



Setup for Q-SYS™ Softphone

Cisco Unified Communication Manager (CUCM) 10.5

This document applies to this Cisco product:
CUCM 10.5

Introduction

When you add users and extensions to the Cisco Unified Communications Management (CUCM) system, make sure you have adequate licensing to proceed. The Q-SYS Core is a third-party SIP endpoint in the CUCM system, and therefore each extension may require available licenses. Purchase any needed licenses from Cisco.

Concepts in this procedure can be applied also to other versions of CUCM.

NOTE: In Q-SYS Designer Software 5.2.x and earlier the QSC Softphone required SIP V2 early offer for proper functionality. Version 5.3.x and later can use early offer *or* late offer.

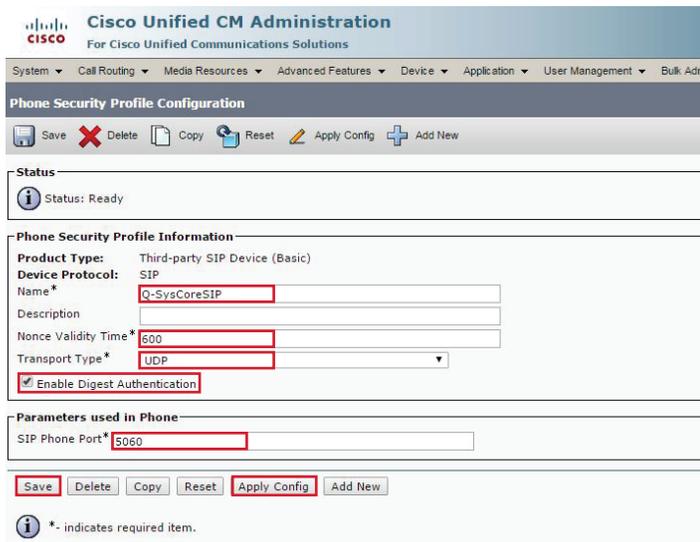


Figure 1.

Security Profile

You must first have a Security Profile set up in Cisco Unified CM Administration. To create one or to verify that you have an existing one, select **System > Security Profile > Phone Security Profile**.

1. To find an existing profile, enter the search parameters, patterns, and text, if there are any. Click **Find**. Click on the record that you need to view.
2. To add a new profile, click **Add New**. Select **Phone Security Profile Type**. Then select **Third-party SIP Device (Basic)**.
3. In the **Phone Security Profile Configuration** page, enter the information shown in Figure 1. Click **Apply Config** and then click **Reset**. Click **Save**.

Add an end user

4. Next, configure the End User account. Select **User Management > End User > Add New**.
5. In **End User Configuration**, enter the information shown in Figures 2 through 5. Click **Save**.

Please note that what CUCM calls **User ID**, a Q-SYS softphone calls **Authentication ID**, and what CUCM calls **Digest Credentials**, a Q-SYS softphone calls **Password**.

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

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

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

End User Configuration | Related Links: Back to Find List Users | Go

Save | Delete | Add New

Status
Status: Ready

User Information

Active Local User

User Status: Active Local User

User ID*: gsysvoip

Password: [Redacted] [Edit Credential](#)

Confirm Password: [Redacted]

Self-Service User ID: 123456

PIN: [Redacted] [Edit Credential](#)

Confirm PIN: [Redacted]

Last name*: gsysvoip

Middle name: [Redacted]

First name: [Redacted]

Title: [Redacted]

Directory URI: [Redacted]

Telephone Number: [Redacted]

Home Number: [Redacted]

Mobile Number: [Redacted]

Pager Number: [Redacted]

Mail ID: [Redacted]

Manager User ID: [Redacted]

Department: [Redacted]

User Locale: < None >

Associated PC: [Redacted]

Digest Credentials: [Redacted]

Confirm Digest Credentials: [Redacted]

User Profile: Use System Default("Standard (Factory Default) U" | [View Details](#)

Figure 2. User Information

Service Settings

Home Cluster

Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

Include meeting information in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)

UC Service Profile: Use System Default | [View Details](#)

Device Information

Controlled Devices: [Empty list] [Device Association](#)

Available Profiles: [Empty list] [Line Appearance Association for Presence](#)

CTI Controlled Device Profiles: [Empty list]

Figure 0K. Service Settings and Device Information

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5

Extension Mobility

Available Profiles

Controlled Profiles

Default Profile: -- Not Selected --

BLF Presence Group*: Standard Presence group

SUBSCRIBE Calling Search Space: < None >

Allow Control of Device from CTI

Enable Extension Mobility Cross Cluster

Directory Number Associations

Primary Extension: < None >

Mobility Information

Enable Mobility

Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup*: 10000

Remote Destination Limit*: 4

Remote Destination Profiles

[View Details](#)

Figure 4. Extension Mobility; Directory Number Associations; and Mobility Information

Multilevel Precedence and Preemption Authorization

MLPP User Identification Number

MLPP Password

Confirm MLPP Password

MLPP Precedence Authorization Level: Default

CAPF Information

Associated CAPF Profiles

[View Details](#)

Permissions Information

Groups

Roles

[View Details](#)

[View Details](#)

[Add to Access Control Group](#)

[Remove from Access Control Group](#)

[Save](#) [Delete](#) [Add New](#)

*- indicates required item.

Figure 5. Multilevel Precedence and Preemption Authorization; CAPF Information; and Permissions Information

When you have completed the settings in this window, click **Save**.

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5

Sip profile

- Next, configure the SIP profile for Q-SYS. Select **Device > Device Settings**. Click **Sip Profile**.
- Find **Standard SIP Profile** in the list. Click its **Copy** icon.
- In the **SIP Profile Configuration** window (Figure 6), give the configuration a new **Name** that describes its status as both a standard SIP profile and a Q-SYS softphone (such as **Standard SIP Profile Q-SYS**).
- Configure the SIP profile as shown in Figures 6 through 8.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

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

SIP Profile Configuration

Save Delete Copy Reset Apply Config Add New

Status

Status: Ready
All SIP devices using this profile must be restarted before any changes will take affect.

SIP Profile Information

Name* Standard SIP Profile Q-SYS
Description Default SIP Profile
Default MTP Telephony Event Payload Type* 101
Early Offer for G.Clear Calls* Disabled
User-Agent and Server header information* Send Unified CM Version Information as User-Agen
Version in User Agent and Server Header* Major And Minor
Dial String Interpretation* Phone number consists of characters 0-9, #, *, anc
Confidential Access Level Headers* Disabled

Redirect by Application
 Disable Early Media on 180
 Outgoing T.38 INVITE include audio mline
 Use Fully Qualified Domain Name in SIP Requests
 Assured Services SIP conformance

SDP Information

SDP Session-level Bandwidth Modifier for Early Offer and Re-invites* TIAS and AS
SDP Transparency Profile Pass all unknown SDP attributes
Accept Audio Codec Preferences in Received Offer* Default
 Require SDP Inactive Exchange for Mid-Call Media Change
 Allow RR/RS bandwidth modifier (RFC 3556)

Figure 6. SIP Profile Configuration

Parameters used in Phone

Timer Invite Expires (seconds)* 180
Timer Register Delta (seconds)* 5
Timer Register Expires (seconds)* 3600
Timer T1 (msec)* 500
Timer T2 (msec)* 4000
Retry INVITE* 6
Retry Non-INVITE* 10
Start Media Port* 16384
Stop Media Port* 32766
Call Pickup URI* x-cisco-serviceuri-pickup
Call Pickup Group Other URI* x-cisco-serviceuri-opickup
Call Pickup Group URI* x-cisco-serviceuri-gpickup
Meet Me Service URI* x-cisco-serviceuri-meetme
User Info* None
DTMF DB Level* Nominal
Call Hold Ring Back* Off
Anonymous Call Block* Off
Caller ID Blocking* Off
Do Not Disturb Control* User
Telnet Level for 7940 and 7960* Disabled
Resource Priority Namespace < None >
Timer Keep Alive Expires (seconds)* 120
Timer Subscribe Expires (seconds)* 120
Timer Subscribe Delta (seconds)* 5
Maximum Redirections* 70
Off Hook To First Digit Timer (milliseconds)* 15000
Call Forward URI* x-cisco-serviceuri-cfwdall
Speed Dial (Abbreviated Dial) URI* x-cisco-serviceuri-abrdial

Conference Join Enabled
 RFC 2543 Hold
 Semi Attended Transfer
 Enable VAD
 Stutter Message Waiting
 MLPP User Authorization

Normalization Script

Normalization Script < None >
 Enable Trace

Parameter Name	Parameter Value
1	

Incoming Requests FROM URI Settings

Caller ID DN
Caller Name

Figure 7. Parameters Used in Phone

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5

Trunk Specific Configuration

Reroute Incoming Request to new Trunk based on*

RSVP Over SIP*

Resource Priority Namespace List

Fall back to local RSVP

SIP Rel1XX Options*

Video Call Traffic Class*

Calling Line Identification Presentation*

Session Refresh Method*

Early Offer support for voice and video calls*

Enable ANAT

Deliver Conference Bridge Identifier

Allow Passthrough of Configured Line Device Caller Information

Reject Anonymous Incoming Calls

Reject Anonymous Outgoing Calls

Send ILS Learned Destination Route String

SIP OPTIONS Ping

Enable OPTIONS Ping to monitor destination status for Trunks with Service Type "None (Default)"

Ping Interval for In-service and Partially In-service Trunks (seconds)*

Ping Interval for Out-of-service Trunks (seconds)*

Ping Retry Timer (milliseconds)*

Ping Retry Count*

SDP Information

Send send-receive SDP in mid-call INVITE

Allow Presentation Sharing using BFCP

Allow iX Application Media

Allow multiple codecs in answer SDP

Save Delete Copy Reset Apply Config Add New

i *- indicates required item.

Figure 8. Trunk Specific Configuration

NOTE: As of Q-SYS Designer Software version **5.3.x** the Q-SYS softphone allows both SIP Early Offer—with or without Media Termination Point (MTP)—with Session Description Protocol (SDP) and SIP Late Offer. However, if DTMF or other problems arise with SIP Early Offer and without MTP, try enabling MTP. If you are using Q-SYS Designer Software **5.2.x** or earlier, you *must* designate SIP Early Offer; enable MTP in Cisco Unified CM to allow this.

When you have completed the settings in this window, click **Apply Config**.

10. Click **Reset** and then click **Save**.

Add and configure a Softphone

11. Select **Device > Phone**. Click **Add New**. In **Phone Type**, select **Third-party SIP Device (Basic)** and click **Next**.

12. Configure the settings as shown in Figures 9 through 11

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

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

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

Phone Configuration | Related Links: Back To Find/List | Go

Save | Delete | Copy | Reset | Apply Config | Add New

Status
Status: Ready

Association
 1 7925 Line [1] - 2010 (no partition)
 ----- Unassigned Associated Items -----
 2 7925 Line [2] - Add a new DN

Phone Type
Product Type: Third-party SIP Device (Basic)
Device Protocol: SIP

Real-time Device Status
Registration: Registered with Cisco Unified Communications Manager pub
IPv4 Address: 192.168.1.9
Active Load ID: None
Download Status: None

Device Information
 Device is Active
 Device is not trusted
MAC Address*: 00190F2435AB
Description: SEP00190F2435AB
Device Pool*: Default [View Details](#)
Common Device Configuration: < None > [View Details](#)
Phone Button Template*: Third-party SIP Device (Basic)
Common Phone Profile*: Standard Common Phone Profile [View Details](#)
Calling Search Space: < None >
AAR Calling Search Space: < None >
Media Resource Group List: < None >
Location*: Hub_None
AAR Group: < None >
Device Mobility Mode*: Default [View Current Device Mobility Settings](#)
Owner: User Anonymous (Public/Shared Space)
Owner User ID*: qsysvoip
Use Trusted Relay Point*: Default
Always Use Prime Line*: Default
Always Use Prime Line for Voice Message*: Default
Geolocation: < None >
 Ignore Presentation Indicators (internal calls only)
 Logged Into Hunt Group
 Remote Device

Figure 9. Device Information

Number Presentation Transformation

Caller ID For Calls From This Phone
 Calling Party Transformation CSS: < None >
 Use Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone)

Remote Number
 Calling Party Transformation CSS: < None >
 Use Device Pool Calling Party Transformation CSS (Device Mobility Related Information)

Protocol Specific Information
BLF Presence Group*: Standard Presence group
MTP Preferred Originating Codec*: 711ulaw
Device Security Profile*: Q-SysCoreSIP
Rerouting Calling Search Space: < None >
SUBSCRIBE Calling Search Space: < None >
SIP Profile*: Standard SIP Profile Q-SYS [View Details](#)
Digest User: qsysvoip
 Media Termination Point Required
 Unattended Port
 Require DTMF Reception

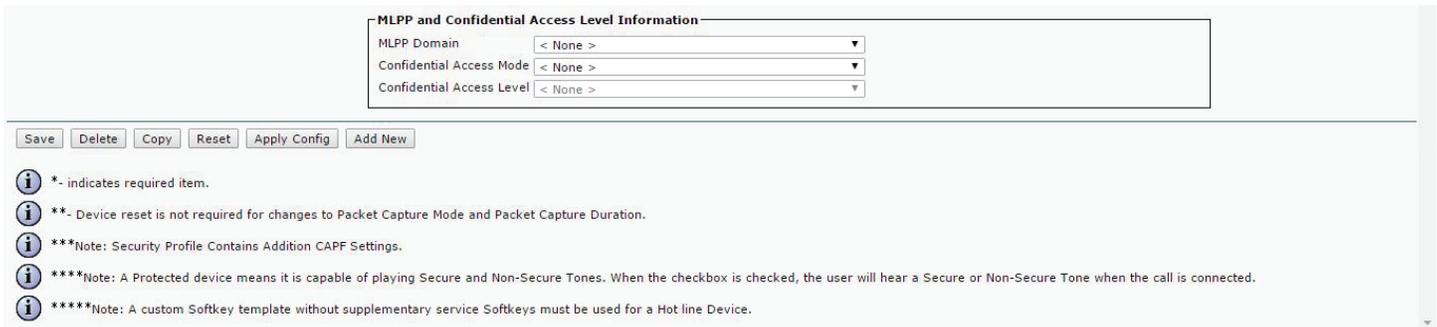
NOTE: As of Q-SYS Designer Software version **5.3.x** the Q-SYS softphone allows both SIP Early Offer—with or without Media Termination Point (MTP)—with Session Description Protocol (SDP) and SIP Late Offer. However, if DTMF or other problems arise with SIP Early Offer and without MTP, try enabling MTP. If you are using Q-SYS Designer Software **5.2.x** or earlier, you must designate SIP Early Offer; enable MTP in Cisco Unified CM to allow this.

Require DTMF Reception might be necessary if dialing 9 for outbound PSTN calling does not work.

Figure 10. Number Presentations; Protocol Specific Information

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



MLPP and Confidential Access Level Information

MLPP Domain: < None >
Confidential Access Mode: < None >
Confidential Access Level: < None >

Save Delete Copy Reset Apply Config Add New

- *- indicates required item.
- ** - Device reset is not required for changes to Packet Capture Mode and Packet Capture Duration.
- ***Note: Security Profile Contains Addition CAPF Settings.
- ****Note: A Protected device means it is capable of playing Secure and Non-Secure Tones. When the checkbox is checked, the user will hear a Secure or Non-Secure Tone when the call is connected.
- *****Note: A custom Softkey template without supplementary service Softkeys must be used for a Hot line Device.

Figure 11. MLPP and Confidential Access Level Information

When you have completed the settings in this window, click **Apply Config**.

13. Click **Reset** and then click **Save**.



Association

Modify Button Items

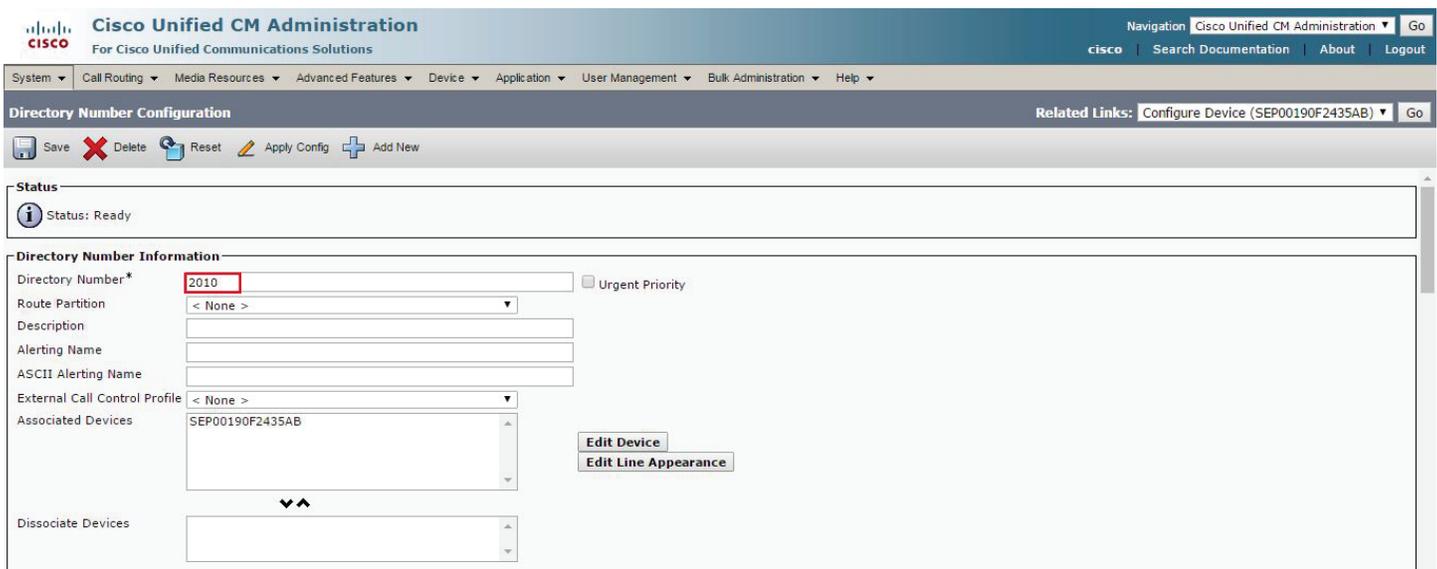
1 778 Line [1] - Add a new DN
779

Figure 12.

Add Directory Number

14. Click **Add a New DN** (Figure 12).

15. Configure the settings as shown in Figures 13 through 17.



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go
cisco | 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 (SEP00190F2435AB) Go

Save Delete Reset Apply Config Add New

Status
Status: Ready

Directory Number Information

Directory Number* 2010 Urgent Priority
Route Partition: < None >
Description:
Alerting Name:
ASCII Alerting Name:
External Call Control Profile: < None >
Associated Devices: SEP00190F2435AB
Dissociate Devices:

Edit Device
Edit Line Appearance

Figure 13. Directory Number Information

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



Directory Number Settings

Voice Mail Profile: (Choose <None> to use system default)

Calling Search Space:

BLF Presence Group*:

User Hold MOH Audio Source:

Network Hold MOH Audio Source:

Reject Anonymous Calls

Enterprise Alternate Number

+E.164 Alternate Number

Directory URIs

Primary	URI	Partition	Advertise Globally via ILS	Remove
<input type="radio"/>	<input type="text"/>	<input type="text" value="< None >"/>	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>

PSTN Failover for Enterprise Alternate Number, +E.164 Alternate Number, and URI Dialing

Advertised Failover Number:

AAR Settings

AAR	Voice Mail	AAR Destination Mask	AAR Group
<input checked="" type="checkbox"/>	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>

Retain this destination in the call forwarding history

Figure 14. Directory Number Settings; Enterprise Alternate Number; +E.164 Alternate Number; Directory URIs; PSTN Failover for Enterprise Alternate Number, +E.164 Alternate Number, and URI Dialing; AAR Settings

Call Forward and Call Pickup Settings

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

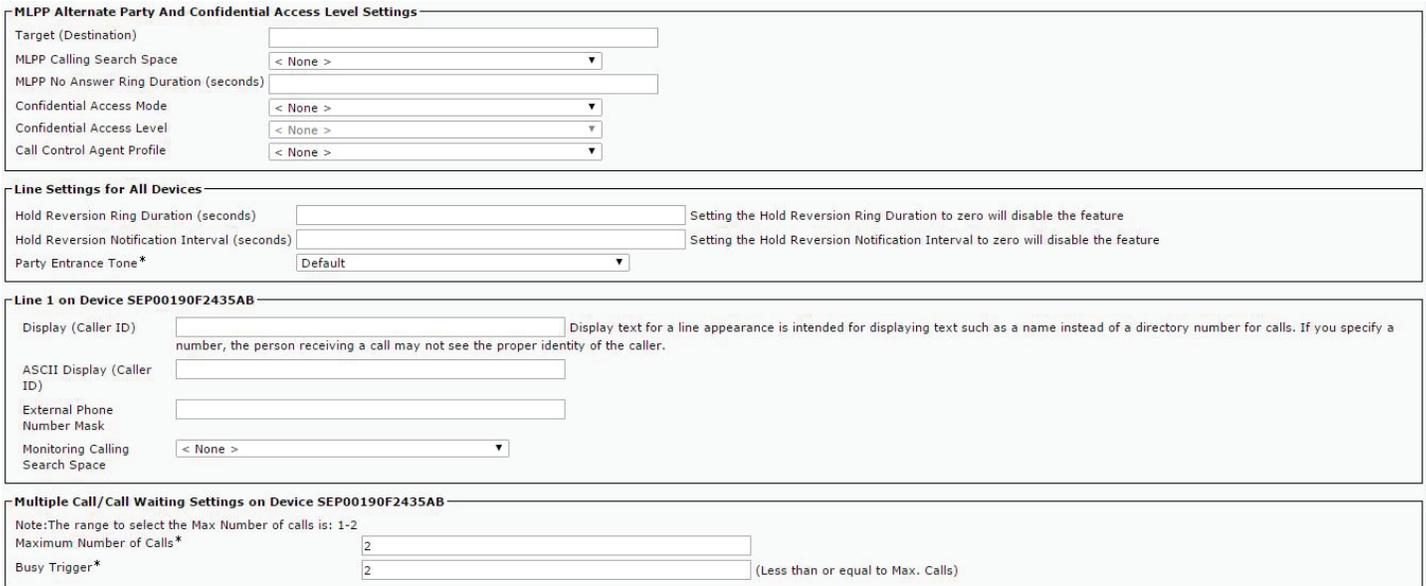
Park Monitoring

	Voice Mail	Destination	Calling Search Space
Park Monitoring Forward No Retrieve Destination External	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/> A blank value means to call the parker's line.
Park Monitoring Forward No Retrieve Destination Internal	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/> A blank value means to call the parker's line.
Park Monitoring Reversion Timer		<input type="text"/>	A blank value will use value set in Park Monitoring Reversion Timer service parameter

Figure 15. Call Forward and Call Pickup Settings; Park Monitoring

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



MLPP Alternate Party And Confidential Access Level Settings

Target (Destination)

MLPP Calling Search Space

MLPP No Answer Ring Duration (seconds)

Confidential Access Mode

Confidential Access Level

Call Control Agent Profile

Line Settings for All Devices

Hold Reversion Ring Duration (seconds) Setting the Hold Reversion Ring Duration to zero will disable the feature

Hold Reversion Notification Interval (seconds) Setting the Hold Reversion Notification Interval to zero will disable the feature

Party Entrance Tone*

Line 1 on Device SEP00190F2435AB

Display (Caller ID) 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)

External Phone Number Mask

Monitoring Calling Search Space

Multiple Call/Call Waiting Settings on Device SEP00190F2435AB

Note: The range to select the Max Number of calls is: 1-2

Maximum Number of Calls*

Busy Trigger* (Less than or equal to Max. Calls)

Figure 16. MLPP Alternate Party and Confidential Access Level Settings; Line Settings for All Devices; Line 1 on Device; Multiple Call/Call Waiting Settings on Device



Forwarded Call Information Display on Device SEP00190F2435AB

Caller Name

Caller Number

Redirected Number

Dialed Number

Users Associated with Line

i *- indicates required item.

i **- Changes to Line or Directory Number settings require restart.

When you have completed the settings in this window, click **Apply Config**.

16. Click **Reset** and then click **Save**

Figure 17. Forwarded Call Information Display on Device; Users Associated with Line

Set up softphone for CUCM in Q-SYS

17. Open Q-SYS Designer Software. Go to **File > Load from Core & Connect** and then select the Core processor.
18. Go to **Tools > Show Q-SYS Administrator**. Select **Softphone**. Double click **Softphone-1**.
19. Configure the parameters in the **Edit Softphone** window (Figure 18). Click **OK**.

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5

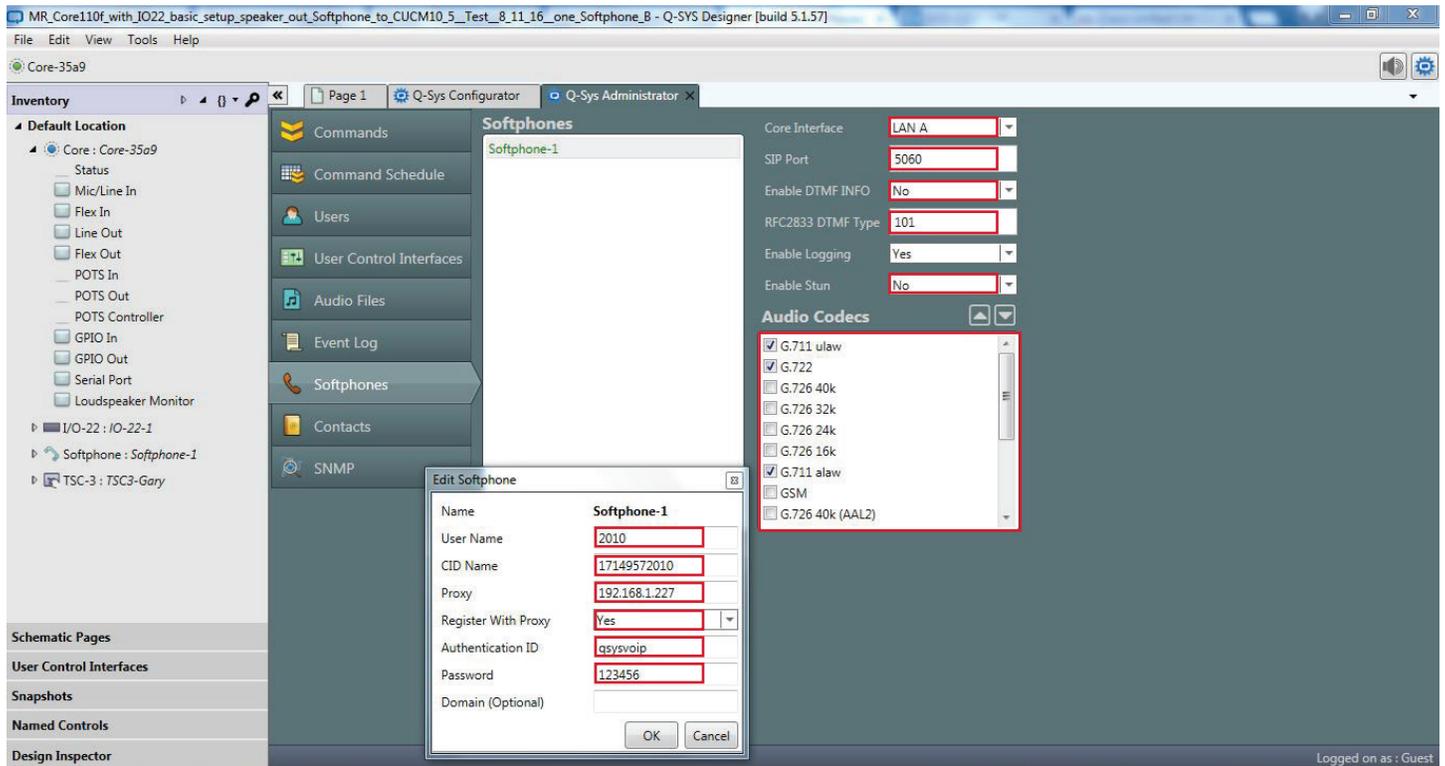


Figure 18. Edit the softphone parameters in Q-SYS Administrator.

- Also, select only the audio codecs **G.722** and either **G.711 ulaw** or **G.711 alaw** (largely depending on the system's location). In North America, **G.711 ulaw** is prevalent; outside North America, **G.711 alaw** is more common. Contact your phone system admin if you are not sure.
- Click **Update**. Registration may take from a few seconds up to a few minutes to complete.

If registration fails select **Yes** in **Enable Logging** and click **Update** again. Use a web browser to view the Q-SYS Core processor's SIP web page at **http://<IP address of Q-SYS Core>/sip.txt**. The SIP response codes listed should help indicate the type of issue occurring with registration.

View the registered phones in CUCM

- Cisco Unified CM will list the phones that are successfully registered. To view the list in CUCM, go to **Device > Phone**. The phones will be listed by device name.
- The Q-SYS softphone should appear in the list. Its **Status** should be **Registered with pub** as Figure 19 shows.

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

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

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

Find and List Phones Related Links: [Actively Logged In Device Report](#) | Go

+ Add New | Select All | Clear All | Delete Selected | Reset Selected | Apply Config to Selected

Status
11 records found

Phone (1 - 11 of 11) Rows per Page 50

Find Phone where Device Name begins with Find Clear Filter

Device Name(Line)	Description	Device Pool	Device Protocol	Status	IPv4 Address	Copy	Super Copy
SEP00190F2435AA	SEP00190F2435AA	Default	SIP	None	None		
SEP00190F2435AB	SEP00190F2435AB	Default	SIP	Registered with pub	192.168.1.9		
SEP003067076BE5	Auto 2000	Default	SCCP	None	None		
SEP010101010103	SEP010101010103	Default	SIP	Registered with pub	192.168.1.180		
SEP010101010104	SEP010101010104	Default	SIP	None	None		
SEP010101010105	SEP010101010105	Default	SIP	None	None		
SEP010101010109	SEP010101010109	Default	SIP	None	None		
SEP010101010111	SEP010101010111	Default	SIP	Unregistered	192.168.1.9		
SEP201A064FEAF3	Auto 2002	Default	SCCP	None	None		
SEP3C970E1CB228	Auto 2001	Default	SCCP	Registered with pub	192.168.1.180		
SEP883188318831	SEP883188318831	Default	SIP	None	None		

Add New | Select All | Clear All | Delete Selected | Reset Selected | Apply Config to Selected

Figure 19. View the list of registered phones. The Q-SYS softphone should appear, with status “Registered with pub.” In this example, the Q-SYS softphone has the device name SEP00190F2435AB.

24. Click on the Q-SYS softphone’s **Device Name**. Its **Phone Configuration** page will appear (Figure 20).

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

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

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

Phone Configuration Related Links: [Back To Find/List](#) | Go

Save | Delete | Copy | Reset | Apply Config | Add New

Status
Status: Ready

Association

1 7MS Line [1] - 2010 (no partition)

2 7MS Line [2] - Add a new DN

Phone Type

Product Type: **Third-party SIP Device (Basic)**
Device Protocol: **SIP**

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager pub
IPv4 Address: 192.168.1.9
Active Load ID: None
Download Status: None

Device Information

Device is Active
Device is not trusted
MAC Address*: 00190F2435AB
Description: SEP00190F2435AB
Device Pool*: Default [View Details](#)
Common Device Configuration: < None > [View Details](#)
Phone Button Template*: Third-party SIP Device (Basic)
Common Phone Profile*: Standard Common Phone Profile [View Details](#)
Calling Search Space: < None >
AAR Calling Search Space: < None >
Media Resource Group List: < None >

Figure 20. Real-time Device Status shows the details of the phone’s registration with CUCM.

Check gateway and DNS configuration

25. Go to Q-SYS Designer Software and open **Q-SYS Administrator**.

26. Click on the Q-SYS core processor (Figure 21).

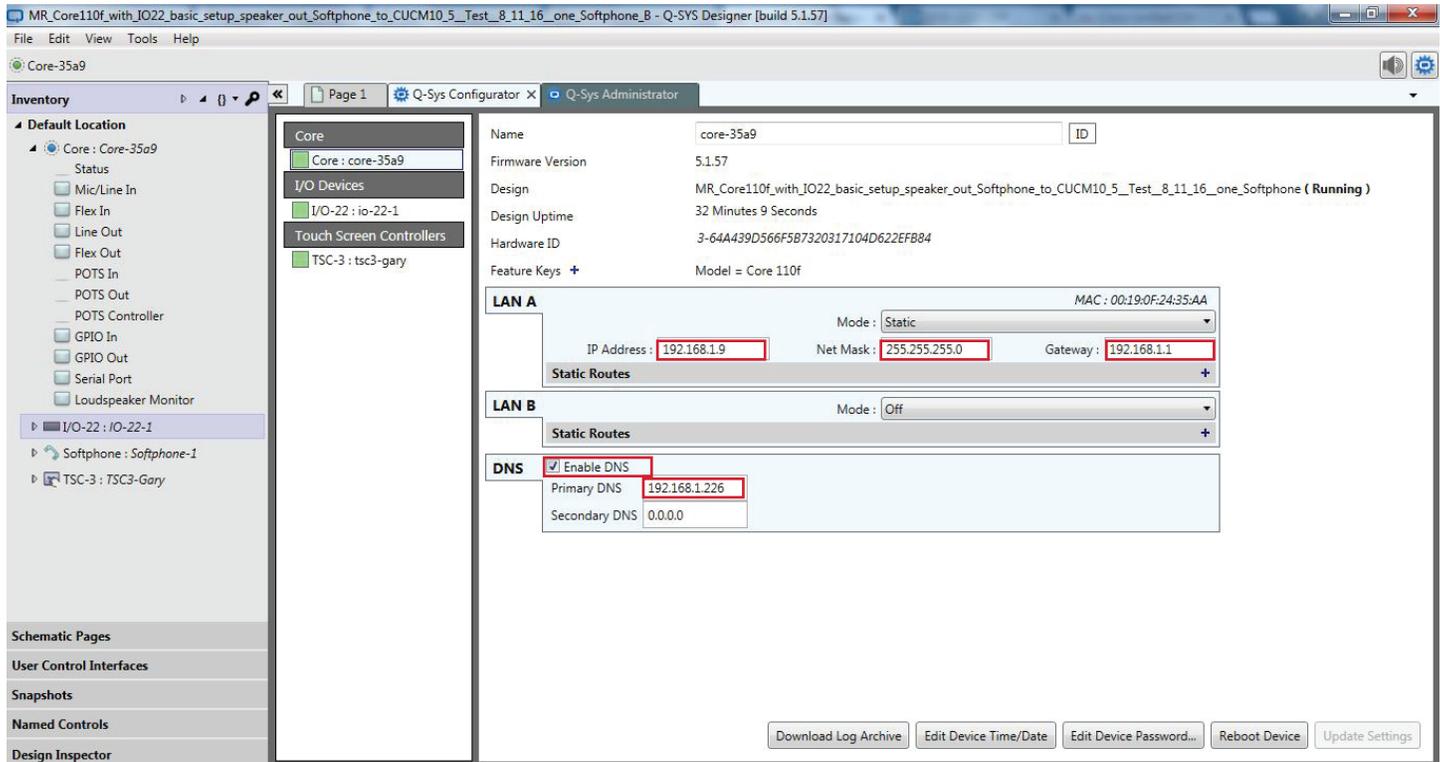


Figure 21. Check the gateway and DNS configurations.

27. If you are using only one LAN port, configure one gateway, as shown. Do not add gateways in Static Routes.

28. If you are using more one LAN port, configure only one gateway but add Static Routes for the second LAN port.

Setup for Q-SYS Softphone

Cisco Unified Communication Manager (CUCM) 10.5



Typical SIP Response Codes for troubleshooting

SIP Response Code	
401	SIP/2.0 401 Unauthorized Typically caused by incorrect credentials from the calling user agent (Q-SYS Softphone), and/or misconfigured CUCM end user settings, and/or 3rd party SIP Phone settings.
404	SIP/2.0 404 Not Found Typically has the same causes as SIP code 401 (see above).
503	Registration Failed with status Service Unavailable [503] Typically caused by CUCM CallManager service not being enabled. Seen in clustered CUCM environments where only certain CUCM servers run the CallManager service. Remedy: Make sure the Q-SYS Softphone is configured with the correct CUCM server (i.e., one running CallManager service). Other common causes: Having the wrong IP address configured in Q-SYS softphone for the CUCM server. Network issues preventing communication with CUCM.