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Business Edition Premise Guide

DN configuration

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This section describes how to create and modify a DN for use with components such as Workspace Desktop Edition (WDE). The options used in these procedures are for illustrative purposes only. You may need to adjust some of the settings based on your specific site requirements.

Creating a DN

1. In GA, go to **Provisioning > Switching > Switches > SIP_Switch > DNs**.
2. Click **New**.
3. On the **Configuration** tab, enter the number of the DN (for example, 8001) and set the **Type** to **Extension**.
4. On the **Options** tab, set the options as follows:

Section	Option	Value
Tserver	contact	*
Tserver	dual-dialog-enabled	false
Tserver	multimedia	true
Tserver	preview-interaction	false
Tserver	refer-enabled	false
Tserver	reuse-sdp-on-reinvite	true
Tserver	sip-cti-control	talk, hold, dtmf
Tserver	sip-signaling-chat	none
Tserver	voice	true

5. Click **Save & Close**.

Creating a Place

1. In GA, go to **Provisioning > Switching > Places**.
2. Click **New**.
3. Give the Place a name (for example, Place_SIP_8001).
4. Click **Add**.
5. Go to **SIP_Switch > DNs** and select the DN you created earlier.
6. Click **OK**.
7. Click **Save & Close** to create the Place.

Modifying users

1. In GA, go to **Provisioning > Accounts > Users**.
2. Double-click the User that you want to use for login.
3. Expand **Agent Info**.
4. Click the selection box for **Default Place** and select the place you created earlier.
5. Click **OK**.
6. Click **Save & Close**.