Configure Extend and Connect

Configure Extend and Connect Workflow

Procedure

	Command or Action	Purpose
Step 1	Enable User Mobility, on page 1	Enable users mobility and you can assign users as owners of CTI remote devices.
Step 2	Create CTI Remote Devices, on page 2	Create CTI remote devices, these virtual devices monitor and have call control over a user's remote destination.
Step 3	Add a Remote Destination, on page 3	(Optional) If you plan to provision users with dedicated CTI remote devices, add a remote destination in Cisco Unified Communications Manager.

Enable User Mobility

This task is only for desktop clients.

You must enable user mobility to provision CTI remote devices. If you do not enable mobility for users, you cannot assign those users as owners of CTI remote devices.

Before you begin

This task is applicable only if:

- You plan to assign Cisco Jabber for Mac or Cisco Jabber for Windows users to CTI remote devices.

- You have Cisco Unified Communication Manager release 9.x and later.

Step 1 Select **User Management** > **End User**.

The **Find and List Users** window opens.

Step 2 Specify the appropriate filters in the **Find User where** field to and then select **Find** to retrieve a list of users.

Step 3 Select the user from the list.

The **End User Configuration** window opens.

Step 4 Locate the **Mobility Information** section.

Step 5 Select **Enable Mobility**.

Step 6 Select **Save**.

Create CTI Remote Devices

CTI remote devices are virtual devices that monitor and have call control over a user's remote destination.

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **Device** > **Phone**.

The **Find and List Phones** window opens.

Step 3 Select **Add New**.

Step 4 Select **CTI Remote Device** from the **Phone Type** drop-down list and then select **Next**.

The **Phone Configuration** window opens.

Step 5 Select the appropriate user ID from the **Owner User ID** drop-down list.

Note Only users for whom you enable mobility are available from the **Owner User ID** drop-down list. For more information, see *Enable SAML SSO in the Client*.

Cisco Unified Communications Manager populates the **Device Name** field with the user ID and a **CTIRD** prefix; for example, **CTIRDusername**

Step 6 Edit the default value in the **Device Name** field, if appropriate.

Step 7 Ensure you select an appropriate option from the **Rerouting Calling Search Space** drop-down list in the **Protocol Specific Information** section.

The **Rerouting Calling Search Space** drop-down list defines the calling search space for re-routing and ensures that users can send and receive calls from the CTI remote device.

Step 8 Specify all other configuration settings on the **Phone Configuration** window as appropriate.

See the *CTI remote device setup* topic in the System Configuration Guide for Cisco Unified Communications Manager documentation for more information.

Step 9 Select **Save**.

The fields to associate directory numbers and add remote destinations become available on the **Phone Configuration** window.

Add a Remote Destination

Remote destinations represent the CTI controllable devices that are available to users.

You should add a remote destination through the **Cisco Unified CM Administration** interface if you plan to provision users with dedicated CTI remote devices. This task ensures that users can automatically control their phones and place calls when they start the client.

If you plan to provision users with CTI remote devices along with software phone devices and desk phone devices, you should not add a remote destination through the **Cisco Unified CM Administration** interface. Users can enter remote destinations through the client interface.

Note
- You should create only one remote destination per user. Do not add two or more remote destinations for a user.

- Cisco Unified Communications Manager does not verify if it can route remote destinations that you add through the **Cisco Unified CM Administration** interface. For this reason, you must ensure that Cisco Unified Communications Manager can route the remote destinations you add.

- Cisco Unified Communications Manager automatically applies application dial rules to all remote destination numbers for CTI remote devices.

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **Device** > **Phone**.

The **Find and List Phones** window opens.

Step 3 Specify the appropriate filters in the **Find Phone where** field to and then select **Find** to retrieve a list of phones.

Step 4 Select the CTI remote device from the list.

The **Phone Configuration** window opens.

Step 5 Locate the **Associated Remote Destinations** section.

Step 6 Select **Add a New Remote Destination**.

The **Remote Destination Information** window opens.

Step 7 Specify JabberRD in the **Name** field.

Restriction You must specify JabberRD in the **Name** field. The client uses only the JabberRD remote destination. If you specify a name other than JabberRD, users cannot access that remote destination.

The client automatically sets the JabberRD name when users add remote destinations through the client interface.

Step 8 Enter the destination number in the **Destination Number** field.

Step 9   Specify all other values as appropriate.

Step 10   Select **Save**.

What to do next

Complete the following steps to verify the remote destination and apply the configuration to the CTI remote device:

1. Repeat the steps to open the **Phone Configuration** window for the CTI remote device.

2. Locate the **Associated Remote Destinations** section.

3. Verify the remote destination is available.

4. Select **Apply Config**.

Note   The **Device Information** section on the **Phone Configuration** window contains a **Active Remote Destination** field.

When users select a remote destination in the client, it displays as the value of **Active Remote Destination**.

none displays as the value of **Active Remote Destination** if:

- Users do not select a remote destination in the client.

- Users exit or are not signed in to the client.