



Set Up Voicemail on Cisco Unified Communications Manager

Setting up voicemail requires you to configure Cisco Unity Connection and then add voicemail services on Cisco Unified Communications Manager. 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 Communications Manager version 9.0 and higher.

- [Configure Cisco Unity Connection, page 1](#)
- [Add a Voicemail Service, page 2](#)
- [Configure Retrieval and Redirection, page 4](#)
- [Set a Voicemail Credentials Source, page 5](#)

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.



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**.
- In the **Features** section, select **Allow Users to Use Unified Client to Access Voice Mail**.
- 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 Service

Allow users to receive voice messages.

Procedure

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

Step 2 Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.

Step 3 Select **Add New**.

The **UC Service Configuration** window opens.

Step 4 In the **Add a UC Service** section, select **Voicemail** from the **UC Service Type** drop-down list.

Step 5 Select **Next**.

Step 6 Specify details for the voicemail service as follows:

Product Type

Select **Unity Connection**.

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 7 Select **Save**.

What to Do Next

Add the voicemail service to your service profile.

Apply Voicemail Service

After you add a voicemail service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

Create a service profile if none already exist or you require a separate service profile for voicemail.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** Configure the **Voicemail Profile** section as follows:
- Select up to three services from the following drop-down lists:
 - **Primary**
 - **Secondary**
 - **Tertiary**
 - To synchronize credentials with the voicemail service, select **Unified CM - IM and Presence** from the **Credentials source for voicemail service** drop-down list.
Unified CM - IM and Presence uses the instant messaging and presence credentials to log in to the voicemail service. As a result, users do not need to enter their credentials for voicemail services in the client.
Note Do not select **Web conferencing**. This option uses the conferencing credentials to log in to the voicemail service. You cannot currently synchronize with conferencing credentials.
- Step 5** Select **Save**.
- Step 6** Add users to the service profile.
- Select **User Management > End User**.
The **Find and List Users** dialog box opens.
 - Specify the appropriate filters in the **Find User where** field and then select **Find** to find a user.
 - Click the user in the list.
The **End User Configuration** window appears.
 - Under the **Service Settings** area, check the **Home Cluster** check box.
 - Check the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** check box.
 - Select your service profile from the **UC Service Profile** drop-down list.
- Step 7** 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

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Configure the voicemail pilot.
- Select **Advanced Features > Voice Mail > Voice Mail Pilot**.
The **Find and List Voice Mail Pilots** window opens.
 - Select **Add New**.
The **Voice Mail Pilot Configuration** window opens.
 - Specify the appropriate details on the **Voice Mail Pilot Configuration** window.
 - Select **Save**.
- Step 3** Add the voicemail pilot to the voicemail profile.
- Select **Advanced Features > Voice Mail > Voice Mail Profile**.
The **Find and List Voice Mail Mail Profiles** window opens.
 - 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.
 - Select the appropriate profile from the list.
The **Voice Mail Pilot Configuration** window opens.
 - Select the voicemail pilot from the **Voice Mail Pilot** drop-down list.
 - Select **Save**.
- Step 4** Specify the voicemail profile in the directory number configuration.
- Select **Device > Phone**.
The **Find and List Phones** window opens.
 - Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of devices.
 - Select the appropriate device from the list.
The **Phone Configuration** window opens.
 - Locate the **Association Information** section.
 - Select the appropriate device number.
The **Directory Number Configuration** window opens.
 - Locate the **Directory Number Settings** section.
 - Select the voicemail profile from the **Voice Mail Profile** drop-down list.
 - Select **Save**.
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Set a Voicemail Credentials Source

You can specify a voicemail credentials source for users.

**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

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- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
- Step 3** Select the appropriate service profile to open the **Service Profile Configuration** window.
- Step 4** In the **Voicemail Profile** section, select **Unified CM - IM and Presence** 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 instant messaging and presence credentials 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 instant messaging and presence credentials match the user's Cisco Unity Connection credentials. The user's instant messaging and presence credentials then change. You must update the user's Cisco Unity Connection credentials to reflect that change.
