



Extension Mobility and Phone Login Features

Extension Mobility provides a method of organizing work spaces to significantly reduce the costs associated with permanent office accommodations. With extension mobility, instead of assigning offices, cubicles, and desks to individual employees, several different employees share office spaces on a rotational basis. This approach usually gets used in work environments in which employees do not routinely conduct business in the same place every day.

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Understanding Extension Mobility and Phone Logins

The Extension Mobility feature allows users to configure any Cisco IP Phone 7940 or Cisco IP Phone 7940 IP phone as their own, on a temporary basis, by logging in to that phone. Once a user logs in, the phone adopts the user individual user default device profile information, including line numbers, speed dials, services links, and other user-specific properties of a phone. For example, when user A occupies a desk and logs in to the phone, her directory number(s), services, speed dials, and other properties appear on that phone; but

when user B uses the same desk at a different time, his information appears. The Extension Mobility feature dynamically configures a phone according to the current user.

**Note**

If a login device profile is configured for a Cisco IP Phone 7960 but the user logs into a Cisco IP Phone 7940, the phone takes on the attributes and capabilities of the Cisco IP Phone 7940. This is because there are fewer lines on a Cisco IP Phone 7940 than a Cisco IP Phone 7960. The Cisco IP Phone 7960 capabilities return when the user logs into a Cisco IP Phone 7960.

Previously, only administrators could change phone settings only through Cisco CallManager Administration. The Extension Mobility feature allows users to change phone settings themselves without accessing Cisco CallManager Administration. Instead, when users authenticate themselves at the phone, a login service performs the administrative updates.

The programmable login service enforces a variety of uses, including duration limits on phone configuration (persistence) and authorization to log in to a particular phone. A Cisco IP phone XML service provides the user interface to the login service provided in this release. Refer to the *Cisco CallManager Administration Guide* for more information.

Supported Phones and Features

This release provides Extension Mobility feature availability on Cisco IP phones that support Cisco IP phone XML services; currently, only the Cisco IP Phone 7940 and the Cisco IP Phone 7960 offer this feature.

Managing Device Profiles

A device profile comprises the set of attributes (services and/or features) associated with a particular device. Device profiles include name, description, phone template, add-on modules, directory numbers, subscribed services, and speed-dial information. Two kinds of device profiles exist: autogenerated and user. You can assign the user device profile to a user, so that, when the user logs

into a device, the user device profile you have assigned to that user loads onto that device as a default login device profile. Once a user device profile is loaded onto the phone, the phone picks up the attributes of that device profile.

You can also assign a user device profile to be the default logout device profile for a particular device. When a user logs out of a phone, for instance, the logout device profile loads onto the phone, giving that phone the attributes of the logout device profile. You can create, modify, or delete the user device profile in the Cisco CallManager Administration web pages.

**Note**

On some phones, if a user device profile is used as the logout device profile, you cannot delete the user device profile.

The autogenerated device profile automatically generates when you update the phone settings and choose a current setting to generate an autogenerated device profile. The autogenerated device profile associates with a specific phone to be the logout device profile. You can modify the autogenerated device profile but not delete it or change the profile name.

**Note**

You may assign a default user device profile to a user for extension mobility purposes. If no profile is specified at the time of the login, Cisco CallManager uses the default profile.

Enabling and Disabling User Logins

You can enable or disable user logins via Cisco CallManager Administration. The following sections describe how to do this system-wide, per user, and per device.

System-Wide

You can enable or disable user logins on a system-wide basis within Cisco CallManager Administration by performing the following steps:

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- Step 1** Choose **Service > Service Parameters**.
 - Step 2** Choose the server on which you want to enable or disable the user login from the Server drop-down list and click **Next**.

Step 3 Choose Cisco Extension Mobility from the Service list box on the left side of the pane.

Step 4 From the Login Service Enabled field, choose True to enable the user login service, or False to disable it.



Note You can also set maximum login time and multi-login behavior information on this pane.

Step 5 Click **Update**.



Tips Click the “i” button on the upper right side of the pane for complete definitions of each field.

Choosing True or False from this pane enables or disables user login capability throughout the entire system. Refer to *Cisco CallManager Administration Guide* for more detailed configuration information.

Per User

You can enable or disable user logins per user by either associating or disassociating a user with device profiles. You must associate users with a device profile in order for user to log in; therefore, you can disable user login by removing all device profiles from the user within the user pages of Cisco CallManager Administration. Refer to [Adding a New User](#) in the *Cisco CallManager Administration Guide* for more information.

Per Device

You can enable or disable user logins per device by checking or unchecking the Enable Extension Mobility Feature check box on the Phone Configuration pane in the Cisco CallManager Administration pages. Go to the Device menu and click **Add a New Device**. This takes you to the Phone Configuration pane. Refer to [Cisco IP Phone Configuration](#) in the *Cisco CallManager Administration Guide* for more information.

Login and Logout Applications Configuration

To configure the Login and Logout services, you must configure the Login and Logout applications through the Cisco IP Phone Services Configuration pane, accessible via the Cisco CallManager Administration menu as follows:

Choose **Feature > Cisco IP Phone Services**.

Refer to [Cisco IP Phone Configuration](#) in the *Cisco CallManager Administration Guide* for more information.

Users must then subscribe to the Login and Logout Service through their Cisco CallManager User web pages. Refer to [Adding a New User](#) in the *Cisco CallManager Administration Guide* for more information.

**Note**

A user can change the login device profile settings from the Cisco CallManager Administration User panes; however, the change does not take affect until the user logs into the device.

Directory Configuration

Make sure the following information is supplied within and about the directory:

- The address/location of the LDAP server to query for user authentication.
- The URL of the Login service

Extension Mobility Configuration Checklist

Table 29-1 shows the logical steps for configuring the Extension Mobility feature in the Cisco CallManager.


Note

Perform the following checklist with the assumption that the users and devices are already configured for standard, non-extension mobility use in the Cisco CallManager Administration database.

Table 29-1 Extension Mobility Configuration Checklist

Configuration Steps		Related Procedures and Topics
Step 1	Create a new user for Cisco CallManager Extension Mobility.	<i>Cisco CallManager Extended Services Administrator's Guide</i> Adding a New User , <i>Cisco CallManager Administration Guide</i>
Step 2	Configure the Cisco Customer Response Application Engine for Cisco CallManager Extension Mobility. <ul style="list-style-type: none"> • Add the Login Application • Add the Logout Application • Add the Login Application http Trigger • Add the Logout Application http Trigger 	<i>Cisco CallManager Extended Services Administrator's Guide</i>

Table 29-1 Extension Mobility Configuration Checklist (continued)

Configuration Steps	Related Procedures and Topics
<p>Step 3</p> <p>Configure Cisco CallManager for Extension Mobility.</p> <ul style="list-style-type: none"> • Add the Cisco IP phone login service • Add the Cisco IP phone logout service • Set the service parameters • Create a default device profile for the phone • Create the default device profile for the user • Associate a user device profile to a user for Cisco CallManager Extension Mobility • Configure the Cisco IP phone for Cisco Extension Mobility (currently, only the Cisco IP Phone 7940 and Cisco IP Phone 7960) 	<p><i>Cisco CallManager Extended Services Administrator's Guide</i></p> <p>Cisco IP Phone Services Configuration, <i>Cisco CallManager Administration Guide</i></p> <p>Service Parameters Configuration, <i>Cisco CallManager Administration Guide</i></p> <p>Device Profile Configuration, <i>Cisco CallManager Administration Guide</i></p> <p>Cisco IP Phone Configuration, <i>Cisco CallManager Administration Guide</i></p>
<p>Step 4</p> <p>Prepare the user for Cisco CallManager Extension Mobility</p>	<p><i>Cisco CallManager Extended Services Administrator's Guide</i></p>

**Tips**

You can enable Extension Mobility on an existing Cisco IP Phone 7940 and Cisco IP Phone 7960 either by using the Find and List search and choosing an existing phone or when adding a new phone.

Where to Find More Information

Related Topics

- [Cisco IP Phone Services](#), page 28-1

Additional Cisco Documentation

- [Device Profile Configuration](#), *Cisco CallManager Administration Guide*
- [Adding a New User](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Services Configuration](#), *Cisco CallManager Administration Guide*
- *Cisco CallManager Extended Services Administrator's Guide*