activated
<input checked="" type="checkbox"/>	Cisco Intercluster Lookup Service	Activated
<input checked="" type="checkbox"/>	Cisco Location Bandwidth Manager	Activated
<input checked="" type="checkbox"/>	Cisco Directory Number Alias Sync	Activated
<input checked="" type="checkbox"/>	Cisco Directory Number Alias Lookup	Activated
<input checked="" type="checkbox"/>	Cisco Dialed Number Analyzer Server	Activated
<input checked="" type="checkbox"/>	Cisco Dialed Number Analyzer	Activated
<input checked="" type="checkbox"/>	Cisco Tftp	Activated

Monitor Call manager Service

Step6.ไปที่ Tool > Control Center Network Services

โดยที่หน้านี้จะแสดงสถานะของ Network Service ที่ใช้โดย Call Manage

Performance and Monitoring Services					
	Service Name	Status:	Activation Status	Start Time	Up Time
<input type="radio"/>	Cisco Serviceability Reporter	Started	Activated	Thu Sep 18 10:36:18 2014	308 days 00:52:37
<input type="radio"/>	Cisco CallManager SNMP Service	Started	Activated	Thu Sep 18 10:36:20 2014	308 days 00:52:35

Directory Services					
	Service Name	Status:	Activation Status	Start Time	Up Time
<input type="radio"/>	Cisco DirSync	Started	Activated	Thu Sep 18 10:36:21 2014	308 days 00:52:34

CM Services					
	Service Name	Status:	Activation Status	Start Time	Up Time
<input type="radio"/>	Cisco CallManager	Started	Activated	Thu Sep 18 10:36:08 2014	308 days 00:52:47
<input type="radio"/>	Cisco Unified Mobile Voice Access Service	Started	Activated	Thu Sep 18 10:44:53 2014	308 days 00:44:02
<input type="radio"/>	Cisco IP Voice Media Streaming App	Started	Activated	Thu Sep 18 10:36:09 2014	308 days 00:52:46
<input type="radio"/>	Cisco CTIManager	Started	Activated	Thu Sep 18 10:36:13 2014	308 days 00:52:42

Monitor Call manager Service

Step7. Start and stop Cisco Call Manager Service

To start stop services in Call manager go to Tool > Control Center Feature Services then select radio button of service that desire to start or stop after select on the top Of page will show green and red button that is the start and stop or restart services

CDR Services				
	Service Name	Status:	Start Time	Up Time
<input type="radio"/>	Cisco CDR Repository Manager	Running	Thu Sep 18 10:35:52 2014	308 days 00:54:05
<input checked="" type="radio"/>	Cisco CDR Agent	Running	Thu Sep 18 10:35:53 2014	308 days 00:54:04
<input type="radio"/>	Cisco CAR Scheduler	Running	Thu Sep 18 10:36:01 2014	308 days 00:53:56
<input type="radio"/>	Cisco SOAP - CallRecord Service	Running	Thu Sep 18 10:36:03 2014	308 days 00:53:54
<input type="radio"/>	Cisco CAR DB	Running	Thu Sep 18 10:36:12 2014	308 days 00:53:45

Security Services				
	Service Name	Status:	Start Time	Up Time
<input type="radio"/>	Cisco Trust Verification Service	Running	Thu Sep 18 10:35:26 2014	308 days 00:54:31



Cisco Call Manager Reboot and Shutdown

Reboot & Shutdown Call Manager

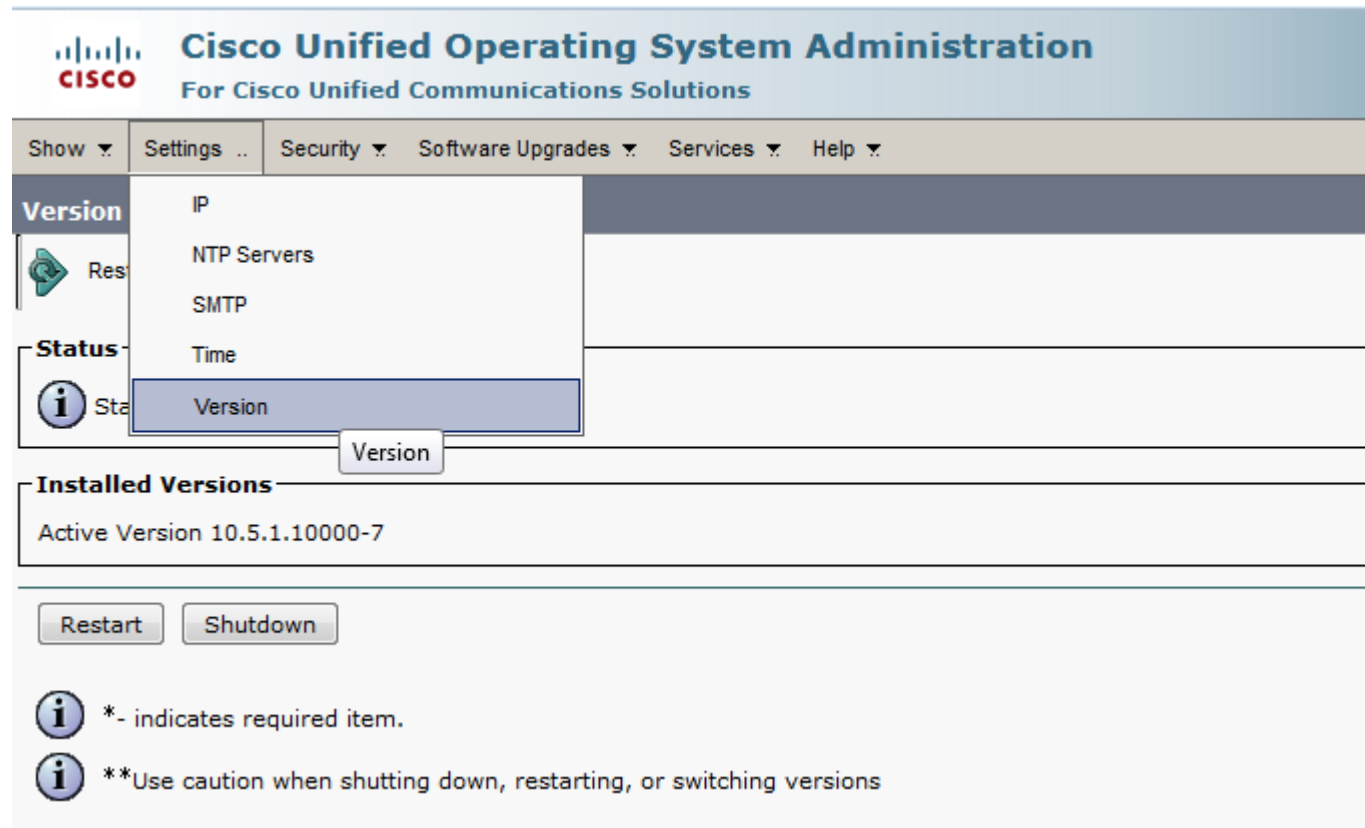
Setp1. ไปที่ Cisco Unified OS Administration จากนั้น login เข้าตามปกติ



The screenshot shows the Cisco Unified Operating System Administration login interface. At the top left is the Cisco logo and the text "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions". On the right, there is a "Navigation" menu with a dropdown list containing: "Cisco Unified OS Administration", "Cisco Unified Reporting", "Cisco Unified CM Administration", "Disaster Recovery System", "Cisco Unified Serviceability", and "Cisco Unified OS Administration" (highlighted). A "Go" button is next to the dropdown. Below the navigation is a login form with fields for "Username" and "Password", and "Login" and "Reset" buttons. The background of the login area features a server rack image. Below the login area, there is a copyright notice: "Copyright © 1999 - 2011 Cisco Systems, Inc. All rights reserved." followed by a disclaimer about cryptographic features and legal compliance. At the bottom, there are links for "Export Compliance Product Report", "Unified Communications System Documentation", and "Technical Support".

Reboot & Shutdown Call Manager

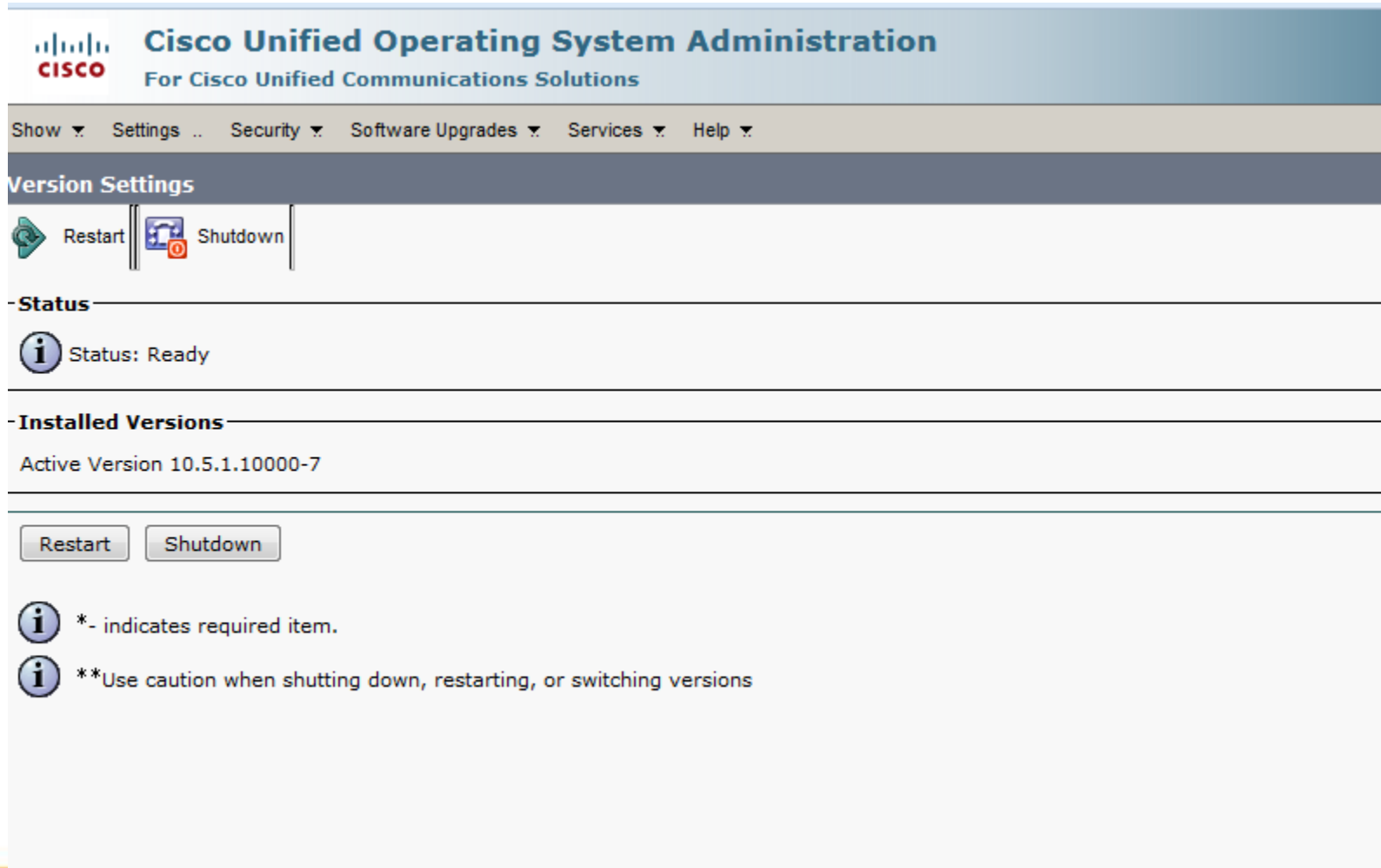
Setp2. ที่ไป Setting > Version



The screenshot displays the Cisco Unified Operating System Administration web interface. At the top, the Cisco logo and the text "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions" are visible. Below this is a navigation bar with tabs for "Show", "Settings ..", "Security", "Software Upgrades", "Services", and "Help". The "Settings" tab is active, and a dropdown menu is open, showing the path "Version" > "IP" > "NTP Servers" > "SMTP" > "Time" > "Version". The "Version" option is highlighted. Below the navigation bar, the "Installed Versions" section is visible, showing "Active Version 10.5.1.10000-7". At the bottom of the page, there are "Restart" and "Shutdown" buttons, and two informational messages: "*- indicates required item." and "**Use caution when shutting down, restarting, or switching versions".

Reboot & Shutdown Call Manager

Setp2. จากนั้นกด Restart หรือ Shutdown

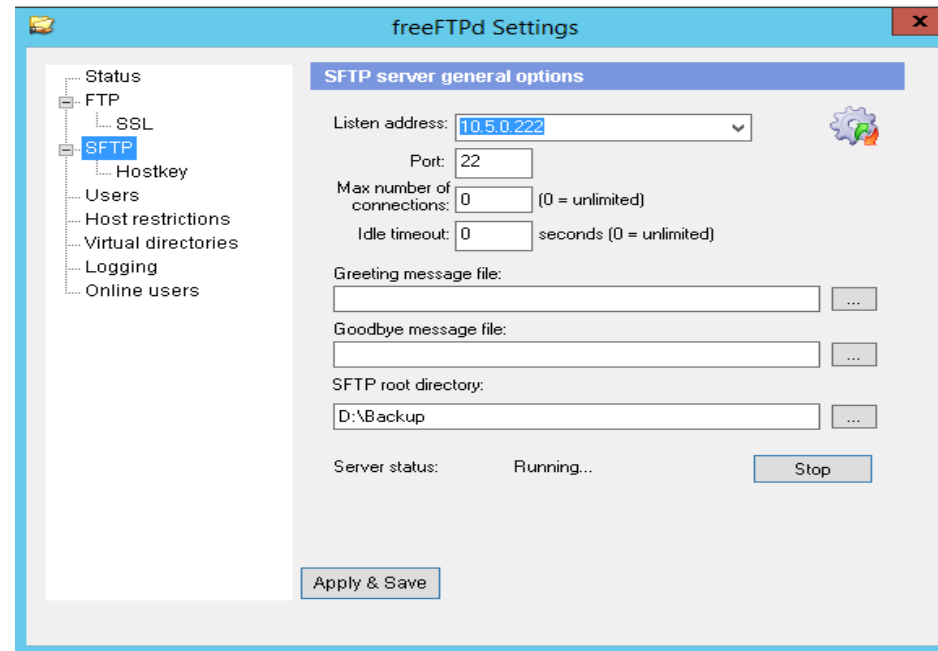


The screenshot displays the Cisco Unified Operating System Administration interface. At the top, the Cisco logo and the text "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions" are visible. Below this is a navigation bar with options: Show, Settings, Security, Software Upgrades, Services, and Help. The main content area is titled "Version Settings" and contains two tabs: "Restart" and "Shutdown". Below the tabs, there are three sections: "Status" showing "Status: Ready", "Installed Versions" showing "Active Version 10.5.1.10000-7", and two buttons labeled "Restart" and "Shutdown". At the bottom, there are two informational messages: one stating "*- indicates required item." and another stating "**Use caution when shutting down, restarting, or switching versions".

Cisco Call Manager Backup

Back Up Call Manager

Step1. เปิดโปรแกรม SFTP Server บน PC



Back Up Call Manager

Setp2. ไปที่ Disaster Recovery System จากนั้น login ตามปกติ

<

Disaster Recovery System
For Cisco Unified Communications Solutions

Navigation: Disaster Recovery System Go

Disaster Recovery System

Username:

Password:

Login Reset

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A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

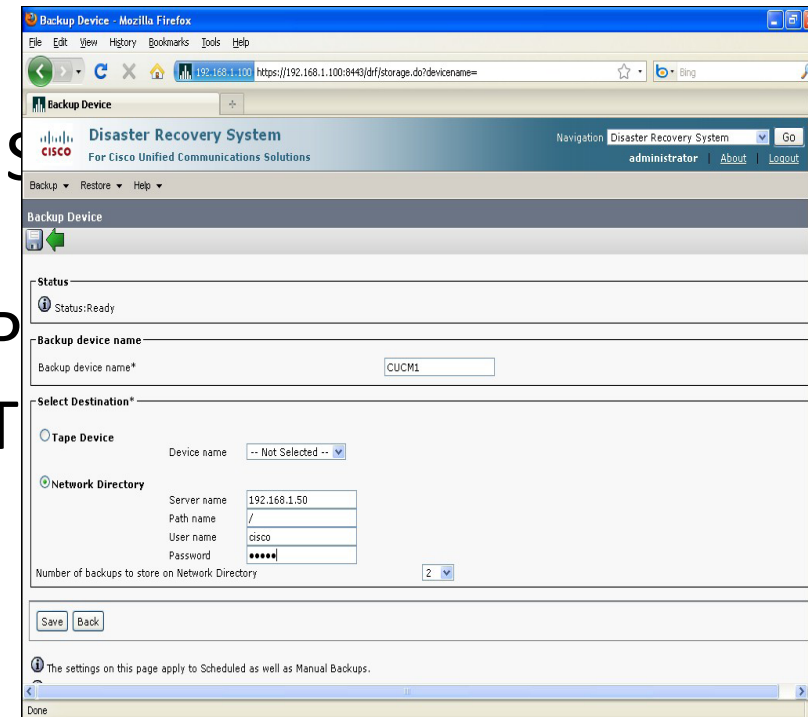
For Cisco Technical Support please visit our [Technical Support](#) web site.

Back Up Call Manager

Step3. ไปที่ Backup > Backup Device > add New.

ข้อมูลที่จำเป็นต้อง

- Backup device name
- Network Directory
 - Server name - IP ของ TFTP S
 - Path name - /
 - User name - User บน TFTP S
 - Password - Password บน T

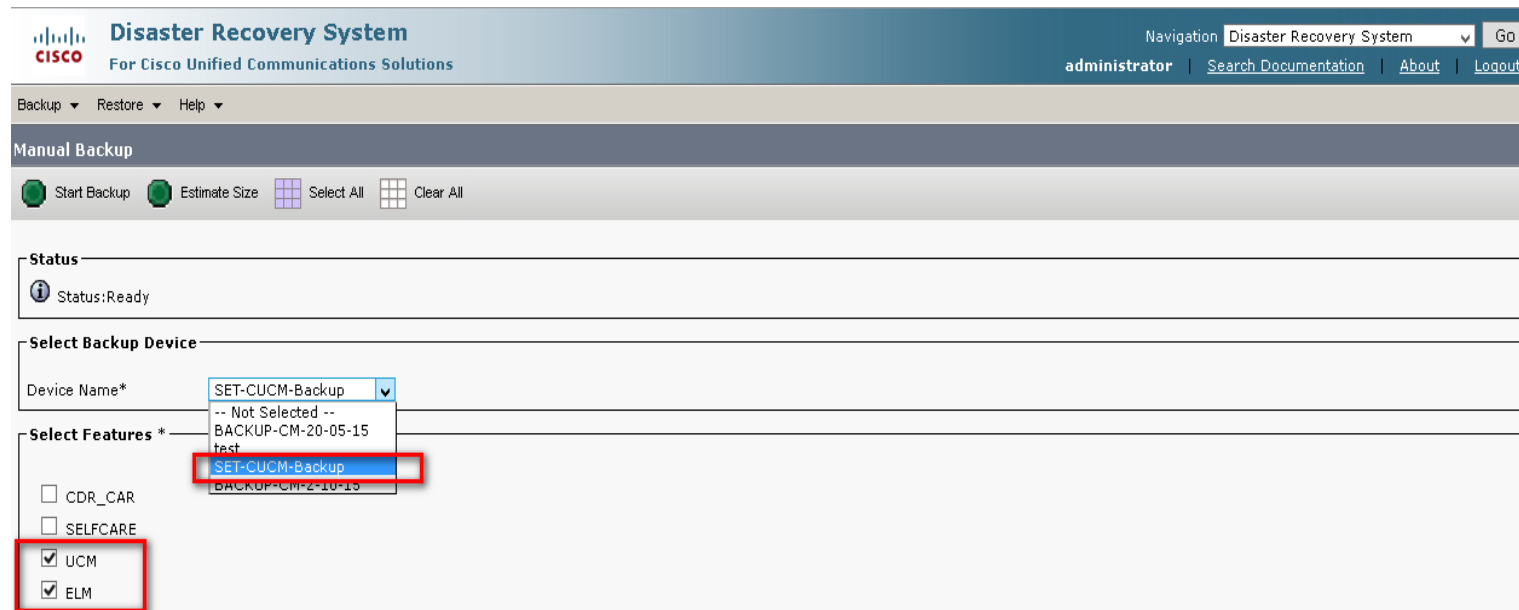


The screenshot shows the 'Backup Device' configuration page in the Cisco Disaster Recovery System. The page is titled 'Backup Device' and includes a navigation bar with 'Disaster Recovery System' and 'administrator' options. The main content area is divided into sections: 'Status' (Ready), 'Backup device name' (CUCM1), and 'Select Destination'. Under 'Select Destination', the 'Network Directory' option is selected, with fields for 'Server name' (192.168.1.50), 'Path name' (/), 'User name' (cisco), and 'Password' (masked). A 'Number of backups to store on Network Directory' dropdown is set to 2. 'Save' and 'Back' buttons are at the bottom.

Back Up Call Manager

Step4. ไปที่ Backup > Manual Backup

- เลือก Device Name ที่ได้สร้างไว้ในตอนแรก
- ที่ Select Features ตีถูกที่ CCM จากนั้นกด Start Backup



The screenshot shows the 'Manual Backup' configuration page in the Cisco Disaster Recovery System. The page includes a navigation bar with 'Backup', 'Restore', and 'Help' menus. The main content area has a 'Manual Backup' section with buttons for 'Start Backup', 'Estimate Size', 'Select All', and 'Clear All'. Below this, there is a 'Status' section showing 'Status: Ready'. The 'Select Backup Device' section has a 'Device Name*' dropdown menu with 'SET-CUCM-Backup' selected. The 'Select Features *' section has a list of features with checkboxes: 'CDR_CAR', 'SELFCARE', 'UCM', and 'ELM'. The 'UCM' and 'ELM' checkboxes are checked and highlighted with a red box. A dropdown menu is open for 'Select Features *', showing options: 'SET-CUCM-Backup', 'BACKUP-CM-20-05-15', and 'rest'. The 'SET-CUCM-Backup' option is highlighted with a red box.

Back Up Call Manager

Step5. รอกนกว่าการ Back up จะเสร็จ



The screenshot displays the Cisco Disaster Recovery System web interface. At the top, the navigation bar includes the Cisco logo, the title "Disaster Recovery System", and the subtitle "For Cisco Unified Communications Solutions". The user is logged in as "administrator". The main content area shows a "Backup Status" section with a "Refresh" button and a "Cancel" button. A red box highlights a message in the "Status" section: "SUCCESS: Backup Completed...". Below this, the "Backup details" section provides the following information:

- Tar Filename: 2015-07-22-17-43-34.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
ELM	CALPP-CUCM02	ELM-AGENT	100	SUCCESS	Wed Jul 22 17:43:34 ICT 2015	2015-07-22-17-43-34_b_calpp-cucm02_elm_elm-agent.log
ELM	CALPP-CUCM02	ELM-SERVER	100	SUCCESS	Wed Jul 22 17:43:35 ICT 2015	2015-07-22-17-43-34_b_calpp-cucm02_elm_elm-serverlog

Back Up Call Manager

Step6. ตรวจสอบ file ที่ได้ Backup ไว้บน TFTP server

Name	Date modified	Type	Size
2015-07-22-17-43-34_CALPP-CUCM01_drfComponent.xml	7/22/2015 5:56 PM	XML File	68 KB
2015-07-22-17-43-34_CALPP-CUCM01_ELM_ELM-AGENT.tar	7/22/2015 5:43 PM	TAR File	11 KB
2015-07-22-17-43-34_CALPP-CUCM01_ELM_ELM-SERVER.tar	7/22/2015 5:43 PM	TAR File	121 KB
2015-07-22-17-43-34_CALPP-CUCM01_processnode.xml	7/22/2015 5:56 PM	XML File	1 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_ANN.tar	7/22/2015 5:52 PM	TAR File	11 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_BAT.tar	7/22/2015 5:56 PM	TAR File	4,991 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CCMDB	7/22/2015 5:56 PM	TAR File	32,411 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CCMDB	7/22/2015 5:56 PM	TAR File	12,501 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CCMPREFS.tar	7/22/2015 5:48 PM	TAR File	21 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CDPAGT.tar	7/22/2015 5:47 PM	TAR File	11 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CEF.tar	7/22/2015 5:52 PM	TAR File	11 KB
2015-07-22-17-43-34_CALPP-CUCM01_UCM_CLM.tar	7/22/2015 5:47 PM	TAR File	21 KB
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2015-07-22-17-43-34_CALPP-CUCM01_UCM_PLATFORM.tar	7/22/2015 5:48 PM	TAR File	11 KB
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