



Set Up Voicemail on Cisco Unified Presence

Setting up voicemail requires you to configure Cisco Unity Connection and then add voicemail profiles on Cisco Unified Presence. You can also configure voicemail retrieval and redirection to enable users to access voice mail messages in the client user interface and send incoming calls to voicemail.

This chapter applies to Cisco Unified Presence version 8.6 and lower.

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Configure Cisco Unity Connection for Use with Cisco Jabber

You must complete some specific steps to configure Cisco Unity Connection so that Cisco Jabber can access voicemail services. You should refer to the Cisco Unity Connection documentation for instructions on general tasks such as creating users, passwords, and provisioning users with voicemail access.



Remember

Cisco Jabber connects to the voicemail service through a REST interface and supports Cisco Unity Connection version 8.5 or later.

Procedure

- Step 1** Ensure the **Connection Jetty** and **Connection REST Service** services are started.
- a) Open the **Cisco Unity Connection Serviceability** interface.
 - b) Select **Tools > Service Management**.
 - c) Locate the following services in the **Optional Services** section:
 - **Connection Jetty**

- **Connection REST Service**

d) Start the services if required.

Step 2 Open the **Cisco Unity Connection Administration** interface.

Step 3 Edit user password settings.

- Select **Users**.
- Select the appropriate user.
- Select **Edit > Password Settings**.
- Select **Web Application** from the **Choose Password** menu.
- Uncheck **User Must Change at Next Sign-In**.
- Select **Save**.

Step 4 Provide users with access to the web inbox.

- Select **Class of Service**.
The **Search Class of Service** window opens.
- Select the appropriate class of service or add a new class of service.
- Select **Allow Users to Use the Web Inbox and RSS Feeds**.
- Select all other options as appropriate.
- Select **Save**.

Step 5 Select API configuration settings.

- Select **System Settings > Advanced > API Settings**.
The **API Configuration** window opens.
 - Select the following options:
 - **Allow Access to Secure Message Recordings through CUMI**
 - **Display Message Header Information of Secure Messages through CUMI**
 - **Allow Message Attachments through CUMI**
 - Select **Save**.
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Add a Voicemail Server

Complete the steps in this task to add your voicemail server on Cisco Unified Presence.

Before You Begin

Ensure that you have Cisco Unified Communications Manager 8.x.

If you have Cisco Unified Communications Manager 9.x or later, see [Add a Voicemail Service](#).

Procedure

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- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Application > Cisco Jabber > Voicemail Server**.
- Note** In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Voicemail Server**.
The **Find and List Voicemail Servers** window opens.
- Step 3** Select **Add New**.
- Step 4** Select **Unity Connection** from the **Server Type** drop-down list.
- Step 5** Specify details in the **Voicemail Server Configuration** section as follows:
- **Name**—Enter a descriptive name for the server, for example, PrimaryVoicemailServer.
 - **Description**—Enter an optional description.
 - **Hostname/IP Address**—Enter the IP address or the fully qualified domain name (FQDN) of the voicemail server.
 - **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the voicemail server. For this reason, any value you specify does not take effect.
 - **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the voicemail server. For this reason, any value you specify does not take effect.
- Step 6** Select **Save**.
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Related Topics

[Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)

Create a Mailstore

Complete the steps in this task to create a mailstore on Cisco Unified Presence.

Before You Begin

Ensure that you have Cisco Unified Communications Manager 8.x and Cisco Unified Presence.

If you have Cisco Unified Communications Manager 9.x or later, see [Add a Mailstore Service](#).

Procedure

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- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Depending on your version of Cisco Unified Presence, select one of the following paths:
- **Application > Cisco Jabber > Mailstore**
 - **Application > Cisco Unified Personal Communicator > Mailstore**

The **Find and List Mailstore Servers** window opens.

Step 3 Select **Add New**.

The **Mailstore Configuration** window opens.

Step 4 Specify details as follows:

- **Name**—Enter a descriptive name for the server, for example, PrimaryMailStoreServer.
- **Description**—Enter an optional description.
- **Hostname/IP Address**—Enter the hostname, IP Address, or Fully Qualified Domain Name (FQDN) of the mailstore server.
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- **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the mailstore server. For this reason, any value you specify does not take effect.
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- **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the mailstore server. For this reason, any value you specify does not take effect.

Step 5 Select **Save**.

Create a Voicemail Profile

After you add a voicemail server, you must create a voicemail profile and add that server to the profile.

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Depending on your version of Cisco Unified Presence, select one of the following:

- **Application > Cisco Jabber > Voicemail Profile**
- **Application > Cisco Unified Personal Communicator > Voicemail Profile**

The **Find and List Voicemail Profiles** window opens.

Step 3 Select **Add New**.

The **Voicemail Profile Configuration** window opens.

Step 4 Specify the required details.

Step 5 Add users to the voicemail profile as follows:

- a) Select **Add Users to Profile**.
- b) To retrieve a list of users, in the **Find User where** field, specify the appropriate filters and then select **Find**.
- c) Select the appropriate users from the list.
- d) Select **Add Selected**.

The selected users are added to the voicemail profile.

Step 6 Select **Save**.

Configure Retrieval and Redirection

Configure retrieval so that users can access voice mail messages in the client interface. Configure redirection so that users can send incoming calls to voicemail. You configure retrieval and redirection on Cisco Unified Communications Manager.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Configure the voicemail pilot.

- a) Select **Advanced Features > Voice Mail > Voice Mail Pilot**.
The **Find and List Voice Mail Pilots** window opens.
- b) Select **Add New**.
The **Voice Mail Pilot Configuration** window opens.
- c) Specify the appropriate details on the **Voice Mail Pilot Configuration** window.
- d) Select **Save**.

Step 3 Add the voicemail pilot to the voicemail profile.

- a) Select **Advanced Features > Voice Mail > Voice Mail Profile**.
The **Find and List Voice Mail Profiles** window opens.
- b) Specify the appropriate filters in the **Find Voice Mail Profile where Voice Mail Profile Name** field and then select **Find** to retrieve a list of profiles.
- c) Select the appropriate profile from the list.
The **Voice Mail Pilot Configuration** window opens.
- d) Select the voicemail pilot from the **Voice Mail Pilot** drop-down list.
- e) Select **Save**.

Step 4 Specify the voicemail profile in the directory number configuration.

- a) Select **Device > Phone**.
The **Find and List Phones** window opens.
- b) Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of devices.
- c) Select the appropriate device from the list.
The **Phone Configuration** window opens.
- d) Locate the **Association Information** section.
- e) Select the appropriate device number.
The **Directory Number Configuration** window opens.
- f) Locate the **Directory Number Settings** section.

- g) Select the voicemail profile from the **Voice Mail Profile** drop-down list.
- h) Select **Save**.

Set a Voicemail Credentials Source

You can specify a voicemail credentials source on Cisco Unified Presence.



Tip

In hybrid cloud-based deployments, you can set a voicemail credentials source as part of your configuration file with the VoiceMailService_UseCredentialsFrom parameter. See the *Installation and Configuration Guide* for more information.

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Select **Application > Cisco Jabber > Settings**.

In some versions of Cisco Unified Presence this path is as follows: **Application > Cisco Unified Personal Communicator > Settings**

Step 3 In the **Cisco Jabber Settings** section, select **CUP** from the **Credentials source for voicemail service** drop-down list.

Note Do not select **Web Conferencing** from the **Credentials source for voicemail service** drop-down list. You cannot currently use conferencing credentials as a credentials source for voicemail services.

The user's credentials for Cisco Unified Presence match the user's voicemail credentials. As a result, users do not need to specify their voicemail credentials in the client user interface.

What to Do Next



Important

There is no mechanism to synchronize credentials between servers. If you specify a credentials source, you must ensure that those credentials match the user's voicemail credentials.

For example, you specify that a user's Cisco Unified Presence credentials match the user's Cisco Unity Connection credentials. The user's Cisco Unified Presence credentials then change. You must update the user's Cisco Unity Connection credentials to reflect that change.