CHAPTER 9

Testing the Integration

To test whether Cisco Unity Connection and the phone system are integrated correctly, do the following procedures in the order listed.

If any of the steps indicate a failure, see the following documentation as applicable:

- The installation guide for the phone system.
- *Troubleshooting Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html.
- The setup information earlier in this guide.

To Set Up the Test Configuration

Step 1 Set up two test extensions (Phone 1 and Phone 2) on the same phone system that Cisco Unity Connection is connected to.

Step 2 Set Phone 1 to forward calls to the Cisco Unity Connection pilot number when calls are not answered.

> ⚠️
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> **Caution** The phone system must forward calls to the Cisco Unity Connection pilot number in no fewer than four rings. Otherwise, the test may fail.

Step 3 In Cisco Unity Connection Administration, expand **Users**, then select **Users**.

Step 4 On the **Search Users** page, select the display name of a user to use for testing. The extension for this user must be the extension for Phone 1.

Step 5 On the **Edit User Basics** page, uncheck the **Set for Self-enrollment at Next Login** check box.

Step 6 In the **Voice Name** field, record a recorded name for the test user.

Step 7 Select **Save**.

Step 8 On the **Edit** menu, click **Message Waiting Indicators**.

Step 9 On the **Message Waiting Indicators** page, click the message waiting indicator. If no message waiting indication is in the table, click **Add New**.

Step 10 On the **Edit Message Waiting Indicator** page, enter the following settings.

Table 9-1   Settings for the Edit MWI Page

Field	Setting
Enabled	Check this check box to enable MWIs for the test user.
Display Name	Accept the default or enter a different name.
Inherit User's Extension	Check this check box to enable MWIs on Phone 1.

Step 11   Select **Save**.

Step 12   On the **Edit** menu, select **Transfer Options**.

Step 13   On the **Transfer Options** page, select the active option.

Step 14   On the **Edit Transfer Option** page, under **Transfer Action**, select the **Extension** option and enter the extension of Phone 1.

Step 15   In the **Transfer Type** field, select **Release to Switch**.

Step 16   Select **Save**.

Step 17   Minimize the Cisco Unity Connection Administration window.

Do not close the Cisco Unity Connection Administration window because you will use it again in a later procedure.

Step 18   Sign in to the **Real-Time Monitoring Tool** (RTMT).

Step 19   On the Unity Connection menu, select **Port Monitor**. The **Port Monitor** tool appears in the right pane.

Step 20   In the right pane, select **Start Polling**. The Port Monitor will display which port is handling the calls that you will make.

To Test an External Call with Release Transfer

Step 1   From Phone 2, enter the access code necessary to get an outside line, then enter the number outside callers use to dial directly to Cisco Unity Connection.

Step 2   In the **Port Monitor**, note which port handles this call.

Step 3   When you hear the opening greeting, enter the extension for Phone 1. Hearing the opening greeting means that the port is configured correctly.

Step 4   Confirm that Phone 1 rings and that you hear a ringback tone on Phone 2. Hearing a ringback tone means that Cisco Unity Connection correctly released the call and transferred it to Phone 1.

Step 5   Leaving Phone 1 unanswered, confirm that the state of the port handling the call changes to "Idle." This state means that release transfer is successful.

Step 6   Confirm that, after the number of rings that the phone system is set to wait, the call is forwarded to Cisco Unity Connection and that you hear the greeting for the test user. Hearing the greeting means that the phone system forwarded the unanswered call and the call-forward information to Cisco Unity Connection, which correctly interpreted the information.

Step 7   On the Port Monitor, note which port handles this call.

Step 8   Leave a message for the test user and hang up Phone 2.

Step 9   In the Port Monitor, confirm that the state of the port handling the call changes to "Idle." This state means that the port was successfully released when the call ended.

Step 10   Confirm that the MWI on Phone 1 is activated. The activated MWI means that the phone system and Cisco Unity Connection are successfully integrated for turning on MWIs.

To Test Listening to Messages

Step 1   From Phone 1, enter the internal pilot number for Cisco Unity Connection.

Step 2   When asked for your password, enter the password for the test user. Hearing the request for your password means that the phone system sent the necessary call information to Cisco Unity Connection, which correctly interpreted the information.

Step 3   Confirm that you hear the recorded name for the test user (if you did not record a name for the test user, you will hear the extension number for Phone 1). Hearing the recorded name means that Cisco Unity Connection correctly identified the user by the extension.

Step 4   Listen to the message.

Step 5   After listening to the message, delete the message.

Step 6   Confirm that the MWI on Phone 1 is deactivated. The deactivated MWI means that the phone system and Cisco Unity Connection are successfully integrated for turning off MWIs.

Step 7   Hang up Phone 1.

Step 8   On the Port Monitor, confirm that the state of the port handling the call changes to "Idle." This state means that the port was successfully released when the call ended.

To Set Up Supervised Transfer on Cisco Unity Connection

Step 1   In Cisco Unity Connection Administration, on the **Edit Transfer Option** page for the test user, in the Transfer Type field, select **Supervise Transfer**.

Step 2   In the **Rings to Wait For** field, enter **3**.

Step 3   Select **Save**.

Step 4   Minimize the Cisco Unity Connection Administration window.

Do not close the Unity Connection Administration window because you will use it again in a later procedure.

To Test Supervised Transfer

Step 1   From Phone 2, enter the access code necessary to get an outside line, then enter the number outside callers use to dial directly to Cisco Unity Connection.

Step 2   On the **Port Monitor**, note which port handles this call.

Step 3   When you hear the opening greeting, enter the extension for Phone 1. Hearing the opening greeting means that the port is configured correctly.

Step 4   Confirm that Phone 1 rings and that you do not hear a ringback tone on Phone 2. Instead, you should hear the indication your phone system uses to mean that the call is on hold (for example, music).

Step 5   Leaving Phone 1 unanswered, confirm that the state of the port handling the call remains "Busy." This state and hearing an indication that you are on hold mean that Cisco Unity Connection is supervising the transfer.

Step 6   Confirm that, after three rings, you hear the greeting for the test user. Hearing the greeting means that Cisco Unity Connection successfully recalled the supervised-transfer call.

Step 7   During the greeting, hang up Phone 2.

Step 8   On the **Port Monitor**, confirm that the state of the port handling the call changes to "Idle." This state means that the port was successfully released when the call ended.

Step 9   Select **Stop Polling**.

Step 10   Exit **RTMT**.

To Delete the Test User

Step 1   In Cisco Unity Connection Administration, expand **Users**, then select **Users**.

Step 2   On the **Search Users** page, check the check box to the left of the test user.

Step 3   Select **Delete Selected**.

If Cisco Unity Connection is set up for Cisco Unified CM authentication or encryption, do the following procedure.

To Test Cisco Unified CM Authentication and Encryption

Step 1   From Phone 1, dial the internal pilot number for Cisco Unity Connection.

Step 2   Confirm that the authentication icon and/or the encryption icon appear on the LCD of the phone.

Step 3   Hang up Phone 1.