



# Unified Communications Manager Extension Mobility

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## Capabilities

Extension Mobility is a Unified Communications Manager feature that you can use in Unified CCE. The feature enables users to temporarily configure a phone as their own by logging in to that phone. Once a user logs in, the phone adopts the individual user device profile information, including line numbers, speed dials, services links, and other user-specific properties of a phone.

Cisco Extension Mobility (EM) works on phones that are located within the same Cisco Unified Communications Manager cluster. Cisco Extension Mobility Cross Cluster (EMCC) works on phones that are located in different Cisco Unified Communications Manager clusters.

The main documentation on this feature is in the Unified Communications Manager documentation. For more information, see the following sources:

| Information Type                      | Sources   |
|---------------------------------------|---|
| Design considerations                 | <i>Cisco Collaboration System Solution Reference Network Designs</i> at <a href="https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html">https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html</a> |
| Feature description and configuration | <i>Feature Configuration Guide for Cisco Unified Communications Manager</i> at <a href="https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html">https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html</a>              |
| Extension Mobility API                | <a href="https://developer.cisco.com/site/extension-mobility/">https://developer.cisco.com/site/extension-mobility/</a>   |

## Configuration

You configure EM and EMCC in the Cisco Unified Communications Manager. Take into account the following interactions between Unified CCE and Unified Communications Manager for successful implementation of EM and EMCC within a Unified CCE solution:

- For Unified CCE configurations with multiline agent phone line control on the PG, configure all directory numbers for the user profile in Cisco Unified Communications Manager as follows:

| Setting                 | Value |
|-------------------------|-------|
| Maximum Number of Calls | 2     |
| Busy Trigger            | 1     |

- For Unified CCE configurations with single-line agent phone line control on the PG, configure the secondary lines (but not the primary ACD line) for the directory number of the user profile in Cisco Unified Communications Manager as follows:

| Setting                 | Value |
|-------------------------|-------|
| Maximum Number of Calls | 4     |
| Busy Trigger            | 2     |

- You cannot use phones with an **IP Addressing Mode** of **IPv6 Only** for Cisco Extension Mobility. If you want to use Cisco Extension Mobility with the phone, you must configure the phone with an **IP Addressing Mode** of **IPv4 Only** or **IPv4 and IPv6**.
- Agents can log in to multiple devices, depending on the **Intra-cluster Multiple Login Behavior** service parameter. You can set this parameter for EM implementations. EMCC implementations require that you set this parameter for multiple logins.

If an agent fails to log out of a device, another agent who attempts to access that device gets a "shared line" error. Follow these Unified Communications Manager configuration guidelines to avoid shared line errors:

- For EM implementations with hard phones, set the **Intra-cluster Multiple Login Behavior** Extension Mobility service parameter to "Auto Logout".
- For EM implementations with a mix of hard and IP phones and for all EMCC implementations, limit the time that an agent can remain logged in to a device. Set the **Intra-cluster Maximum LoginTime** service parameter to the typical time that an agent remains logged in to a device during a shift.

For more information on Extension Mobility with Unified CCE, see *UCCE Integration with CM Configuration Example* at <https://www.cisco.com/c/en/us/support/docs/customer-collaboration/unified-contact-center-enterprise/117777-config-ucce-00.html>.