



Multiple Phone System Integration Guide for Cisco Unity Connection 2.0

Published May 30, 2007

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.

Multiple integrations are not supported when Cisco Unity Connection is installed as Cisco Unified CMBE—on the same server with Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager). In the Cisco Unified CMBE configuration, Cisco Unity Connection can integrate only with Cisco Unified CM by Skinny Call Control Protocol (SCCP).

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 *Installation Guide for Cisco Unity Connection*.

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 *Installation Guide for Cisco Unity Connection*, 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 CM cluster can be added by creating a new phone system integration through the Phone System Integration Wizard. Each Cisco Unified CM cluster is a separate phone system integration. Cisco Unity Connection supports up to 10 Cisco Unified CM 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 *User Moves, Adds, and Changes Guide for Cisco Unity Connection* 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 *User Moves, Adds, and Changes Guide for Cisco Unity Connection* 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.
- Cisco Unity Connection is installed on a separate server from Cisco Unified CM.

Multiple integrations are not supported when Cisco Unity Connection is installed as Cisco Unified CMBE—on the same server with Cisco Unified CM.

Supported Combinations

Cisco Unity Connection supports the following combinations of phone systems integrated at the same time for a combined maximum of 20 phone system integrations at one time.

Table 1 **Supported Combinations of Phone System Integrations**

Phone System Integration	Can Be Combined with This Phone System Integration
Cisco Unified CM SCCP or Cisco Unified CM Express SCCP (up to a total of 10)	Circuit-switched phone system through PIMG units (up to a total of 10)
Cisco Unified CM SCCP or Cisco Unified CM Express SCCP (up to a total of 10)	Cisco Unified CM SIP trunk or Cisco Unified CM Express SIP trunk (up to a total of 10)
Cisco Unified CM SCCP or Cisco Unified CM Express SCCP (up to a total of 10)	Cisco SIP Proxy Server (one only)
Cisco Unified CM SCCP or Cisco Unified CM Express SCCP (up to a total of 10)	QSIG/DPNSS circuit-switched phone system through the Cisco EGW 2200 (one only)
Cisco Unified CM SCCP when is installed on the same computer with Cisco Unity Connection as Cisco Unified CMBE (one only)	No combinations are supported.
Circuit-switched phone system through PIMG units (up to a total of 10)	Cisco Unified CM SIP trunk or Cisco Unified CM Express SIP trunk (up to a total of 10)

Table 1 Supported Combinations of Phone System Integrations (continued)

Phone System Integration	Can Be Combined with This Phone System Integration
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 *User Moves, Adds, and Changes Guide for Cisco Unity Connection* 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 *User Moves, Adds, and Changes Guide for Cisco Unity Connection* 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

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- 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 the Unity Conversation Manager service, do the following substeps. Otherwise, continue to [Step 7](#).
- In the Navigation drop-down list, click **Cisco Unity Connection Serviceability** and click **Go**.
 - On the Cisco Unity Connection Serviceability page, on the Tools menu, click **Control Center - Feature Services**.
 - On the Control Center - Feature Services page, in the Server drop-down list, click the name of the Cisco Unity Connection server and click **Go**.
 - Under Cisco Unity Connection Services, click **Unity Conversation Manager Service**.
 - At the top of the page, click **Restart**.
 - When prompted to confirm restarting the service, click **Yes**.
 - In the Navigation drop-down list, click **Cisco Unity Connection Administration** and click **Go**.
 - In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Phone System**.

Step 7 Log off Cisco Unity Connection Administration.

Appendix: Documentation and Technical Assistance

Conventions

The *Multiple Phone System Integration Guide for Cisco Unity Connection 2.0* uses the following conventions.

Table 2 *Multiple Phone System Integration Guide for Cisco Unity Connection 2.0 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 Programs > Cisco Unified Serviceability > Real-Time Monitoring Tool.) • 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 2.0* 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 *Documentation Guide for Cisco Unity Connection*. 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, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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