



CHAPTER 13

Provisioning Single Number Reach

Cisco Unified Mobility application known as Mobile Connect, commonly called Single Number Reach (SNR), provides Cisco Unified Communications users with the ability to be reached via a single enterprise phone number that rings on both their IP desk phone and their cellular phone (Remote Destination), simultaneously. Mobile Connect users can pick up an incoming call on either their desk or cellular phones and at any point and can move the in-progress call from one of these phones to the other without interruption.

Hosted UCS 7.1a supports provisioning Single number reach. It allows a user to create a remote destination number and associate one or more internal extensions to it. If this feature is enabled on the Call Manager the call will be forwarded to the remote destination number as well, hence the concept Mobile Connect / Single Number Reach.

In order for a user in a location to have SNR, the feature should be enabled for the user (via the feature group) and the location. The SNR button will appear for a user if it is in their feature group, however they will receive an error message if the location is not enabled for SNR ("This location does not support single number reach").

This chapter has the following sections:

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SNR/Mobile Connect Static Configuration

This section details the manual (static) configurations steps required to be performed for Hosted UCS 7.1a SNR feature support. The following topics are covered in this section:

- Update CUCM Service Parameter for Mobility
- Modify and Import Softkey Template

Update CUCM Service Parameter for Mobility

Cluster wide service parameters for System - Mobility needs to be set for Hosted UCS 7.1a SNR feature, when the remote destination provisioned is a remote PSTN phone via central or local PSTN breakout.

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- Step 1** On each Cisco Unified CM cluster, go to **System > Service Parameters > Clusterwide Parameters (System - Mobility)**.
- Step 2** Set Matching Caller ID with Remote Destination as **Partial Match**.
- Step 3** Set Number of Digits for Caller ID Partial Match as **14**.
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**Note**

If the mobile enterprise features hold and resume are required to be supported for mobility user, then "Mobile Enterprise Feature Access" service parameter needs to be set to true on CUCM clusters

Modify and Import Softkey Template

Softkey template configuration allows the administrator to manage softkeys that the Cisco Unified IP Phones support. To hand-off SNR calls from SNR desk phone to the required remote destination desk phone, the Mobility softkey should be configured on the Softkey template.

To add Mobility Softkey on Unified CM clusters, edit the softkey template Softkey_Advanced on the relevant CUCM cluster with Mobility key and import the softkey template into USM. For further details refer, [Importing Softkey and Phone Button Templates, page 3-11](#)

Enable SNR functionality for the user

To enable SNR functionality for the end user, the SNR needs to be enabled in the feature group that the user uses.

Procedure:

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- Step 1** Choose **General Administration > Feature Groups**.
- Step 2** Select the Customer; for example, **Customer_D**.
- Step 3** Select the Feature Group; for example, **COS1International24Hour**.
- Step 4** Check **Single Number Reach / Mobile Connect capabilities** check box.
- Step 5** Click **Modify**.
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Enable SNR functionality for a Location

SNR needs to be enabled for a location. This can be done while adding a location or when modifying a location to enable SNR for the location. To modify a location to support SNR,

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- Step 1** Choose **General Administration > Locations**.
- Step 2** Under Location Details, check the **Single Number Reach Support** check box.
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Step 3 Click **Modify**.

**Note**

Ensure that the location has PSTN published number configured. The mobility call extended to remote destination uses the PSTN published number of location having calling party number for the SNR call.

Add SNR Remote Destination

SNR is at a user level. USM provisioning for SNR Mobile Connect is limited to user with roaming profile/extension mobility. A roaming profile must be associated with SNR user for adding a remote destination for an extension. Please note that the user may create a Remote Destination without associating any extensions to it. This section lists the provisioning steps for adding a remote destination for an extension.

- Associate Roaming Profile for the SNR user
- Add a Remote Destination for the SNR user)

Associate Roaming Profile for the SNR user

If the SNR location user is not associated with any roaming profile (Mobility), then perform the steps mentioned in the Section Adding User Extension Mobility, chapter 4.

Add Remote Destination for the SNR user

To add a Remote Destination for an SNR user, do the following:

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- Step 1** Navigate to **Location Administration > Users** via hierarchy to select the user.
- Step 2** Click the location user to which SNR remote destination is to be added
- Step 3** On the User Management Screen, click **Single Number Reach**.
- Step 4** Enter the name; for example , **Remote1**.
- Step 5** Enter the number; for example, **901628100060**.

**Note**

The SNR Name and Number are unique per Call Manager Cluster.

- Step 6** Check **Mobile Phone** check box.

**Note**

Selecting the Mobile Phone check box, will give a user the ability to hand-off any active desk phone call to the desired Remote Destination, by pressing the Mobility softkey. Once the Remote Destination answers, the desk phone will release the call.

- Step 7** Check **Enable Mobile Connect** check box.

**Note**

Selecting the Enable Mobile Connect check-box, will ring both the desk phone, as well as the Remote Destination, for incoming calls.

Step 8 Under Available extensions to user, Select the extension(s) to which remote destination is required

**Note**

USM provisioning for SNR Mobile Phone feature (hand-off the call to remote destination by pressing "Mobility" softkey) is limited to extension mobility user who has logged to a phone. Repeat this for all remote destinations to be added for the SNR user.
