



Configure Extend and Connect

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Configure Extend and Connect Workflow

Procedure

	Command or Action	Purpose
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Step 2	Create CTI Remote Devices, on page 2	
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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.

Procedure

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**.
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Create CTI Remote Devices

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

Procedure

- 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 User Mobility](#).
- 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.
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Configure User Associations

When you associate a user with a device, you provision that device to the user.

Procedure

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- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **User Management > End User**.
The **Find and List Users** window opens.
 - Step 3** Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.
 - Step 4** Select the appropriate user from the list.
The **End User Configuration** window opens.
 - Step 5** Locate the **Service Settings** section.
 - Step 6** Select **Home Cluster**.
 - Step 7** Select the appropriate service profile for the user from the **UC Service Profile** drop-down list.
 - Step 8** Locate the **Device Information** section.
 - Step 9** Select **Device Association**.
The **User Device Association** window opens.
 - Step 10** Select the devices to which you want to associate the user. Jabber only supports a single softphone association per device type. For example, only one TCT, BOT, CSF, and TAB device can be associated with a user.
 - Step 11** Select **Save Selected/Changes**.
 - Step 12** Select **User Management > End User** and return to the **Find and List Users** window.
 - Step 13** Find and select the same user from the list.
The **End User Configuration** window opens.
 - Step 14** Locate the **Permissions Information** section.
 - Step 15** Select **Add to Access Control Group**.
The **Find and List Access Control Groups** dialog box opens.
 - Step 16** Select the access control groups to which you want to assign the user.
At a minimum you should assign the user to the following access control groups:
 - **Standard CCM End Users**
 - **Standard CTI Enabled**

Remember If you are provisioning users with secure phone capabilities, do not assign the users to the **Standard CTI Secure Connection** group.

Certain phone models require additional control groups, as follows:

- Cisco Unified IP Phone 9900, 8900, or 8800 series or DX series, select **Standard CTI Allow Control of Phones supporting Connected Xfer and conf**.
- Cisco Unified IP Phone 6900 series, select **Standard CTI Allow Control of Phones supporting Rollover Mode**.

Step 17 Select **Add Selected**.
The **Find and List Access Control Groups** window closes.

Step 18 Select **Save** on the **End User Configuration** window.
