## 

#### Extension Mobility Configuration



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## Agenda

- Overview
- Configuration Check
- Common Problems & Troubleshooting

# Overview



### **Overview**

- The Cisco Extension Mobility feature allows users to temporarily access their Cisco Unified IP Phone configuration such as line appearances, services, and speed dials from other Cisco Unified IP Phones.
- The "same" phone in a different place!
- This guide will provide a step by step Extension Mobility configuration for 5.x/6.x/7.x.
- We are assuming that the AD/LDAP structure all works properly and all users/phones have been added correctly.

## **High-Level Components and Protocols**





Config 1



Blank phone and all of your users log in to the phone as needed.



Config 2

Users have an "everyday" phone and then use other phones for EM as needed.



## **Configuration Check**



## **Configuration Check**

#### Enable the EM service as needed on each server

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CISCO For Cisco Unified Communications Solutions	CCMAdministrator About Logout
Alarm → Irace → Togls → Snmp → Help →	
Service Activation	Related Links: Control Center - Feature Services 💌 Go
🔚 Save 🦽 Set to Default 🔇 Refresh	
Status : Ready	
Select Server	
Server* 10.88.192.205 Go	
🖵 Check All Services	

CM S	ervices		
	Service Name	Activation Status	
~	Cisco CallManager	Activated	
Image: A start of the start	Cisco Tftp	Activated	
$\checkmark$	Cisco Messaging Interface	Activated	
<b>V</b>	Cisco Unified Mobile Voice Access Service	Activated	
<ul> <li>Image: A start of the start of</li></ul>	Cisco IP Voice Media Streaming App	Activated	
	Cisco CTIManager	Activated	
<b>~</b>	Cisco Extension Mobility	Activated	
<b>V</b>	Cisco Extended Functions	Activated	
~	Cisco Dialed Number Analyzer	Activated	
<b>V</b>	Cisco DHCP Monitor Service	Activated	

The second se		
Cisco CallManager Attendant Console Server	Activated	
Cisco IP Manager Assistant	Activated	
Cisco WebDialer Web Service	Activated	
R Services		

#### Create the EM "phone service" for both users and phones

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System ▼ Call Routing ▼ Media Resources ▼ Voice Mail ▼	Device - Application - User Mana	gement 👻 Bulk Administration 👻 Help 👻			
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Add New Select All Clear All Delete Selected	1	Phone Services SIP Profile Common Device Configuration Access List Common Phone Profile Remote Destination Profile Recording Profile		Cisco Unified CM Administration For Cisco Unified Communications Solutions Call Routing  Media Resources  Voice Mail  Device  A ne Services Configuration we  Delete  Add New	Navigation Cisco Unified CM Administration V Go CCMAdministrator   About   Logout Application V User Management V Bulk Administration V Help V Related Links: Back To Find/List V Go

tatus: Ready

Service Name*	ASCII Service Name*
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Service Barameter Informatio	
Parameters	New Parameter Edit Parameter Delete Parameter
Save Delete Update Su	criptions Add New
	1
i *- indicates required item.	General 1997
i *- indicates required item.	

#### Create the Device Profile corresponding to each phone you are going to use, then subscribe that profile to the user



cisco	Cisco Unified CM Administra For Cisco Unified Communications Solutio	tion ns	oggenerat - Bi	Navigation Cisco Unified CM Administration CCMAdministrator   About	Go Logout		
Device Pro	file Configuration  Copy Add New  Ready	Relater	I Links: Back Back Depe Add Add/ Add/ Add/ Add/ Subs	c To Find/List To Find/List endency Records a New Line Appearance Update Speed Dials Update Busy Lamp Field Speed Dials Update Busy Lamp Field Directed Call Park Update Service URL Buttons cribe/Unsubscribe Services	Go		
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				11 Re Add a new BLESD	- Expansion Module Inform	nation	

#### Subscribe all EM users to the EM service and associate them with EM Device profiles

cisco	Cisco Unified	CM Administration	ו		Navigatio	n Cisco Unified CM Administration CCMAdministrator About	GO Logout		
System 👻	Call Routing 👻 Media Res	ources 👻 Voice Mail 👻 Device	• • Application •	User Management 👻	Bulk Administration	• Help <del>•</del>			
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	tha	at user	for	EM.		Controlled Profiles	7961EM 7970EM 7971EM test 7960EM	×	

Presence Group\*

Standard Drecence group

#### - Config 1 - Phone without DN/User information configured

 Find a phone that hasn't been configured with a DN, or configure one accordingly (without the DN)

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	Phone Configuration	Relat	ed Links: Back To Find/List	~
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	13 CallBack	Network Hold MOH Audio	< None >	×
	14 Call Park	Location *	Hub_None	*
	15 Call Pickup	AAR Group	< None >	*

#### Enable EM on the phone in the checkbox, and then associate it with a blank device profile or leave the -- Use Current Device Settings – Log Out Profile

(i)

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 Log in to the phone with the user/PIN that you prefer to test the setup, hit the "Services" button

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	PIN	I: *****		

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	123455739
40	
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Redial New Call CFw	fALL

After logging in successfully you should be able to view the new DN/Device information that was placed on the Device Profile information Log out of the phone with the user/PIN that you prefer to test the setup, hit the "Services" button



- Config 2 Phone with DN/User information configured
  - Find a phone that has been configured with a DN, or configure one accordingly (with any DN you wish)



cis	Co Cisco Unified CM Administra	ation <sup>ons</sup>	Navigation	Cisco Unified CM Ad CCMAdministrator	dministration 😒 🧕 G r   About   Logo
ystem	▼ Call Routing ▼ Media Resources ▼ Voice Mail ▼	Device 👻 Application 👻 User	Management 👻 Bulk Administration 👻	Help 👻	
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#### Enable EM on the phone in the checkbox, and then leave the -- Use Current Device Settings -- Log Out Profile

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#### Log in to the phone with the user/PIN that you prefer to test the setup

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Services	197
1EM	
Make Your Selection	
Select Exit	



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After logging in successfully you should be able to view the new DN/Device information that was placed on the Device Profile information Log out of the phone with the user/PIN that you prefer to test the setup, hit the "Services" button

21 01 05/11/09         123456789           Services         Image: Comparison of the service of the serv	Image: Services       Image: Services         Logout okie280?       Image: Services	
Make Your Selection Select Exit	Yes No	
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Resatting places wait	Vour surrent options Redial New Call CFwdALL	
	IT WORKS	5!!

#### Phone login/configuration flow:



#### Common Problems

& Troubleshooting



## **Common Problems**

- You can't see the EM feature after hitting the services button
  - You need to configure the EM service
  - You need to use the correct link (Slide 8)
  - Start/Restart the EM services on each node you are running
- You can't log in/out of the EM feature but you can see it after pressing the services button
  - You haven't subscribed the phones/device profiles to the service as needed (Slides 10, 13, 17)
  - You haven't associated a user to a device profile (Slide 11)

## You can't log in to EM and it shows the following information:



The above error is because you are logged In to EM on another Phone. You must go Log out of that phone First and then you can Log in elsewhere



The above error is because you haven't subscribed the phone or device profile to the EM profile. Once this is done you should be able to see the EM profile and log in correctly

#### Traces to collect for different issues:

- CallManager Traces (softkey enabled trace!)
- Extension Mobility
- Extension Mobility Application
- TFTP
- DBL mon
- The traces provided above should definitely be turned on to detailed mode and you would need to recreate the issue prior to taking the traces

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If you've reached this page and can read this, EM probably isn't working... Flip this over and visit <u>www.cisco.com</u> ©