



CHAPTER 5

Installing Cisco Visual Voicemail on Phones

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- [How to Install the Visual Voicemail Service on Phones, page 5-1](#)
- [Disabling the TUI Voicemail Service, page 5-12](#)
- [Restarting the TFTP Services and Devices, page 5-12](#)

How to Install the Visual Voicemail Service on Phones

The following table lists the installation methods available for Visual Voicemail:

| Installation Method | Advantages | Disadvantages |
|-------------------------|--|--|
| Enterprise subscription | This method replaces TUI with Visual Voicemail on <i>all</i> phones in your system that support Visual Voicemail. This is a simple method of installation. | You cannot customize the installation for users with exceptional requirements. |
| Individual subscription | You can customize the installation for users with exceptional requirements. | If you use this method for every user in your system, it might be very time-consuming. |
| Bulk administration | You can customize the installation for users with exceptional requirements, for example, a user who can only use the TUI voicemail service. | The installation process is more complex. |

If you change any of the service parameters for the Visual Voicemail service, you must delete the service then recreate the service. For more information on this topic, see [Updating Visual Voicemail Service Parameters, page 7-2](#).

Related Topics

- [Enabling Service Provisioning on Your Cisco Unified Communications System, page 5-2](#)
- [Installing by Enterprise Subscription, page 5-3](#)
- [Subscribing Individual Phones to Visual Voicemail, page 5-4](#)
- [How to Install by Bulk Administration, page 5-4](#)

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)
- [Changing the TUI Voicemail Service to Non-Enterprise Subscription, page 5-11](#)
- [Disabling the TUI Voicemail Service, page 5-12](#)

Enabling Service Provisioning on Your Cisco Unified Communications System

Before you install Visual Voicemail on your Cisco Unified Communications system, you must enable the phones in your system to receive services from Cisco Unified Communications Manager. You must allow for internal service provisioning.

Procedure

Step 1 Select **System > Enterprise Parameters** in Cisco Unified Communications Manager Administration.

Step 2 Set the value in the **Services Provisioning** list box, as shown in the following table.

| If the Current Value Is... | Change To... |
|----------------------------|----------------------------|
| Both | Do not change the setting. |
| Internal | Do not change the setting. |
| External URL | Both |

Step 3 Select **Save**.

Step 4 Select **Device > Device Settings > Common Phone Profile** in Cisco Unified Communications Manager Administration.

Step 5 Search for the profile in the Find and List Common Phone Profiles window.

Step 6 Select your common phone profile.

Step 7 Set the value in the **Services Provisioning** list box, as shown in the following table.

| If the Current Value Is... | Change To... |
|----------------------------|----------------------------|
| Both | Do not change the setting. |
| Default | Do not change the setting. |
| External | Both |
| Internal | Do not change the setting. |

Step 8 Select **Save**.

This allows the changes you made to propagate to all phones that have the Service Provisioning value set to Default.

Step 9 Set the Services Provisioning parameter to Default on each phone on which you want to install Visual Voicemail.

For example, you can use BAT to set the Services Provisioning parameter on each phone. For more information about BAT, see the *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

What to Do Next

- [Installing by Enterprise Subscription, page 5-3](#)
- [Subscribing Individual Phones to Visual Voicemail, page 5-4](#)
- [How to Install by Bulk Administration, page 5-4](#)
- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

Installing by Enterprise Subscription

It is only appropriate to install Visual Voicemail by enterprise subscription for systems that have the following characteristics:

- All users of phones in the system that support Visual Voicemail, will use Visual Voicemail. You cannot exclude any phones that support Visual Voicemail from the installation of Visual Voicemail if you use enterprise subscription.

If a Visual Voicemail user wants to use the TUI voice message service, you can add that service to their phone. For more information about this topic, see [How Visual Voicemail Interoperates with TUI Voicemail, page 5-11](#).

For information about which phones support Visual Voicemail, see the release notes at the following URL:

http://www.cisco.com/en/US/products/ps9829/prod_release_notes_list.html

- For phones that are behind Cisco Virtual Office routers, or behind any other type of hardware VPN device, the address of the Cisco Unity or Cisco Unity Connection server must not be blocked. In some cases, particular traffic might be prevented from leaving or entering the voice Virtual Local Area Network (VLAN). Check with your administrator to ensure there are no access control lists or firewall devices that block the address of the Cisco Unity or Cisco Unity Connection server.

When you use enterprise subscription, enter any service parameter into the URL of the service structured as follows:

`http://<IP-address-of-server>/midlets/VisualVoicemail/VisualVoicemail.jad?<name-of-parameter-1>=<value-of-parameter-1>&<name-of-parameter-2>=<value-of-parameter-2>`

For example, you want to enter the following service parameter values:

| Parameter | Value |
|------------------------------|------------------|
| use_secure_https_connection | 1 |
| voicemail_server | example_hostname |
| vmserver_is_unity_connection | 1 |

To enter these values, use the following URL:

`http://209.165.200.225/midlets/VisualVoicemail/VisualVoicemail.jad?use_secure_https_connection=1&voicemail_server=example_hostname&vmserver_is_unity_connection=1`

Related Topics

- [How to Install the Visual Voicemail Service on Phones, page 5-1](#)

What to Do Next

- [Restarting the TFTP Services and Devices, page 5-12](#)

Subscribing Individual Phones to Visual Voicemail

Procedure

- Step 1** Select **Device > Phone**.
- Step 2** Search for the phone in the Find and List Phones window.
- Step 3** Select the phone.
- Step 4** Select **Subscribe/Unsubscribe Services** from Related Links, then select **Go**.
- Step 5** Select the Visual Voicemail service from the Select a Service dialog box.
- Step 6** Select **Next**.
- Step 7** Select **Subscribe**.
- To unsubscribe from the service, select **Unsubscribe**.
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Related Topics

- [How to Install the Visual Voicemail Service on Phones, page 5-1](#)

What to Do Next

- [Restarting the TFTP Services and Devices, page 5-12](#)

How to Install by Bulk Administration

To install the Visual Voicemail MIDlet by bulk administration, you must do the following:

1. Create a BAT phone template.
2. Subscribe the Visual Voicemail service to a phone template.

The Bulk Administration Tool (BAT) performs bulk updates to the Cisco Unified Communications Manager database. For more information about BAT, see the *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

What to Do Next

- [Creating a BAT Phone Template, page 5-4](#)
- [Using Bulk Administration to Update Your Phones, page 5-5](#)
- [Scheduling the Update of Phones, page 5-6](#)

Creating a BAT Phone Template

For more information about BAT phone templates, see *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Procedure

- Step 1** Select **Bulk Administration > Phones > Phone Template** in Cisco Unified Communications Manager Administration.
 - Step 2** Select **Add New**.
 - Step 3** Select any phone type, then select **Next**.
 - Step 4** Select the device protocol for the phone type you selected, then select **Next**.
 - Step 5** Enter the required information for the phone template in the Phone Template Configuration window, then select **Save**.
 - Step 6** Select **Subscribe/Unsubscribe Services** from Related Links, then select **Go**.
 - Step 7** Select the Visual Voicemail service from the Select a Service dialog box.
 - Step 8** Select **Next**.
 - Step 9** Select **Subscribe**.
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Related Topics

- [How to Install by Bulk Administration, page 5-4](#)

What to Do Next

- [Using Bulk Administration to Update Your Phones, page 5-5](#)

Using Bulk Administration to Update Your Phones

Use the BAT query function to update the phones in your site that support Visual Voicemail with the Visual Voicemail service.

Before You Begin

Identify the phones in your site that support Visual Voicemail. For information about the phones that support Visual Voicemail see the release notes at the following URL:

http://www.cisco.com/en/US/products/ps9829/prod_release_notes_list.html

Procedure

- Step 1** Select **Bulk Administration > Phones > Update Phones > Query** in Cisco Unified Communications Manager Administration.
- Step 2** Compose your query to specify the phones to which you want to add the Visual Voicemail service. For example, you can specify phones that have a device type that contains 7975, 7971, 7970, and so on.
- Step 3** Select **Next**.
- Step 4** Select **Restart phones**.
- Step 5** Select **Add all services from this template** in the Assign IP Phone Services section, then select the BAT phone template you created from the list box.
- Step 6** Select **Run later** in the Job Information section.
- Step 7** Select **Submit**.

For more information about how to use queries to perform bulk administration, see *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Related Topics

- [How to Install by Bulk Administration, page 5-4](#)

What to Do Next

- [Scheduling the Update of Phones, page 5-6](#)

Scheduling the Update of Phones

Procedure

Step 1 Select **Bulk Administration > Job Scheduler** in Cisco Unified Communications Manager Administration.

Step 2 Search for the job in the Find and List Jobs window.

Step 3 To start the job, select the job, then select **Activate Selected**.

To schedule the job, select the job ID. Enter the job details in the Job Scheduler window, then select **Activate Job**.

For more information about scheduling bulk administration jobs, see *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Related Topics

- [How to Install by Bulk Administration, page 5-4](#)

What to Do Next

- (Optional) [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)
- (Optional) [Installing by Enterprise Subscription, page 5-3](#)
- (Optional) [Subscribing Individual Phones to Visual Voicemail, page 5-4](#)
- [Restarting the TFTP Services and Devices, page 5-12](#)

How to Install Visual Voicemail to Device Profiles for Extension Mobility

When you install the Visual Voicemail service on phones in a system that requires extension mobility, ensure that Visual Voicemail is installed on the following:

- All phones to which the extension mobility service is subscribed. If the Visual Voicemail MIDlet is installed on the phones, users are less likely to experience errors.
- All device profiles associated with extension mobility profiles.

If you want to install Visual Voicemail on both SIP and SCCP phones in your phone system, you must perform each of the following procedures separately for each protocol:

- [Creating a UDP Template, page 5-7](#)
- [Exporting Profile Information, page 5-8](#)
- [Importing Profile Information, page 5-9](#)
- [Verifying That the Profiles Are Subscribed to the Visual Voicemail Service, page 5-10](#)

What to Do Next

- [Creating a UDP File Format, page 5-7](#)

Creating a UDP File Format

Procedure

- Step 1** Select **Bulk Administration > User Device Profiles > UDP File Format > Create UDP File Format** in Cisco Unified Communications Manager Administration.
- Step 2** Select **Add New**.
- Step 3** Enter a unique name for the file format in the **Format Name** field.
- Step 4** Add all of the fields in the **Device Fields** list box to the **Selected Device Fields** list box.
- Step 5** Ensure that the following list boxes are empty:
- **Selected Line Fields**
 - **Selected Intercom DN Fields**
- Step 6** Ensure that the value of all fields in the **IP Phone Service Maximums** section is set to zero (0).
- Step 7** Select **Save**.
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Related Topics

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

What to Do Next

- [Creating a UDP Template, page 5-7](#)

Creating a UDP Template

Procedure

- Step 1** Select **Bulk Administration > User Device Profiles > UDP Template** in Cisco Unified Communications Manager Administration.
- Step 2** Select **Add New**.
- Step 3** Select **7962** from the Device Profile Type list box, then select **Next**.
- Step 4** Select **SCCP** or **SIP** from the Device Protocol list box, depending on the protocol of the profiles on which you want to install Visual Voicemail.

- Step 5** Select **Next**.
- Step 6** Enter a unique name for the template in the **User Device Profile Template Name** field.
- Step 7** Select the standard phone button template from the **Phone Button Template** list box.
- Step 8** Select **Save**.
- Step 9** Select **Subscribe/Unsubscribe Services** from Related Links, then select **Go**.
- Step 10** Select the Visual Voicemail service from the Select a Service dialog box, then select **Next**.
- Step 11** Select **Subscribe**.

**Note**

Do not make any changes to the default values of the UDP template, other than those specified in this procedure.

Related Topics

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

What to Do Next

- [Exporting Profile Information, page 5-8](#)

Exporting Profile Information

Procedure

- Step 1** Select **Bulk Administration > User Device Profiles > Export UDP > Specific Details** in Cisco Unified Communications Manager Administration.
- Step 2** Compose your query to specify the profiles to which you want to add the Visual Voicemail service. Ensure that your query finds only the profiles to which you want to add the Visual Voicemail service. VPN routers are not supported by Visual Voicemail, so ensure that you exclude profiles that connect to the system by VPN from the query.
- To unsubscribe services from profiles is difficult, so ensure that your query finds only the profiles to which you want to add the Visual Voicemail service.
- For example, you can specify profiles that have a device type that contains 7975, 7971, 7970, and so on.
- Step 3** Add a criterion to the query so that the query specifies only SIP or only SCCP profiles. To do this, compose the criterion as follows:

| Field | Setting |
|---|---|
| Find User Device Profile where list box | Select Device Protocol . |
| Condition list box | Select is exactly . |
| Value text box | Type either SIP or SCCP . |

For more information about how to use queries to perform bulk administration, see *Cisco Unified Communications Manager Bulk Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

- Step 4** Select **Find**.
- Review the list of profiles that the query finds, and ensure that the query finds only the profiles to which you want to add the Visual Voicemail service.
- Step 5** Select **Next**.
- Step 6** Enter information in the Export User Device Profiles window, as follows:
- | Field | Setting |
|-------------|---|
| File Name | Enter a name for the file to export. |
| File Format | Select the file format that you created in Creating a UDP File Format, page 5-7 . |
- Step 7** Select **Run Immediately** in the Job Information section. You might need to select **Run Immediately** more than once.
- Step 8** Select **Submit**.
- Step 9** Select **Bulk Administration > Job Scheduler**.
- Verify that the export operation performed successfully. You can select the Job Id to view the details of the operation, including the filename that you specified.

Related Topics

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

What to Do Next

- [Importing Profile Information, page 5-9](#)

Importing Profile Information

Procedure

- Step 1** Select **Bulk Administration > Upload/Download Files** in Cisco Unified Communications Manager Administration.
- Step 2** Search for the file created in [Exporting Profile Information, page 5-8](#) in the Find and List Files window.
- Step 3** Select the file, then select **Download Selected**.
- Step 4** Rename the downloaded file.
- Step 5** Select **Add New**.
- Step 6** Enter information in the File Upload Configuration window, as follows:
- | Field | Setting |
|-------------------------|--|
| File | Select the file that you downloaded and renamed. |
| Select The Target | Select UDP . |
| Select Transaction Type | Select Insert UDP - Specific Details . |
- Step 7** Select **Save**.
- Step 8** Select **Bulk Administration > User Device Profiles > Insert UDP**.

Step 9 Enter information in the Insert User Device Profiles Configuration window, as follows:

| Field | Setting |
|--|---|
| Insert User Device Profiles Specific Details | Select this option. |
| File Name | Select the file that you specified in Step 6 . |
| User Device Profiles Template Name | Select the file format that you created in Creating a UDP File Format, page 5-7 . |
| Override the existing configuration | Select this option. |

Step 10 Select **Run Immediately** in the Job Information section. You might need to select **Run Immediately** more than once.

Step 11 Select **Submit**.

Related Topics

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

What to Do Next

- [Verifying That the Profiles Are Subscribed to the Visual Voicemail Service, page 5-10](#)

Verifying That the Profiles Are Subscribed to the Visual Voicemail Service

Procedure

Step 1 Select **Device > Device Settings > Profile** in Cisco Unified Communications Manager Administration.

Step 2 Search for a device profile in the Find and List Device Profiles window.

Step 3 Select any device profile.

Step 4 Select **Subscribe/Unsubscribe Services** from Related Links, then select **Go**.

Verify that the Visual Voicemail service is subscribed to the device profile.

Step 5 Sign in to a phone that is used for extension mobility, then press the Messages button.

Verify that the Visual Voicemail application starts.

Related Topics

- [How to Install Visual Voicemail to Device Profiles for Extension Mobility, page 5-6](#)

What to Do Next

- [Restarting the TFTP Services and Devices, page 5-12](#)

How Visual Voicemail Interoperates with TUI Voicemail

The standard Cisco Unity and Cisco Unity Connection telephone user interface (TUI) voicemail service is configured in Cisco Unified Communications Manager as a phone service called *Voicemail*. The service is enabled as an enterprise subscription, so all phones are subscribed to this service.

Visual Voicemail can coexist with the TUI voicemail service. You can choose the following options when you deploy Visual Voicemail:

- Do not change the existing TUI voicemail service. Subscribe all phones to the Visual Voicemail service. When the user presses the Messages button a list of services is displayed, as follows:
 - Voicemail
 - VisualVoicemail

Users can select which service to use.

- Change the existing TUI voicemail service so that it is not an enterprise subscription. Then subscribe some phones to the TUI voicemail service only, and subscribe some phones to the Visual Voicemail service only. When a user presses the Messages button, the service to which the phone is subscribed starts.
- Disable the TUI voicemail service, and subscribe all phones to the Visual Voicemail service. When a user presses the Messages button, Visual Voicemail starts.

Related Topics

- [Changing the TUI Voicemail Service to Non-Enterprise Subscription, page 5-11](#)
- [Disabling the TUI Voicemail Service, page 5-12](#)

Changing the TUI Voicemail Service to Non-Enterprise Subscription

Before You Begin

To change the existing TUI voicemail service so that it is not an enterprise subscription, you must delete the service, then add it again.

Procedure

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- Step 1** Select **Device > Device Settings > Phone Services** in Cisco Unified Communications Manager Administration.
- Step 2** Search for the service called *Voicemail* in the Find and List IP Phone Services window.
- Step 3** Select the check box for the *Voicemail* service.
- Step 4** Select **Delete Selected**, then select **OK** to confirm.
- Step 5** Select **Add New**.
- Step 6** Enter values for the fields in the IP Phone Services Configuration window, as shown in the following table:

| Field | Value |
|--------------------|--------------------------|
| Service Name | Enter Voicemail . |
| ASCII Service Name | Enter Voicemail . |

| Field | Value |
|------------------|---|
| Service URL | Enter Application: Cisco/Voicemail . |
| Service Category | Select XML Service . |
| Service Type | Select Messages . |

Leave the other fields blank.

Step 7 Select **Save**.

Related Topics

- [How Visual Voicemail Interoperates with TUI Voicemail, page 5-11](#)

Disabling the TUI Voicemail Service

Before You Begin

You might choose to disable the TUI voicemail service in your system after you install Visual Voicemail. If you enable the TUI voicemail service again after you disable it, when the users press the Messages button, a list of services is displayed including the TUI voicemail service and Visual Voicemail.

Procedure

- Step 1** Select **Device > Device Settings > Phone Services**.
- Step 2** Find the TUI voicemail service.
- Step 3** Select the service.
- Step 4** Deselect **Enable**.
- Step 5** Select **Save**.

Related Topics

- [How Visual Voicemail Interoperates with TUI Voicemail, page 5-11](#)

Restarting the TFTP Services and Devices

After you update subscriptions, restart all of the TFTP services in your cluster, then restart all of the devices in Cisco Unified Communications Manager.

For information about how to restart TFTP services, see *Cisco Unified Serviceability Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

To restart the devices, reset the devices for each device pool in the cluster. For information about how to restart devices in Cisco Unified Communications Manager, see *Cisco Unified Communications Manager Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Related Topics

- [Configuring Key Mappings in Visual Voicemail](#)
- [Maintaining Cisco Visual Voicemail](#)
- [Troubleshooting Cisco Visual Voicemail](#)

