VG248 Port Configuration to Light the Caller ID MWI

Document ID: 72725

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Introduction

This document provides a sample configuration for a VG248 port to deliver the proper signal to light the MWI on a Caller ID box connected to an analog phone.

Prerequisites

Requirements

Ensure that Cisco CallManager is integrated with your voice mail system before you attempt this configuration.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco VG248 Analog Phone Gateway
- VG248 Software version 1.3
- Analog phones
- Caller ID box

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

The VG248 Gateway is a product enabled by Cisco AVVID (Architecture for Video, Voice, and Integrated Data) that permits organizations to continue using their analog devices with the current IP Telephony technology. The VG248 is a gateway for using analog phones, fax machines, modems, voice mail systems, and speakerphones within an organization voice system based on Cisco CallManager.

With a system of analog phones connected inline with Caller ID boxes that have Message Waiting Indicators (MWI), it has to be assured that the Caller ID boxes receive the proper signal from the telephone company to successfully light the MWI, which indicates that there is a voice mail waiting. The two types of signals that are propagated by telephone companies are **Stutter Tones** and **Frequency–Shift Keying (FSK) Tones**. Even though the purpose of these tones is to turn the MWI on when a message is recorded, they do not work for all the Caller ID box models that are provided by telephone companies.

Note: The power consumed by the VG248 ranges from 50W to 160W, which depends on the status of the phones connected to it.

The VG248 supports different methods for sending MWI messages to analog phones. Because you might have different types of analog phones connected to the VG248, you can modify the MWI type on a per–port basis. So, if you have analog phones that contain MWI lamps, then you can notify users of awaiting messages using the MWI lamp. Or, you can choose to play a tone when users pick up their phones.

These are the methods supported by the VG248:

- Lamp (90–Volt Signal) Illuminates the lamp on the phone.
- Caller ID (FSK Tone) Uses the caller ID mechanism to send MWI messages to the LCD screen on the phone.
- Stutter (Stutter Tone) Plays tones when the user picks up the phone.
- Lamp + Stutter Illuminates the lamp and plays a tone.
- Caller ID + Stutter Sends a message to the LCD screen and plays a tone.
- None Does not send MWI information.

Configure

Complete these steps in order to configure the VG248 port to support Caller ID (FSK Tone) on a Caller ID box inline with an analog phone.

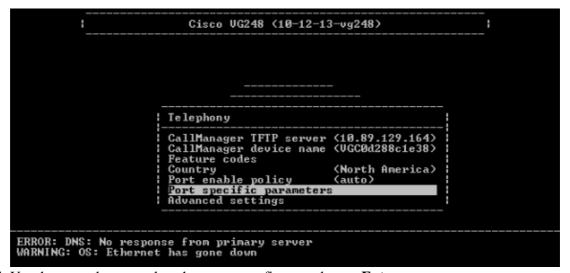
1. From the Main menu, choose **Configure**.



2. Choose **Telephony**.

Cisco	VG248 <10-12-13-vg2	48>	:
:	Configure		
	Network interface Passwords Telephony Voice mail		
	SNMP Suspend Resume		
i	Restart	i	
ERROR: DNS: No response from pr	imaru seruer		
WARNING: OS: Ethernet has gone	down		

3. Choose **Port specific parameters**.



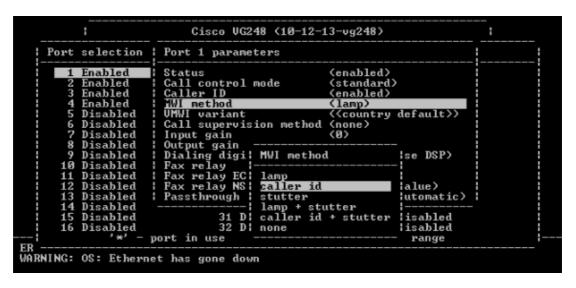
4. Use the arrow keys to select the port to configure and press **Enter**.

```
Cisco VG248 (10-12-13-vg248)
     Port selection
                                              Disabled
Disabled
Disabled
                                                                           33
34
         1 Enabled
                                                                                Disabled
            Enabled
Enabled
Enabled
                                                                                Disabled
Disabled
                                                                           35
36
37
38
39
40
41
42
43
                                              Disabled
                                                                                Disabled
             Disabled
                                              Enabled
                                                                                Disabled
                                          21
22
23
24
25
26
27
28
29
             Disabled
                                              Disabled
                                                                                Disabled
             Disabled
                                              Disabled
                                                                                Disabled
            Disabled
                                              Disabled
                                                                               Disabled
                                                                               Disabled
Disabled
Disabled
Disabled
Disabled
             Disabled
                                              Disabled
        10
            Disabled
                                              Disabled
        11
12
13
14
15
            Disabled
Disabled
Disabled
                                              Disabled
                                              Disabled
Disabled
            Disabled
                                          30
                                              Disabled
                                                                            46
                                                                                Disabled
             Disabled
                                          31
                                              Disabled
                                                                                Disabled
        16
            Disabled
                                          32 Disabled
                                                                           48
                                                                               Disabled
                                                       press 'R' to enter range
                           port in use
WARNING: OS: Ethernet has gone down
```

5. Choose **MWI method**.

```
Cisco VG248 (10-12-13-vg248)
     Port selection
                            Port 1 parameters
           Enabled
                                                            (enabled)
                           Gall control mode
Caller ID
MWI method
UMWI variant
Call supervision method
            Enabled
                                                            (standard)
           Enabled
Enabled
Disabled
                                                            (enabled)
                                                            (lamp)
                                                            ((country default))
                                                            (none)
           Disabled
                           Input gain
Output gain
Dialing digit detection
Fax relay
           Disabled
                                                            (0)
(0)
           Disabled
                                                            (default: use DSP)
(disabled)
           Disabled
           Disabled
                            Fax relay
           Disabled
                                                            (disabled)
                                                            (preserve value)
(default: automatic)
            Disabled
                            Fax relay
           Disabled
                            Passthrough mode
           Disabled
                                      31
32
           Disabled
                                          Disabled
                                                                     47 Disabled
                                                                     48 Disabled
           Disabled
                                          Disabled
                                                  press 'R' to enter range
                         port in use
WARNING: OS: Ethernet has gone down
```

6. Choose the **caller ID** option.



Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

This section provides information you can use to troubleshoot your configuration.

You can set the VG248 to log much more detail (information, error, or warnings), and logging to specific ports. Complete these steps in order to set logging levels, and select ports:

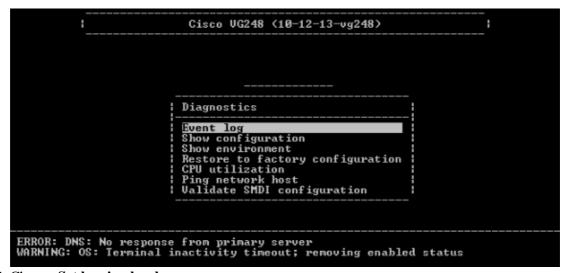
1. From the Main menu, choose **Diagnostics**.

```
Cisco VG248 (10-12-13-vg248)

| Main menu |
| Configure |
| Display |
| Display |
| Diagnostrics |

ERROR: DNS: No response from primary server |
WARNING: OS: Terminal inactivity timeout; removing enabled status
```

2. Choose **Event log**.



3. Choose **Set logging levels**.

```
Cisco UG248 (10-12-13-vg248)

Event log

Set logging levels

Set logged ports ()

Show key presses in log (yes)

Syslog (use specified server)

Syslog facility (local?)

Uiew new

Uiew recent

Uiew all

Clear event log

Clear status line

! Validate SMDI configuration

! Validate SMDI configuration

! Carminal inactivity timeout; removing enabled status
```

4. In the Set Logging Levels select Voice Mail (VM) and SCCP Errors + Warnings + Info + Trace.

```
Cisco UG248 (10-12-13-vg248)
                         Logging levels
                         OS
DHCP
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                         Ethernet
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                                 warnings
warnings
                                     (Errors
                                     (Errors
                                     (Errors
                                                 warnings
                                     (Errors
                                                 warnings
                                                                     + trace)
                                     (Errors + warnings
                                                               info
                                     (Errors
ERROR: DNS: No response from primary server WARNING: OS: Terminal inactivity timeout; removing enabled status
```

- 5. In the Set Logged Port, select a port on which to test.
- 6. Select **View New** from the **Diagnostics** menu.
- 7. From the selected port, make a call to the analog phone inline with the Caller ID box and record a message. The events display in the VG248 Telnet session, and the MWI should light.

Related Information

- VG248 Configuration Guide v1.3
- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation Cisco Systems

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