



Configure Clusters

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Configure Visual Voicemail

Step 1 To configure Visual Voicemail, select the **Configuration tab > Unified Communications**. The **Unified Communications** window opens.

Step 2 Select **Voicemail** to open the **Default settings for Visual Voicemail for CUCI** screen.

Unity Connection customers should enter the Unity Connection server IP Address or DNS name into the "Voicemail Server" and "Mailstore Server" fields. It is recommended that all other settings remain as the defaults.

Step 3 To enable Visual Voicemail, select **Enable Visual Voicemail**.

Step 4 If you want to manually enter the Visual Voicemail settings, select **Allow user to enter manual settings**.

Step 5 Enter the following information:

- **Voicemail Server:** Name of the Visual Voicemail server with which the Webex application should communicate for retrieving voicemail.
- **Voicemail Protocol:** Protocol used for communicating with the Visual Voicemail server. You can select HTTPS or HTTP.
- **Voicemail Port:** Port associated with the Visual Voicemail server.

The following Mailstore parameter options are not supported. The Webex Administration tool requires values, enter 10.0.0.0 as the Mailstore Server and use the default values for the remaining fields.

- **Mailstore Server:** Name of the mailstore server.
- **Mailstore Protocol:** Protocol used by the mailstore server. You can select TLS or Plain.
- **Mailstore Port:** Port associated with the mailstore server.
- **IMAP IDLE Expire Time:** Time (in minutes) after the expiry of which the server stops automatically checking for voicemail.
- **Mailstore Inbox Folder Name:** Name of the inbox folder configured at the mailstore server.

- **Mailstore Trash Folder Name:** Name of the trash folder (typically, the deleted items folder) configured at the mailstore server.

Step 6 Select **Save**.

Configure Cisco Unified Communications Manager Integration

Step 1 Select the **Configuration tab > Additional Services > Unified Communications** .

Step 2 Select the **Clusters** tab and select **Add**.

Step 3 Select **Enable Cisco UC Manager integration with Messenger Service Client**.

Step 4 Select **Allow user to enter manual settings**, users can change the Primary Server values in basic mode or the TFTP/CTI/CCMCIP server values in advanced mode.

Note When this option is enabled, the user-entered settings will override the default or global Cisco Unified Communications Manager settings specified for the Webex organization.

Step 5 Under **Cisco Unified Communications Manager Server Settings**, select:

- **Basic Server Settings:** to enter the basic settings for the Cisco Unified Communications Manager server.
- **Advanced Server Settings:** to enter detailed settings for the Cisco Unified Communications Manager server.

Note The server configuration options change based on: Basic or Advanced.

Step 6 Enter the following values for **Basic Server Settings**:

- **Primary Server:** Enter the IP address of the primary Cisco Unified Communications Manager server. This server is configured with TFTP, CTI, and CCMCIP settings.
- **Backup Server:** Enter the IP address of the backup Cisco Unified Communications Manager server. This server is configured with TFTP, CTI, and CCMCIP settings and provides failover support in case the primary Unified Communications Manager server fails.

Step 7 If you have selected **Advanced Server Settings**, specify each setting for TFTP (Trivial File Transfer Protocol), CTI (Computer Telephony Integration), and CCMCIP (Cisco Unified Communications Manager IP Phone) servers.

Step 8 Enter the IP address for each of the following servers:

Note You can specify up to two backup servers for the TFTP server and one backup server each for the CTI and CCMCIP servers. Enter the appropriate IP addresses for each Backup Server.

- **TFTP Server**
- **CTI Server**
- **CCMCIP Server**—This is the address of Cisco Unified Communications Manager (UDS) server.

The servers listed must be in the home cluster of the users.

Step 9 In the **Voicemail Pilot Number** box, enter the number of the voice message service in your Cisco Unified Communications server.

The Organization Administrator typically provides a default voice message number for your entire Webex organization. However, you can select the **Allow user to enter manual settings** check box to enable users of the cluster to override this default voice message number.

Step 10 Select **Voicemail**.

Step 11 Select **Enable Visual Voicemail**.

The Visual Voicemail settings entered here are applicable only to the users belonging to this cluster.

Step 12 In the **Clusters** tab, select **Specific voicemail server for this cluster** to specify a voicemail server, which is different from the voicemail server settings provided for the entire organization.

Step 13 Select **Allow user to enter manual settings** to permit users to manually enter Visual Voicemail settings for this cluster.

Step 14 Enter the following information:

Voicemail Server	Enter the IP address or FQDN for the Voicemail server
Voicemail Protocol	Select either HTTP or HTTPS
Voicemail Port	Enter the Port number

The Mailstore Server information is not supported, the Webex Administration tool expects a value for this field, enter 10.0.0.0. The mailstore Protocol, Port, and IMAP IDLE Expire Time fields are not supported, do not delete the default values from these fields.

Mailstore Inbox Folder Name	Name of the inbox folder configured at the mailstore server
Mailstore Trash Folder Name	Name of the trash or deleted items folder configured at the mailstore server

Step 15 Select **Save** .
