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Introduction

This document describes Mobile Voice Access feature (MVA) which is being introduced in Cisco Unified Communications Manager (CUCM) 6.0 and higher releases. Using Cisco MVA feature, a Public Switched Telephone Network (PSTN) phone user (who has access to CUCM) can dial into the office DID number (XXX-XXXX for an example) and can use his mobile phone as a Internal phone device. The mobile phone operates in a similar fashion like any other IP Deskphone inside the company.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on CUCM 10.X and higher versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

Service Activation

Navigate to **Cisco Unified Serviceability > Control Center Feature Services > Activate Cisco**

Unified Mobile Voice Access Service

Control Center - Feature Services

Start Stop Restart Refresh Page

Status:
Ready

Select Server
Server* 10.106.103.149--CUCM Voice/Video Go

Performance and Monitoring Services

	Service Name	Status:	Activation Status
<input type="radio"/>	Cisco Serviceability Reporter	Started	Activated
<input type="radio"/>	Cisco CallManager SNMP Service	Started	Activated

Directory Services

	Service Name	Status:	Activation Status
<input type="radio"/>	Cisco DirSync	Started	Activated

CM Services

	Service Name	Status:	Activation Status
<input type="radio"/>	Cisco CallManager	Started	Activated
<input type="radio"/>	Cisco Unified Mobile Voice Access Service	Started	Activated
<input type="radio"/>	Cisco IP Voice Media Streaming App	Started	Activated
<input type="radio"/>	Cisco CTIManager	Started	Activated

Configure MVA DN

Navigate to **Media Resource > Mobile Voice Access > Configure your MVA number**, in this case the number is 5050, as shown in the image:

Mobile Voice Access

Save Delete

Status
Status: Ready

Mobile Voice Access Information

Mobile Voice Access Directory Number* 5050
Mobile Voice Access Partition < None >

Mobile Voice Access Localization

Available Locales

Selected Locales* English United States

Configure Service Parameter

Navigate to **Service Parameter > Cisco CallManager > Change below parameters**

Enable Mobile Voice Access.*	True	False
Mobile Voice Access Number	5050	
Matching Caller ID with Remote Destination.*	Partial Match	Complete Match
Number of Digits for Caller ID Partial Match.*	4	10

Configure H323 Gateway

Configure your H323 gateway, in this case 10.106.103.149 is the CUCM address.

Configure End User

Navigate to **User Management > End User > End User for MVA access**

Mobility Information

- Enable Mobility
- Enable Mobile Voice Access

Also ensure that it is added to the appropriate User Group

Permissions Information

Groups	Standard CCM End Users Standard CTI Allow Control of All Devices Standard CTI Enabled	View Details
Roles	Standard CCM End Users Standard CCMUSER Administration Standard CTI Allow Control of All Devices Standard CTI Enabled	View Details

Associate the User ID

Associate the user to the device and the Directory Number (DN). Also change the device owner ID to that user.

Owner User Anonymous (Public/Shared Space)
Owner User ID* siva
Mobility User ID siva

Configure RDP and RD

Create Remote Destination Profile (RDP) and Remote Destination (RD). Ensure that the rerouting CSS can reach the route pattern for Mobile Connect. Associate the DN on RDP to the user, as shown in the image:

Remote Destination Profile Configuration

Save Delete Copy Add New

Association

- 1 Line [1] - 5008 (no partition)
- 2 Line [2] - Add a new DN

Remote Destination Profile Information

Name* RDP-MVA
Description
User ID* siva
Device Pool* Default
Calling Search Space < None >
AAR Calling Search Space < None >
User Hold Audio Source < None >
Network Hold MOH Audio Source < None >
Privacy* Default
Rerouting Calling Search Space < None >
Calling Party Transformation CSS < None >
 Use Device Pool Calling Party Transformation CSS
User Locale < None >
Network Locale < None >
 Ignore Presentation Indicators (internal calls only)

Associated Remote Destinations

Name	Destination Number
RD-MVA	5007

[Add a New Remote Destination](#)

Remote Destination Configuration

Save Delete Copy Add New

Status: Ready

Remote Destination Profile

Line	Line Association
Line [1] - 5008 (no partition)	<input checked="" type="checkbox"/>

Remote Destination Information

Name RD-MVA
Destination Number* 5007
Owner User ID* siva
 Enable Unified Mobility features
Remote Destination Profile* RDP-MVA
Single Number Reach Voicemail Policy* Use System C
 Enable Single Number Reach
Ring this phone and my business phone at the same time when
 Enable Move to Mobile
If this is a mobile phone, transfer active calls to this phone when
 Enable Extend and Connect
Allow this phone to be controlled by CTI applications (e.g. Jabber)
CTI Remote Device* Not Selected

Configure Softkey template

Navigate to **Device > Device settings > Softkey template > Standard User > Copy > Rename it.**

Softkey Template Configuration

Save Delete Copy Add New Reset Apply Config

Status

Status: Ready

Softkey Template Information

Name* Standard User - Mobility

Description Standard template for phones - features (Hold, Transfer, etc.)

Applications* Cisco CallManager

Add Application Remove Application

Default Softkey Template

Save Delete Copy Add New Reset Apply Config

Navigate to **On Hook status > Select Mobility**, as shown in the image:

Softkey Layout Configuration

Softkey Template: Standard User - Mobility

Select a call state to configure On Hook

Unselected Softkeys

- Call Back (CallBack)
- Conference List (Conflist)
- Direct Transfer (DirTrfr)
- Group Pick Up (GPickUp)
- HLog (HLog)
- Immediate Divert (iDivert)
- Join (Join)
- Meet Me (MeetMe)
- Other Pickup (oPickup)
- Pick Up (PickUp)
- Quality Report Tool (QRT)
- Remove Last Conference Party (RmLstC)
- Select (Select)
- Toggle Do Not Disturb (DND)
- Undefined (Undefined)
- Video Mode Command (VidMode)

Selected Softkeys (ordered by position)**

- Redial (Redial)
- **NewCall (NewCall)
- Forward All (CfwdAll)
- Mobility (Mobility)

Then navigate to **Connected status > Select Mobility** as shown in the image:



Assign Softkey template

On the phone, add the softkey template for mobile connect, as shown in the image:

Device Pool*	Default	View Details
Common Device Configuration	< None >	View Details
Phone Button Template*	Universal Device Template Button Layout	
Softkey Template	Standard User – Mobility	
Common Phone Profile	Standard Common Phone Profile	View Details
Calling Search Space	< None >	
AAR Calling Search Space	< None >	
Media Resource Group List	< None >	

Verify

Use this section in order to confirm that your configuration works properly.

To test it, make a call from PSTN to the MVA number. If the PSTN number matches (partial match according to the preceding configuration) with your remote destination number, you are only required to enter the PIN without the key in the remote destination number when you call the MVA number. Also try Mobile connect and make sure the re-routing CSS can reach the remote destination number.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.