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 15, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/troubleshooting/guide/b_15cuctsg.html .
- The setup information earlier in this guide.

Setting Up Test Configuration

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

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

> **Caution** The phone system must forward calls to the 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, select **Message Waiting Indicators**.

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

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

Table 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 Rules**.

Step 13 On the Transfer Rules page, select the active option.

Step 14 On the Edit Transfer Rule 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 use it again in a later procedure.

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

Step 19 On the Cisco 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 displays which port is handling the calls that you make.

Testing 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 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 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 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 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 Unity Connection are successfully integrated for turning on MWIs.

Testing Listening to the Messages

Step 1   From Phone 1, enter the internal pilot number for 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 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 hear the extension number for Phone 1). Hearing the recorded name means that 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 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.

Setting Up Supervised Transfer

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

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

Step 3   Minimize the Cisco Unity Connection Administration window. Do not close the Cisco Unity Connection Administration window because you use it again in a later procedure.

Testing 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 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 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 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.

Deleting the Test User

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

- The installation guide for the phone system.

- *Troubleshooting Guide for Cisco Unity Connection*, *Release 15*, available at
  https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/troubleshooting/guide/b_15cuctsg.html

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**.