Configure Single Number Reach for CallManager

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Introduction

This document describes the inputs and modifications commonly used when configuring Cisco Unified Mobility Application known as Mobile Connect.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Remote destination Phone cannot be a phone registered to the same cluster, It could be a phone in a different cluster or a PSTN phone across the trunk/gateway.
- Remote destination phone can be reachable from the cluster of the desk phone .

Components Used

The information in this document is based on these software versions:

• Cisco Unified call manager 11.0.1.21900-11

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Cisco Unified Mobility application known as Mobile Connect, commonly called Single Number Reach (SNR), provides Cisco Unified Communications users with the ability to be reached via a single enterprise phone number that rings on both their IP desk phone and their cellular phone (Remote Destination), simultaneously. Mobile Connect users can pick up an incoming call on either of their desk or cellular phones

and at any point and can move the in-progress call from one of these phones to the other without interruption.

Configure

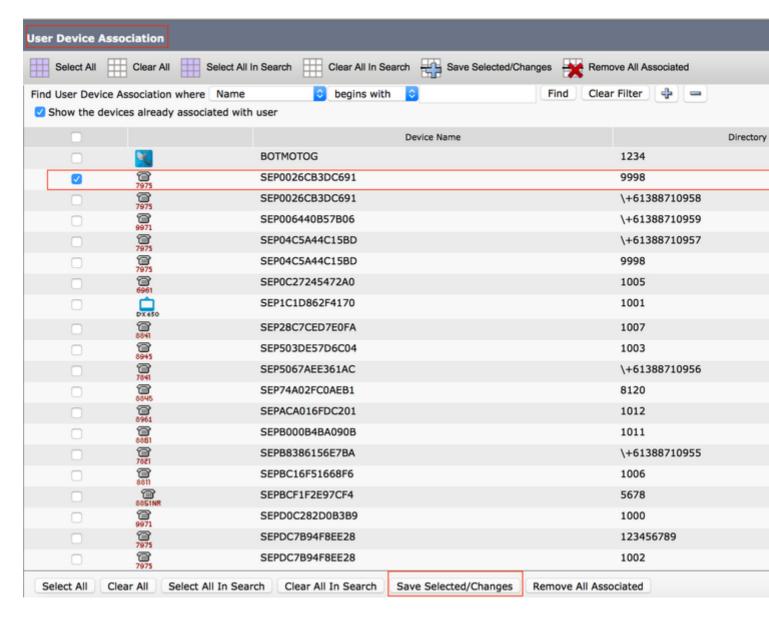
When you work with CUCM, the performed tasks are related to these activities:

- User Configuration
- Remote Destination Profile Configuration
- Remote Destination Configuration

User Configuration



You are directed to a User Device Association page, where you can select the device which needs to be associated as the deskphone of the user, and then click **Save Selected/Changes**, as shown in the image:



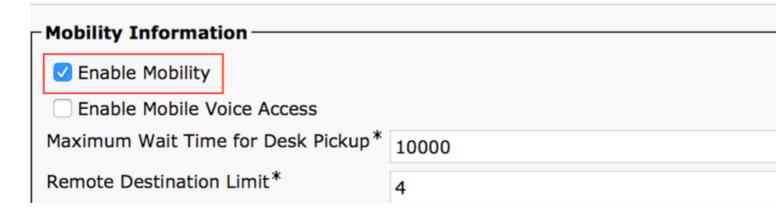
Once done, as shown in the image, you must see the device name in the section controlled devices.



As shown in the image, choose the Primary extension for the device.

- Directory Number Associations		
9998		

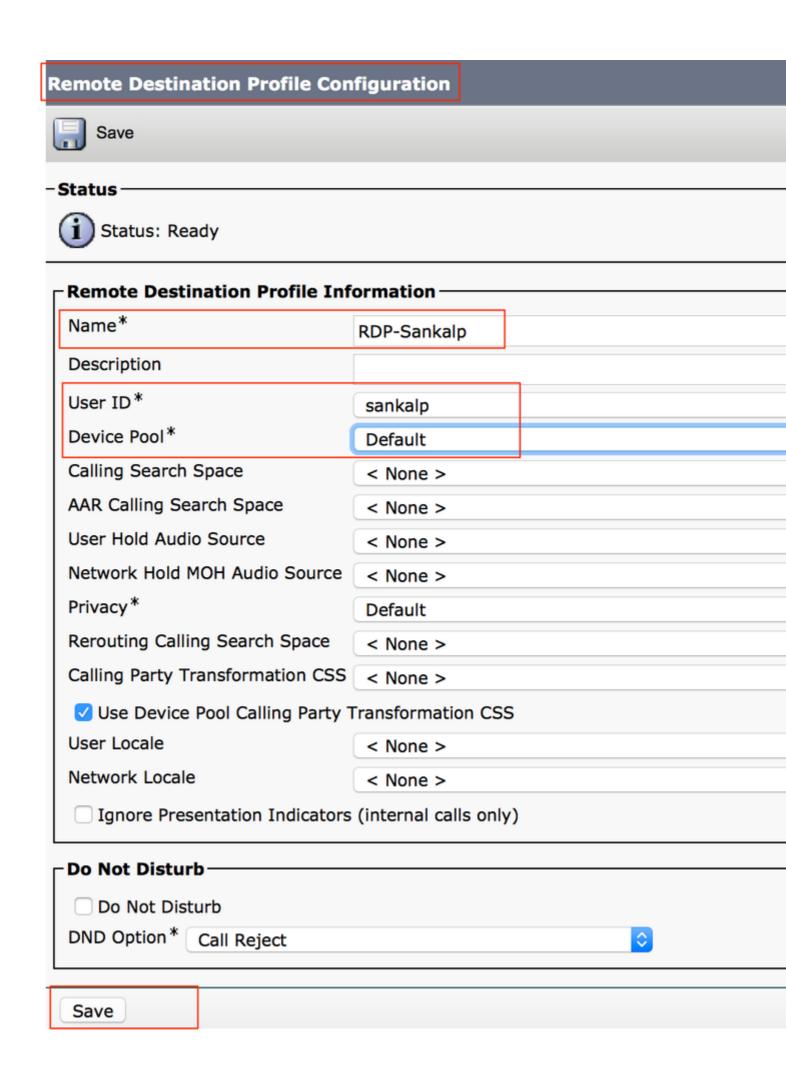
Check the **Enable Mobility** check box. You can also modify the Maximum Wait Time for Desk Pickup and Remote Destination Limit, if required. Moreover, the default values can be seen in the image.



Remote Destination Profile Configuration

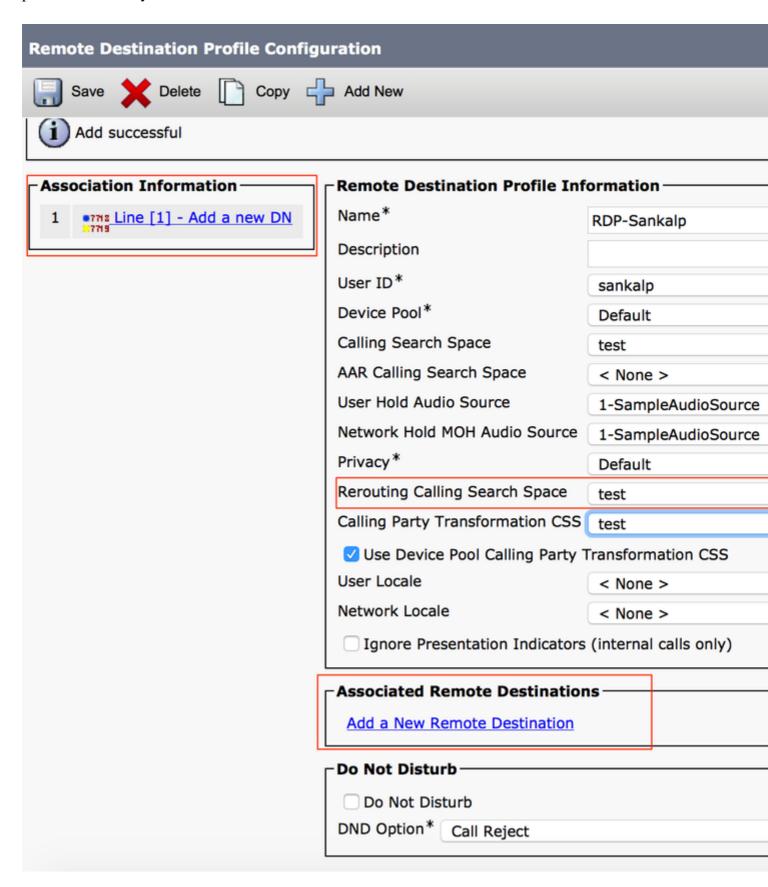
Create a Remote Destination Profile (RDP) for the end user .

In order to create a new RDP profile, navigate to **Device > Device Settings > Remote Destination Profile > Add new**.

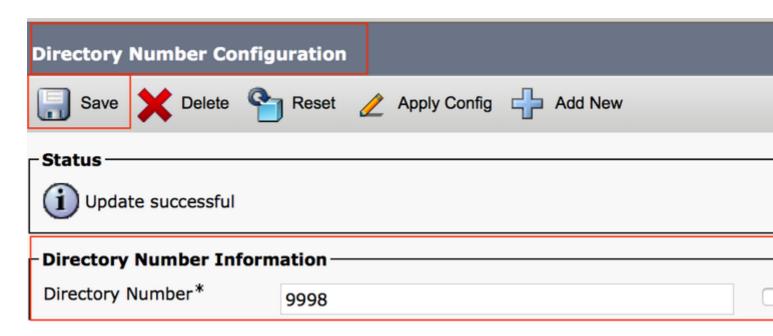


Click Save. Now you can see an option to add a new Directory Number (DN).

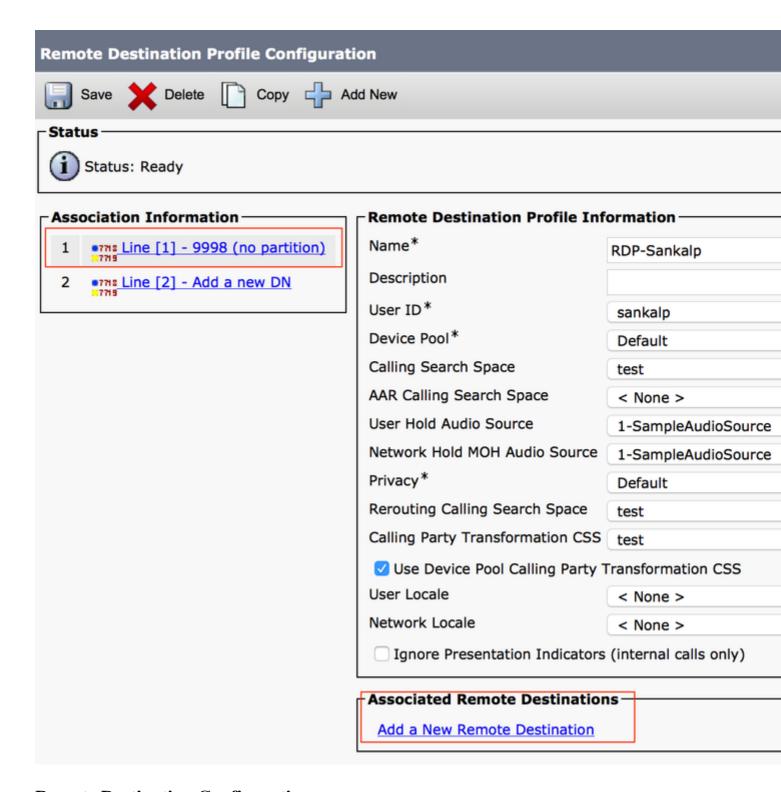
to navigate to directory number configuration where you need to specify the directory number of the desk phone with which you need to associate the RDP and then click **Save**.



It is also important to know that the CUCM attempts to reach the remote destination through the **Rerouting** calling search Space.



After you save the directory number, specify the correct CSS against Rerouting calling search space. Click **Add a New Remote Destination**, as shown in the image:



Remote Destination Configuration

Specify the Destination number, as this is the number for your Remote destination.

Ensure that the check box, Enable UNified Mobility features, Enable Single Number Reach, Enable Move to Mobile is checked.

Single Number Reach Voicemail Policy provides two options: Timer Control and User Control, of which the former one is default.

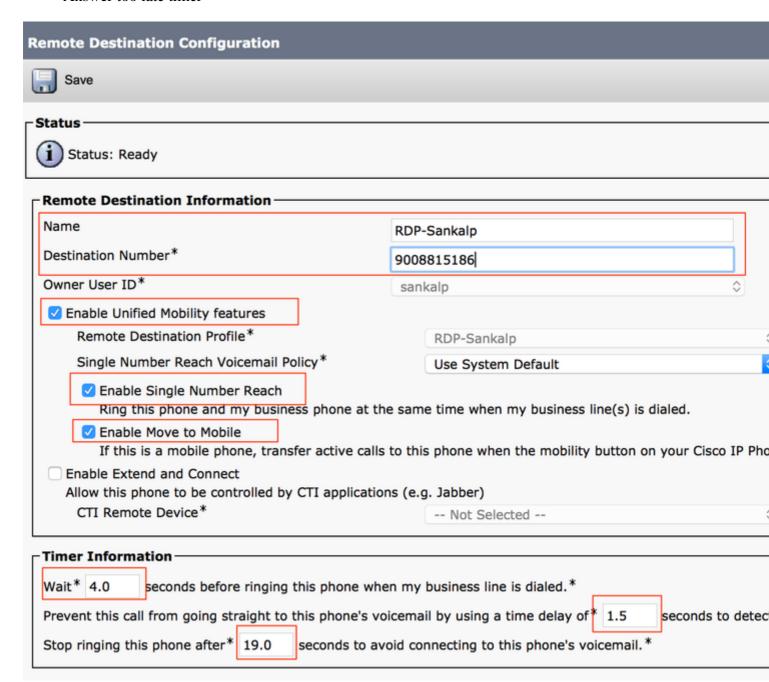
Under the section, Timer Information, you can specify the amount of delay before the Remote Destination can ring.

In case the Remote Destination is required to ring immediately, you can set the Wait* as zero.

It is also important to calibrate the time in which the service provider of the remote destination sends the call to the voice-mail of the remote destination. The **Stop ringing this phone after** value can be set lesser then that to ensure that the call does not go to the voicemail of the cell phone. This time value is specified against **Stop ringing this phone after**.

In the previous call manager version, these parameters had different names:

- Delay before ringing timer
- Answer too soon timer
- Answer too late timer

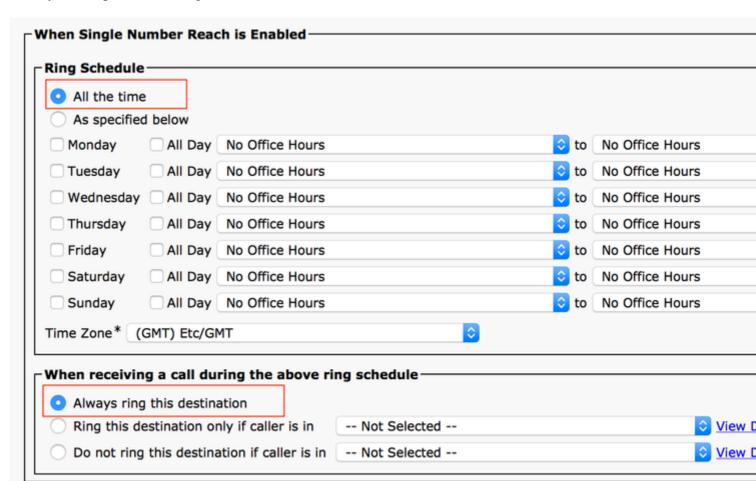


If the SNR voicemail policy is configured for User Control, timer information changes, as shown in the image:

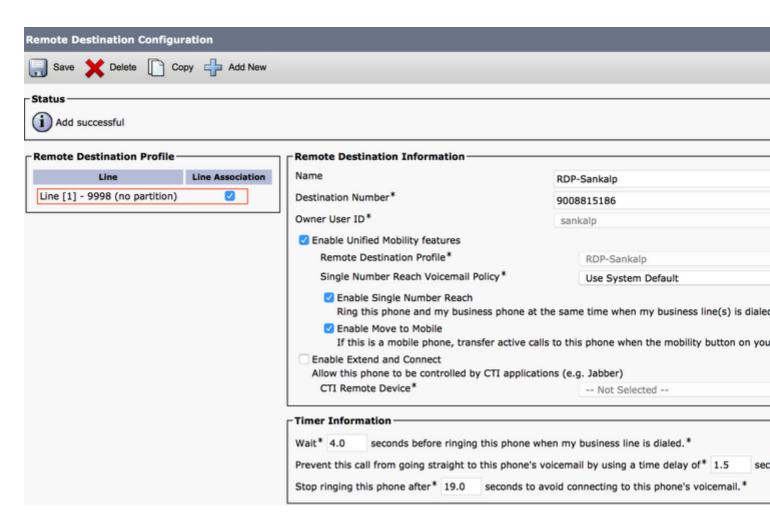
	Single Number Reach Voicemail Policy*	User Control
	Enable Single Number Reach Ring this phone and my business phone at the sam	e time when my business line(s) is dialed.
 ✓ Enable Move to Mobile If this is a mobile phone, transfer active calls to this phone when the mobility button on your Enable Extend and Connect Allow this phone to be controlled by CTI applications (e.g. Jabber) 		s phone when the mobility button on your Cisco
		g. Jabber)
	CTI Remote Device*	Not Selected
F		
t	Timer Information —	
	Wait* 4.0 seconds before ringing this phone when my business line is dialed.* Prevent this call from going straight to this phone's voicemail by requiring you to respond to a prompt to be	
L	Stop ringing this phone after* 19.0 seconds to avoid co	nnecting to this phone's voicemail.*

In case the SNR configuration needs to be restricted based on time and day, then these options are modified as required. If no restriction needs to be applied, then **Ring Schedule** can be set to **All the time** and **When receiving a call during the above ring schedule** can be set to **Always ring this destination**.

After you complete the configuration of remote destination, click **Save**.



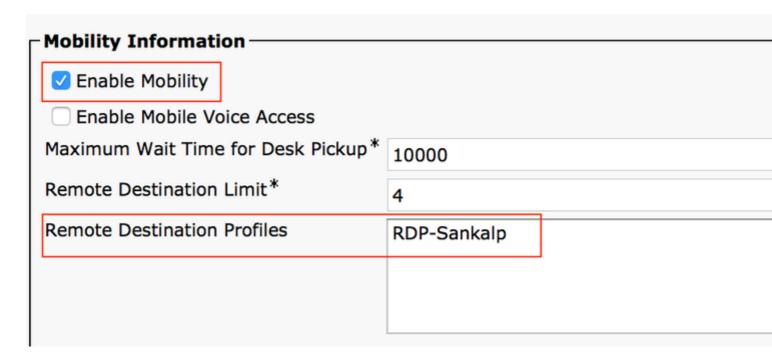
Check the checkbox, which is next to the line, and click **Save**.



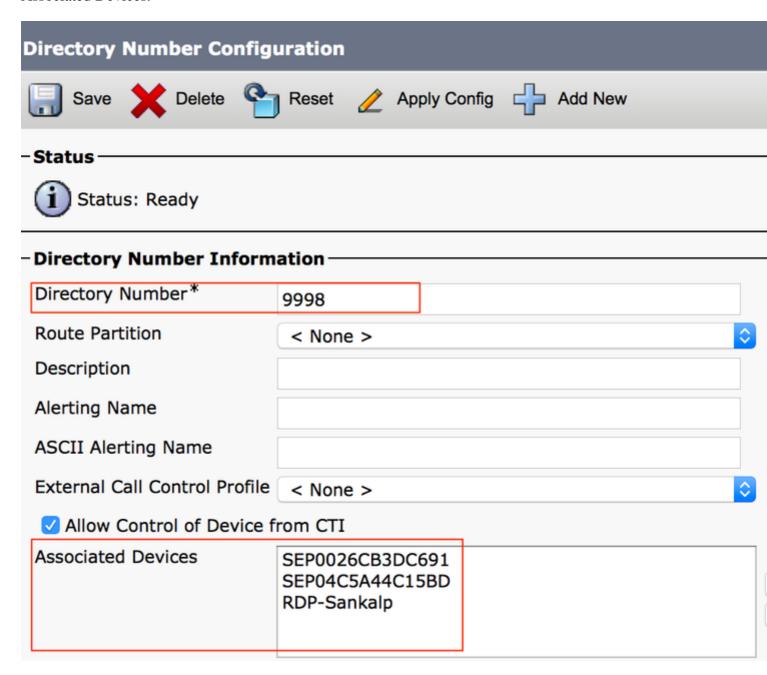
Verify

Use this section in order to confirm that your configuration works properly.

Verify the name of the Remote Destination Profile, which is reflected on the End user page.



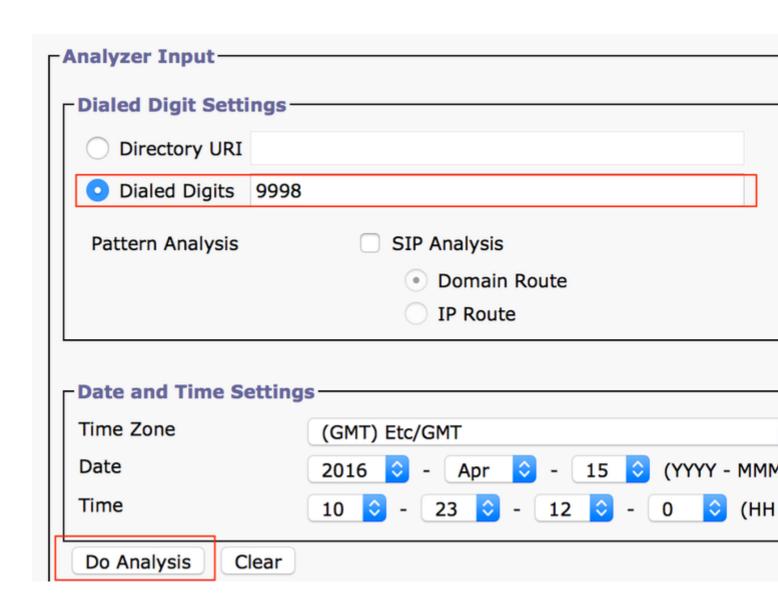
On the directory number page, you must see the name of the Remote Destination Profile in the section



Perform a test through Dialed Number Analysis to check whether the call manager directs the call to the remote destination based on configuration or not.

In order to perform a dialed number analysis, navigate to Cisco Unified Serviceability > Tools > Dialed Number Analyzer > Analysis > Phones > Find > Choose the calling phone.

Specify the Directory number of the desk phone and click **Do Analysis**.



On the Analysis output, the call is extended to the RDP along with the desk phone, which confirms the eventual effects of SNR configuration.

Cisco Unified Communications Manager Dialed Number

Expand All | Collapse All

- Results Summary
 - Calling Party Information
 - Calling Party = 1002
 - O Partition =
 - O Device CSS =
 - Line CSS =
 - AAR Group Name =
 - O AAR CSS =
 - Dialed Digits = 9998
 - Match Result = RouteThisPattern
 - Matched Pattern Information
 - **Pattern** = 9998
 - Partition =
 - Time Schedule =
 - Called Party Number = 9998
- Device :Type= Cisco 7975
 - **Device Status** = UnKnown
 - Device Name = SEP0026CB3DC691

- **Device**: Type= Remote Destination Profile
 - **Device Status** = UnKnown
 - **Device Name** = RDP-Sankalp
 - Ignore Presentation Indicators = Di
 - Logged Into Hunt Groups = Disabled
 - Alerting Name =
 - **Dual Mode** = Disabled

Troubleshoot

There is currently no specific information available to troubleshoot this configuration.