



Cisco Smart Business Communications System Teleworker Set Up

Cisco Smart Business Communications System Setup document

The Cisco Smart Business Communications System is a unified communications solution for small businesses that provides voice, data, video, security, and wireless capabilities while integrating with existing desktop applications like calendar, e-mail, and Customer Relationship Management (CRM).

This document explains how to set up a teleworker using the Cisco 870 Series Integrated Services router (ISR), (for example, the Cisco 871 Integrated Services router) with the Cisco Smart Business Communications System solution. This document is to be used with the Cisco Smart Business Communications System Setup document included in the box. This document is also available online at the following URL: http://www.cisco.com/en/US/products/ps7293/prod_installation_guides_list.html. Please refer to Section 3, “Set Up PSTN, SIP Trunking, and Teleworker Connections” on page 6 of the Cisco Smart Business Communications System Setup document for basic set up instructions.



Note

This document assumes that you have completed up to Section 2 of the Cisco Smart Business Communications System Setup document.

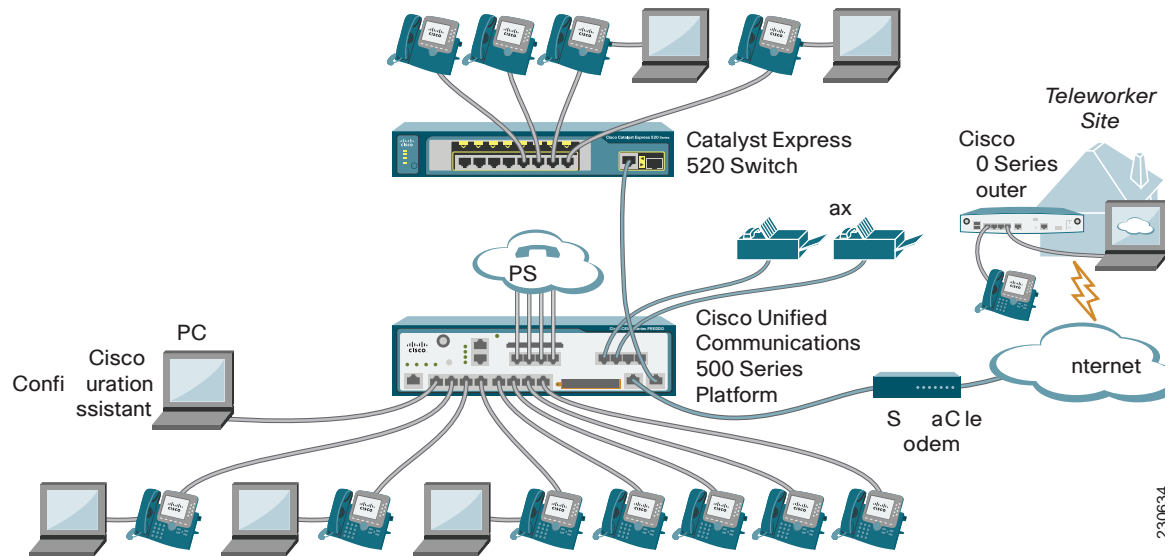
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Figure 1 Cisco Smart Business Communications System Set up with a Teleworker Using a Cisco 870 Series ISR



Set Up WAN Connection

Follow these steps to set up a WAN connection on the Cisco Unified Communications 500 Series platform:

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- Step 1** At the main site, connect the WAN port on the Cisco Unified Communications 500 series platform (Cisco Unified 500 Series) to the DSL or cable modem.
- Step 2** If the ISP requires a WAN configuration other than DHCP, you must use the Cisco Configuration Assistant to change the WAN settings on the Cisco Unified 500 Series.
- From the Cisco Configuration Assistant, in the **Configure > Internet Connection** window, choose **Interface FastEthernet0/0**, and click **Modify**.
 - If PPPoE, check the **PPPoE** checkbox, and enter the username and password provided by the ISP.
 - If static IP address, choose **Static IP**, and enter the internet IP address, subnet mask, and default gateway address.



Note The ISP provides all information required in the WAN Parameters window.

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- Step 3** From PC-1, test the Internet and WAN link by accessing an internet page.
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Set Up a Teleworker

To set up a teleworker site as shown in [Figure 1](#), you must complete the tasks covered in the following sections:

- [At the Main Site, page 3](#)
- [At the Teleworker Site, page 3](#)

At the Main Site

Using Cisco Configuration Assistant, follow these steps to configure the VPN server on the Cisco Unified 500 Series using the settings in **Configure > Security > VPN Server**:

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- Step 1** Add a User Account by clicking the **Create** button in the User Accounts section of the screen.
- Step 2** Enter the username and password. Click **OK**.
- Step 3** Enter a preshared key that will be used to authenticate the remote router.
- Step 4** Enter an IP address range that will be given to the remote mobile user's PC VPN connection.



Note This is required for a mobile worker (Cisco VPN client). It is not necessary for remote routers.

- Step 5** Click **OK** to apply the VPN Server configuration.
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At the Teleworker Site

You must complete all of the following to set up the teleworker site configuration:

- [Configure the Cisco 871W ISR with the Cisco Configuration Assistant, page 3](#)
- [Set Up Internet Connection, page 4](#)
- [Enable Network Address Translation, page 4](#)
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Configure the Cisco 871W ISR with the Cisco Configuration Assistant

To configure the Cisco 871W ISR with the Cisco Configuration Assistant, follow these steps:

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- Step 1** Connect PC-1 to one of the LAN switch ports on the Cisco 871W ISR. Verify that PC-1 is set to obtain its IP address using DHCP.
- Step 2** From the Cisco Configuration Assistant:

- Choose **Connect to** and enter 10.10.10.1 in the field.
- Use the default system administrator username and password for the Cisco 871W ISR. (cisco/cisco)

Step 3 In the **Configure > Device Properties > Hostname** window, configure the hostname for the Cisco 871W ISR:

- Enter a hostname for this router.
- Click **OK**.

Set Up Internet Connection

Connect the WAN port on the Cisco 871W ISR to the DSL or cable modem. Then, use the Cisco Configuration Assistant to configure the WAN settings on the Cisco 871W ISR.

Step 1 From the Cisco Configuration Assistant, in the **Configure > Internet Connection** window, choose **Interface FastEthernet4** and click **Modify**.

Step 2 Check the **Enable WAN Interface** checkbox.

Step 3 Select one of the following:

- If PPPoE, check the **PPPoE** checkbox, and enter the username and password provided by the ISP.
- If using DHCP, select **DHCP**.
- If static IP address, choose **Static IP**, and enter the internet IP address, subnet mask, and default gateway address.

Step 4 Click **OK** to save the configuration for Interface FastEthernet4.

Step 5 Click **OK** to close the Internet Connection dialog screen.



Note All required information in the WAN Parameters window is provided by the ISP.

Enable Network Address Translation

Follow these steps in the **Configure > Security > NAT** window to enable Network Address Translation (NAT) on the Cisco 871W ISR:

Step 1 Select FastEthernet4 from the **Outside interface** pulldown menu.

Step 2 Click **OK**.

Configure Firewall on the Router

Using the settings in the **Configure > Security > Firewall and DMZ** window, follow these steps to configure the desired firewall security level for the Cisco 871W ISR.

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- Step 1 Select FastEthernet4 from the **Outside (untrusted) Interface** pull-down menu.
 - Step 2 Check the Vlan1 interface checkbox under **Inside(trusted) Interfaces**.
 - Step 3 Select the appropriate security level.
 - Step 4 Click **OK**.
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Set Up VPN Remote Configuration

Follow these steps using the settings in **Configure > Security > VPN Remote** window to configure VPN remote on the Cisco 871W ISR:

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- Step 1 Check the **Enable Voice Services on Remote Connection** checkbox.
 - Step 2 Enter the CME IP address of the Cisco Unified 500 Series. The default is 10.1.1.1.
 - Step 3 Enter the VPN Server's fully qualified domain name or IP address.
 - Step 4 Enter the same preshared key configured in the VPN Server.
 - Step 5 Click **OK**.
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Save Configuration on Router

To save the configuration changes on the Cisco 871W ISR, click **Save** in the **Configure > Save Configuration** window.

Test the Cisco 871W ISR Configuration

To test your configuration, follow these steps:

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- Step 1 From PC-1, test the Internet and WAN link by accessing an Internet page.
 - Step 2 After powering up the Cisco phone, connect it to a LAN port on the Cisco 871W ISR.
 - Step 3 Connect to the Main Site network by opening your browser
 - Step 4 Try connecting to the IP address or fully qualified domain name of the VPN Server.
 - Step 5 At the prompt, enter the username and password for the VPN connection.
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Add the Cisco 871W ISR to the Cisco Configuration Assistant Community Topology View

In order to view the Cisco 871W ISR in the Main Site Community Topology View, you must add it to the Main Site Community. To add the Cisco 871W ISR to the existing Main Site Community follow these steps by choosing **Application Menu > Communities** in the Cisco Configuration Assistant:



Note You must connect the Cisco 871W ISR by using VPN to add it to the main site community.

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- Step 1 Select the existing community and click **Modify**.
- Step 2 Enter 10.10.10.1 in the IP address field and click **OK**.



Note If you have not configured a different system administrator username and password, use the default system administration username and password for the Cisco 871W ISR.

Where to Go from Here

- To continue with your set up, go to the Cisco Smart Business Communications System Setup document at the following URL:
http://www.cisco.com/en/US/products/ps7293/prod_installation_guides_list.html.
- To go to the Cisco Smart Business Communications System page, go to
<http://www.cisco.com/go/sbcs>
- To go to the Cisco 800 Series page on CDC, go to:
<http://www.cisco.com/en/US/products/hw/routers/ps380/index.html>

This document is to be used in conjunction with the documents listed in the introductory section.

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