



Multiple Phone System Integration Guide for Cisco Unity Connection 1.2

Revised August 3, 2006

This document provides instructions for integrating multiple phone systems with Cisco Unity Connection, deleting one of the phone systems that are integrated with Cisco Unity Connection, and replacing one phone system with another phone system in a Cisco Unity Connection integration.

Integration Tasks

Before doing the following tasks to integrate Cisco Unity Connection with multiple phone systems, confirm that the Cisco Unity Connection is ready for the additional integration by completing the applicable tasks in the *Cisco Unity Connection Installation Guide*.

The following task lists describe the process for creating, deleting, and replacing the integrations.

Task List to Create Multiple Phone System Integrations

Use the following task list to integrate multiple phone systems with Cisco Unity Connection. If you are installing Cisco Unity Connection by using the *Cisco Unity Connection Installation Guide*, you may have already completed some of the following tasks.

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity Connection requirements have been met. See the [“Requirements” section on page 3](#).
2. Confirm that the combination of phone systems is supported in a multiple phone system integration with Cisco Unity Connection. See the [“Supported Combinations” section on page 3](#).
3. Create the integration with the first phone system. See the [“Creating Multiple Phone System Integrations” section on page 4](#).



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**Note**

An additional Cisco Unified CallManager cluster can be added by creating a new phone system integration through the Phone System Integration Wizard. Each Cisco Unified CallManager cluster is a separate phone system integration. Cisco Unity Connection supports up to 10 Cisco Unified CallManager clusters at one time.

- Repeat Task 1. through Task 3. for each remaining phone system.

Task List to Delete an Existing Phone System Integration

Use the following task list to delete one of the phone systems that is integrated with Cisco Unity Connection (for example, to change from two phone system integrations to a single phone system integration).

- Reassign the users who are homed on the phone system that you want to delete to another phone system. Alternatively, delete these users. Refer to the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

**Caution**

If you reassign users to a new phone system, we recommend that you change the user extensions to the extensions that will be used by the new phone system before deleting the old phone system. Otherwise, users will not be able to access their voice messages.

- Delete the phone system integration. See the “Deleting an Existing Phone System Integration” section on page 4.

Task List to Replace an Existing Phone System with a New Phone System

Use the following task list to replace an existing phone system with a new phone system and to reassign the users to the new phone system.

- Review the system and equipment requirements to confirm that all phone system and Cisco Unity Connection server requirements have been met. See the “Requirements” section on page 3.
- Confirm that the phone system combination is supported in a multiple phone system integration with Cisco Unity Connection. See the “Supported Combinations” section on page 3.
- Create the integration for the new phone system. Refer to the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
- Reassign the users who had been homed on the deleted phone system integration to the new phone system. Refer to the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

**Caution**

If you reassign users to a new phone system, we recommend that you change the user extensions to the extensions that will be used by the new phone system before deleting the old phone system. Otherwise, users will not be able to access their voice messages.

5. Delete the existing integration. See the “[Deleting an Existing Phone System Integration](#)” section on [page 4](#).

Requirements

Cisco Unity Connection has the following requirements for multiple phone system integrations:

- All phone system and Cisco Unity Connection server requirements have been met. Refer to the applicable Cisco Unity Connection integration guides at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
- There must be an adequate number of voice messaging ports on the Cisco Unity Connection server to connect to the phone systems. This number of ports must not exceed the number ports that are enabled by the Cisco Unity Connection license files.
- All extensions must be unique. The dial plans for the phone systems must not overlap.

Supported Combinations

Cisco Unity Connection supports the following combinations of phone systems integrated at the same time.

Table 1 *Supported Combinations of Phone System Integrations*

Phone System Integration	Can Be Combined with This Phone System Integration
Cisco Unified CallManager SCCP or Cisco Unified CallManager Express SCCP (up to a combined total of 10)	Circuit-switched phone system through PIMG units (up to a total of 10)
Cisco Unified CallManager SCCP or Cisco Unified CallManager Express SCCP (up to a combined total of 10)	Cisco Unified CallManager SIP trunk or Cisco Unified CallManager Express SIP trunk (one only)
Cisco Unified CallManager SCCP or Cisco Unified CallManager Express SCCP (up to a combined total of 10)	Cisco SIP Proxy Server (one only)
Cisco Unified CallManager SCCP or Cisco Unified CallManager Express SCCP (up to a combined total of 10)	QSIG/DPNSS circuit-switched phone system through the Cisco EGW 2200 (one only)
Circuit-switched phone system through PIMG units (up to a total of 10)	Cisco Unified CallManager SIP trunk or Cisco Unified CallManager Express SIP trunk (one only)
Circuit-switched phone system through PIMG units (up to a total of 10)	Cisco SIP Proxy Server (one only)
Circuit-switched phone system through PIMG units (up to a total of 10)	QSIG/DPNSS circuit-switched phone system through the Cisco EGW 2200 (one only)

Creating Multiple Phone System Integrations

After ensuring that the Cisco Unity Connection server and the phone systems are ready for the integration, do the following procedure.

To Create Multiple Phone System Integrations

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- Step 1** Integrate one phone system with Cisco Unity Connection. Refer to the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
- You can integrate the phone systems with Cisco Unity Connection in any order.
- Step 2** Repeat [Step 1](#) for the remaining phone systems.
- Step 3** Add applicable new user templates that are assigned to the new phone system so that new users can be assigned to the phone system that you want. For details on adding new user templates, refer to the “Adding, Changing, or Deleting an Account Template” chapter in the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- For details on selecting a user template when adding a new user, refer to the applicable chapter for adding user accounts in the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
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Deleting an Existing Phone System Integration

If you want to delete an existing phone system integration (for example, you have replaced the phone system with which Cisco Unity Connection originally integrated), confirm that the following items are deleted or associated to another phone system:

- Users (including MWI devices and notification devices) who are associated with the phone system that you want to delete.

To see a list of users associated with the phone system, in Cisco Unity Connection Administration, expand **Telephony Integrations > Phone System**; click the name of the phone system; on the Phone System Basics page, on the Edit menu, click **Phone System Associations**.
- User templates that are associated with the phone system that you want to delete.
- System call handlers that are associated with the phone system that you want to delete.
- Call handler templates that are associated with the phone system that you want to delete.

If users, user templates, call handlers, MWI devices, or notification devices are associated with this phone system, Cisco Unity Connection cannot delete the phone system.

When you attempt to delete a phone system that still has these items associated with it, a status warning will appear with a link to the Delete Phone System Wizard. This wizard will guide you to associate all items from the phone system that you want to delete to another phone system.

All users, user templates, call handlers, MWI devices and notification devices that are associated with a phone system must be reassigned before the phone system can be deleted.

**Note**

You can see a list of users who are associated with a phone system on the Phone System Associations page for the phone system. To view Phone System Associations page, on the Phone System Basics page, click **Phone System Associations** on the Edit menu.

It is not necessary to delete the port groups or ports that belong to a phone system before deleting the phone system integration. The member port groups and ports will be automatically deleted with the phone system.

**Note**

Port groups and ports that do not belong to the phone system will not be affected when the phone system integration is deleted.

Do the following procedure.

To Delete an Existing Phone System Integration

- Step 1** Log on to Cisco Unity Connection Administration.
- Step 2** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Phone System**.
- Step 3** On the Search Phone Systems page, check the check box to the left of the phone system that you want to delete.
- Step 4** Click **Delete Selected**.
- Step 5** When prompted to confirm that you want to delete the phone system, click **OK**.
- Step 6** If prompted to restart Cisco Unity Connection, in the Windows task bar, right-click the **Cisco Unity Connection** icon and click **Restart > Voice Processing Server Role**.
- Step 7** When prompted to confirm stopping the Voice Processing server role, click **Yes**.
- Step 8** Log off Cisco Unity Connection Administration.

Appendix: Documentation and Technical Assistance

Conventions

The *Multiple Phone System Integration Guide for Cisco Unity Connection 1.2* uses the following conventions.

Table 2 Multiple Phone System Integration Guide for Cisco Unity Connection 1.2 Conventions

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"> • Key and button names. (Example: Click OK.) • Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make: <ul style="list-style-type: none"> • On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) • In the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, expand System Settings > Advanced.)
[x] (square brackets)	Square brackets enclose an optional element (keyword or argument). (Example: [reg-e164])
[x y] (vertical line)	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice. (Example: [transport tcp transport udp])
{x y} (braces)	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice. (Example: {tcp udp})

The *Multiple Phone System Integration Guide for Cisco Unity Connection 1.2* also uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *About Cisco Unity Documentation*. The document is shipped with Cisco Unity Connection and is available at

http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
or view the digital edition at this URL:
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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