



Softphone Setup Procedure for Q-SYS™ Platform

Core 110f with Cisco Unified Communication Manager (CUCM)

This document applies to this Cisco product:
Cisco Unified Call Manager (CUCM)

Introduction

This setup guide is intended to aid an installer or system administrator in configuring Cisco Unified Call Manager (CUCM) and the Q-SYS Softphones set up in a Core 110f Processor to work together. The procedure involves these steps:

1. Cisco CUCM setup
 - Phone Security Profile configuration
 - End User configuration
 - SIP Profile configuration
 - Add new phone
2. Q-SYS Softphone setup
 - Softphone configuration
 - Checking registration status

The Q-SYS Core 110f Processor has up to four Softphones. 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.

Procedure

To start, you must configure a Security Profile, End Users, and SIP Profile in CUCM. See the procedure detailed in the QSC third-party setup guide *Setup for Q-SYS Softphone—Cisco Unified Communication Manager (CUCM) 10.5*, which is available on the QSC web site **www.qsc.com**.

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Add and configure up to four softphones. See Figure 1 for an example of **Authentication ID** and **Password** configuration for them.

Figures 2 through 15 show configuration steps to take; some are in **Q-SYS Administrator** and the others are in CUCM. Each diagram indicates which app to use.

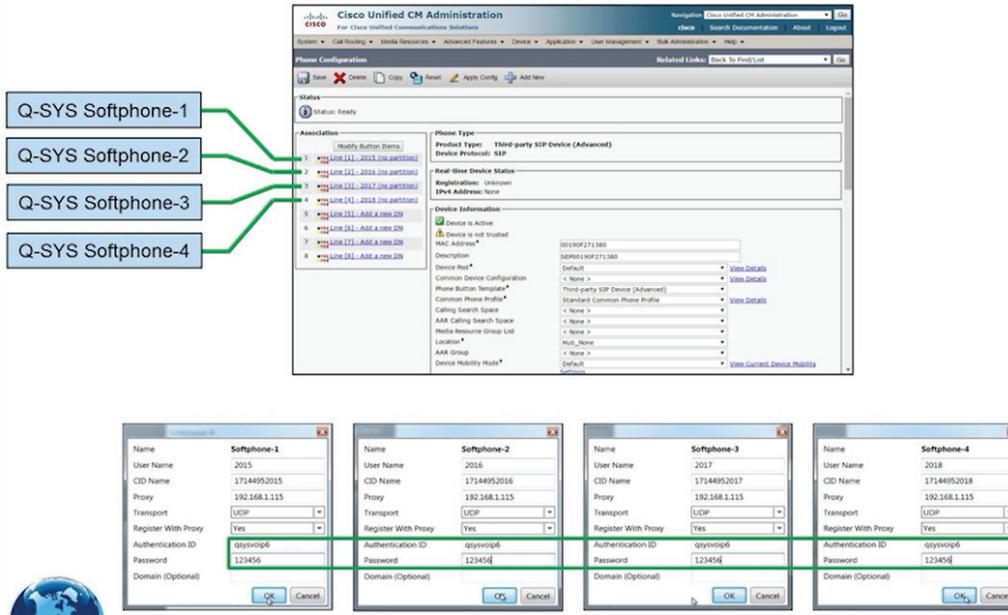


Figure 1 — Overview: The Softphones set up in Q-SYS (as many as four in a Core 110f Processor) are each associated with lines in the Cisco Third-party SIP Device (Advanced). Use Q-SYS Administrator to configure **Authentication ID** and **Password** on the Softphones.

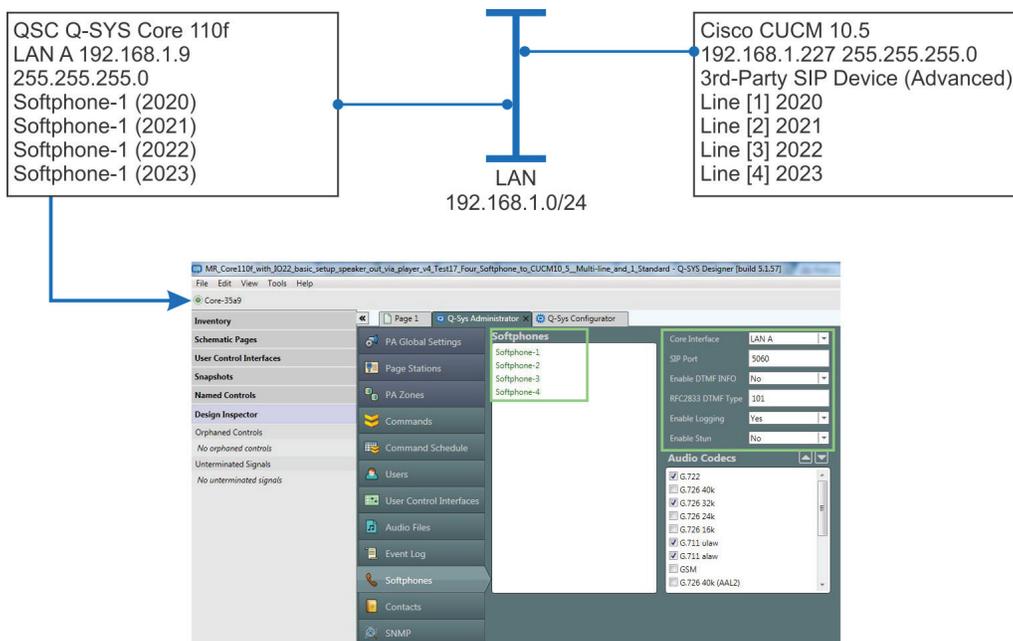


Figure 2 — Add the Softphones in **Q-SYS Administrator**.

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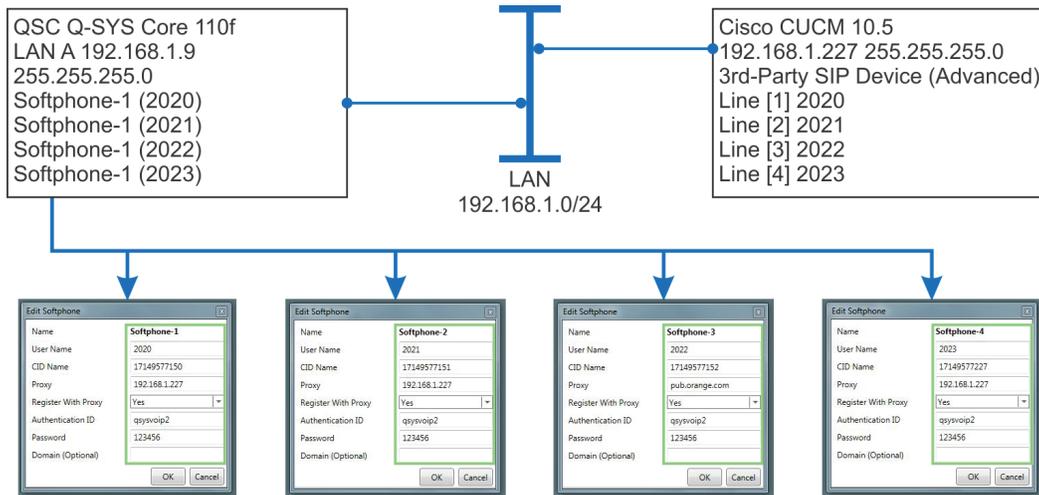
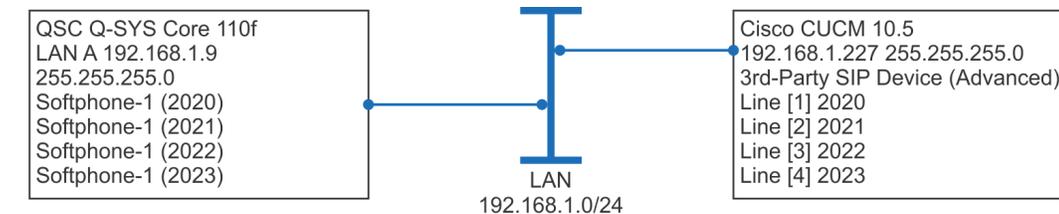


Figure 3 — Configure the Softphones in **Q-SYS Administrator**.



The **Status** column indicates that this device is partially registered with CUCM. Some, but not all, of the lines configured in CUCM for the device have successfully registered. This is not a cause for concern because Q-SYS Core 110f has only four Softphones, but the Third-Party SIP Device (Advanced) in CUCM has a capacity of eight lines.

| Phone | Device Name(Line) | Description | Device Pool | Device Protocol | Status | IP4 Address | Copy | Super Copy |
|-----------------|-------------------|-----------------|-------------|-----------------|---------------------|---------------|------|------------|
| SEP00190F2435AA | SEP00190F2435AA | SEP00190F2435AA | Default | SIP | Partial Registered | 192.168.1.9 | 📄 | 📄 |
| SEP00190F2435AB | SEP00190F2435AB | SEP00190F2435AB | Default | SIP | None | None | 📄 | 📄 |
| SEP003067078BE5 | Auto 2000 | Auto 2000 | Default | SCCP | None | None | 📄 | 📄 |
| SEP0101010103 | SEP0101010103 | SEP0101010103 | Default | SIP | Registered with pub | 192.168.1.180 | 📄 | 📄 |
| SEP0101010104 | SEP0101010104 | SEP0101010104 | Default | SIP | None | None | 📄 | 📄 |
| SEP0101010105 | SEP0101010105 | SEP0101010105 | Default | SIP | None | None | 📄 | 📄 |
| SEP0101010109 | SEP0101010109 | SEP0101010109 | Default | SIP | Unregistered | 192.168.1.9 | 📄 | 📄 |
| SEP0101010111 | SEP0101010111 | SEP0101010111 | Default | SIP | Unregistered | 192.168.1.9 | 📄 | 📄 |
| SEP014064PFAF3 | Auto 2002 | Auto 2002 | Default | SCCP | None | None | 📄 | 📄 |
| SEP3C92E1C8228 | Auto 2001 | Auto 2001 | Default | SCCP | Registered with pub | 192.168.1.180 | 📄 | 📄 |
| SEP883180318031 | SEP883180318031 | SEP883180318031 | Default | SIP | None | None | 📄 | 📄 |

Figure 4 — After the Q-SYS Softphones are set up, the Cisco Third-party SIP Device (Advanced) may appear in CUCM with a status of **Partial Registered**.

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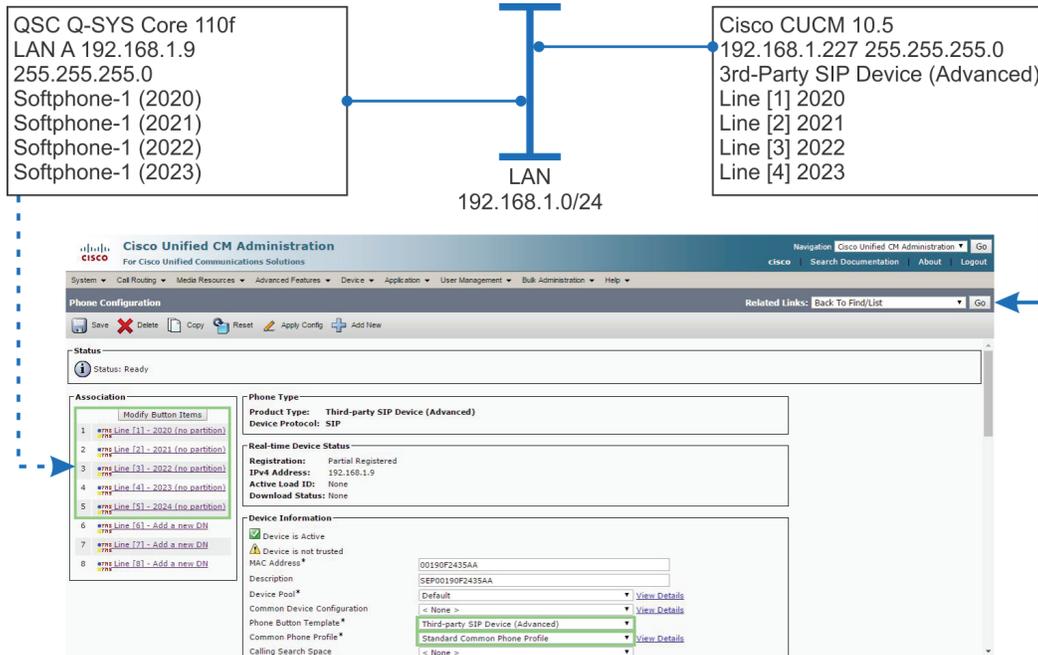


Figure 5 — Configure the **Phone Button Template** and **Common Phone Profile** in CUCM.

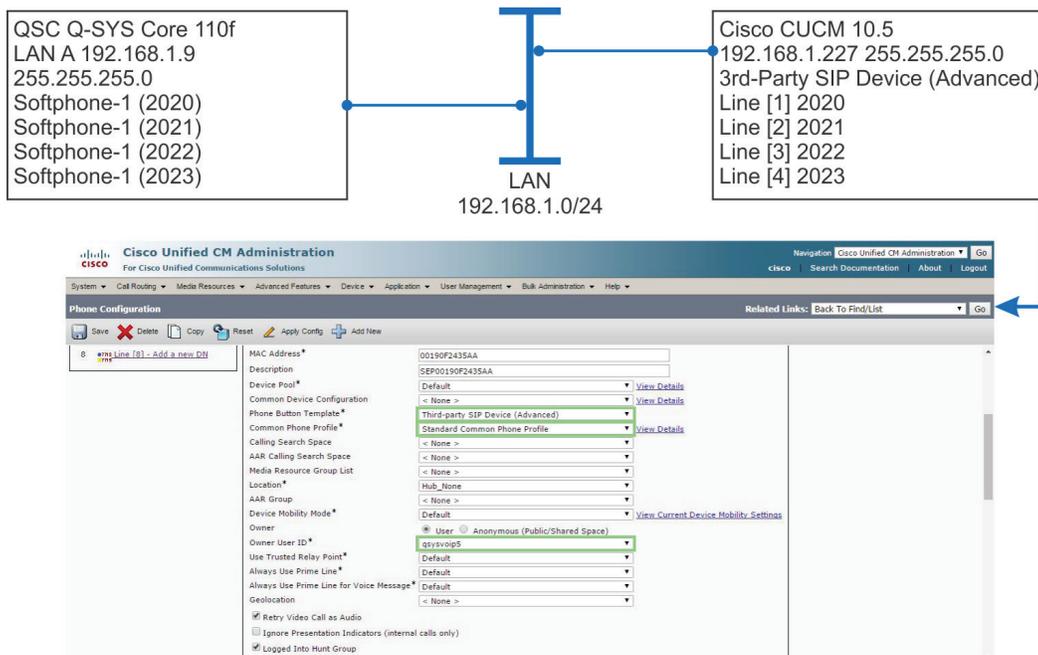


Figure 6 — Also configure the **Owner User ID** in CUCM.

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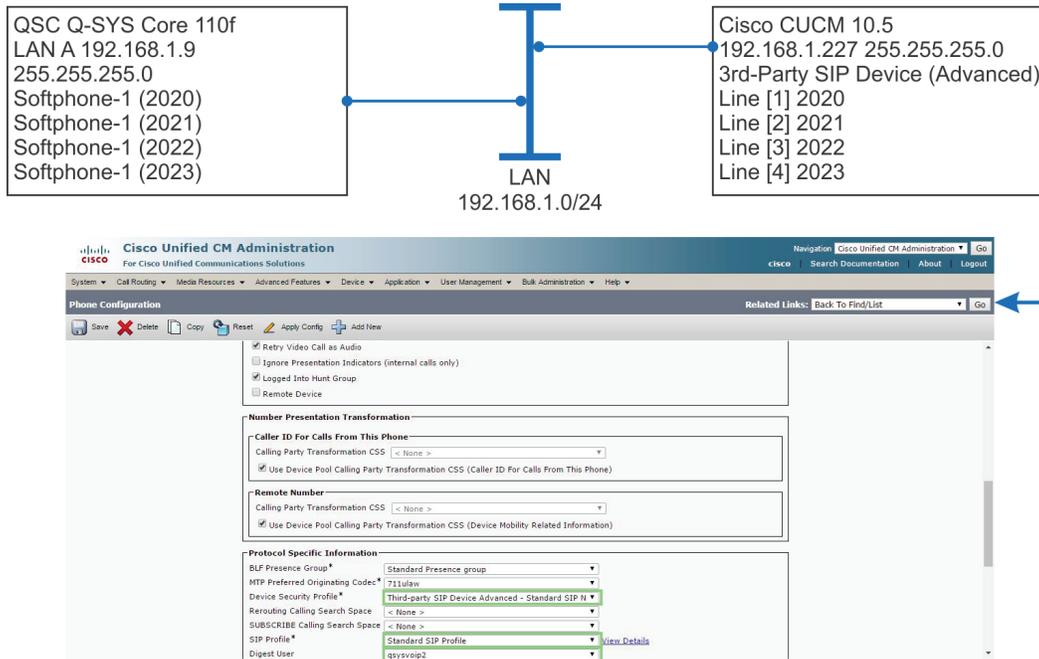


Figure 7 — Also in CUCM, configure the **Device Security Profile**, **SIP Profile**, and **Digest User**.

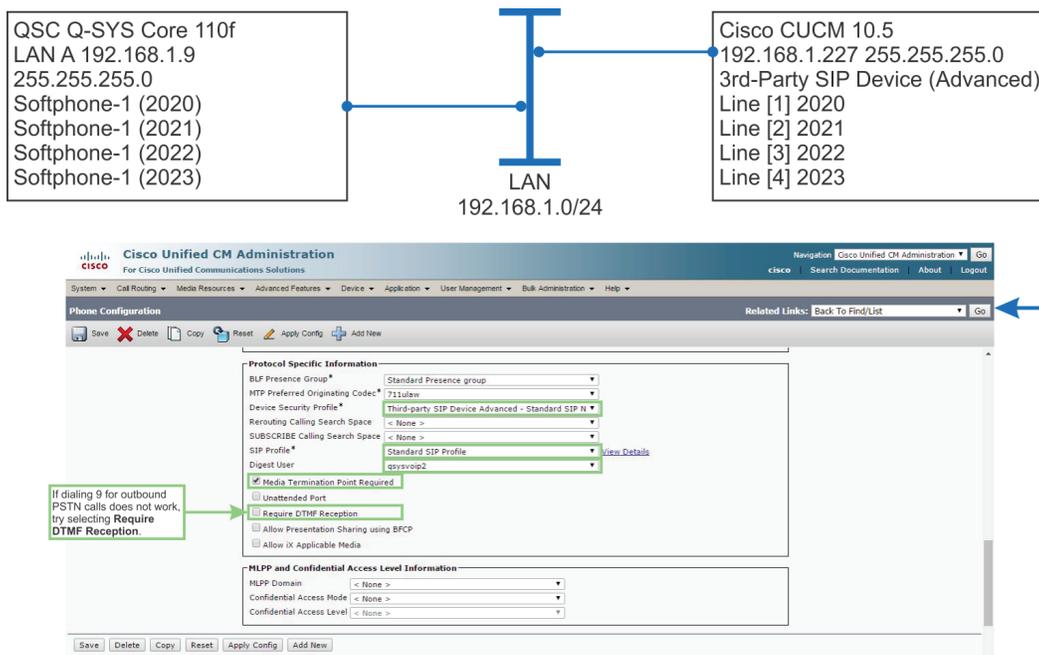


Figure 8 — In CUCM, select **Media Termination Point Required**. If there are problems making outbound PSTN calls after dialing 9, try selecting **Require DTMF Reception**. Click **Save**.

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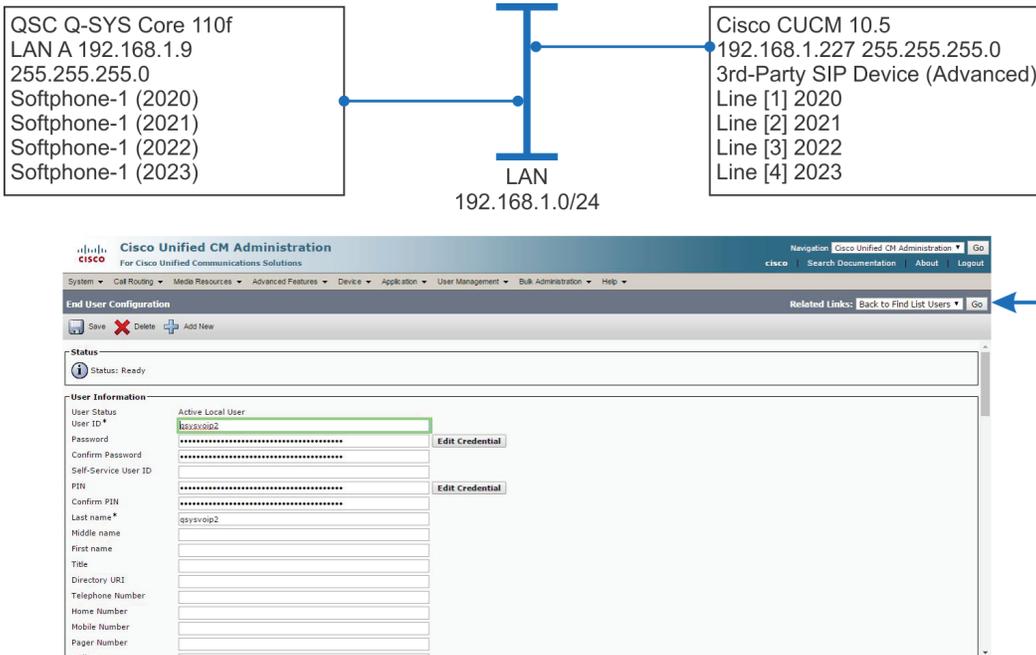


Figure 9 — In CUCM, go to **End User Configuration** to configure the **User ID**.

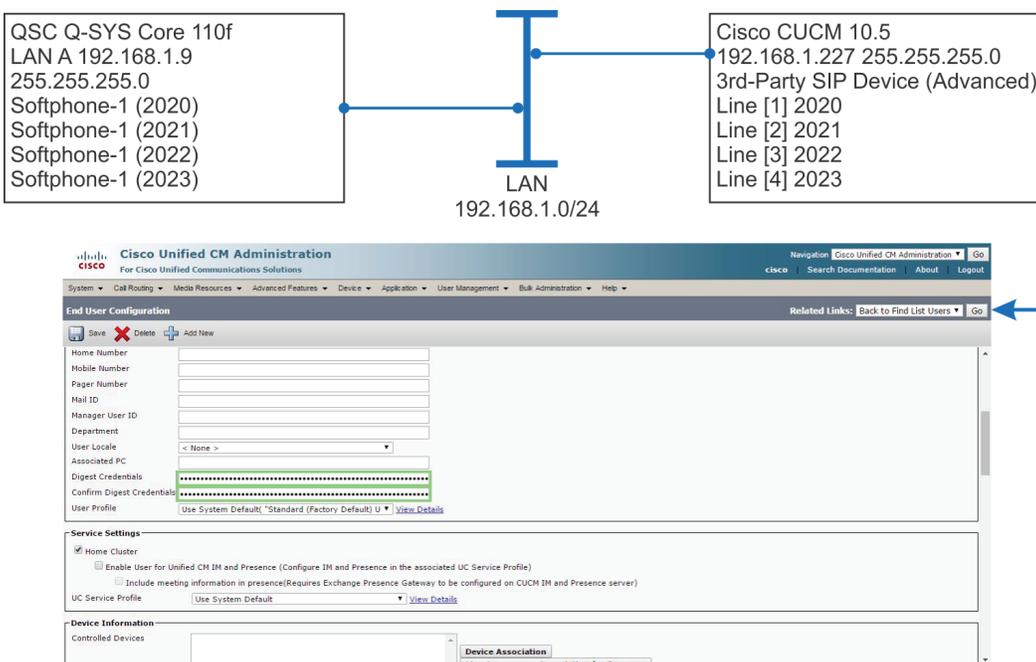


Figure 10 — Continue with setting up **Digest Credentials**, then confirm them on the next line.

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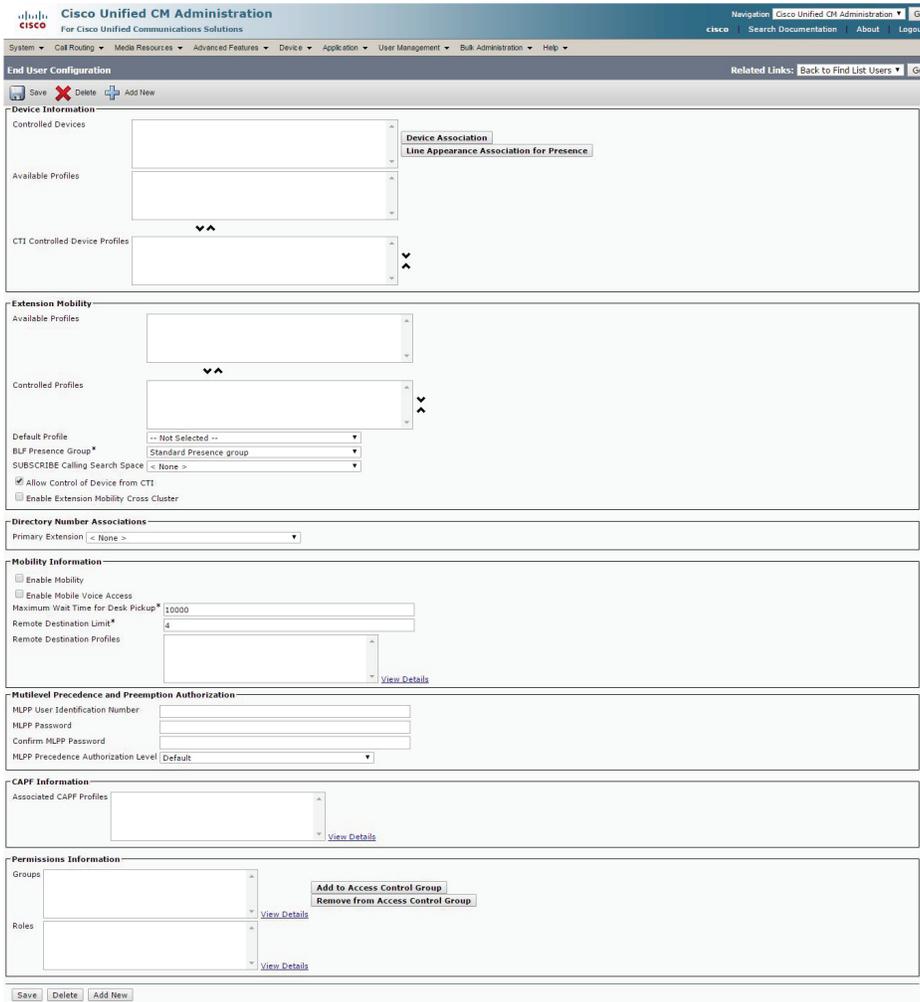
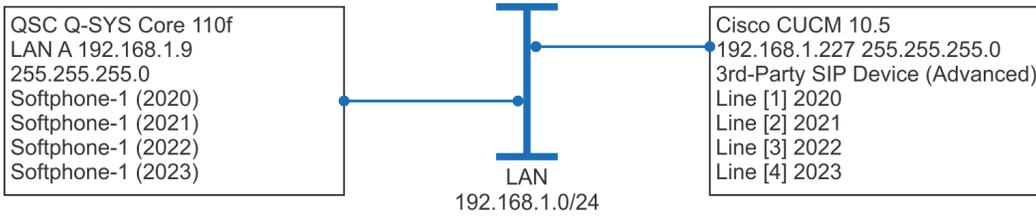


Figure 11 — Scroll down and click **Save**.

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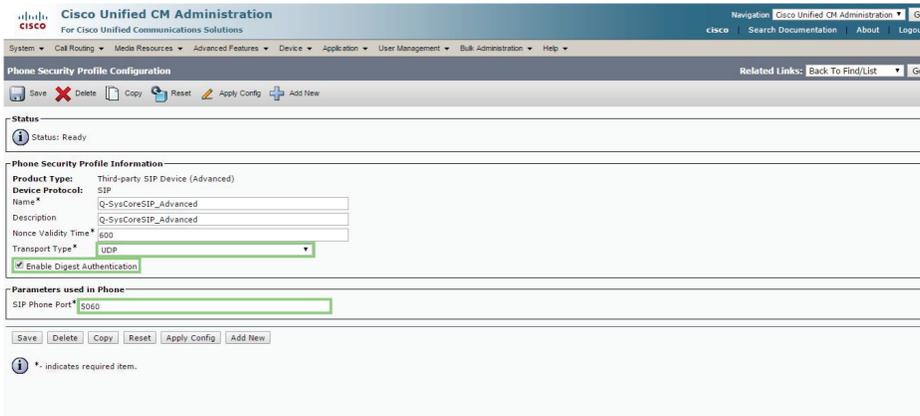
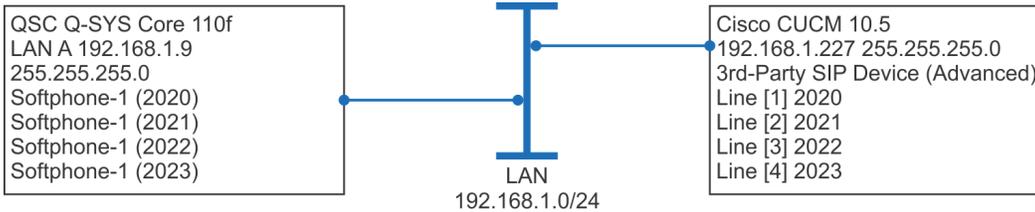
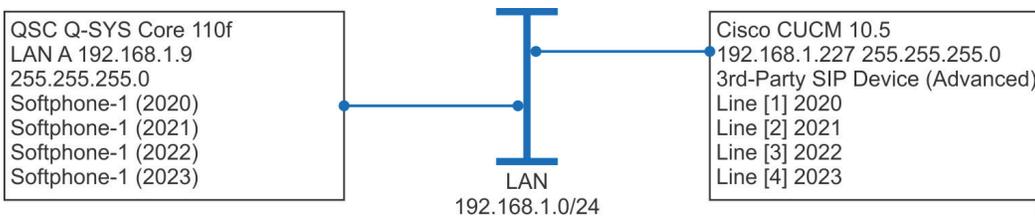


Figure 12 — In CUCM, go to **Phone Security Profile Configuration** and set up **Transport Type**, select **Enable Digest Authentication**, and designate the **SIP Phone Port**. Click **Save**.



After this step, the Q-SYS Softphones will be fully configured with CUCM.

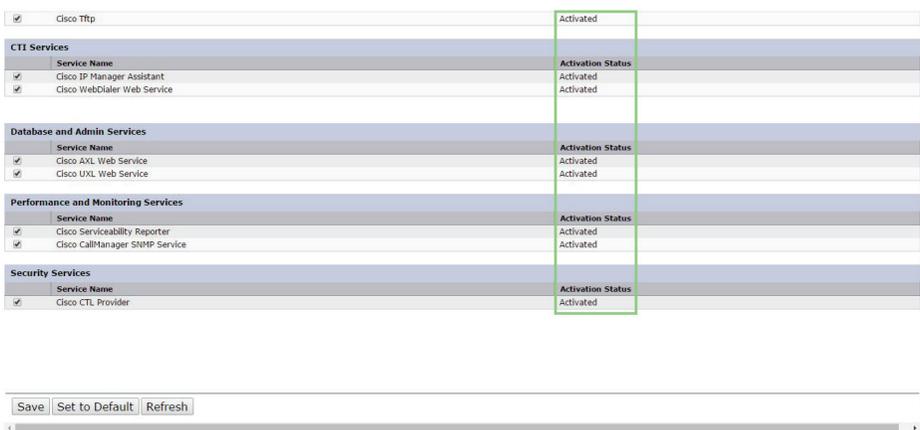


Figure 13 — Go to **Service Activation** and select these services for activation. Click **Save**.