



## Cisco Messaging Interface

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The Cisco Messaging Interface allows you to use an external voice mail system with the Cisco CallManager 3.0.

The voice mail system must meet the following requirements:

- The voice mail system must have a simplified message desk interface (SMDI) accessible with a null-modem RS-232 cable (and an available serial port)
- The voice mail system must use analog ports for connecting voice lines
- The Cisco CallManager server must have an available serial port for the SMDI connection
- A Cisco Access Analog Station Gateway or Cisco VG200 Gateway must be installed and configured
- Gateways are configured in a route pattern. See the “Understanding Route Patterns” section on page 23-1 for more information.

The SMDI-compliant voice mail system is connected to Cisco CallManager in two ways:

- Using a standard serial connection to the Cisco CallManager
- Using POTS line connections to a Cisco Analog Station gateway.

**Additional Information**

The following list contains additional information related to Cisco Messaging Interface:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1
- Trace, page 32-1

**Related Procedures**

The following list contains procedures related to Cisco Messaging Interface:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

## Most Commonly Changed Service Parameter Fields

Table contains service parameter fields that are most commonly changed:

**Table 27-1 Most Commonly Changed Service Parameter Fields**

Parameter Fields	Value/Description
BaudRate	Value of 9600, or compatible with the voice mail system
CallManagerName	IP address/CallManager name
DataBits	Value of 7, or compatible with the voice mail system

**Table 27-1 Most Commonly Changed Service Parameter Fields (continued)**

Parameter Fields	Value/Description
InputDNSignificantDigits	Value of 10
Parity	Value of Even
SerialPort	Value of COM1; this is the port to which the cable is connected, and that is connected to the voice mail system
MiniSearchSpace	The search space to use when determining the device to be affected by the MWI lamp
StopBits	Value of 1, or compatible with the voice mail system
VoiceMailDN	The voice mail access number
VoiceMailPartition	The partition in which the voice mail DN resides

**Additional Information**

The following list contains additional information related to Cisco Messaging Interface:

- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1
- Trace, page 32-1

**Related Procedure**

The following list contains procedures related to Cisco Messaging Interface:

- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

# Adding Cisco Messaging Interface Service on the Cisco CallManager

This section describes how to add Cisco Messaging Interface service on the Cisco CallManager.

## Before You Begin

Be sure that the following requirements are met before proceeding with the any series of steps. Refer to the “Server” section on page 8-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.



### Note

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To configure the Cisco CallManager, you must know the voice mail access number and partition, and what the extension and mailbox length are on the voice mail. To enable the MWI button on your phone for it to access the voice mailbox, go to **Service > Service Parameters** and select the appropriate server. Next, click **Cisco CallManager** in the Configured Services list, and select VoiceMail. The Value field should be the voice mail access number.

The MessageWaitingOffDN and MessageWaitingOnDN parameters do not apply to configuring Cisco Messaging Interface.

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## Procedure

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Click **Service > Cisco Messaging Interface**.
  - Step 3** Select the new server on which you want to configure Cisco Messaging Interface from the drop-down list. The page refreshes displaying the server you selected.



### Note

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The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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**Step 4** Click **Insert**.

The page refreshes again, and the server is now configured with Cisco Messaging Interface service.

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**Additional Information**

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1

**Related Procedures**

The following list contains other related procedures:

- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

## Deleting Cisco Messaging Interface Service From a Server

This section describes how to delete Cisco Messaging Interface service from a server.

**Before You Begin**

Be sure that the following requirements are met before proceeding with the any series of steps. Refer to the “Server” section on page 8-1.

- Servers must be configured

- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.

### Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Click **Service > Cisco Messaging Interface**.
- Step 3** Select the server from which you want to delete Cisco Messaging Interface service from the drop-down list. The page refreshes displaying the server you selected.



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**Note** The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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- Step 4** Click **Delete Service**. A message displays stating that you are about to permanently delete service from this server.
- Step 5** Click **OK** to continue, or **Cancel** to cancel the deletion.
- If you chose **Delete Service**, the server should no longer appear in the list on the left side of the page.
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### Additional Information

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1

### Related Procedures

The following list contains other related procedures:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

## Configuring Cisco Messaging Interface Command Line Parameters

This section describes how to configure Cisco Messaging Interface command line parameters.

### Before You Begin

Be sure that the following requirements are met before proceeding with any series of steps. Refer to the “Server” section on page 8-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded
- Read the “Understanding Service Parameters” section on page 7-1 for more information on service parameters.



### Caution

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Cisco Messaging Interface can take up to five minutes to detect and load new parameters. Use NT service manager to restart Cisco Messaging Interface if you need an instant update.

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## Procedure

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- Step 1 Open Cisco CallManager Administration.
- Step 2 Click **Service > Cisco Messaging Interface**.
- Step 3 Select the server on which you want to configure Cisco Messaging Interface command line parameters from the drop-down list. The page refreshes, displaying the server you selected.



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**Note** The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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- Step 4 Click **Command Line Parameters** if it is not already selected.



**Caution** Some changes to service parameters may cause system failure. We recommend you do not make any changes to service parameters unless you fully understand the feature that you are changing, or unless the changes are specified by the Cisco Technical Assistance Center (TAC). Refer to the “Understanding Service Parameters” section on page 7-1 for more information. You will probably never need to add parameters unless directed by the Cisco TAC.

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- Step 5 To make changes to an existing service parameter, highlight the parameter in the Configured Service Parameters list, make changes using the Type and Value fields, then click **Update**. To add a new parameter, follow steps 6 through 9.
- Step 6 Enter a new parameter in the Param field.
- Step 7 Enter the parameter type in the Type field, or choose a type from the drop-down menu.
- Step 8 Enter the parameter value in the Value field.
- Step 9 Click **Update**. The page refreshes and your new command line parameter appears in the Configured Service Parameters list at the bottom of the page.



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**Note** If you would rather use the Cisco CallManager default service parameters, click **Default**. A message displays stating that you are about to permanently delete any previous settings and replace them with the default settings. Click **OK** to continue, or **Cancel** to keep the current settings.

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### Additional Information

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1

### Related Procedures

The following list contains other related procedures:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

# Deleting Cisco Messaging Interface Command Line Parameters

This section describes how to delete Cisco Messaging Interface command line parameters.

## Before You Begin

The following prerequisites must be met before proceeding with the steps. Refer to the “Server” section on page 8-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.
- Cisco Messaging Interface command line parameters must be configured
- Read the “Understanding Service Parameters” section on page 7-1 for more information about service parameters.



### Caution

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You will never need to delete parameters unless directed by the Cisco Technical Assistance Center (TAC).

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## Procedure

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Click **Service > Cisco Messaging Interface**.
  - Step 3** Select the server from which you want to delete command line parameters from the list of servers on the left side of the page. The page refreshes.



### Note

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The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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- Step 4** Click **Command Line Parameters** if it is not already selected.
- Step 5** Click **Insert**. The page refreshes again.

- Step 6** Highlight the service parameter you want to delete from the list of configured service parameters at the bottom of the page.
- Step 7** Click **Delete**. A message displays stating that you are about to permanently delete this parameter, and that this action cannot be undone.
- Step 8** Click **OK** if you wish to delete the parameter, or **Cancel** to cancel the deletion.
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#### Additional Information

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1

#### Related Procedures

The following list contains other related procedures:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

## Configuring Cisco Messaging Interface Trace Parameters

This section describes how to configure Cisco Messaging Interface trace parameters.

#### Before You Begin

The following prerequisites must be met before proceeding with the steps. Refer to the “Server” section on page 8-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.
- Refer to the “Trace” section on page 32-1 to configure trace parameters for this service. This section provides detailed descriptions of trace levels and settings.

**Note**


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If Trace is enabled, the Cisco Messaging Interface creates a trace file and logs its actions. This trace file can be helpful when debugging Cisco Messaging Interface operations, and it should be enabled whenever Cisco Messaging Interface operations are in question.

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**Procedure**

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Click **Service > Cisco Messaging Interface**.
  - Step 3** Select the server on which you want to configure trace parameters, from the list of servers on the left side of the page. The page refreshes.

**Note**


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The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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- Step 4** Click **Trace**.
- Step 5** Click **Trace On** to enable trace. If Trace On is not selected, it is disabled and you will not be able to modify any trace properties.
- Step 6** Check each **User Mask** box you want enabled. The user mask automatically appears in the Mask field. Click **Show Time** if you want a time associated with the mask.
- Step 7** Select the level of trace you want from the **Level** drop-down menu. Click **Show Date** if you want a date associated with the trace level.
- Step 8** Select the type of trace event alarms you want from the **Event** drop-down menu.



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**Note** The level of trace event you want is determined by what you select from the drop-down menu. For Cisco Messaging Interface, set to either **ERROR** or **DETAILED** only.

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**Step 9** Check the box of each trace component you want enabled.

**Step 10** When you have completed your trace parameter selections, click **Update**.



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**Note** If you'd rather use the Cisco CallManager default settings, click **SetDefault**.

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### Additional Information

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1
- Trace, page 32-1

### Related Procedures

The following list contains other related procedures:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Deleting Cisco Messaging Interface Trace Parameters, page 27-14

# Deleting Cisco Messaging Interface Trace Parameters

This section describes how to delete Cisco Messaging Interface trace parameters.



## Caution

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You will never need to delete parameters unless directed by the Cisco Technical Assistance Center (TAC).

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## Before You Begin

The following prerequisites must be met before proceeding with the steps. Refer to the “Server” section on page 8-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.
- Cisco Messaging Interface trace parameters must be configured
- Read the “Trace” section on page 32-1 before configuring trace parameters. This section provides detailed descriptions of trace levels and settings.

## Procedure

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Click **Service > Cisco Messaging Interface**.
  - Step 3** Select the server from which you want to delete trace parameters from the list of servers on the left side of the page. The page refreshes.



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**Note** The servers listed on the left side of the page are already configured with Cisco Messaging Interface service.

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- Step 4** Click **Trace**. The page refreshes again.



## Caution

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You will never need to delete parameters unless directed by the Cisco Technical Assistance Center (TAC).

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- Step 5** Click **Delete**. A message displays stating that you are about to permanently delete trace parameters for this service and that this action cannot be undone.
- Step 6** Click **OK** if you wish to delete the trace parameters, or **Cancel** to cancel the deletion.
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### Additional Information

The following list contains additional information related to this procedure:

- Most Commonly Changed Service Parameter Fields, page 27-2
- Service Parameters, page 31-1
- Understanding Service Parameters, page 7-1
- Trace, page 32-1

### Related Procedures

The following list contains other related procedures:

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 27-4
- Deleting Cisco Messaging Interface Service From a Server, page 27-5
- Configuring Cisco Messaging Interface Command Line Parameters, page 27-7
- Deleting Cisco Messaging Interface Command Line Parameters, page 27-10
- Configuring Cisco Messaging Interface Trace Parameters, page 27-11

■ Deleting Cisco Messaging Interface Trace Parameters