



Cisco Messaging Interface

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 Analog Access Station Gateway or Cisco VG200 Gateway must be installed and configured.
- Gateways are configured in a route pattern. See the “Configuring Route Patterns” section on page 26-1 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



Note

CMI should only reside on a single Cisco CallManager within a cluster. You cannot have two CMI applications connected to the same voice mail system running at the same time.

Related Topics

- Most Commonly Changed CMI Service Parameters, page 30-2
- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 30-5
- Deleting Cisco Messaging Interface Service From a Server, page 30-6
- Configuring Cisco Messaging Interface Service Parameters, page 30-8
- Configuring Cisco Messaging Interface Trace Parameters, page 30-10

Most Commonly Changed CMI Service Parameters

Table 30-1 lists and describes CMI service parameter fields that are most commonly changed.

**Caution**

Do not add or delete service parameters unless directed by the Cisco Technical Assistance Center (TAC).

Table 30-1 Most Commonly Changed Service Parameter Fields


Parameter Fields	Value/Description
BaudRate	<p>CMI connects to the voice mail system via an RS-232 connection. This parameter defines that connection.</p> <p>Default value: 9600</p> <p> Note Many voice mail systems can be configured to use different baud rates, but the one shown here will frequently be correct.</p>
CallManagerName	<p>This parameter specifies the name of the Cisco CallManager server that will be used for the CMI primary. You can use either the name of a Cisco CallManager or its IP address.</p> <p>You can also leave this field blank. If this field is not specified, the local machine is assumed to be the Cisco CallManager.</p>

Table 30-1 Most Commonly Changed Service Parameter Fields (continued)




Parameter Fields	Value/Description
BackUpCallManager	This parameter specifies the name of the Cisco CallManager that will be used for the CMI backup. You can use either the name of a Cisco CallManager or its IP address.
DataBits	CMI connects to the voice mail system via an RS-232 connection. This parameter defines one of the values used to configure that connection. Recommended default value: 7
InputDNSignificantDigits	This parameter is designed to accommodate the differences between voice mail mailbox numbers and directory numbers (DNs). If a legacy voice mail system has mailbox numbers that are longer than the DN on the system, this parameter can be used to strip the most significant digits. The numeric value of this parameter indicates how many digits should be used.  Note There is no provision for stripping digits other than leading ones. Recommended default value: 10
Parity	CMI connects to the voice mail system via an RS-232 connection. This parameter defines one of the values used to configure that connection. Default value: Even  Note The parity settings can be None, Even, Odd, Mark, or Space. Settings are usually Even or None, with Mark and Space rarely being used. Just using the first character of the parity name also works. This field is case insensitive.

Table 30-1 Most Commonly Changed Service Parameter Fields (continued)

Parameter Fields	Value/Description
SerialPort	<p>CMI connects to the voice mail system via an RS-232 connection. This parameter defines one of the values used to configure that connection.</p> <p>Default value: COM1</p> <p> Note The SerialPort name should be the same name that you see in Device Manager under NT.</p>
MwiSearchSpace	<p>The search space to use when determining the device to be affected by the MWI lamp.</p> <p>Type a colon-separated list of partition names for the value of this parameter.</p> <p>For example: dallas01:dallas02, where dallas01 and dallas02 are partition names.</p>
StopBits	<p>CMI connects to the voice mail system via an RS-232 connection. This parameter defines one of the values used to configure that connection.</p> <p>Recommended default value: 1</p>
VoiceMailDN	The voice mail access number, as defined in a route pattern.
VoiceMailPartition	The partition in which the voice mail directory number resides

Related Topics

- Configuring Service Parameters, page 35-1
- Cisco Messaging Interface Service Parameters, page 10-14
- Configuring Cisco Messaging Interface Service Parameters, page 30-8
- Configuring Cisco Messaging Interface Trace Parameters, page 30-10

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 11-1 for more information.

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



Note

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 Cisco CallManager service parameters MessageWaitingOffDN and MessageWaitingOnDN parameters do *not* apply to configuring Cisco Messaging Interface.

Procedure

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



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

Step 4 Click **Insert**.

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

Related Topics

- Deleting Cisco Messaging Interface Service From a Server, page 30-6
- Configuring Cisco Messaging Interface Service Parameters, page 30-8
- Configuring Cisco Messaging Interface Trace Parameters, page 30-10

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 11-1 for more information.

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

Procedure

Step 1 Open Cisco CallManager Administration.

Step 2 Click **Service > Cisco Messaging Interface**.

- Step 3** Select the server from which you want to delete the Cisco Messaging Interface service from the list on the left side of the page. The page refreshes displaying the server you selected.



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

- 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.

Related Topics

- Adding Cisco Messaging Interface Service on the Cisco CallManager, page 30-5
- Configuring Cisco Messaging Interface Service Parameters, page 30-8
- Most Commonly Changed CMI Service Parameters, page 30-2
- Configuring Cisco Messaging Interface Trace Parameters, page 30-10

Configuring Cisco Messaging Interface Service Parameters

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

**Caution**

Do not add or delete service parameters unless directed by the Cisco Technical Assistance Center (TAC).

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 11-1.

- 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 10-1 for more information on service parameters.

**Caution**

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

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 service parameters from the list of servers on the left side of the page. The page refreshes, displaying the server you selected.



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

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 10-1 for more information.

Do not add or delete services parameters unless directed by the Cisco TAC.

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**.

Step 6 Repeat Steps 2 through 5 for each service parameter you want to configure.



Note To restore Cisco CallManager default service parameter settings, 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.

Related Topics

- Most Commonly Changed CMI Service Parameters, page 30-2
- Configuring Service Parameters, page 35-1
- Cisco Messaging Interface Service Parameters, page 10-14
- Configuring Cisco Messaging Interface Trace Parameters, page 30-10

Configuring Cisco Messaging Interface Trace Parameters

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

**Caution**

Do not add or delete trace parameters unless directed by the Cisco Technical Assistance Center (TAC).

Before You Begin

The following prerequisites must be met before proceeding with the steps. Refer to the “Server” section on page 11-1.

- Servers must be configured
- The Cisco CallManager must have Cisco Messaging Interface loaded whenever the Cisco CallManager is installed or upgraded.
- Refer to the “Configuring Trace” section on page 36-1 to configure trace parameters for this service. This section provides detailed descriptions of trace levels and settings.

**Note**

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.

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

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 For CMI, leave all **User Mask** boxes 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.



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

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

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



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

Related Topics

- Configuring Trace, page 36-1

■ **Configuring Cisco Messaging Interface Trace Parameters**