



CHAPTER 35

Sites Settings

Impacted GUIs: Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and Cisco Unified Communications Manager Business Edition 3000 Administrative Interface



Tip

You can also add the Site settings to the Cisco-provided .xls data configuration file.

Sites are the geographical locations where users (employees) work.

- **Central Site**—In most cases, the central site is the location where the majority of users work; in most cases, the company headquarters is the central site. In all cases, the Cisco Unified Communications Manager Business Edition 3000 server is located at the central site. The central site is mandatory; therefore, you cannot delete it. You can have only 1 central site.
- **Remote Sites**—Remote sites, which are optional, are branch offices that work with the central site; a WAN link or internet connection and routers must exist between the central and remote sites. You must have dedicated subnets for remote sites. You can have up to 9 remote sites.
- **Teleworker Site**—A teleworker site, which is optional, is a site that is for workers that do not work only at the central site or branch offices; teleworkers use VPN connections to connect to the central site, and no router is required to contact the central site because their internet connection provides access to the central site. You can have 1 teleworker site.

You can configure multiple branches for a central site. If you have multiple sites, you first configure the central site and then the remote sites. The following topics contain information about the tabs and settings that display on the Sites page (**Connections > Sites**):

- [Configuring Central Site, page 35-2](#)
- [Configure Remote Site, page 35-7](#)
- [Configure Remote User Site, page 35-12](#)
- [Configuring Logical Partitioning, page 35-15](#)

[Table 35-1](#) describes the fields under the Sites tab, which display only in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

Table 35-1 *Site Configuration Fields in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard*

Field	Description
Site Options	<ul style="list-style-type: none"> • Configure Central Site Only (Single Site)—Select if you only have one site. • Configure Central Site and One or More Branch Sites (Multisite)—Select to configure the central site and one or more branch offices. • Number of Branch Sites—Select the number of branches you want to configure.
Remote Users	Support Offsite Phones for Teleworkers —Select to allow offsite phones for users who do not work at the central or branch offices.

Configuring Central Site

This section describes how to configure a central site. The central site is the location where the majority of users work; in all cases, the Cisco Unified Communications Manager Business Edition 3000 server is located at the central site. In most cases, the company headquarters is the central site.

The Central Site can be configured during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

[Table 35-2](#) describes the settings for the Central site.

Table 35-2 *Configure Central Site*

Field	Description
General Tab	
Basic Site Information	
Name	Enter a name for your central site.
Description	Enter the description for your central site.
Local Area Codes	Enter the local area code for your central site. You can enter multiple area codes separated by commas (.). The number should have a minimum of two digits and can have a maximum of four. Note Area codes should have a length that is valid in the country where you will set up the Cisco Unified Communications Manager Business Edition 3000.
Internal Networks	

Table 35-2 **Configure Central Site (continued)**

Field	Description
Subnet Mask	<p>The subnet and subnet masks allow you to associate your phone(s) and gateway(s) with a site. As a phone/gateway registers with the Cisco Unified Communications Manager Business Edition 3000 server, the server learns the IP address of the phone/gateway. The server then searches the subnet and masks for every site to determine the best match. The phone/gateway gets placed in that site. If no match is found, by default:</p> <ul style="list-style-type: none"> • The phones are considered to be placed in your central site • The gateways are considered to be placed in an unknown site <p>Note The site at which a gateway is placed determines whether your PSTN calls are routed through the that gateway, based on your Gateway Usage settings.</p> <p>By default, the subnet address 192.168.1.0 with a subnet mask of 24 displays on the Central Site page. You may update this information if it does not apply to your setup.</p> <p>Note The subnet mask value is the same which you have updated in the System Settings > Network (Step 1 of 2) in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.</p> <p>Enter the subnet address and specify the number of subnet masks. Enter subnet addresses and masks that are unique for each site.</p> <p>To add more subnets, click the Plus icon. To delete subnets, click the Minus icon.</p>
Media Access Allowed	
Allow Access to Conference Bridge	<p>Check this check box to allow access to the conference bridge, which is an internal component of the Cisco Unified Communications Manager Business Edition 3000 software that is used for conferences.</p>

Table 35-2 **Configure Central Site (continued)**

Field	Description
Allow Access to Music On Hold Server	<p>Check this check box to allow access to music on hold, which plays music on the phone when the user is on hold.</p> <p>You set the audio source for music on hold in the usage profile. You upload audio source .wav files for music on hold on the Music On Hold page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (System Settings > Music On Hold).</p>
Allow Access to Transcoder	<p>Check this check box to allow access to a transcoder, which is a component of the Cisco Unified Communications Manager Business Edition 3000 software that can take the media stream from a codec and converts it from one compression type to another compression type.</p>
Call Settings Tab	
Call Privileges Information	
Highest Privilege Allowed	<p>Select the calling privileges for this site. The order goes from lowest privilege to highest privilege. For example, if you do not want the users at the sites to be able to make international calls but the users can make long distance calls, select Long Distance Calls.</p> <p>This value applies to the entire site, so select a value that accommodates all users. Because this setting applies to the entire site, you restrict whether some users can make certain types of calls by updating the Highest Level of Calls Allowed setting in the usage profile and then applying the usage profile to the users. If the value for the Highest Privilege Allowed does not match the value that you set for the Highest Level of Calls, the lowest level that is configured for the settings get applied to the users.</p>
Emergency Calling Information	

Table 35-2 **Configure Central Site (continued)**


Field	Description
Allow Emergency Calls from this site	<p>Check this check box to allow making emergency calls from this site. Emergency calls are made to the center that addresses emergencies for your municipality. You can restrict whether individual users can make emergency calls by checking or unchecking the Emergency Calls check box in a usage profile (Users/Phones > Usage Profiles) and then applying that usage profile to the user (Users/Phones > Users).</p> <p>If this remote site is not part of the Local Exchange Carrier (LEC), do not check this check box. In most cases, for the teleworker site, uncheck this check box.</p>
Additional Emergency Services Numbers	<p>Enter the additional emergency services numbers.</p> <p>Additional Emergency Numbers are treated as emergency calls (for example, a police station number in the city to contact during emergency).</p> <p>To add multiple additional emergency services numbers, ensure that you separate each number with commas.</p>
Emergency Location ID Numbers (ELINs)	<p>Enter the emergency location ID number within your respective site or location.</p> <p>To add multiple emergency location ID numbers, ensure that you separate each ELIN with commas.</p> <div>  <p>Caution For the emergency services to correctly identify the site location as the source of emergency calls, you must specify at least one ELIN. This ELIN phone number must be unique to a site and be registered with its location.</p> </div>
PSTN Access Information	
Gateway Usage	<p>This setting allows you to control the use of gateways placed in different sites for routing PSTN calls made from phones placed in this site.</p> <p>Chosen gateways are ordered based on gateway description. Calls are distributed in a top-down order among this chosen gateways group.</p> <p>Please understand your country's regulations thoroughly before you configure this. Configuring this incorrectly may lead to toll bypass rules being violated.</p>

Table 35-2 *Configure Central Site (continued)*

Field	Description
All Gateways	<p>This option will configure all gateways registered to existing sites in the system to be used for routing PSTN calls made from phones placed in this site.</p> <p>Click Hide Gateways Accessed from this site to hide the gateways used from the central site. The other local and remote gateways will be displayed.</p>
Local Gateways Only	This option will enforce only gateways placed in this site to be used for routing PSTN calls made from phones placed in this site.
Custom	This option will allow you to choose gateways from a list of gateways added to your system to be used for routing outbound PSTN calls made from phones placed in this site. You may choose to order the selected gateways you wish to use.
Call Quality Tab	
Call Between Sites Information	
Bandwidth Between Sites	Select the amount of span that you are leasing from your service provider for your internet and intranet connectivity.
Bandwidth Allocation for Audio	<p>Select the percentage of span that you want to make available for audio between sites; for example, between the central and remote site. The rest of the span gets used for data communication between sites.</p> <p>You can use the slider to select the value or enter in the field provided.</p>
Quality/Quantity Tradeoff	<p>Determine whether the quality of calls or the number of total calls is more important for calls between the sites; for example, between the central and teleworkers site or central and branch sites. Slide the scale to accommodate your decision.</p> <p>You can use the slider to select the value.</p>
Approximate Call Capacity to Other Sites	This setting, which is read only, lists the maximum number of calls that can occur between the sites. The number changes if you update any of the settings in the Calls Between Sites section.

Table 35-2 *Configure Central Site (continued)*

Field	Description
Calls Within Sites	
Quality/Quantity Tradeoff	Determine whether the quality of calls or the number of total calls is more important for calls within the site that you are configuring. Slide the scale to accommodate your decision. You can use the slider to select the value.

Configure Remote Site

This section describes how to configure a branch site. Remote sites represent physical locations where your branch offices are located. Teleworker site represents a virtual location used to place users that do not work at the central site or any remote site. You can configure multiple branch/remote sites in your system.

[Table 35-3](#) describes the settings for remote sites, including branch offices and the teleworker site.

Table 35-3 *Configure Central and Branch Sites*

Field	Description
General Tab Information	
Basic Site Information	
Name	Enter the name of your Remote Site.
Description	Enter a description for your Remote Site.
Time Zone	From the drop-down list box, select the time zone for the site.
Internal Networks	

Table 35-3 *Configure Central and Branch Sites (continued)*

Field	Description
Subnet Mask	<p>The subnet and subnet masks allow you to associate your phone(s) and gateway(s) with a site. As a phone/gateway registers with the Cisco Unified Communications Manager Business Edition 3000 server, the server learns the IP address of the phone/gateway. The server then searches the subnet and masks for every site to determine the best match. The phone/gateway is placed in that site. If no match is found, by default:</p> <ul style="list-style-type: none"> • The phones are considered to be placed in your Central Site • The gateways are considered to be placed in an unknown site <p>Note Site at which a gateway is placed decides whether your PSTN calls are routed through the that gateway, based on your Gateway Usage settings.</p> <p>By default, subnet address 192.168.1.0 with a subnet mask of 24 displays on the central site page. You may update this information if it does not apply to your setup.</p> <p>Note The subnet mask value is the same which you have updated in the System Settings > Network (Step 1 of 2) in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.</p> <p>Enter the subnet address and specify the number of subnet masks. Enter subnet addresses and masks that are unique for each site.</p> <p>To add more subnets, click the Plus icon. To delete subnets, click the Minus icon.</p>
Media Access Allowed	
Allow Access to Conference Bridge	<p>Check this check box to allow access to the conference bridge, which is an internal component of the Cisco Unified Communications Manager Business Edition 3000 software that is used for conferences.</p>

Table 35-3 *Configure Central and Branch Sites (continued)*

Field	Description
Allow Access to Music On Hold Server	<p>Check this check box to allow access to music on hold, which plays music on the phone when the user is on hold.</p> <p>You set the audio source for music on hold in the usage profile. You upload audio source .wav files for music on hold on the Music On Hold page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (System Settings > Music On Hold).</p>
Allow Access to Transcoder	<p>Check this check box to allow access to a transcoder, which is a component of the Cisco Unified Communications Manager Business Edition 3000 software that can take the media stream from a codec and converts it from one compression type to another compression type.</p>
Call Settings Tab	
Calls Privileges Information	
Highest Privilege Allowed	<p>Select the calling privileges for this site. The order goes from lowest privilege to highest privilege. For example, if you do not want the users at the sites to be able to make international calls but the users can make long distance calls, select Long Distance Calls.</p> <p>This value applies to the entire site, so select a value that accommodates all users. Because this setting applies to the entire site, you restrict whether some users can make certain types of calls by updating the Highest Level of Calls Allowed setting in the usage profile and then applying the usage profile to the users. If the value for the Highest Privilege Allowed does not match the value that you set for the Highest Level of Calls, the lowest level that is configured for the settings get applied to the users.</p>
Emergency Calling Information	

Table 35-3 *Configure Central and Branch Sites (continued)*


Field	Description
Allow Emergency Calls from this site	<p>Check this check box to allow making emergency calls from this site. Emergency calls are made to the center that addresses emergencies for your municipality. You can restrict whether individual users can make emergency calls by checking or unchecking the Emergency Calls check box in a usage profile (Users/Phones > Usage Profiles) and then applying that usage profile to the user (Users/Phones > Users).</p> <p>If this remote site is not part of the Local Exchange Carrier (LEC), do not check this check box. In most cases, for the teleworker site, uncheck this check box.</p>
Additional Emergency Services Numbers	<p>Enter the additional emergency services numbers.</p> <p>Additional Emergency Numbers are treated as emergency calls (for example, a police station number in the city to contact during emergency).</p> <p>To add multiple additional emergency services numbers, ensure that you separate each number with commas.</p>
Emergency Location ID Numbers (ELINs)	<p>Enter the emergency location ID number within your respective site or location.</p> <p>To add multiple emergency location ID numbers, ensure that you separate each ELIN with commas.</p> <div>  <p>Caution For the emergency services to correctly identify the site location as the source of emergency calls, you must specify at least one ELIN. This ELIN phone number must be unique to a site and be registered with its location.</p> </div>
PSTN Access Information	
Gateway Usage	<p>This setting allows you to control the use of gateways placed in different sites for routing PSTN calls made from phones placed in this site.</p> <p>Chosen gateways are ordered based on gateway description. Calls are distributed in a top-down order among this chosen gateways group.</p> <p>Please understand your country's regulations thoroughly before you configure this. Configuring this incorrectly may lead to toll bypass rules being violated.</p>

Table 35-3 *Configure Central and Branch Sites (continued)*

Field	Description
All Gateways	This option will configure all gateways registered to existing sites in the system to be used for routing PSTN calls made from phones placed in this site.
Local Gateways Only	This option will enforce only gateways placed in this site to be used for routing PSTN calls made from phones placed in this site.
Custom	This option will allow you to choose gateways from a list of gateways added to your system to be used for routing outbound PSTN calls made from phones placed in this site. You may choose to order the selected gateways you wish to use.
Call Quality Tab	
Call Between Sites Information	
Bandwidth Between Sites	Select the amount of span that you are leasing from your service provider for your internet and intranet connectivity.
Bandwidth Allocation for Audio	<p>Select the percentage of span that you want to make available for audio between sites; for example, between the central and remote site. The rest of the span gets used for data communication between sites.</p> <p>You can use the slider to select the value or enter in the field provided.</p>
Quality/Quantity Tradeoff	<p>Determine whether the quality of calls or the number of total calls is more important for calls between the sites; for example, between the central and teleworkers site or central and branch sites. Slide the scale to accommodate your decision.</p> <p>You can use the slider to select the value.</p>
Approximate Call Capacity to Other Sites	This setting, which is read only, lists the maximum number of calls that can occur between the sites. The number changes if you update any of the settings in the Calls Between Sites section.
Calls Within Sites	
Quality/Quantity Tradeoff	<p>Determine whether the quality of calls or the number of total calls is more important for calls within the site that you are configuring. Slide the scale to accommodate your decision.</p> <p>You can use the slider to select the value.</p>

Configure Remote User Site

This section describes how to configure a remote user site. Remote user site represents a virtual location used to place users/teleworkers that do not work at the central site or any remote site.

The remote user site uses the Time zone and Local Area Code(s) of the central site. All the phones in the remote user site will display the system time zone. To place PSTN calls outside the central site, prefix the long distance dial code. In countries that have toll bypass regulation, ensure that the PSTN calls from remote user site adheres to their country regulation.

[Table 35-4](#) describes the settings for a remote user.

Table 35-4 **Configure Remote User for Teleworkers Site**

Field	Description
General	
Name	Enter the name for your Remote User Site.
Description	Enter a description for your Remote User Site.
Media Access Allowed	
Allow Access to Conference Bridge	Check this check box to allow access to the conference bridge, which is an internal component of the Cisco Unified Communications Manager Business Edition 3000 software that is used for conferences.
Allow Access to Music On Hold Server	<p>Check this check box to allow access to music on hold, which plays music on the phone when the user is on hold.</p> <p>You set the audio source for music on hold in the usage profile. You upload audio source .wav files for music on hold on the Music On Hold page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (System Settings > Music On Hold).</p>
Allow Access to Transcoder	Check this check box to allow access to a transcoder, which is a component of the Cisco Unified Communications Manager Business Edition 3000 software that can take the media stream from a codec and converts it from one compression type to another compression type.
Call Settings Tab	
Call Privileges Information	

Table 35-4 **Configure Remote User for Teleworkers Site**

Field	Description
Highest Privilege Allowed	<p>Select the calling privileges for this site. The order goes from lowest privilege to highest privilege. For example, if you do not want the users at the sites to be able to make international calls but the users can make long distance calls, select Long Distance Calls.</p> <p>This value applies to the entire site, so select a value that accommodates all users. Because this setting applies to the entire site, you restrict whether some users can make certain types of calls by updating the Highest Level of Calls Allowed setting in the usage profile and then applying the usage profile to the users. If the value for the Highest Privilege Allowed does not match the value that you set for the Highest Level of Calls, the lowest level that is configured for the settings get applied to the users.</p>
Emergency Calling Information	
Allow Emergency Calls from this site	<p>Check this check box to allow making emergency calls from this site. Emergency calls are made to the center that addresses emergencies for your municipality. You can restrict whether individual users can make emergency calls by checking or unchecking the Emergency Calls check box in a usage profile (Users/Phones > Usage Profiles) and then applying that usage profile to the user (Users/Phones > Users).</p> <p>If this remote site is not part of the Local Exchange Carrier (LEC), do not check this check box. In most cases, for the teleworker site, uncheck this check box.</p>
Additional Emergency Services Numbers	<p>Enter the additional emergency services numbers.</p> <p>Additional Emergency Numbers are treated as emergency calls (for example, a police station number in the city to contact during emergency).</p> <p>To add multiple additional emergency services numbers, ensure that you separate each number with commas.</p>

Table 35-4 **Configure Remote User for Teleworkers Site**


Field	Description
Emergency Location ID Numbers (ELINs)	<p>Enter the emergency location ID number within your respective site or location.</p> <p>To add multiple emergency location ID numbers, ensure that you separate each ELIN with commas.</p> <div>  <p>Caution For the emergency services to correctly identify the site location as the source of emergency calls, you must specify at least one ELIN. This ELIN phone number must be unique to a site and be registered with its location.</p> </div>
PSTN Access Information	
Gateway Usage	<p>This setting allows you to control the use of gateways placed in different sites for routing PSTN calls made from phones placed in this site.</p> <p>Chosen gateways are ordered based on gateway description. Calls are distributed in a top-down order among this chosen gateways group.</p> <p>Please understand your country's regulations thoroughly before you configure this. Configuring this incorrectly may lead to toll bypass rules being violated.</p>
All Gateways	<p>This option will configure all gateways registered to existing Sites in the system to be used for routing PSTN calls made from phones placed in this site.</p> <p>Click Hide Gateways Accessed from this site to hide the gateways used from the central site. The other local and remote gateways will be displayed.</p>
Local Gateways Only	<p>This option will enforce only gateways placed in this site to be used for routing PSTN calls made from phones placed in this site.</p>
Custom	<p>This option will allow you to choose gateways from a list of gateways added to your system to be used for routing outbound PSTN calls made from phones placed in this site. You may choose to order the selected gateways you wish to use.</p>
Call Quality Tab	
Call Between Sites Information	
Bandwidth Between Sites	<p>Select the amount of span that you are leasing from your service provider for your internet and intranet connectivity.</p>

Table 35-4 *Configure Remote User for Teleworkers Site*

Field	Description
Bandwidth Allocation for Audio	Select the percentage of span that you want to make available for audio between sites; for example, between the central and remote site. The rest of the span gets used for data communication between sites. You can use the slider to select the value or enter in the field provided.
Quality/Quantity Tradeoff	Determine whether the quality of calls or the number of total calls is more important for calls between the sites; for example, between the central and teleworkers site or central and branch sites. Slide the scale to accommodate your decision. You can use the slider to select the value.
Approximate Call Capacity to Other Sites	This setting, which is read only, lists the maximum number of calls that can occur between the sites. The number changes if you update any of the settings in the Calls Between Sites section.
Calls Within Sites	
Quality/Quantity Tradeoff	Determine whether the quality of calls or the number of total calls is more important for calls within the site that you are configuring. Slide the scale to accommodate your decision. You can use the slider to select the value.

Configuring Logical Partitioning

Some countries have regulations on PSTN access to prevent toll bypass when PSTN networks are bridged with data networks; for example, India. In Cisco Unified Communications Manager Business Edition 3000, you can control how phones in different sites participate during PSTN calls. You can configure Logical Partitioning on Cisco Unified Communications Manager Business Edition 3000 if installed in countries enforcing the Telecom Regulations.

[Table 35-5](#) describes the settings that display on the Edit Logical Partitioning page.

Table 35-5 *Settings on Edit Logical Partitioning page*

Field	Description
PSTN Access Restrictions	

Table 35-5 Settings on Edit Logical Partitioning page (continued)

Field	Description
Default (Local Site Access only)	Choose this to prevent a phone in a remote site participating in a call happening between phone(s) in the local site and PSTN (using the gateway of the local site).
Custom (Choose Allowed Sites)	<p>In the grid showing all your sites, check the check boxes to allow PSTN access between a pair of sites. This setting is bidirectional and allows phones from the selected pair of sites to participate in the same call connected to PSTN.</p> <p>Note When you add a new site, the Add Site page displays all the sites. You can select the site(s) to which phones from the selected site(s) and the new site can participate in the same call connected to PSTN.</p>