



## Set Up Voicemail on Cisco Unified Presence

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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

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.



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**Remember**

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

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### Procedure

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**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.

- a) Select **Users**.
- b) Select the appropriate user.
- c) Select **Edit > Password Settings**.
- d) Select **Web Application** from the **Choose Password** menu.
- e) Uncheck **User Must Change at Next Sign-In**.
- f) Select **Save**.

**Step 4** Provide users with access to the web inbox.

- a) Select **Class of Service**.  
The **Search Class of Service** window opens.
- b) Select the appropriate class of service or add a new class of service.
- c) Select **Allow Users to Use the Web Inbox and RSS Feeds**.
- d) In the **Features** section, select **Allow Users to Use Unified Client to Access Voice Mail**.
- e) Select all other options as appropriate.
- f) Select **Save**.

**Step 5** Select API configuration settings.

- a) Select **System Settings > Advanced > API Settings**.  
The **API Configuration** window opens.
- b) 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**
- c) Select **Save**.

## Add a Voicemail Server

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

### Procedure

**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**.

The **Voicemail Server Configuration** window opens.

**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 address of the voicemail server in one of the following formats:

- Hostname
- IP Address
- FQDN

**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 Voicemail Profile

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

**Procedure**

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

**Step 2** Select **Application > Cisco Jabber > Voicemail Profile**.

**Note** In some versions of Cisco Unified Presence, this path is as follows: **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 on the **Voicemail Profile Configuration** window.

**Step 5** Add users to the voicemail profile as follows:

a) Select **Add Users to Profile**.

The **Find and List Users** dialog box opens.

b) Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.

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**.

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## 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

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**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 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**.
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## 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.

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### Procedure

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- 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.
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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



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**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.

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