Configuring Call Hold/Resume for Shared Lines

First Published: August 1, 2008
Last Updated: March 19, 2010

This chapter describes the Call Hold/Resume for Shared Lines for SCCP Analog Ports feature for analog phones that are connected to Foreign Exchange Station (FXS) ports on a a Cisco Integrated Services Router (ISR) or Cisco VG224 Analog Phone Gateway. This feature is supported for analog endpoints that are controlled by Cisco Unified Communications Manager only.

Finding Feature Information in This Module

Your Cisco IOS software release may not support all of the features documented in this module. To reach links to specific feature documentation in this module and to see a list of the releases in which each feature is supported, use the "Feature Information for Call Hold/Resume for Shared Lines for SCCP Analog Ports" section on page 157.

Finding Support Information for Platforms and Cisco IOS Software Images

Use Cisco Feature Navigator to find information about platform support and Cisco IOS and Catalyst OS software image support. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.

Contents

Prerequisites for Call Hold/Resume for Shared Lines for SCCP Analog Ports

Cisco IOS Gateway

- Cisco IOS Release 12.4(20)YA or a later release.

- The Cisco voice gateway must be set up and configured for operation. For information, see the appropriate Cisco configuration documentation.

- The analog FXS voice ports are set up and configured for operation. For information, see the *Cisco IOS Voice Port Configuration Guide*.

- SCCP and the SCCP telephony control (STC) application is enabled on the Cisco voice gateway. For configuration information, see the "Configuring FXS Ports for Basic Calls" section on page 17.

- SCCP supplementary features are enabled on the Cisco voice gateway. See the "Configuring Supplementary Features" section on page 55.

Restrictions for Call Hold/Resume for Shared Lines for SCCP Analog Ports

- This feature is not supported for analog SCCP endpoints in Cisco Unified Communications Manager Express (Cisco Unified CME).

- This feature is not supported for FXS ports on a Cisco Unified 500 Series platform.

- If Call Hold/Resume for Shared Lines is configured and a call is connected, the analog phone user must press a second hookflash to get a feature tone and then dial a Feature Access Code (FAC) to invoke call transfer, call waiting, or call conference features.

Information About Call Hold/Resume for Shared Lines for SCCP Analog Ports

To enable SCCP supplementary features on analog phones connected to FXS ports on a Cisco voice gateway, you should understand the following concepts:

- Feature Summary, page 153

- Call Hold/Resume for Shared Lines for SCCP Analog Ports, page 153

Feature Summary

Table 1 contains information about the Call Hold/Resume for Shared Lines for SCCP Analog Ports feature, along with information about how to configure support this feature in your Cisco call-control system.

Table 1   Call Hold/Resume for Shared Lines for SCCP Analog Ports

Feature	How Phone User Accesses Feature	Configuration on Call-Control System
Call Hold/Resume for Shared Lines for SCCP Analog Ports Enables user on an analog SCCP phone that shares a line with an IP phone to hold and resume an active call by pressing hookflash.	During an active call, an analog phone user on a shared line presses hookflash to place an active call on hold. The analog phone user hears a dial tone and can place a call, go on-hook, or press hookflash again to resume the call. The held call can be resumed by any phone on the shared line as follows: • Any analog phone on the shared line goes off-hook. • Any IP phone on the shared line goes off-hook and the user presses Resume. **Note** This feature is configured at a port-level.	**Cisco Unified Communications Manager** For feature information, see the "Making and Receiving Multiple Calls Per Directory Number" section of the "Understanding Directory Numbers" chapter under "Dial Plan Architecture" in the *Cisco Unified Communications Manager System Guide*. This feature is enabled in Cisco Unified Communications Manager by default. No feature-specific configuration is required to support Hold/Resume on Shared Lines. **Cisco Unified CME** This feature is not supported for analog endpoints in Cisco Unified CME.

Call Hold/Resume for Shared Lines for SCCP Analog Ports

Call Hold/Resume for SCCP analog ports that share a directory number with one or more other phones in Cisco Unified Communications Manager is supported in Cisco IOS Release 12.4(20)YA and later releases. This feature is supported only on analog SCCP phones connected to FXS ports on which Hold/Resume is configured.

During an active call, an analog phone user on a shared line presses hookflash to place the call on hold to answer an incoming call or to access a dialtone if a line is available. To resume the held call, the analog phone user presses hookflash a second time. To resume the held call on another phone on the shared line, any analog phone on the shared line goes off-hook or any IP phone on the shared line goes off-hook and the user presses Resume.

This feature also allows the analog phone user to place a new call while the shared line is in use. The new call is restricted to basic calling; supplementary services is not supported for the new call from an analog SCCP phone on an in-use shared line.

The default maximum number of calls supported on analog phones on a shared line is two. When an analog phone on a shared line is off-hook, it is in an active-call state. If two analog phones on a shared line are off-hook, other analog phones on the shared line cannot access a dialtone nor receive incoming calls. If an analog phone user presses hookflash while the shared line is in-use by two analog phones, the user hears a fast busy tone. Number of calls on analog phones and on IP phones on the same shared line are counted separately and the maximum-number configuration on one does not affect the other.

To configure Hold/Resume for Shared Lines, see the "How to Configure Call Hold/Resume for Shared Lines for SCCP Analog Ports" section on page 154.

How to Configure Call Hold/Resume for Shared Lines for SCCP Analog Ports

> ✏️
>
> **Note** This module does not contain details about configuring Cisco Unified Communications Manager or Cisco Unified CME. See the documentation for these products for installation and configuration instructions.

To enable Call Hold/Resume for Shared Lines for analog SCCP endpoints connected to an analog FXS port on a Cisco voice gateway, perform the following steps for each port to be configured.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **stcapp supplementary-services**
4. **port** *port*
5. **hold-resume**
6. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**stcapp supplementary-services** **Example:** `Router(config)# stcapp supplementary-services`	Creates a supplementary-service configuration mode for configuring STC application supplementary-service features on analog FXS ports. **Note** Removing the supplementary-service configuration permanently removes all port-specific subordinate STC application supplementary-service feature configurations.
Step 4	**port** *port* **Example:** `Router(config-stcapp-suppl-serv)# port 2/0`	Enters supplementary-service voice-port configuration mode for associating a STC application supplementary-service feature to a specific analog FXS port. • *port*—Syntax is platform-dependent. Type **?** to determine.

	Command or Action	Purpose

Step 5	`hold-resume`
	
	Example:
	`Router(config-stcapp-suppl-serv-port)# hold-resume`
		Enables Call Hold/Resume feature on port being configured.

Step 6	`end`
	
	Example:
	`Router(config-stcapp-suppl-serv-port)# end`
		Exits supplementary-service voice-port configuration mode and returns to privileged EXEC mode.

Configuration Examples for Call Hold/Resume for Shared Lines for SCCP Analog Ports

The following partial output from the **show running-config** command shows a configuration for Call Hold/Resume for Shared Lines for SCCP Analog Ports:

```
Router# show running-config

Building configuration...

Current configuration : 3442 bytes
!
.
.
.
!
stcapp ccm-group 1
stcapp
!
!
stcapp feature access-code
 prefix *#
 call forward all *74
 call forward cancel 9
!
stcapp feature speed-dial
 prefix ##
 redial 78*
 voicemail 8
 speed dial from 3 to 7
!
 stcapp feature callback
   code *22
   timeout 45
!
!
stcapp supplementary-services
 port 2/0
   hold-resume
 port 2/1
   hold-resume
 port 2/2
   hold-resume
 port 2/3
   hold-resume
```

```
         port 2/4
          hold-resume
         port 2/5
          hold-resume
         port 2/6
          hold-resume
         !
         stcapp call-control mode feature
         !
         .
         .
         .
         end
```

Additional References

The following sections provide references related to SCCP analog phone support for FXS ports on the Cisco voice gateway.

Related Documents

Related Topic	Document Title
Cisco Unified Communications Manager	*Cisco Unified Communications Manager documentation*
Cisco Unified Communications Manager Express	*Cisco Unified CME documentation*
Cisco IOS debugging	*Cisco IOS Debug Command Reference*
Cisco IOS voice commands	*Cisco IOS Voice Command Reference*
Cisco IOS voice configuration	*Cisco IOS Voice Configuration Library*
Cisco voice gateway	• *Cisco VG200 Series Gateway* • *Cisco 1800 Series Integrated Services Routers documentation* • *Cisco 2800 Integrated Services Routers documentation* • *Cisco 3800 Series Integrated services Routers documentation* • *Cisco Unified 500 Series documentation*
Conferencing and transcoding resources	• "Configuring Enhanced Conferencing and Transcoding for Voice Gateway Routers" chapter in the *Cisco Unified CallManager and Cisco IOS Interoperability Guide*. • *Cisco CallManager and IOS Gateway DSP Farm Configuration Example*

Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.	http://www.cisco.com/techsupport
To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.	
Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.	

Feature Information for Call Hold/Resume for Shared Lines for SCCP Analog Ports

Table 2 lists the features in this module and provides links to specific configuration information. Only features that were introduced or modified in Cisco IOS Release 12.4(20)YA or a later release appear in the table.

For information on a feature in this technology that is not documented here, see the "Supplementary Services Features Roadmap" section on page 1.

Not all commands may be available in your Cisco IOS software release. For release information about a specific command, see the command reference documentation.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS and Catalyst OS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.

Note   Table 2 lists only the Cisco IOS software release that introduced support for a given feature in a given Cisco IOS software release train. Unless noted otherwise, subsequent releases of that Cisco IOS software release train also support that feature.

Table 2   *Feature Information*

Feature Name	Releases	Feature Information
Call Hold/Resume for Shared Lines for SCCP Analog Ports	12.4(20)YA	Enables an analog phone on a shared line to use hookflash to hold and resume an active call. This feature is supported on analog SCCP endpoints in Cisco Unified Communications Manager only. The following sections provide information about this feature: • Call Hold/Resume for Shared Lines for SCCP Analog Ports, page 153 • How to Configure Call Hold/Resume for Shared Lines for SCCP Analog Ports, page 154 The following commands were introduced by this feature: **hold-resume**, **port (supplementary-service)**, **stcapp supplementary-services**.