



Cisco uOne Voice Messaging

The Cisco Unified Open Network Exchange (uOne) optional software, available as part of Cisco IP Telephony Solutions, provides voice messaging capability to users when they are unavailable to answer calls. The uOne software uses the Skinny Station protocol to communicate with Cisco CallManager.

Skinny Station is a Cisco-proprietary protocol using low bandwidth messages that communicate between devices and the Cisco CallManager. The messages sent back and forth advise the Cisco CallManager and devices of behaviors such as on-hook, off-hook, and digits.

To connect Cisco uOne to Cisco CallManager, you must add Cisco uOne ports to Cisco CallManager. This chapter describes the procedures required for configuring Cisco uOne ports in Cisco CallManager. For more information about Cisco uOne, refer to the documentation and online help included with it.

Related Topics

- Adding Cisco uOne Ports, page 37-2
- Deleting a Cisco uOne Port, page 37-5
- Resetting a Cisco uOne Port, page 37-5
- Updating a Cisco uOne Port, page 37-6
- Copying an Existing Cisco uOne Port, page 37-7

Adding Cisco uOne Ports

To connect Cisco uOne to Cisco CallManager, you must add Cisco uOne ports to Cisco CallManager. All users and their directory numbers must be entered in Cisco CallManager Administration to retrieve messages from a Cisco voice mail device.

Follow these instructions to add Cisco uOne ports to the Cisco CallManager database.

Procedure

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- Step 1** Select **Device > Add a New Device**.
The Add Device page displays.
- Step 2** Select **Device Type > Cisco uOne Port**.
- Step 3** Enter the appropriate settings as described in Table 37-1.

Table 37-1 uOne Configuration Settings

Field	Description	Usage Notes
Device Information		
Device Name	Identifies software-based telephones.	<ul style="list-style-type: none"> Value can include 1-128 characters, including alphanumeric, dot, dash, or underscores. Must match the information in the uOne .ini files, such as CiscoUM-V11 or CiscoUM-V12. Must add device for each port on Cisco uOne. If there are 24 ports, you must define 24 devices.
Description	Clarifies the purpose of device.	

Table 37-1 uOne Configuration Settings (continued)

Field	Description	Usage Notes
Calling Search Space	Collection of partitions that are searched for numbers called from this directory number.	<ul style="list-style-type: none"> Changing this field updates the numbers listed in the Call Pickup Group field. Applies to all devices using this directory number.
Location	Remote location accessed using restricted bandwidth connections.	
Calling Search Space	Collection of partitions that are searched for numbers called from this directory number.	<ul style="list-style-type: none"> Changing this field updates the numbers listed in the Call Pickup Group field. Applies to all devices using this directory number.
Directory Number Information		
Directory Number	Indicates a phone number that can be dialed.	<ul style="list-style-type: none"> Values can include a maximum of 50 alphanumeric characters except for (.) and (@). Unique in combination with the Partition field. This indicates the number associated with the uOne ports.
Partition	Indicates the route partition to which the directory number belongs.	<ul style="list-style-type: none"> Can appear in more than one partition. Unique in combination with the Directory Number field. Appears only if configured in the system.
Call Forwarding Information		
Forward All	Indicates the directory number to which all calls are forwarded.	<ul style="list-style-type: none"> Any phone number, including an outside destination. Applies to all devices using this directory number.

Table 37-1 uOne Configuration Settings (continued)

Field	Description	Usage Notes
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination.	Applies to all devices using this directory number.
Forward Busy	Indicates the directory number that a call is forwarded to when the line is in use.	<ul style="list-style-type: none"> Any phone number, including an outside destination. Applies to all devices using this directory number.
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination.	Applies to all devices using this directory number.
Forward No Answer	Indicates the directory number that a call is forwarded to when no one answers after 4 rings.	<ul style="list-style-type: none"> Any phone number, including an outside destination. Applies to all devices using this directory number.
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination.	<ul style="list-style-type: none"> Applies to all devices using this directory number. Appears only if configured in the system.

Step 4 Click **Insert**.**Related Topics**

- Deleting a Cisco uOne Port, page 37-5
- Resetting a Cisco uOne Port, page 37-5
- Updating a Cisco uOne Port, page 37-6
- Copying an Existing Cisco uOne Port, page 37-7

Deleting a Cisco uOne Port

Follow these procedures to delete a Cisco uOne port from Cisco Call Manager.

Procedure

- Step 1** Open Cisco CallManager
- Step 2** Select **Devices > Cisco uOne Port**.
- The Cisco uOne port configuration page displays with a list of the defined Cisco uOne ports.
- Step 3** Select the Cisco uOne port you want to delete.
- Step 4** Click **Delete**.
- A message appears verifying that you want to delete the Cisco uOne port.
- Step 5** Click **OK**.
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Related Topics

- Adding Cisco uOne Ports, page 37-2
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Resetting a Cisco uOne Port

Follow these procedures to reset a Cisco uOne port from Cisco Call Manager.

Procedure

- Step 1** Open Cisco CallManager
- Step 2** Select **Devices > Cisco uOne Port**.

The Cisco uOne port configuration page displays with a list of the defined Cisco uOne ports.

Step 3 Select the Cisco uOne port you want to reset.

Step 4 Click **Reset**.

Step 5 Click **OK**.

The Reset Device page displays.

Step 6 Select one of the following:

- **Restart Device**—to restart a device without shutting it down
 - **Reset Device**—to shut down a device and bring it back up.
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Related Topics

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Updating a Cisco uOne Port

Follow these procedures to update a Cisco IP Phone from Cisco CallManager.

Procedure

Step 1 Open Cisco CallManager

Step 2 Select **Devices > Cisco uOne Port**.

The Cisco uOne port configuration page displays with a list of the defined Cisco uOne ports.

Step 3 Select the Cisco uOne port you want to update.

Step 4 Enter desired changes.

Step 5 Click **Update**.

Related Topics

- Adding Cisco uOne Ports, page 37-2
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- Copying an Existing Cisco uOne Port, page 37-7

Copying an Existing Cisco uOne Port

If you want to add several similar Cisco uOne ports to the Cisco CallManager database, you can add one and then copy its basic settings to apply to another Cisco uOne port. Follow these steps to copy a Cisco uOne port's settings:

Procedure

Step 1 Open Cisco CallManager

Step 2 Select **Devices > Cisco uOne Port**.

The Cisco uOne port configuration page displays with a list of the defined Cisco uOne ports.

Step 3 Select the Cisco uOne port you want to copy.

Step 4 Click **Copy**.

Step 5 Click **Insert**.

Related Topics

- Adding Cisco uOne Ports, page 37-2
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■ Copying an Existing Cisco uOne Port