Contents

Introduction

This document describes the inputs and modifications commonly used when configuring Cisco Unified Mobility Application known as Mobile Connect, it is also commonly called as Single Number Reach (SNR) with the Cisco Unified Communication Manager Administrator (CUCM) application.

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 should 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, make sure 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.
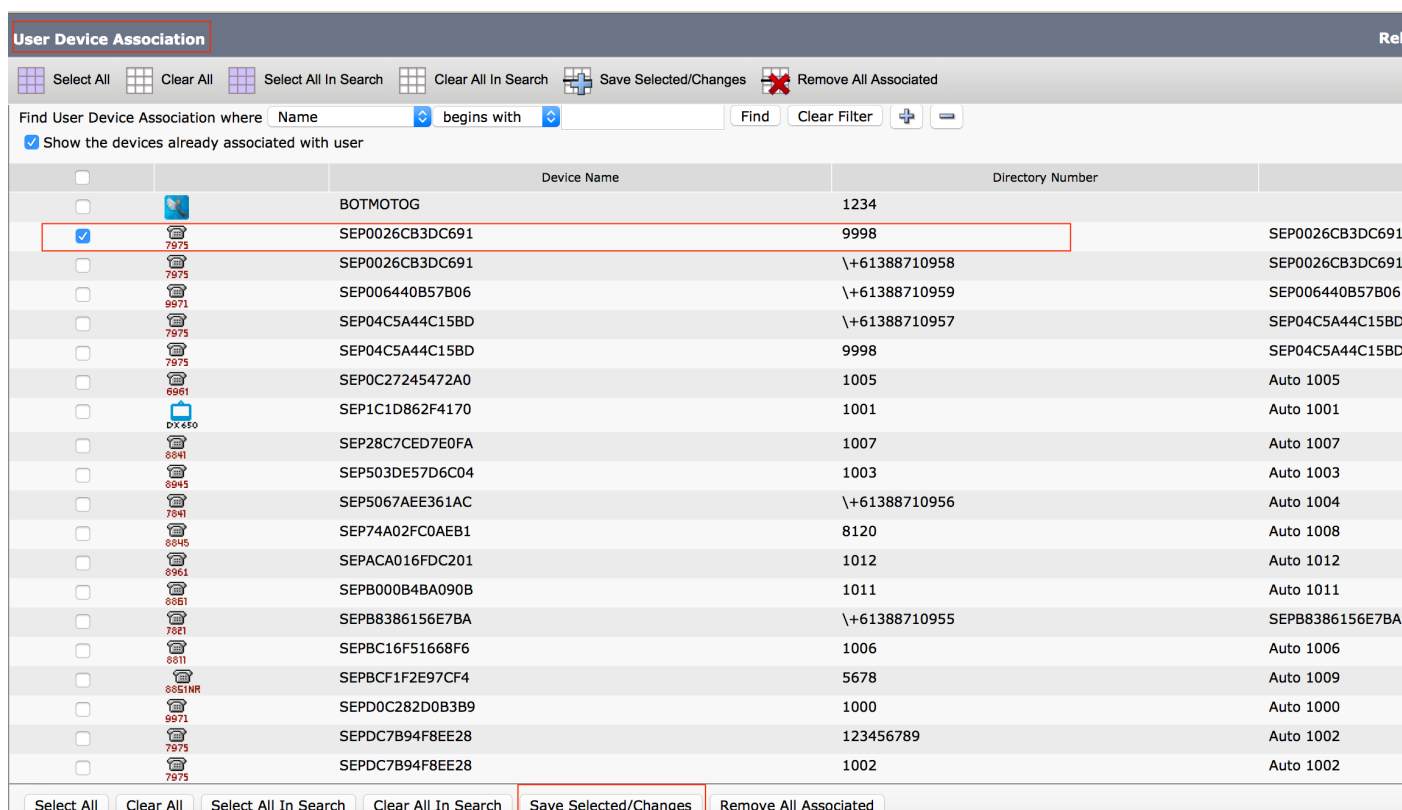
Configure

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, from 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 select the Primary extension for the device.

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) .

Click **Add a new 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**.

Remote Destination Profile Configuration

Save   Delete   Copy   Add New

(i) Add successful

Association Information

1	Line [1] - Add a new DN

Remote Destination Profile Information

Name*	RDP-Sankalp
Description	
User ID*	sankalp
Device Pool*	Default
Calling Search Space	test
AAR Calling Search Space	< None >
User Hold Audio Source	1-SampleAudioSource
Network Hold MOH Audio Source	1-SampleAudioSource
Privacy*	Default
Rerouting Calling Search Space	test
Calling Party Transformation CSS	test

☑ Use Device Pool Calling Party Transformation CSS

User Locale	< None >
Network Locale	< None >

☐ Ignore Presentation Indicators (internal calls only)

Associated Remote Destinations

Add a New Remote Destination

Do Not Disturb

☐ Do Not Disturb

DND Option* Call Reject

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

Directory Number Configuration

Save   Delete   Reset   Apply Config   Add New

Status

(i) Update successful

Directory Number Information

Directory Number*	9998	☐ Urgent Priority

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 detination .

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 which the Remote Destination should ring.

In case if the Remote Destination is required to ring immediately, you should 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 **S** value should be set lesser then that to ensure that
call does not go to the voicemail of the cell phone. This time value is specified against **S**.

In previous call manager version, these parameters were there with different names:

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

Remote Destination Configuration

💾 Save

Status

ℹ️ Status: Ready

Remote Destination Information

Name	RDP-Sankalp
Destination Number*	9008815186
Owner User ID*	sankalp

☑ Enable Unified Mobility features

Remote Destination Profile*   RDP-Sankalp

Single Number Reach Voicemail Policy*   Use System Default

☑ Enable Single Number Reach
    Ring this phone and my business phone at the same 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 Cisco IP Phone is pressed.

☐ Enable Extend and Connect
    Allow this phone to be controlled by CTI applications (e.g. Jabber)
    CTI Remote Device*   -- Not Selected --

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 using a time delay of* 1.5 seconds to detect when calls go straight to voicemail.*

Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*

If the SNR voicemail policy is confgured 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 same 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 Cisco IP Phone is pressed.

☐ Enable Extend and Connect
    Allow this phone to be controlled by CTI applications (e.g. Jabber)
    CTI Remote Device*   -- Not Selected --

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 connected.

Stop ringing this phone after* 19.0 seconds to avoid connecting to this phone's voicemail.*

In case the SNR configuration needs to be restriceted based on time and day then these options are modified as required. If no restriction is needed to be applied then **Ring Schedule** should be set to **All the time** and **When receiving a call during the above ring schedule** should 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 that the name of the Remote Destination Profile, which is reflected on the **End user** page.

On the directory number page, you now must see the name of th Remote Destination Profile in the section Associated devices.

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.

There is currently no specific troubleshooting information available for this configuration.

Troubleshoot