

Grandstream Networks, Inc.

How to Integrate UCM6XXX with Microsoft Lync[®] Server





Table of Contents

OVERVIEW	4
UCM6XXX CONFIGURATION	5
Step 1: Create SIP Peer Trunk	5
Step 2: Configure Outbound Rule	7
Step 3: Configure Inbound Rule	7
MICROSOFT LYNC [®] CONFIGURATION	9
Step 1: Create New PSTN Gateway	9
Step 2: Configure Dial Plan On Microsoft Lync [®] Server	3
Step 3: Configure Voice Policy On Microsoft Lync [®] Server	5
MAKING CALLS ON UCM6XXX AND MICROSOFT LYNC [®] SERVER 2	2
Case 1: Call Between UCM6XXX Extension and Lync Client	22
Case 2: Call Forwarding to Lync Client from UCM6XXX Extension	23
Case 3: Follow Me to Lync Client from UCM6XXX Extension	23
Case 4: Dial to Lync Client from UCM6XXX Analog Trunk	23





Table of Figures





OVERVIEW

The UCM6XXX and Microsoft Lync[®] server can be connected using SIP peer trunk to achieve integration for better and more effective enterprise communication. This document introduces how to configure the UCM6XXX and Microsoft Lync[®] server to implement the integration.

The following equipment and services are required in order to set up the UCM6XXX with Microsoft Lync[®] as described in this document.

- A properly installed and deployed Microsoft Lync[®] server The configuration presented in this document is based on Microsoft Lync[®] server 2013. The instruction is similar if the user has Microsoft Lync[®] 2010 instead. Before starting to peer Microsoft Lync[®] server with the UCM6XXX, please ensure the Microsoft Lync[®] server is properly configured and working for all the Lync[®] clients in the environment to be deployed.
- UCM6XXX with firmware version 1.0.20.17 is up and running Before starting to peer Microsoft Lync[®] server with the UCM6XXX, please ensure the UCM6XXX is upgraded to the latest firmware version. Here is the firmware link: <u>http://www.grandstream.com/support/firmware</u>

The UCM6XXX also needs to be properly configured and working for the registered extensions in the environment to be deployed.

• Functional network environment where the UCM6XXX and Microsoft Lync[®] server are connected Please ensure network connectivity between the two devices and port availability on the devices as well as firewall settings.

The Microsoft Lync[®] server and the UCM6XXX can be located on the Internet or corporate Intranet. The configuration presented in this document applies to devices that are located on public network and the SIP trunk is over public Internet connection. Also, TCP is used as transport protocol for SIP signaling using port 5060.





UCM6XXX CONFIGURATION

Step 1: Create SIP Peer Trunk

• Go to web GUI→Extension Trunk→VoIP Trunks, click on "Add SIP Trunk".

VoIP Trunks	Trunk Group				
+ Add SIP Trunk	+ Add IAX Trunk				
PROVIDER NAME 💠	TERMINAL TYPE \$	TYPE 💠	HOSTNAME/IP 👙	USERNAME \$	OPTIONS

Figure 1: Create New SIP Trunk on the UCM6XXX

- In the "Create New SIP Trunk" dialog, configure the following:
 - > Type: Select "Peer SIP Trunk"
 - > **Provider Name**: Enter a name to identify this SIP trunk in the UCM6XXX
 - > Host Name: Enter the IP address of the Lync Server to be peered with

te New SIP Trunk		
Type:	Peer SIP Trunk	~
* Provider Name:	MSLync	
* Host Name :	Lync Server IP Address	
Keep Original CID :		
Keep Trunk CID :		
NAT:		
Disable This Trunk :		
TEL URI:	Disabled	~
Caller ID :		
CallerID Name :		
Auto Record :		

Figure 2: Create Peer SIP Trunk

- Click on "Save" to create the peer SIP trunk.
- The newly created SIP trunk will appear in the VoIP trunk web page. Click on icon 🗹 to further configure the SIP trunk.

VoIP Trunks	Trunk Group			
+ Add SIP Trunk	+ Add IAX Trunk			
PROVIDER NAME \$	TERMINAL TYPE \$	TYPE ‡	HOSTNAME/IP 👙 USERNAME 🌩	OPTIONS
MSLync	SIP	peer	LyncServer.IP	r 🧠 🧔 🗍







- In the dialog to edit the SIP trunk, configure the following:
 - Enable Heartbeat Detection: enable this so that the UCM6XXX can monitor the connectivity status with the Microsoft Lync[®] server in status page.

Edit SIP Trunk: MSI	ync
Basic Settings A	lvanced Settings
Codec Preference :	11 items Available Search Q G.722 ▲ AAL2-G.726-32 ▲ ADPCM ✓ G.723 G.726
Send PPI Header: Send PAI Header:	 H.263 G.729
Passthrough PAI Head	ler: Request-line v
DTMF Mode:	Default v
Enable Heartbeat Detection :	
* Heartbeat Frequency	60

Figure 4: Edit Peer SIP Trunk

- Click on "Save" on top right of the dialog.
- Click on "Apply Changes" on the upper right of the web UI. Now the SIP peer trunk is successfully configured.





Step 2: Configure Outbound Rule

- Go to web **GUI→Extension Trunk→Outbound Routes**, click on + Add
- In the dialog to create new outbound rule, configure the following:

Create New Outbound	Rule		Cancel Save
General			
* Calling Rule Name:	Oubound	Disable This Route:	
* Pattern :	_1XXX.	Privilege Level: Disable	v
		Warning: Setting privilege level at "Disabled" will lead to this rule being usable only by a matched Source Caller ID.	
PIN Groups:	None v	PIN Groups with Privilege	
		Level:	
Password:			
Enable Filter on Source C	Caller ID		
Enable Filter on Source		Outbound Route CID:	
Caller ID :			
Call Duration Limit			
Call Duration Limit:			
Main Trunk			
* Trunk:	SIPTrunks MSLync v		

Figure 5: Create New Outbound Rule

- > Calling Rule Name: Enter the outbound rule name to identify it in the UCM6XXX.
- Pattern: The Microsoft Lync[®] server already has extensions 1xxx configured. Therefore, configure 1XXX here as the pattern to dial out from the UCM6XXX.
- > **Trunk**: Select the SIP peer trunk created in step 1 as trunk to be used for the outbound rule.
- Click on "Save" on the bottom of the dialog.
- Click on "Apply Changes" on the upper right of the web UI. Now the outbound rule is successfully configured on the UCM6XXX.

Step 3: Configure Inbound Rule

- Go to web GUI→Extension / Trunk→Inbound Routes, select the SIP trunk created in step 1 and click
 on + Add
- In the dialog to create inbound rule, configure the following:





- > **Trunks**: Make sure the SIP trunk created in the step 1 is selected.
- > **DID Pattern**: Enter "**_X**." to allow any digit.
- > Default Destination: Select "By DID".
- DID Destination: Select "Extension" and other destinations you would like to have the Lync client to reach when calling into the UCM6XXX (Ring Groups, IVR ...etc).

Create New Inbound	Rule		Cancel
* Trunks:	SIPTrunks MSLync	~	
* Pattern :	х.	h	CallerID Pattern:
Disable This Route:			Allowed to seamless transfer:
Alert-info:	None	~	
Fax Detection :			
Block Collect Calls:			Prepend Trunk Name:
Set CallerID Info:			Enable Route-Level
Dial Trunk:			Allowed DID Extension × Destination:
Inbound Multiple Mode	e: 🗌		
Default Mode Mo	de 1		
* Default Destination :	By DID	~	

Figure 6: Edit Inbound Rule

- Click on "Save" on top right of the dialog.
- Click on "Apply Changes" on the upper right of the web UI. Now the inbound rule is successfully configured.





MICROSOFT LYNC® CONFIGURATION

Step 1: Create New PSTN Gateway

• Open Microsoft Lync[®] 2013 Topology Builder. Download or open a topology.

18		Lync Server 2013, Topology Builder	_ □	x
File Action Help		Define a new deployment from the Actions pane		
	16	Topology Builder		
	Welcome f document Downl Retriev store a existin Open a in prog New T Create	to Topology Builder. Select the source of the Lync Server topology oad Topology from existing deployment re a copy of the current topology from the Central Management nd save it as a local file. Use this option if you are editing an g deployment. Topology from a local file an existing Topology Builder file. Use this option if you have work		

Figure 7: Open Microsoft Lync® 2013 Topology Builder

• Find the folder "PSTN Gateway" under Lync Server directory "Shared Components".





10	Lync Server 2013, Topology Builder
File Action Help	
 Lync Server LubSite1 Lync Server 2010 Lync Server 2013 Shared Components SQL Server stores File stores PSTN gateways Trunks Office Web Apps Servers Branch sites 	The properties for this item are not available for editing.

Figure 8: PSTN Gateway under Lync Server

Right click on "PSTN gateways" and select "New IP/PSTN gateway..." to create a new IP/PSTN gateway.

14		Lync Server 2013, Topology Builder
File Action Help		
4 🗟 Lync Server		The properties for this item are not available for editing.
⊿ 🔢 LabSite1		
👂 🚞 Lync Se		
👂 🚞 Lync Se		
	Components	
	Server stores	
File:		
	New IP/PSTN Gateway	
	Topology	Define a new IP/PSTN gateway.
🚞 Brar	Help	
_		

Figure 9: Create New IP/PSTN Gateway

• The setup wizard for the IP/PSTN Gateway will guide you to configure it step by step. Firstly, configure the FQDN as the UCM6XXX IP address or the domain name. Then click on "Next".





16	Lync Server 2013, Topology Builder	_ 🗆 X
File Action Help		
▲ Lync Server ▲	Define New IP/PSTN Gateway X	
Labsite1 Labsite1 Lync Serve Lync Serve Lync Serve Lync Serve	Define the DETNI Category FODN	
 D D D D D D D D D D D D D D D D D D D	CODN: *	
 image: Trunks image: Office V 	UCMIP_ADDRESS	
🚞 Branch site		
	Help Back Next Cancel	

Figure 10: Define the PSTN Gateway FQDN

• Leave the configuration as default in "Define the IP Address" dialog. Click on "Next".

10	Define New IP/PSTN Gateway	x
5	Define the IP address	
⊙ Ena	able IPv4	
۲	Use all configured IP addresses.	
0	Limit service usage to selected IP addresses.	
	PSTN IP address:	
🔿 Ena	able IPv6	
۲	Use all configured IP addresses.	
0	Limit service usage to selected IP addresses.	
	PSTN IP address:	
Hel	p Back Next Cancel	

Figure 11: Define the IP Address

- Define the root trunk. Configure the trunk as followings:
 - > Listening port for IP/PSTN gateway: 5060
 - > SIP Transport Protocol: TCP





14	Lync Server 2013, Topology Builder	_ 🗆 X
File Action Help		
▲ Lync Server ▲ III LabSite1	Define New IP/PSTN Gateway	
 image: Lync Serve image: Lync Serve<	Define the root trunk	
 SQL Set File sto STN g 	trunkname	
 Trunks Trunks Trunks Branch sit 	5060	
	SIP Transport Protocol: TCP	
	Associated Mediation Server: GSLync2k13.GSLA.grandstream.com LabSite1	
	Associated Mediation Server port: * 5060	
	Help Back Finish Cancel	

Figure 12: Define the Root Trunk

- Click on "Finish".
- Now, right click on "Lync Server" and select "Publish Topology..." to update the existing topology with the new PSTN gateway configurations.

ò			Lync Server 2013, To	pology Builder
File	Action	Help		
4	ے Lyn کے	optor		
4		New Central Site		
	Þ	Edit Properties		
		New Topology		GSLA.grandstream.co
	⊿	Open Topology		Not configured
		Download Topology		
		Save a copy of Topology As		
		Publish Topology		
	1	Install Database		
		Merge Office Communications Serve	Publish topology to the Centr	al Management store.
		Remove Deployment		https://
		Help		dialin.GSLA.
			Meeting URLs:	Active

Figure 13: Select Publish Topology





10	Lync Server 2013, Topology Builder	_ 🗆 X
File Action Help		
Lync Server LabSite1	Publish Topology	× _
Lync Serve Lync Serve Lync Serve Serve	Publishing in progress	
 ■ shared Co ■ SQL Se ■ File sto ■ PSTN g ■ 96.3 ■ Trunks ■ Office \ ■ Branch site 	Please wait while Topology Builder tries to publish your topology. Succeeded Downloading global simple URL settings Succeeded Updating role-based access control (RBAC) roles Succeeded Enabling topology Back Next Cancel	Site
L		bite1

Figure 14: Publish Topology Process

14	Lync Server 2013, Topology Builder		x
File Action Help			
Lync Server Lync Server	Publish Topology		•
Labsite 1 Lync Serve Lync Serve Lync Serve Lync Serve	Publishing wizard complete		
 Image: SQL Set Image: SQL Set Image: SQL Set Image: SQL Set 	Your topology was successfully published.		
⊿ 🗀 PSTN g			•
			-
 Trunks Office 			
Branch site			
	✓ Enabling topology Success ? d	domain grandstrea n	
		ite	<u> </u>
	lite	<u>el</u>	

Figure 15: Publish Topology Finished

Step 2: Configure Dial Plan On Microsoft Lync® Server

• Open the Microsoft Lync[®] 2013 control panel. Select "Voice Routing"->"Dial Plan". Double click on "Global" to edit Dial Plan - Global.





\$	Microsoft Lync Server 2013 Control Panel				
Lync Server 2013	Administrator Sign out				
-,	5.0.8308.556 Privacy statem				
🟠 Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing				
3 Users	Create voice routing test case information				
Topology					
IM and Presence					
Persistent Chat					
🤠 Voice Routing	Name Scope State Normalization rules ▲ Description				
📞 Voice Features	💮 Global Global Committed 2				
2 Response Groups					
💭 Conferencing					

Figure 16: Voice Routing→Dial Plan

• In "Edit Dial Plan - Global" dialog, select "New" under "Associated Normalization Rules".

W	Microsoft Lync Server 20	13 Control Panel	
Lync Serve	2013		Administrator Sign
-,		5.	.0.8308.556 Privacy statem
🏠 Home	Dial Plan Voice Policy Route PSTN Usage Trunk (Configuration Test Voice Routing	
<table-of-contents> Users</table-of-contents>	Create voice routing test case information		~
Topology			
🗊 IM and Pre]
Persistent (lat √ OK × Cancel		•
🤠 Voice Rout	Scope: Global Name: *		
📞 Voice Feat	Global		
🔏 Response (
😨 Conferenci	DefaultProfile Description:		
Clients			
Federation External A			
Monitoring		?	
and Archiv	g External access prefix:	0	
Security	Associated Normalization Rules	~	
Provide State Network Configurat	n 🖣 New 🖹 Copy 📋 Paste 🛀 Select	🧪 Show details Remove 👚 🦊	
	Normalization rule State	Pattern to match Translation pattern	
	Extensions Committed	d ^(1\d{3})\$ +1626555\$1;ext=\$1	

Figure 17: Edit Dial Plan – Global

- In our sample, the UCM6XXX has extensions 3xxx. Therefore, configure the following in the dial plan:
 - > Starting digits: 3
 - > Length: exactly 4
 - > Digits to remove: 0





Digits to add: none. By default, it's "+". We removed the "+" here since we just use 3xxx for the extensions to be dialed.

5	Microsoft Lync Server 2013 Control Panel	_ _ X
Lync Server 2013		Administrator Sign out
,		5.0.8308.556 Privacy statement
🟠 Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing	
33. Users	Create voice routing test case information	~
Topology		
IM and Presence	Edit Dial Plan 🕨 New Normalization Rule]]
Persistent Chat	V Cancel	•
😋 Voice Routing	Name: * ucm6100	
📞 Voice Features	Description:	
😰 Response Groups		
💭 Conferencing	Build a Normalization Rule	
Clients	Fill in the fields that you want to use, or create the rule manually by clicking Edit.	
Federation and External Access	Starting digits: 3	
Monitoring and Archiving	Length: Exactly • 4	
Security	Digits to remove:	
Network Configuration	0	
Configuration	Digits to add:	
	Pattern to match: * ^(3)d(3))\$	
	Translation rule: *	
	\$1	
	Edit Reset ?	
	Internal extension	
	Dialed number to test:	
	Go	

Figure 18: Create New Normalization Rule

Click on OK.

Step 3: Configure Voice Policy On Microsoft Lync® Server

 In the Microsoft Lync[®] 2013 control panel, select "Voice Routing"→"Voice Policy". Double click on "Global" to edit "Voice Policy - Global".





-	Microsoft Lync Server 2013 Control Panel	_ _ X
Lync Server 2013		Administrator Sign out
		5.0.8308.556 Privacy statement
🟠 Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing	
3 Users	Create voice routing test case information	~
Topology]
🗊 IM and Presence	β	
Persistent Chat	In the second secon	0
🧐 Voice Routing	Name 🔺 Scope State PSTN usage Description	
🌜 Voice Features	💮 Global Global Committed	

Figure 19: Voice Routing→Voice Policy

• Under associated PSTN usage, click on "New".

Lv	Lync Server 2013			
_,			5.0.8308.556 Privacy statement	
	Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing		
33	Users	Create voice routing test case information	~	
×	Topology			
Ģ	IM and Presence	Edit Voice Policy - Global		
7	Persistent Chat	V X Cancel	•	
Ċ	Voice Routing	Scope: Global Name: *		
S	Voice Features	Global		
23	Response Groups	Description:		
Ð	Conferencing	∧ Calling Features		
E.	Clients	✓ Enable call forwarding ✓ Enable team call		
路	Federation and External Access	✓ Enable delegation ✓ Enable PSTN reroute		
_	Monitoring	✓ Enable call transfer Enable bandwidth policy override		
	and Archiving	✓ Enable call park ✓ Enable malicious call tracing		
-	Security	✓ Enable simultaneous ringing of phones		
9	Network	Associated PSTN Usages		
-	Configuration	🗣 New 🚬 Select 🦯 Show details Remove 👚 🧶		
		PSTN usage record Associated routes		

Figure 20: Edit Voice Policy - Global

• In the dialog "Edit Voice Policy→New PSTN Usage Record", click on "New" under Associated Routes.





Ly	nc Server 2013		Administrator Sign out 5.0.8308.556 Privacy statement
	Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing	5.0.000.500 Trivacy satement
33	Users	Create voice routing test case information	~
×	Topology		
Ģ	IM and Presence	Edit Voice Policy 🕨 New PSTN Usage Record	
7	Persistent Chat	J OK X Cancel	•
હ	Voice Routing	Name: ucm6100	
C	Voice Features		
23	Response Groups	Associated Routes	
Ð	Conferencing	Neme Select Show details Remove Name Pattern to match	
6	Clients		
	Federation and External Access		
	Monitoring and Archiving		
9	Security		
Ŷ	Network Configuration		

Figure 21: Edit Voice Policy - Global

- Create a new voice route.
 - > Name: Enter the name for the voice route to identify it in the Lync server
 - **Build a pattern to match**: Enter 3 and click on "Add". This will create a pattern starting from digit 3 to reach the 3xxx extensions in the UCM6XXX.
 - Associated Trunk: Click on "Add" under "Associated Trunk" and select the UCM6XXX trunk created in the Topology Builder.





Ly	nc Server 2013		Administrator Sign out
	Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing	
33	Users	Create voice routing test case information	~
×	Topology		
ę	IM and Presence	Edit Voice Policy > New PSTN Usage Record > New Voice Route	
P	Persistent Chat	JOK X Cancel	0
G	Voice Routing	Scope: Name: *	
C	Voice Features	ucm6100route	
23	Response Groups	Description:	
Ŗ	Conferencing		
P	Clients	Build a Pattern to Match Add the starting digits that you want this route to handle, or create the	
鹍	Federation and External Access	expression manually by clicking Edit. Starting digits for numbers that you want to allow:	
	Monitoring and Archiving	Type a valid number and then click Add. Add 3 Exceptions	
4	Security	Remove	
Ŷ	Network Configuration	Match this patterns: * Match this patterns: * Edit Reset ? Atternate caller ID Atternate caller ID: Att	

Figure 22: Create a New Voice Route





Lync Server 2013											
	Home		Dial	Plan	Vc	vice Policy	Route	PSTN Usage	Trunk Configuration	Test Voice Routing	
32	Users		Crea	ate vo	ice re	outing test	case inform	nation			
N	Topology										
Ģ	IM and Presence		Edit Voice Policy 🕨 New PSTN Usage Record 🕨 New Voice Route								
P	Persistent Chat			1	OK	× Ca	ıncel				
Ċ	Voice Routing		Scope: Name Select Trunk					-	1		
S	Voice Features			ucn		Select Tr	unk			x 😨	
23	Response Groups			Desc	er					٩	
Ŗ	Conferencing				R.	Sa	rvice		Site		
P	Clients		Bi Add exp Stai	Ada	.dc	_		ICM6100 IP	LabSitel		
	Federation and External Access			tai							
	Monitoring and Archiving			1							
9	Security				L						
Ð	Network Configuration	•			Mi A Si				OK	Cancel	
				Asso	ociate	d trunks:				Add Remove	

Figure 23: Select the UCM6XXX Trunk as the Associated Trunk





Ly	nc Server 2013		Administrator Sign out
-			5.0.8308.556 Privacy statement
	Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing	
33	Users	Create voice routing test case information	*
×	Topology		
Ģ	IM and Presence	Edit Voice Policy 🕨 New PSTN Usage Record 🕨 New Voice Route	
7	Persistent Chat	V OK X Cancel	0
હ	Voice Routing	Scope: Name: *	
C	Voice Features	ucm6100route	
23	Response Groups	Description:	
Ŗ	Conferencing	- Build a Pattern to Match	
e	Clients	Add the starting digits that you want this route to handle, or create the expression manually by clicking Edit.	
許	Federation and External Access	Starting digits for numbers that you want to allow:	
	Monitoring and Archiving	Ippe a valid number and then click Add. Add 3 Exceptions	
₽	Security	Remove	
Ŷ	Network Configuration		
		Match this pattern: *	
		^3	
		Edit Reset ?	
		Suppress caller ID	
		Alternate caller ID:	
		Associated trunks:	
		PstnGateway;UCM6100 IP Add Remove	

Figure 24: Associated Trunk Added

• Click on OK multiple time until all the way back to the main voice policy interface. Then commit all configurations.





Microsoft Lync Server 2013 Control Panel							
Ly	nc Server 2013	Administrator 5.0.8308.556 Privacy					
合	Home	Dial Plan Voice Policy Route PSTN Usage Trunk Configuration Test Voice Routing					
33	Users	Create voice routing test case information	~				
×	Topology						
Ģ	IM and Presence						
7	Persistent Chat		0				
ę	Voice Routing	Name Scope State Review uncommitted changes Description					
C	Voice Features	Commit all					
23	Response Groups	Cancel selected changes Cancel all uncommitted changes					
Ð	Conferencing						
r -	Clients						
B	Federation and External Access						
	Monitoring and Archiving						
0	Security						
9	Network Configuration						

Figure 25: Commit All Configurations

• Click on OK multiple time until all the way back to the main voice policy interface. Then commit all configurations.





MAKING CALLS ON UCM6XXX AND MICROSOFT LYNC® SERVER

Once SIP trunk has been set up between the UCM6XXX and the Microsoft Lync[®] server, users can manipulate the deployment for different call flows and scenarios.



Figure 26: UCM6XXX Integration with Microsoft Lync® Server 2013

Assuming the following has been set up:

- A UCM6XXX extension 3000 is registered on the GXP2140 desk phone.
- A Lync client with extension 1002 has successfully logged in the Lync App on a mobile phone or the GXV3275.
- The UCM6XXX has an analog trunk and inbound/outbound routes configured to reach outside PSTN lines. The inbound route destination is set to IVR that allows users to dial UCM6XXX extensions and dial trunk.

Case 1: Call Between UCM6XXX Extension and Lync Client

- On the GXP2140, dial 1002 to reach the Lync client directly. After the call is answered, two-way audio can be successfully established.
- On the Lync client, dial 3000 to reach the registered on GXP2140 directly. After the call is answered, two-way audio can be successfully established.





Case 2: Call Forwarding to Lync Client from UCM6XXX Extension

- Configure Call Forward Unconditional for the extension 3000 on the UCM6XXX.
- Make a call from cell phone to the UCM6XXX PSTN line number. Enter 3000 after hearing the IVR. The
 call will be forwarded to the Lync client (extension 1002). Users can then answer the call on the Lync
 client. This can be used for out of office call forwarding if the user has Lync client set up on mobile
 phone.

Case 3: Follow Me to Lync Client from UCM6XXX Extension

• Configure Follow Me on the UCM6XXX under web UI→Extension/Trunks→Extensions. Edit extension 3000 and Enter the Lync client extension number 1002 as the follow me number for UCM6XXX extension 3000 under follow me tab

Edit Extension: 1	000				
sic Settings	Media	Features	Specific Time	Follow Me	Cancel
Enable:	~			Skip Trunk Auth:	
Music On Hold Clas	ss: De	efault	~	Confirm When Answering: 🗹	
				Enable Destination :	
Use Callee DOD for	r Follow				
Me:					
Default Destination	n: Vo	bicemail			
Follow Me Numb	ers				
New Follow Me N	lumber: 💿	Dial Local Extensior	n 🔘 Dial External N	umber	
			 for 30 	(seconds)	
Dialing Order:		Ring after trying pre	evious extension/nur	ber 📀 Ring along with previous extension/number	
		Add			
EXTENSION					OPTIONS
1002 for 30	(seconds)			8	$\overrightarrow{}$ $\overrightarrow{}$ $\overrightarrow{}$

Figure 27: Follow Me Configuration on UCM6XXX

• Make a call from cell phone to the UCM6XXX PSTN line number. Enter 3000 after hearing the IVR. Extension 3000 will start to ring. If the call is rejected or not answered on the extension 3000, Lync client 1002 will start to ring. On the Lync client. enter 1 to accept the call.

Case 4: Dial to Lync Client from UCM6XXX Analog Trunk

• Make sure the IVR for the analog trunk has "Dial Trunk" enabled.





Create New IVR								
Basic Settings Key Pressing Events								
* Name :	iVR							
* Extension:	7000							
Dial Trunk:								
* Permission :	Internal	~						
Dial Other Extensions :	All Z Extension Conference Video Conference Call Queue							
	Ring Group Paging/Intercom Groups	Voicemail Groups						
	Fax Extension Dial By Name							
* IVR Black/Whitelist :	Disable	×						
Replace Display Name :								
Return to IVR Menu:								
Alert-info:	None	¥						
* Prompt:	welcome	Y Upload Audio File						
	Add Prom	ei 🕒						
* Digit Timeout :	3							
* Response Timeout :	10							
* Response Timeout Prompt:	ivr-create-timeout	Y Upload Audio File						
* Invalid Input Prompt :	invalid	 Upload Audio File 						
* Response Timeout Prompt	3 ~							
Repeats:								
* Invalid Input Prompt Repeats :	3 ~							
Language:	Default	~						

Figure 28: IVR Configuration on UCM6XXX

• Make a call from cell phone to the UCM6XXX PSTN line number. Then enter Lync client extension 1002 after hearing the IVR. The Lync client will start to ring. Users can then answer the call on the Lync client.

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