



# Configuring the SmartMsg H.323 Module for use with Cisco CallManager<sup>1</sup>

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<sup>1</sup> \* Cisco, CallManager, and Cisco CallManager are registered trademark of Cisco Systems, Inc. All other product names mentioned herein are the trademarks of their respective owners.

# SmartMsg

## Secure Notification Software

Additional SmartMsg documentation is available through the Codespear website.

<http://www.codespear.com/helpcentral.asp>

Codespear is committed to providing documentation that provides full understanding of SmartMsg software. We encourage comments on any of the above documentation. This may include pointing out features that require further explanation, ambiguity in any language, inconsistencies in information or misinformation.

Send e-mails regarding any of the above-mentioned problems or any other grievances regarding any documentation to:

[SmartMsgdocumentation@Codespear.com](mailto:SmartMsgdocumentation@Codespear.com)

Codespear appreciates all comments regarding any issues in order to ensure the accuracy, consistency and simplicity of all of our documentation.

Please note: This e-mail address is for comments only. If you have technical questions please contact Technical Support by visiting our website.



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## Overview

The SmartMsg H323 module allows a SmartMsg server/system to communicate with VoIP hardware and software via the standard H323 protocol. The module can be used to allow SmartMsg systems to utilize Cisco CallManager<sup>2</sup> in order to place calls to the PSTN and/or IP Phones. This document describes the procedures necessary to configure the necessary settings within CallManager and within SmartMsg in order to accomplish this.

***Note:** This document was written (and screenshots produced) using Cisco CallManager 4.0. Although some screens within CallManager may differ slightly, these instructions should also apply to later versions (4.x) as well.*

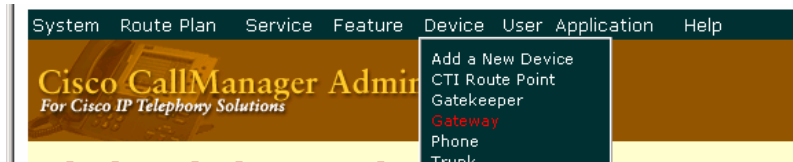
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## A. CallManager Configuration

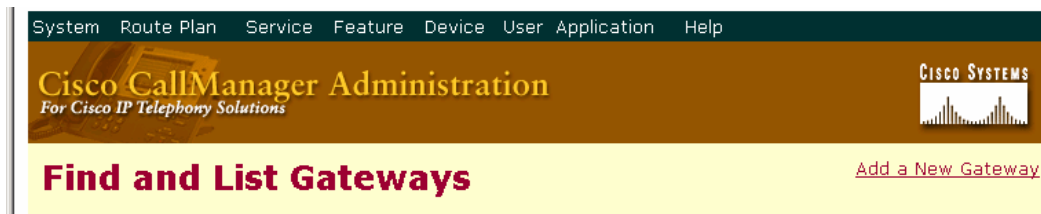
### I. Create an H.323 Gateway Device

1. Connect to the **CallManager Administration** page
2. Select **Gateway** from the **Device** Menu.



The **Find and List Phones Gateway** screen will appear.

3. Click on the **Add a New Gateway** link in the upper right corner.



4. In the **Gateway Type** dropdown list, select **H.323 Gateway**.
5. In the **Device Protocol** dropdown list, select **H.225** and click **Next**.

A screenshot of the 'Add a New Gateway' form. The form has a yellow background and a title 'Add a New Gateway' in bold red text. Below the title, it says 'Select the type of gateway you would like to create:'. There are two dropdown menus: 'Gateway type\*' with 'H.323 Gateway' selected, and 'Device Protocol\*' with 'H.225' selected. A note below the dropdowns states '\* indicates required item'. A 'Next' button is located at the bottom right of the form.

The **Gateway Configuration Page** appears.

6. Enter **Device Name**.

The device name is name or IP address of the SmartMsg server that will run the H323 module and will be used to route calls to CallManager<sup>3</sup>.

**IMPORTANT:** A computer name or FQDN (fully qualified domain name) can be used in this field. When a name is used in this field, rather than IP address, the name must be one that the CallManager server can resolve to the correct IP address.



**Gateway Configuration** [Back to Find/](#)

Product : H.323 Gateway  
Gateway : New  
Device Protocol: H.225

Status: Ready

**Device Information**

Device Name\*

Description

Device Pool\*

7. Configure other Device settings

**Device Pool** is a required field, so selection will be necessary before saving the gateway device. Exact settings for the device will be determined by the CallManager design in place. Select settings per your organization's configuration/standards. Keep in mind that the newly created H323 device should be configured with access to the necessary CallManager resources that SmartMsg is intended to access.

**Signaling Port**

The default port of 1720 is recommended. This is also the default setting used for the SmartMsg H.323 module. If using a port other than 1720, the port will need to be changed on the SmartMsg configuration to match what is used for the CallManager device.

8. Click the **Insert** Button to complete the gateway creation.

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<sup>3</sup> Multiple SmartMsg servers within a single system can be configured to dial CallManger by use of the H323 module. A separate H.323 phone device will need to be created for each SmartMsg server.

9. Click **OK** to the following message.



10. Click **Reset, Start**, then **OK** to complete reset of the gateway.

## B. SmartMsg Configuration

### I. Configure the SmartMsg H323 IP Dialer Module

1. Open the SmartMsg **Administrator Tool**.
2. Select **Properties** from the **Global Menu**.

The **Global Properties** form will appear.

3. Click on the **Modules** tab.

4. Select **H.323 IP Dialer** from the Modules list. Verify that a version number higher than 5.1.24 appears for this module. If “n/a” appears for the version number, the H323 module is not installed. Contact Codespear support for assistance.

5. Click the **Setup** button.

6. Click on the **Settings** tab.

7. In the **<Provider> Address** field, enter the IP address of the CallManager server.

8. Change the **<Provider> Port** setting if necessary.

The default port is 1720. The port used must match the H.323 listening port as configured within CallManager. (This setting normally does not need to be changed.)

9. Enter the correct **Dialing Prefix** if a prefix is needed for dialing in the CallManager system. (For example: many systems are configured to require the number 9 before any external phone numbers.) If no prefix necessary, leave this field blank.

10. Define the **Max Channels** setting.

The Max Channels setting is used to limit the number of simultaneous calls SmartMsg will make to CallManager. The number defined for Max Channels should never exceed the actual number of available lines.

11. Check the option **Put 1 Before Numbers** only if the CallManager system requires dialing “1” ahead of phone numbers.

12. Enter the correct **International Prefix**, if the CallManager system requires a prefix for dialing out to International phone numbers.

13. Configure additional H.323 settings as needed. *Normally, remaining settings can be left at default values.*

**Vox Level** – Determines the level of volume above which audio will be transmitted.

**Maximum Retries** – Determines the number of times a call will be attempted through H323/CallManager. For example, if the value is set to 3, SmartMsg will attempt a call 3 times before canceling.

**Minutes to Wait Before Resending After Failure** – Determines the amount of time between retries, when a call fails.

**Codespear DTMF Detection Sensitivity** – Determines the audio sensitivity to the tone played when a key is pressed on a phone keypad.

**Default From Number** – For systems that support Caller ID override, the number displayed on the recipient's Caller ID can be defined.

**Verbose Logging** – The verbose logging option allows for comprehensive logging of the module's activity. When verbose logging is enabled, all calls (including all call status information) are logged. It is recommended that this option only be checked while troubleshooting problems or monitoring activity with SmartMsg H323.

14. When settings are completed, click **OK** to save.

## II. Configure the SmartMsg Phone Number Module

*This step is only necessary if SmartMsg will be used to call phone numbers.*

1. Open the SmartMsg **Administrator Tool**.

2. Select **Properties** from the Global Menu.

The Global Properties form will appear.

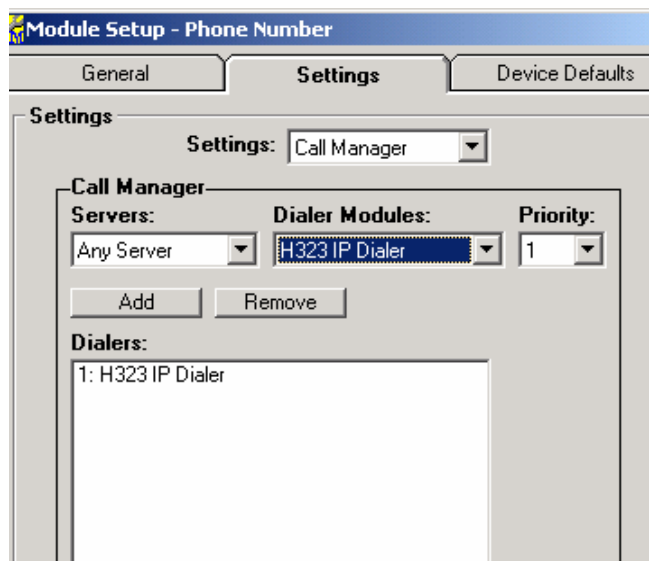
3. Click on the **Modules** tab.

4. Select **Phone Number** from the module list. Verify that a version number higher than 5.2.1 appears for this module. If “n/a” appears for the version number, the Phone Number module is not installed.

5. Click **Setup** to configure settings for the Phone Number module.

6. Click on the **Settings** tab.

**Important Note:** The following instructions for Phone Number module settings assume setup is for a single phone gateway that is accessible from all SmartMsg servers. If more granular control is needed (i.e. multiple CallManagers/some SmartMsg servers unable to reach CallManager) please contact Codespear Support for assistance.



8. Select **Call Manager** from the Settings dropdown.

9. Remove any existing entries in the **Dialers** list by clicking the item and then clicking the **Remove** button.

10. Under Call Manager Servers: select **Any Server**.

11. Under Dialer Modules: select **H323 IP Dialer**.

12. Under Priority: select **1**.

13. Click the **Add** button. There should now be one entry in the dialers list that specifies 1: H323 Dialer.

13. Click the **OK** button to complete configuration of the Phone Number module. Additional settings for the SmartMsg Phone Number module are available in order to control specific behavior when dialing phone numbers (such as Text To Speech settings, device defaults, etc.) See the *SmartMsg Phone Number Module Configuration Guide* for more information on these settings.

### III. Configure the SmartMsg IP Phone Module

*This step is only necessary if SmartMsg will be used to call IP phones (via IP address or a 3<sup>rd</sup> party VOIP system.)*

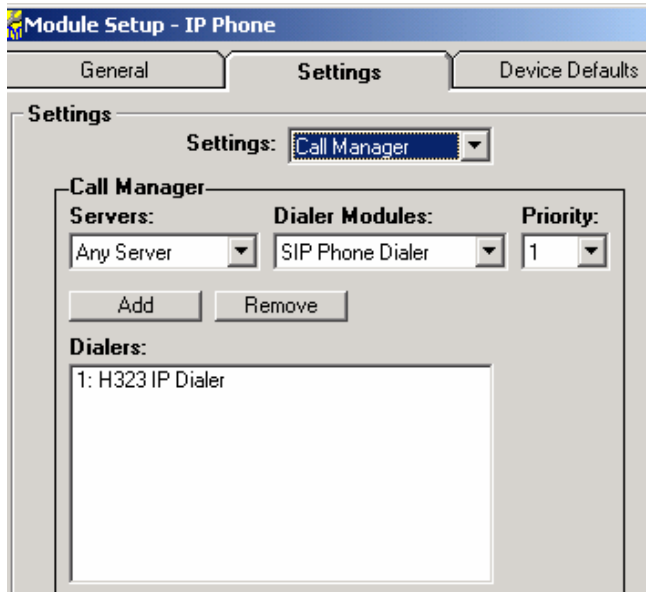
1. Open the SmartMsg **Administrator Tool**.
2. Select **Properties** from the Global Menu.

The Global Properties form will appear.

3. Click on the **Modules** tab.
4. Select **IP Phone** from the module list. Verify that a version number higher than 5.2.2 appears for this module. If “n/a” appears for the version number, the IP Phone Number module is not installed.
5. Click **Setup**.
6. Click on the **Settings** tab.

**Important Note:** The following instructions for IP Phone module settings assume setup is for a single phone gateway that is accessible from all SmartMsg servers. If more granular control is needed (i.e. multiple CallManagers/some SmartMsg servers unable to reach CallManager) please contact Codespear Support for assistance.

7. Select **Call Manager** from the Settings dropdown.



8. Remove any existing entries in the **Dialers** list by clicking the item and then clicking the **Remove** button.

9. Under Call Manager Servers: select **Any Server**.

10. Under Dialer Modules: select **H323 IP Dialer**.

11. Under Priority: select **1**.

12. Click the **Add** button. There should now be one entry in the dialers list that specifies 1: H323 Dialer.

13. Click the **OK** to complete configuration of the IP Phone module.

Additional settings for the SmartMsg IP Phone module are available in order to control specific behavior for dialing IP phone devices (such as Text To Speech settings, device defaults, etc.) See the *SmartMsg IP Phone Module Configuration Guide* for more information on these settings.