# Contents

Introduction **Prerequisites Requirements Components Used** Configure Set up DVO-R Set up Cisco Unified Communications Manager to Support DVO-R Set up an Enterprise Feature Access Number Set up DVO-R for each Device Add Mobility Identity Enable DVO-R on Each Device Set up Single Number Reach (Optional) **Enable Single Number Reach** Add Remote Destination (Optional) Set up User-Controlled Voicemail Avoidance Configure Cisco Jabber Client Settings Verify **Troubleshoot Related Information Related Cisco Support Community Discussions** 

## Introduction

This article describes how to configure the Dial via Office-Reverse (DVO-R) feature on Cisco Unified Communications Manager and Cisco Jabber for Android or iPhone to work via Cisco Expressway Mobile and Remote Access.

## Prerequisites

## Requirements

- Cisco Unified Communications Manager 11.0(1a) SU1 (or later)
- Cisco Jabber for Android or Cisco Jabber for iPhone 11.1 (or later)
- Cisco Expressway X8.7

## **Components Used**

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

- Cisco Unified Communications Manager 11.0(1a) SU1 (or later)
- Cisco Jabber for Android or Cisco Jabber for iPhone 11.1 (or later)
- Cisco Expressway X8.7

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.

# Configure

## Set up DVO-R

To set up DVO-R, you must do the following:

- 1. Set up Cisco Unified Communications Manager to Support DVO-R.
- 2. Set up DVO-R for Each Device.
- 3. Set up User-Controlled Voicemail Avoidance.
- 4. Add Remote Destination (optional).
- 5. <u>Configure Jabber Client Settings.</u>

**Note**: Before configuring and enabling DVO-R, verify that your Cisco Jabber mobile client can register and make a call to an enterprise extension over the Cisco Expressway MRA connection.

## Set up Cisco Unified Communications Manager to Support DVO-R

To set up Cisco Unified Communications Manager to support DVO-R, complete the following steps:

- 1. Set up an Enterprise Feature Access Number.
- 2. Verify that you have the correct Device COP File Version. See the Cisco Jabber for Android <u>Release Notes</u> or the Cisco Jabber for iPhone <u>Release Notes</u> for the version you are running.
- 3. If necessary, make appropriate dial plan changes to allow the system to route calls to the Mobile Identity phone number to the outbound gateway. Ensure that the format of the number is appropriate for call routing in line with your dial plan.

#### Set up an Enterprise Feature Access Number

Use this procedure to set up an Enterprise Feature Access Number (EFAN) for Cisco Jabber DVO-R calls.

**Note**: When you call someone using DVO-R, the Caller ID received by the called person is your enterprise number and not the EFAN. The EFAN is only used as the caller ID for the callback leg to the Mobile Identity or Alternate Number.

- 1. Open the Cisco Unified CM Administration interface.
- 2. Select Call Routing > Mobility > Enterprise Feature Access Number Configuration.
- 3. Select Add New.
- 4. In the **Number** field, enter the EFAN. Enter a DID number that is unique in the system. To support dialing internationally, you can prepend this number with \+.
- 5. In the **Description** field, enter a description of the Mobility EFAN.

- 6. (Optional) Check the **Default Enterprise Feature Access Number** check box if you want to make this EFAN the default for this system.
- 7. Select Save.

**Note**: It is also possible to set up a Mobility Profile for Cisco Jabber devices (optional if you have already configured a default EFAN). Mobility profiles allow you to set up the DVO-R settings for a mobile client. After you set up a Mobility Profile, you can assign it to a user or to a group of users, such as the users in a region or location. For more information, see the <u>Cisco Jabber Deployment and Installation Guide</u> for your release.

## Set up DVO-R for each Device

Use the following procedures to set up DVO-R for each TCT or BOT device.

- 1. Add a Mobility Identity to the dual-mode device associated to each user.
- 2. Enable DVO-R on Each Device on the dual-mode device associated with each user.
- 3. If you enable Single Number Reach (optional), verify that it works. Dial the desk phone extension and check that the phone number that is specified in the associated mobile identity rings.

#### Add Mobility Identity

**Note**: Use this procedure to add a Mobility Identity to specify the number of the mobile device as the destination number. You can specify only one number when you add a Mobility Identity. If you want to specify an Alternate Number, such as a second mobile phone number, you can set up a remote destination. The Mobility Identity configuration characteristics are identical to those of the Remote Destination configuration.

- 1. Open the Cisco Unified CM Administration interface.
- Navigate to the device that you want to configure as follows: Select **Device > Phone**.Search for the BOT or TCT device that you want to configure.Select the device name to open the **Phone Configuration** window.
- 3. In the Associated Mobility Identity section, select Add a New Mobility Identity.
- 4. Enter the mobile phone number as the destination number. You must be able to route this number to an outbound gateway. Generally, the number is the full E.164 number. **Note**: If you enable DVO-R for a user, you must enter a destination number for the user's Mobility Identity.
- 5. Set the Dial-via-Office Reverse Voicemail Policy to User Control.
- 6. Check the Enable Single Number Reach check box.
- 7. Leave the Ring Schedule at **All the time** or set up the schedule for routing calls to the mobile number at specific times and/or on specific days.
- 8. Select Save.

The below diagram outlines the required Mobility Identity configuration for an Android device.



The below diagram outlines the required Mobility Identity configuration for an iPhone device.

Mobility Identity Configuration		
Save		
Status Status: Ready Mobility Identity Information Name jsmith-MI Destination Number* +19876543210 Dual Mode Phone TCTJSMITH	Mobile (cellular) number corresponding to Jabber dual-mode device [dial plan dependent numbering format] Mobile Voicemail Avoidance: Dial-via-Office	
Mobility Profile       < None >         Single Number Reach Voicemail Policy*       Use System Default         Dial-via-Office Reverse Voicemail Policy*       User Control         Image: Single Number Reach       Ring this phone and my business phone at the same time when my business	Reverse Voicemail Policy set to "User Control" (recommended) [deployment dependent] ss line(s) is dialed. Enable SNR for Jabber dual-mode device	
Timer Information Wait* 4.0 seconds before ringing this phone when my business line is d Prevent this call from going straight to this phone's voicemail by using a time Stop ringing this phone after* 19.0 seconds to avoid connecting to this pl	Unified Mobility timers (default shown) [only applicable if Dial-via-Office Reverse Voicemail Policy is set to Timer Controlled]	
When Single Number Reach is Enabled Ring Schedule All the time As specified below Monday All Day No Office Hours	▼ to No Office Hours	

#### **Enable DVO-R on Each Device**

- 1. Open the Cisco Unified CM Administration interface.
- Navigate to the device that you want to configure as follows: Select **Device > Phone.**Search for the BOT or TCT device that you want to configure.Select the device name to open the **Phone Configuration** window.
- 3. In the **Protocol Specific Information** section, in the **Rerouting Calling Search Space** drop-down list, select a Calling Search Space (CSS) that can route the call to the DVO-R callback number.
- 4. In the **Product Specific Configuration Layout** section, set the **Dial via Office** drop-down list to **Enabled**.
- 5. Select Save.
- 6. Select Apply Config.

7. Instruct the user to sign out of the client and then to sign back in again to access the feature. The below two diagrams outline how to configure Dual Mode for an Android device and enable DVO-R.

n Phone Type Product Type: Cisco Dual Note For Device Production Struc- Productions Device Status Productions Device Status Device Information - Device Information - Device Information Device Information Device Information Device Information Device Information Device Information Device Information	Android Unified Communications Manager gr 1.5 B0735NITH	Add Dual Mode for Android device	No. Pri US Ah Ge	bility User ID mary Phone a Trusted Relay Point <sup>®</sup> ays Use Prime Line <sup>®</sup> ays Use Prime Line for Voice allocation Retry Video Call as Audio I gancre Presentation Indicato Logged Into Hunt Group Remote Device <b>Mecr Presentation Transf</b>	jsmith < Non Defaul Defaul Message* Defaul < Non irs (internal calls on formation	• > • • • • • • • • • • • • • • • • • •
Description Outwice Real Common Device Configuration Hanse Nutre Translate Earliers Translate Common Frances Common Frances Media Baseurs Group List Media Baseurs Group List Media Baseurs Group List Media Baseurs Group List User Hold NO1 Audio Source Location Media Baseurs Group List Venetor Kold NO1 Audio Source Location Media Base Source Venetor Locale Division Privace Media Kode *	Januar Jabbar for Andreid Derival Bacter David Mark, Madreid Bacter David Mark, Madreid Bacter David Mark, Madreid Bacter David Mark, Mark Bacter David Mark Bacte	Specify custom Softke template with Mobility softkey (needed for SN configuration) [see Mobility Softkey Templa Calling Search Space (CSS) in concatenation with line CSS determines how dialed calls are routed (del plan dependent) : Select User and assign device ownership by selecting User II for both Owner and Mobility fiel [see End User]	y R R Kej Pa BL Dec SLL Dis	Aller Der caller Foren TI aller Der Krantformation on Ellus Dervice Proof Calling Par- tic Dervice Proof Calling Pa- escurer Siller Specify Sector Specify Sector Specify Sector Sector Participation Interest Specify Calling Par- tic Capture Duration Interest Specify Calling Partners Opportunity Proteins	Cisc Dual None Cisc Dual None Cisc Dual None Cisc Dual None Cisc Dual Non Cisc Dual Non PSTN Cisc Dual Non PSTN Cisc Association Cisc Dual Non PSTN Cisc Association Cisc Cisc Cisc Cisc Cisc Cisc Cisc Cisc	CSS (Caller ID For Calls From This Phone)  CSS (Caller ID For Calls From This Phone)  CSS (Caller ID For Calls From This Phone)  Torouting CSS determines how calls to mobile (or atternate number) are routed (DVO-R callback leg and SNR) (dial plan dependent) (dial plan dependent)  For Android - Standard SD Nun-St  offer for Mobile Device Vens Catalis
Mobility User ID Primary Phone Use Trusted Relay Point <sup>®</sup> Always Use Prime Line <sup>®</sup> Always Use Prime Line for Voice Message <sup>®</sup> Geolocation Retry Video Call as Audio	ismith < None > Default Default default < None >	• • • •		Media Termination Point Unattended Port Require DTMF Reception	Specify d Jabber sta	lefault SIP Profile for Mobile Device to ensure ays registered when running in the background

The below two diagrams outline how to configure Dual Mode for an iPhone device and enable

## DVO-R.

Phone Type		An	dd Dual Mode for	Mobility User ID jsmith 🗸				
Product Type: Cisco Dual Mode for iPhone Add Dual Widde Tor				Primary Phone   None >				
Device Protocol: SIP iPhone device			IPhone device	Use Trusted Relay Point* Default				
□ Real-time Device Status				Always Lice Prime Line*				
Registration: Registered with Cisco Unified Communications Manager amt-dvor-guern1 cisco com				Always lice Prime Line for Voice Mescane*				
Registration: Registered with Cisco	o Unified Communication	ions Manager gmt-dvor-ci	cucm1.cisco.com	Always Use Prime Line for Voice Message - Default				
Active Load ID: Jabber_for_jOS-11.5				Geolocation < None >				
Download Status: Unknown				Retry Video Call as Audio				
				I Ignore Presentation Indicators (internal calls only)				
Device Information		Device	ce name must begin	V Logged Into Hunt Group				
Device is Active		W	/ith TCT_all caps	Report Daviso				
Device is trusted			nin ron, an cape					
Device Name*	TCTJSMITH			Number Presentation Transformation				
Description	ismith - Jabher for i	iPhone	Specify custom Softke					
Device Rool*	Default	/	opecity custom oblike	Caller ID For Calls From This Phone				
Common Device Configuration	Derault		template with iviobility	Calling Party Transformation CSS < None >				
Common Device Connguration	< None >		softkey (needed for SN	R IIIse Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone)				
Phone Button Template	Standard Dual Mod	e for iPhone	configuration)					
Softkey Template	Mobility		Configuration)	2 Remote Number				
Common Phone Profile*	Standard Common	Phone Profile	[see woolinty sourcey rempla					
Calling Search Space	PSTN		0 1 0 (000)	Specify secure or non-				
AAR Calling Search Space	< None >	Callir	ng Search Space (CSS)	Secure SIP profile				
Media Resource Group List	< None >	in c	concatenation with line					
User Hold MOH Audio Source	< None >	000	S determines how dialed	Protocol Specific Information Rerouting CSS determines how calls to mobile				
Network Hold MOH Audio Source	< None >		determines now ulaied	Packet Capture Mode* None None				
Location*	Hub Nore		calls are routed	Packet Capture Duration 0 (or alternate number) are routed				
AAR Group	d Nene 1		[dial plan dependent]	BLE Presence Group* (DVO-R callback leg and SNR)				
User Leesle	< None >	L		In the Destand Origination Code at a standard Provide Stand				
User Locale	< None >		-	and preferred originating coded: [711ulaw [unch preferred originating]				
Network Locale	< None >		•	Device Security Profile* Cisco Dual Mode for iPhone - Standard SIP Non-Se				
Built In Bridge*	Default	Se	lect User and assign device	Rerouting Calling Search Space PSTN				
Privacy*	Default		norohin by colecting Lloer IF	SUBSCRIBE Calling Search Space < None >				
Device Mobility Mode*	Default	UWI	nership by selecting Oser IL	SIP Profile * Standard SIP Profile for Mobile Device View Details				
Owner	User Apony	mous (Public for b	oth Owner and Mobility field	S Diget liser				
Owner User ID*	jsmith		[see End User]					
Mobility User ID	ismith		•	Media Termination Point Specify default SIP Profile for Mobile Device to ensure				
Primary Phone	< None >			Unattended Port				
lise Trusted Relax Point*	Default							
Always Lice Brime Line*	Default		-					
Always use Printe Line	Default		•					
Always use Prime Line for voice message	Default		*					
Geolocation	< None >		-					
Geolocation	< None >		·					
Geolocation	< None >		•					
Geolocation	< None >		•					
Geolocation	< None >							
Geolocation  Patro: Video Call as Audio  Require DTMF Reception  Associated Mobility Identity	< None >		-	Product Specific Configuration Layout				
Geolocation	< None >	Destin	• nation Number	Product Specific Configuration Layout				
Geolocation	< None > +19876543210	Destir Q	-	Allow End User Configuration Layout				
Geolocation  Require DTMF Reception  Associated Mobility Identity  Name  isonth-Mi	< None > +1987654321(	Destir 0	nation Number	Product Specific Configuration Layout				
Geolocation  Geolocation  Require DTMF Reception  Associated Mobility Identity  Name  ismith-MI  Associated Remote Destinations	< None > +19876543210	Destir Q	• nation Number	Product Specific Configuration Layout				
Geolocation  Geolocation  Require DTMF Reception  Associated Nobility Identity  Name ismth-MI  Associated Remote Destinations  Add a New Remote Destination	< None > +1987654321(	Destir	nation Number	Allow End User Configuration Layout Allow End User Configuration Editing Disabled iPhone Country Code Cisco Usage and Error Tracking Enabled Enable Sip Digest Authentication Disabled Enable Sip Digest Authentication Enabled				
Geolocation  Require DTMF Reception  Associated Nobility Identity  Name ismth-MI  Associated Remote Destinations  Add a New Remote Destination	< None >	2 Destin	nation Number	Product Specific Configuration Layout Allow End User Configuration Editing Disabled iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Username				
Geolocation Geolocation Geolocation Geolocation Require DTMF Reception Associated Nobility Identity Inmme Ismith-MI Associated Remote Destination Certification Authority Proxy Function	< None > +19876543210	Destin AS (S96	nation Number sociated Mobility Identity e Mobility Identity configuration]	Product Specific Configuration Layout  Product Specific Configuration Editing Disabled  iPhone Country Code  Cisco Usage and Error Tracking Enable Sip Digest Authentication  Sip Digest Username  CTL Control Username				
Geolocation  Call as Audio  Require DTMF Reception  Associated Mobility Identity  Name  ismith-M1  Add a New Remote Destination  Certificate Operation* No Pending	< None > +10876543210 n (CAPP) Information	Destir	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  Product Specific Configuration Editing Disabled  Product Specific Configuration Editing Disabled  Enable Sip Digest Authentication  Sip Digest Username  CTI Control Username  Disable  Dis				
Geolocation Geolocation Require DTMF Reception Associated Nobility Identity Insme ismith-MI Associated Remote Destination Certification Authority Proxy Function Certification Authority Proxy Function Certification Mode No Pending Authoritation Mode No Pending	< None > +19876543211 n (CAPF) Information Operation ng	On As:	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Authentication CTI Control Username Dial via Office Disabled Disabled Disabled Dial via Office Disabled Dial via Of				
Geolocation	< None > +19876543210 (Operation ng	Destin AS [S96	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  Enable Sip Digest Authentication Disabled  Dial via Office Disabled Enable Vice Disabled  Enable Vice Disable Vice Disabled  Enable Vice Disable Vice Disabled  Enable Vice Disable Vice D				
Geolocation  Geolocation  Geolocation  Geolocation  Geolocation  Associated Noblity Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Functio  Certificate Operation*  No Pending  Authentication Ntode*  By Null Stric  Generate String	< None > +10876543210 n (CAPF) Informatie Operation ng	2 Destination of the second se	ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  iPhone Country Code  Cisco Usage and Error Tracking Enable Sip Digest Authentication  Sip Digest Authentication  Disabled  CTI Control Username  Disabled  Enable Voice Dialing Motion  Cinabled  Finabled  Voice Dialing Motion  Cinabled  Finabled  Voice Dialing Motion  Cinabled  Finabled  Cinabled  Ci				
Geolocation  Require DTMF Reception  Associated Mobility Identity  Name ismith-MI  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function Certification Mode* Authentication String Generate String Generate String	< None > +19876543210 n (CAPF) Information Operation ng	on As:	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Product Specific Configuration Editing  Allow End User Configuration Editing  Product Specific Configuration  P				
Geolocation	< None > +19876543210 (Operation ng	on Sector	nation Number ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  Product Specific Configuration Editing Disabled  Product Specific Configuration Editing Disabled  Enable Sip Digest Authentication  Disabled				
Geolocation  Cartine Video Call as Audio  Associated Nobility Identity  Associated Nobility Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Mode* By Null Stri Authentication String  Generate String  Key Order* RSA Only  RSA Key Size (Bits)*  2048	< None > +1087/54321( n (CAPF) Information Operation ng	Destin As: (See v	ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout Allow End User Configuration Editing Disabled iPhone Country Code Cisco Usage and Error Tracking Enable Sip Digest Authentication Sip Digest Authentication Disabled CTI Control Username Dial via Office Disabled Enable Voice Dialing Noton Voice Dialing Phone Number Add Voice Dialing to Favorites Sign In Feature Disabled Username Disabled Sign In Feature				
Geolocation  Geolocation  Geolocation  Account of the section  Certification Authority Proxy Function  Certification String  Generate String  Key Order*  RSA Key Size (Bits)*  Center Size (Bits)	< None > +19876543210 (CAPF) Information Operation ing	on (Sector	nation Number psociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled Enable Sip Digest Authentication Disabled Dial via Office Disabled Dial via Office Disabled Dial via Office Dial				
Geolocation  Geolocation  Geolocation  Require DTMF Reception  Associated Nobility Identity  Name  ismith-Mi  Add a New Remote Destinations  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Authority Proxy Function  Certificate Operation* No Pending  Authentication Node*  By Null Stri Authentication String  Key Order*  RSA Key Size (Bits)  Coherate String  Key Size (Bits)  Coheration Completes By  Coheration Completes By  Coheration	< None > +19976543210 n (CAPF) Informatio Operation ng 10 12 (vvvv	AS:	* ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled  IPhone Country Code  Casoury Code  Enabled Enabled Enabled Enabled  Cit Control Username  Disabled  Cit Control Username  Cit Control Username  Disabled  Cit Control Username  Cit Control Username  Disabled  Cit Control Username  Disabled  Cit Control Username  Cit Control				
Geolocation  Require DTMF Reception  Associated Nobility Identity  Name ismith-MI  Add a New Remote Destination  Certification Authority Proxy Function Curtification Authority Proxy Function Authentiation Mode* By Rull Stri Authentication String Generate String Key Order* RSA Key Size (Bits) EC Key Size (Bits) EC Key Size (Bits) EC Key Size (Bits) Certificate Operation Status: None	< None > +10876543210 (CAPF) Informatic Operation ng 18 12 mm	On As: on Sec (Sec v v v v v v v v v v v v v v v v v v v	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Allow End User Configuration Editing Disabled Disobled				
Geolocation  Geolocation  Require DTMF Reception  Associated Mobility Identity  Name ismith-MI  Add a New Remote Destination  Certification Authority Proxy Functio Certificate Operation* No Pending Authentication String  Generate String  Key Order* RSA Key Size (Bits)*  EC Key Size (Bits)*  Certificate Operation Status: None  Note: Security Profile Contains Addition C	< None > +19976543210 (CAPP) Information Operation ng 18 12 mm CAPF Settings.	a an As: [Sec "" "" "" ""	nation Number esociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout  Product Specific Configuration Editing Pisabled Pisabl				
Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Nobility Identity  Add a New Remote Destinations  Certification Authority Proxy Functio  Certification Authority Proxy Functio  Certification Authority Proxy Functio  Certification Authority Proxy Functio  Generate String  Key Order*  RSA Key Size (Bits)  C None >  Operation Completes By  Cotificate Operation Status: None  Note: Security Profile Contains Addition C	< None > ±10876543210 n (CAPF) Informatic Operation ng 18 12 00000 APF Settings. Taformatics	As: As: Sec WM:DD:HH)	ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing Disabled         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         CTI Control Username         Dial via Office         Disabled         Enable Voice Dialing Motion         Fisabled         Sign In Feature         Directory Lookup Rules URL         Application Dial Rules URL         Transfer to Mobile Network         Voice mail Username				
Geolocation  Require DTMF Reception  Associated Nobility Identity  Name ismith-MI  Associated Remote Destinations  Adda New Remote Destination  Certification Authority Proxy Function Certification Authoritistion  Certification String Generate String Key Order* RSA Key Size (Bits) EC Key Size (Bits	< None > ±10876543211 n (CAPF) Information Operation ng 18 12 mm APF Settings. Information	As: on [See v	nation Number sociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing         Disabled         Enable Sip Digest Authentication         Disabled         Enable Sip Digest Authentication         Digest Username         Dial via Office         Diabled         Enable Sip Digest Authentication         Digest Username         Dial via Office         Diabled         Enable Voice Dialing Motion         Voice Dialing Phone Number         Add Voice Dialing to Favorites         Enabled         Directory Lookup Rules URL         Application Dial Rules URL         Transfer to Mobile Network         Use Mobility Softker (user receives call)         Voicemail Username         Voicemail Server				
Geolocation  Cell ar Audio  Require DTMF Reception  Associated Mobility Identity  Instructure  Add a New Remote Destinations  Certificate Operation  Authentication Authority Proxy Function  Certificate Operation* No Pending  Authentication Node*  By Null Stri Authentication String  Generate String  Key Order* RSA Key Size (Bits) *  Code  CKey Size (Bits) *  Chone >  MLPP and Confidential Access Level I  MLPP Domain	< None >	AS: AS: Sec (Sec (MM:DD:HH)	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         IFbone Country Code         Cisco Usage and Error Tracking         Enable Dig Digest Authentication         Sip Digest Username         Olisabled         Enable Digest Username         Olisabled         Enable Digest Username         Disabled         Disabled         Enable Street         Disabled         Enable Voice Dialing Noton         Disabled         Enable Voice Dialing Thome Number         Add Voice Dialing To Favorites         Enable Voice Dialing To Favorites         Directory Lookup Rules URL         Application Dial Rules URL         Transfer to Mobile Network       Use Mobility Softkey (user receives call) +         Voicernail Username       Voicernail Server         Voicernail Message Store Username       Enable Voicer				
Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Node* By Null Strii  Generate String Generate String Generate String Certificate Operation Status: None Note: Security Profile Contains Addition  NLPP Domain Confidential Access Mode  None >  Confidential Access Mode  Confi	< None > ±10076543210 n (CAPF) Information ng 18 12 cmm APF Settings. Information	Destin AS: on [Sec v v v ::MM:DD:HH)	nation Number ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing Disabled         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         CTI Control Username         Dial via Office         Disabled         Enable Orice Dialing to Favorites         Sign In Feature         Disabled         Directory Lookup Rules URL         Application Dial Rules URL         Application Dial Rules URL         Voice Dialing to Favorites         Username         Directory Lookup Rules URL         Application Dial Rules URL         Voicemail Username         Voicemail Server         Voicemail Server         Voicemail Server         Voicemail Server         Voicemail Server         Voicemail Server				
Geolocation  Geolocation  Require DTMF Reception  Associated Nobility Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function Certification Authoritistion Certification String  Generate String Key Order* RSA Key Size (Bits)* EC Certificate Operation Status: None Note: Security Profile Contains Addition C  MLPP Domain Confidential Access Level I MLPP Domain Confidential Access Level I	< None > +19976543210 0 Operation ng 18 12 (vvvv APF Settings. Information		nation Number ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Digest Username         Diable Vice Dialing Notion         Enable Voice Dialing Notion         Voice Dialing to Favorites         Enabled         Directory Lockup Rules URL         Application Dial Rules URL         Transfer to Mobile Network         Use Mobility Softkey (user receives call)         Voicemail Server         Voicemail Server         Voicemail Message Store				
Geolocation  Centrol Call as Audia  Geolocation  Geolocation  Associated Problematic Destinations  Add a New Remote Destinations  Certification Authority Proxy Function  Certification Authority Proxy Function  Certificate Operation  Authentication String  Key Order  RSA Key Size (Bits)  Key Order  RSA Key Size (Bits)  Certificate Operation Status: None  Note: Security Profile Contains Addition C  NLEP and Confidential Access Level I  NLEP Domain  Confidential Access Level I  Confidential Access Level I  Confidential Access Level I  Confidential Access Level I	< None > +19876543210 n (CAPF) Informatio Operation ng 10 12 (VYYY CAPF Settings. Information	AS: AS: Sec V V V V V V V V V V V V V	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Sip Digest Authentication         Disabled         CTI Control Username         Dial via Office         Disabled         Enable Voice Dialing Motion         Disabled         Enable Voice Dialing Notion         Disabled         Enabled         Enable Voice Dialing Notion         Disabled         Enabled         Directory Lookup Rules URL         Application Dial Rules URL         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Message Store         Enabled				
Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Nobility Identity  Associated Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification String  Generate String  Generate String  Certificate Operation*  RSA Key Size (Bits)  Certificate Operation Status: None Note: Security Profile Contains Addition C  NLPP Domain  Centified Access Node < None >  Confidential Access Node < None >  Confidential Access Node < None >  Confidential Access Level < None >  De Not Disturb	< None > +1087/54321( +1087/54321( (Operation ng 18 12 (Ymm AFF Settings. Information	Destin AS: on (See v v v v v v v v v v v v v	nation Number	Product Specific Configuration Layout         Ilow End User Configuration Editing         Disabled         Lisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         Enable Sip Digest Authentication         Dial via Office         Disabled         Dial via Office         Disabled         Dial via Office         Disabled         Directory Lockup Rules URL         Application Dial Rules URL         Application Dial Rules URL         Voicemail Username         Voicemail Username         Voicemail Server         Voicemail Username         Voicemail Message Store Username         Voicemail Message Store         Enabled User Authentication <t< td=""></t<>				
Geolocation  Geolocation  Geolocation  Geolocation  Account of the second of the secon	< None > +19976543210 0 Operation ng 18 12 mm xAPF Settings. Information	Asi on (see ""	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         IPhone Country Code         Cisco Usage and Error Tracking         Enable Dipiset Authentication         Disabled         Dig Via Office         Disabled         Enable Dipiset Authentication         Disabled         CTI Control Username         Dia via Office         Disabled         Enable Voice Dialing Motion         Presbled         Enable Voice Dialing Notion         Presbled         Directory Lookup Rules UBL         Application Dial Rules UBL         Application Dial Rules UBL         Voicernail Username         Voicernail Username         Voicernail Server         Voicernail Message Store         Enable LDAP User Authentication         Disabled         UDaP Username         Voicernail Message Store         Enable LDAP User Authentication         Disabled				
Geolocation  Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Remote Destinations  Add a Iter Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification String  Generate String  Key Order <sup>®</sup> RSA Only  RSA Key Size (Bits)  Construction  Certificate Operation Status: None  Note: Security Profile Contains Addition C  MLPP and Confidential Access Level  None >  Confidential Access Level  None >  Confidential Access Level  Do Not Disturb  Certificate Call Reject	< None > ±10876543210 (CAPF) Information Operation Ing 18 12 (YYYY APF Settings. Information	As: As: Second (Second ) (Second ) (MM:DD:HH)	nation Number	Product Specific Configuration Layout         Ilow End User Configuration Editing Disabled         iPhone Country Code         Casco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         CTI Control Username         Dial via Office         Disabled         Enable Sip Digest Authentication         Disabled         CTI Control Username         Dial via Office         Disabled         Enable Dailing Phone Number         Add Voice Dialing Notion         Probled         Disabled         Sign In Feature         Disabled         Voice Dialing to Favorites         Enabled         Voicemail Username         User Authentication         User Mobile Network         Use Mobility Softkey (user receives call)         Voicemail Username         Voicemail Message Store Username         Voicemail Message Store         Enable LDAP User Authentication         Disabled         LDAP User Authentication         Disabled         LDAP User Authentication         Disabled         LDAP Server				
Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Nobility Identity  Associated Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification String  Generate String  Generate String  Generate String  Certification Completes By Confidential Access Level  MLPP Domain  Note: Security Profile Contains Addition  MLPP Domain Confidential Access Level  Nume >  Confidential Access Level  Nume >  Confidential Access Level  Do Not Disturb  DND Opton* Call Reject	< None > +10876543211 (CAPF) Information Operation ng 18 12 mm APF Settings. Information	on As: (See "" "" "" "" "" "" "" "" ""	nation Number	Product Specific Configuration Layout         Ilow End User Configuration Editing         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         Sip Digest Authentication         Dial via Office         Disabled         Disabled         Dial via Office         Disabled         Disabled         Disabled         Disabled         Directory Lookup Rules URL         Application Dial Rules URL         Application Dial Rules URL         Application Dial Rules URL         Voicernail Username         Voicernail Username         Voicernail Message Store         Disabled         Disabled         Disabled         Disabled         Disabled         Disabled <td< td=""></td<>				
Geolocation	< None > +19976543210 on (CAPF) Information Operation ng 18 12 mm CAPF Settings. Information the formation	As: As: Sec (Se	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         IPhone Country Code         Enable Sip Digest Authentication         Sip Digest Authentication         Disabled         Enable Sip Digest Authentication         Disabled         Enable Sip Digest Authentication         Disabled         Enable Voice Dialing Motion         Poisabled         Enable Voice Dialing Motion         Poisabled         Enabled Voice Dialing Motion         Poisabled         Partice Voice Dialing Motion         Poisabled         Enabled Voice Dialing Note         Directory Lockup Rules URL         Application Dial Rules URL         Transfer to Mobile Network         Use Mobility Softker (user receives call)         Voicemail Message Store Username         Voicemail Message Store Username         Voicemail Message Store         Enable LDAP User Authentication         Disabled         LDAP Password         LDAP Server         Enable LDAP SSL         Disabled				
Geolocation  Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Node* By Null Strii  Certification Node* By Null Strii  Certificate Operation*  RSA Rey Size (Bits)  Certificate Operation Status: None Note: Security Profile Contains Addition Certificate Operation Status: None Note: Security Profile Contains Addition Certificate Operation Status: None Note: Security Profile Contains Addition Certificate Operation Status: None Note: Security Profile Contains Addition Certificate Operation Status: None Note: Security Profile Contains Addition Certificate Operation Status: None Note Disturb Do Not Disturb Do Not Disturb Product Specific Configuration Layour	< None > ±10076543210 n (CAPF) Information ng 13 12 cmm APF Settings. Information t	Destination	nation Number ssociated Mobility Identity e Mobility Identity Configuration?	Product Specific Configuration Layout         Ilow End User Configuration Editing Disabled         iPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         Dial via Office         Disabled         Dial via Office         Disabled         TC Control Username         Dial via Office         Disabled         Table Viace Dialing to Favorites         Sign In Feature         Disabled         Directory Lookup Rules URL         Application Dial Rules URL         Application Dial Rules URL         Voicemail Username         Voicemail Server         Voicemail Server         Voicemail Message Store Username         Voicemail Message Store         LDAP Server         Enable LDAP User Authentication         Disabled         LDAP Server         Enable LDAP SSL         Disabled         LDAP Searver         LDAP Searver         LDAP Searver         LDAP Searver				
Geolocation  Geolocation  Require DTMF Reception  Associated Nobility Identity  Name ismith-MI  Add a New Remote Destination  Certification Authority Proxy Function Certification Authority Proxy Function Certification Authority Proxy Function Certification String Generate String Key Order*  RSA Key Size (Bits)  Certificate Operation Completes By Confidential Access Level I  MLPP Domain Centification Addential Access Level I  MLPP Domain Confidential Access Level I  MLPP Domain Confidential Access Level I  MDP Domain Confidential Access Level I  Do Not Disturb DND Option* Call Reject  Product Specific Configuration Layou Cisco Usage and Error Tracking End	< None >	on As: Sec Sec Sec Sec Sec Sec Sec Sec	ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing iPhone Country Code       Disabled         Cisco Usage and Error Tracking Enable Sip Digest Authentication       Enabled         Diable Sip Digest Authentication       Disabled         Diable Vice Dialing Phone Number       Disabled         CTT Control Username       Disabled         Dial via Office       Disabled         Dialing Phone Number       Disabled         Sign In Feature       Disabled         Directory Lockup Rules URL       Directory Lockup Rules URL         Application Dial Rules URL       Directory Lockup Rules URL         Application Dial Rules URL       Disabled         Voicernail Username       Disabled         Voicernail Message Store       Disabled         LDAP User Authentication       Disabled         LDAP Server       Disabled         LDAP Server       Disabled         LDAP Server       Disabled         LDAP Server       Disabled         LDAP Sech Base       Disab				
Geolocation	< None >	AS: AS: On [See U U U U U U U U U U U U U	nation Number	Product Specific Configuration Layout         Ilow End User Configuration Editing Disabled         IPhone Country Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Diget Username         CTI Control Username         Dial via Office         Enable Dail via Office         Enable Sip Digest Authentication         Disabled         Enable Voice Dialing Motion         Finabled         Product Dialing to Favorites         Enabled         Directory Lookup Rules URL         Application Dial Rules URL         Viciemail Message Store         Uricemail Message Store         Viciemail Message Store         Enable LOAP User Authentication         Disabled         Viciemail Message Store         Uricemail Message Store         Enable LOAP Stst         Disabled         LOAP Search         LOAP Search         LOAP Field Mappings         LOAP Field Mappings				
Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Nobility Identity  Associated Remote Destinations  Add a New Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Mode* By Null Stri Authentioation Node* By Null Stri Generate String Key Order* RSA Key Size (Bits)  Generate String Key Otder* RSA Key Size (Bits)  Certificate Operation Status: Node Note: Security Profile Contains Addition C  NLPP Domain Note: Security Profile Contains Addition C  NLPP Domain  Note: Security Profile Contains Addition C  NLPP Domain  Note: Security Profile Contains Addition C  Confidential Access Level  None >  Confidential Access Level  None >  Confidential Access Level Confidential Strub DND Option* Call Reject  Product Specific Configuration Layou Cisco Usage and Error Tracking Enable SIP Digest Authentication Discover Confidential Component Component Confidential Component C	< None > +19876543211 +19876543211 (CAPF) Information ng 18 12 (vvvv CAPF Settings. Information the settings. the settings.	Destin AS: on (See "" " " " " " " "	nation Number ssociated Mobility Identity e Mobility Identity Configuration]	Product Specific Configuration Layout         Ilow End User Configuration Editing         Disabled         Discours Code         Cisco Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         Dial via Office         Disabled         CTI Control Username         Dial via Office         Disabled         Transfer Voice Draining Motion         Voice Dialing to Favorites         Enabled         Voice Dialing to Favorites         Enabled         Voicemail Username         Directory Lookup Rules URL         Application Dial Rules URL         Application Dial Rules URL         Voicemail Username         Voicemail Server         Voicemail Server         Voicemail Message Store Username         Voicemail Message Store         Enable LDAP Server         Disabled         LDAP Server         Enable LDAP Server         LDAP Server         LDAP Server         LDAP Server Base         LDAP Server Base         LDAP Feach Base         LDAP Feach Base         LDAP Feach Base         LDAP Photo Location				
Geolocation  Geolocation  Geolocation  Geolocation  According to the second sec	< None >	AS: AS: on (See 'See	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         IFbone Country Code         Enable Dial via Office         Broke Diast Subject Authentication         Sip Digest Username         CT Control Username         Diabled Voice Dialing Noton         Voice Dialing Noton         Presbled         Sip In Feature         Directory Lookup Rules URL         Application Dial Rules URL         Transfer to Mobile Network:         Voicemail Message Store         Enable DiaP Password         LOAP Password         LOAP Search Base         LOAP Floot Location         Directop Loap SSL         Disabled         Proble Loap Server         Diapter Studie         Diapter Loap Server         Loap Field Mappings         Loap Server				
Geolocation  Geolocation  Geolocation  Geolocation  Associated Nobility Identity  Associated Remote Destinations  Add a Iter Remote Destination  Certification Authority Proxy Function  Certification Authority Proxy Function  Certification Mode* By Null Strii  Certificate Operation* No Pending  Authentication String  Generate String  Certificate Operation Status: None Note: Security Profile Contains Addition C  MLPP and Confidential Access Level I  NLPP Domain  Note Disturb  Do Not Disturb  Do Not Disturb  Product Specific Configuration Layou  Cisco Usage and Error Tracking Enable SIP Digest Authentication  Dise Mice Sip Digest Authentication  SIB Diserd Userson	< None > +10876543210 (CAPF) Informatio Operation Ing 19 12 (YYYY APF Settings. Information at bled bled	As: As: Second (Second Contents) (Second Contents) (MM:DD:HH)	nation Number	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         iPhone Country Code         Caso Usage and Error Tracking         Enable Sip Digest Authentication         Disabled         Dial via Office         Disabled         Dial via Office         Disabled         TC Control Username         Dial via Office         Disabled         Transfer to Mobile Network         Voice Dialing to Favorites         Sign In Feature         Voicemail Username         Voicemail Server         Voicemail Username         Voicemail Server         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Server         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Username         Voicemail Username         LDAP User Authentication         Disabled         Enable LDAP User Authentication         Disabled         LDAP Presert         Enable LDAP Stst         Disabled         LDAP Field Mappings         LDAP Field Mappings <t< td=""></t<>				
Geolocation	< None >	C Destin	nation Xumber	Product Specific Configuration Layout         Allow End User Configuration Editing Disabled         IPhone Country Code         Cisco Usage and Error Tracking         Enable Dipiset Authentication         Disabled         Dia via Office         Disabled         Enable Dipiset Authentication         Disabled         CTI Control Username         Dia via Office         Disabled         Enable Voice Dialing Motion         Prestere         Directory Lookup Rules UBL         Application Dial Rules UBL         Application Dial Rules UBL         Application Dial Rules UBL         Application Dial Rules UBL         Directory Lookup Rules UBL         Application Dial Rules UBL         Directory Lookup Rules UBL         Directory Row Rules UBL         Di				

## Set up Single Number Reach (Optional)

Single Number Reach (SNR) allows the native mobile phone number to ring when someone calls the work number if:

- Cisco Jabber is not available. After Jabber becomes available again, and connects to the corporate network, Cisco Unified Communications Manager returns to placing VoIP calls rather than using SNR.
- The user selects the Mobile Voice Network calling option.
- The user selects the Autoselect calling option and the user is outside of the Wi-Fi network.

Note: While SNR can enhance the user experience, it is not required for DVO-R to work.

To set up SNR you must complete the following:

- 1. Enable Single Number Reach.
- 2. Add Mobility Identity.
- 3. Add Remote Destination (optional).
- 4. Test your connection.

#### **Enable Single Number Reach**

Use the following procedure to enable SNR for an end user.

- 1. Open the Cisco Unified CM Administration interface.
- 2. Search for and delete any existing Remote Destination or Mobility Identity that is already set up with the mobile

phone number as follows:

Select **Device > Remote Destination**.Search for the destination number.Delete the destination number.

3. Configure the end user for SNR as follows:

Select User Management > End User.Search for the end user.Select the User ID to open the End User Configuration window.In the Mobility Information section, check the Enable Mobility check box.Select Save.

4. Configure the device settings for SNR as follows:

Navigate to **Device > Phone**.Search for the BOT or TCT device that you want to configure.Select the device name to open the **Phone Configuration** window.Enter the following information:

Softkey Template: Choose a softkey template that includes the **Mobility** button. For information about setting up softkey templates, refer to the Cisco Unified Communications Manager Administration Guide for your release (see the Related Information section or the below diagram for more information). Mobility User ID: Select the user. Owner User ID: Select the user. The value must match the mobility user ID.Rerouting Calling Search Space: Choose a Rerouting Calling Search Space that routes to the mobile phone number. Select **Save**.

**Note**: Cisco Jabber allows users to specify a callback number for DVO-R calls that is different from the mobile phone number of the device, and the Rerouting Calling Search Space controls which callback numbers are reachable. If the user sets up the DVO-R Callback Number with an Alternate Number, ensure that you set up the dial plan to route calls to the Alternate Number.

The below two diagrams outline how to complete the configuration for an end user.

End User Configuration				
🔚 Save 🗙 Delete 🚽	Add New			
Status Status: Ready User Information		User ID f mo [local user be LDAF	or Jabber dual- ode user shown, can also 2-based user]	Jabber home cluster and service discovery configuration (service discovery and service profile deployment dependent)
User Status User ID*	Enabled Loca	l User		
Password Confirm Password Self-Service User ID	•••••	Service Settings     Wenne Cluster     Enable User for I     Include me	Jnified CM IM and Presence (Confi eting information in presence(Requ	gure IM and Presence in the associated UC Service Profile) uires Exchange Presence Gateway to be configured on CUCM III and Presence server)
PIN	•••••	Oc service prome	Use System Default	<ul> <li>Unew Details</li> </ul>
Confirm PIN Last name*	Smith	Controlled Devices	вотэзмітн тстэзмітн	Device Association
Middle name First name	Jane	Available Profiles		Device-User association for Presence

Ast here we add the standation of the standation and specify an additional number as the destination number. The Mobility Identity configuration characteristics are identical to those of the

Remote Destination configuration. Additional remote destinations can be any type of phone number, such as home phone numbers, conference room numbers, or multiple mobile phone numbers for additional mobile devices. You can add more than one remote destination.

- 1. Open the **Cisco Unified CM Administration** interface.
- Navigate to the device that you want to configure as follows:
   Select Device > Phone.Search for the BOT or TCT device that you want to configure.Select
- the device name to open the **Phone Configuration** window.
- 3. In the Associated Remote Destinations section, select Add a New Remote Destination.
- 4. Enter the desired phone number as the **Destination Number**. You must be able to route the number to an outbound gateway. Generally, the number is the full E.164 number.
- 5. Enter the initial values for the following call timers. For more information, see the online help in Cisco Unified Communications Manager.
- 6. Check the Enable Single Number Reach check box.
- 7. Set up the schedule for routing calls to the mobile number at specific times and/or specific days.
- 8. Select Save.

## Set up User-Controlled Voicemail Avoidance

**Note**: To prevent the callback leg from Cisco Unified Communications Manager routing to your voicemail — thus stopping the voicemail call going through to the person you are dialing — Cisco recommends that you set your DVO-R voicemail policy to 'user controlled'. This ensures you must generate a DTMF tone by pressing any key on the keypad before your call can proceed.

**Caution**: When enabling user-controlled voicemail avoidance, DTMF must be successfully propagated from the carrier to Cisco Unified Communications Manager in order for users to make DVO-R calls.

Use this procedure to set up Cisco Unified Communications Manager to support user-controlled voicemail avoidance.

- 1. Navigate to the Mobility Identity configuration page (see Add a Mobility Identity).
- 2. Check that **Dial-via-Office Reverse Voicemail Policy** is set to **User Control**.

The below diagram shows how to enable DTMF-based features.

	Default entern	orise feature access	Related		
🔜 Save 🤣 Set to Default 🍳 Advanced	codes for mid-call features				
Clusterwide Parameters (System - Mobility)			וויט)	n⊢-based)	
Enterprise Feature Access Code for Hold.*	*81			*81	
Enterprise Feature Access Code for Exclusive Hold.*	*82			*82	
Enterprise Feature Access Code for Resume.*	*83			*83	
Enterprise Feature Access Code for Transfer.*	*84			*84	
Enterprise Feature Access Code for Conference.*	*85			*85	
Enterprise Feature Access Code for Session Handoff.*	*74			*74	
Enterprise Feature Access Code for Starting Selective Recording.*	*86			*86	
Enterprise Feature Access Code for Stopping Selective Recording.*	*67			*87	
Smart Mobile Phone Interdigit Timer.*	500			500	
Non-Smart Mobile Phone Interdigit Timer.*	2000			2000	
Send Call to Mobile Nenu Timer.*	60			60	
SIP Dual Node Alert Timer.	1500	Enchie DTM	E boood footune	00	
Call Screening Timer.*	4000	Enable D IIV	r-based leature	55 <sub>100</sub>	
Session Resumption Await Timer.*	180	(mid-call an	a 2-stage dialing	g) o	
Inbound Calling Search Space for Remote Destination	Trunk or Gateway Inbound Calling Search S	pace -		Trunk or Gateway Inbound Callin	ng Search Space
Enable Enterprise Feature Access	True	-		False	
Dial-via-Office Forward Service Access Number					
Enable Mobile Voice Access.*	False			False	
Mobile Voice Access Number		_			
Matching Caller ID with Remote Destination	Complete Match			Complete Match	
Number of Digits for Caller ID Partial Match."	10			10	
System Remote Access Blocked Numbers		Diel elee de	nondont		
Enable Use of Called Party Transformed Number for Mobile-terminated Calls	False	Diarpianue	pendeni	False	
Honor Gateway or Trunk Outbound Calling Party Selection for Picelle Connect Calls,	Palse	(configures aut	omatic caller	78130	
Clusterwide Parameters (System - Mobility Single Number Reach Voicemail)		ID matci	hing)		
Single Number Reach Voicemail Policy.*	Timer Control	•		Timer Control	
Dial-via-Office Reverse Voicemail Policy	Timer Control			Timer Control	
User Control Delayed Announcement Timer.*	1000			1000	
User Control Confirmed Answer Indication Timer.*	10000			10000	

## **Configure Cisco Jabber Client Settings**

Under settings in your Cisco Jabber client, set your calling options to Mobile Voice Network (or Autoselect) and set a DVO-R callback number.

The callback number will automatically be populated with the number configured as Mobility Identity within Cisco Unified Communications Manager. For DVO-R with callback to an Alternate Number, the user-configured Alternate Number is used. The selected number will be the number that is called when making DVO-R calls.

The below diagram outlines how to configure Cisco Jabber for Android for DVO-R.



The below diagram outlines how to configure Cisco Jabber for iPhone for DVO-R.



# Verify

The below diagram shows the client call flow for DVO-R - using Mobility identity - once it has been set up correctly on Cisco Jabber for Android.



The below diagram shows the client call flow for DVO-R - using Alternate Number - once it has been set up correctly.



The below diagram shows the client call flow for DVO-R - using Mobility identity - once it has been set up correctly on Cisco Jabber for iPhone.



# Troubleshoot

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

# **Related Information**

- <u>Cisco Expressway Mobile and Remote Access Deployment Guide</u>
- <u>Cisco Expressway SIP Trunk to Unified CM Deployment Guide</u>
- <u>Cisco Expressway Basic Configuration Deployment Guide</u>
- <u>Cisco Jabber Deployment and Installation Guide</u>
- <u>Cisco Unified Communications Manager Features and Services Guide</u>
- <u>Cisco Collaboration System Solution Reference Network Designs (SRND) Mobile</u>
   <u>Collaboration</u>