



# Cisco uOne Voice Messaging Integration

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The optional Cisco Unified Open Network Exchange (uOne) software, available as part of Cisco IP Telephony Solutions, provides voice-messaging capability for users when they are unavailable to answer calls. This section provides an overview of the steps that must be performed within Cisco CallManager Administration to integrate Cisco CallManager with Cisco uOne Messaging.

To connect Cisco uOne to Cisco CallManager, you need to perform these tasks:

- Add Cisco uOne ports to Cisco CallManager. Enter all users and their directory numbers in Cisco CallManager Administration to retrieve messages from a Cisco uOne voice-mail device.
- Configure a message waiting indicator (MWI) device.
- Configure values for Cisco CallManager service parameters associated with Cisco uOne.
- Set Forward Busy and Forward No Answer for Cisco IP phones that will be accessing voice mail.

This section covers the following topics:

- [Cisco CallManager Service Parameters for Cisco uOne, page 24-2](#)
- [Cisco uOne Configuration Checklist, page 24-3](#)
- [Where to Find More Information, page 24-4](#)

# Cisco CallManager Service Parameters for Cisco uOne

You must set up the following Cisco CallManager service parameters when configuring Cisco CallManager to work with Cisco uOne:

- **MessageWaitingOnDN** and **MessageWaitingOffDN**—Cisco uOne uses the MWI On and MWI Off directory numbers specified by these two service parameters to turn the message waiting indicator (MWI) on a user phone on or off. The values for these parameters should match the CMMWIOffNumber value and the CMMWIONumber value in the Cisco uOne SSMWI.ini file. For more information about Cisco uOne .ini files, refer to the installation and configuration documentation supplied with Cisco uOne.

**Note**

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For Cisco IP Phone model 12 SP+ and 30 VIP, the phone button template for the user phone must have a button configured for Message Waiting for this feature to be available.

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- **VoiceMail**—Voice-mail pilot number (the number users dial to call in to the voice-mail system). You must set this value for each Cisco CallManager in a cluster. Setting this parameter enables you to configure a single button on users phones for automatically dialing the voice-mail pilot number (for example, the messages button on a Cisco IP Phone 79xx). Make sure this number is the same as the Cisco uOne voice-mail pilot directory number configured in the Cisco uOne DialMap.ini file. Once you configure the VoiceMail parameter, you must stop and start Cisco CallManager or reset each phone.
- **ForwardNoAnswerTimeout**—Specifies the seconds to wait before forwarding on a No Answer condition. The recommended value is 12.
- **ForwardMaximumHopCount**—Specifies the maximum number of attempts to extend a forwarded call. The recommended value is 15.

Use the following procedure to configure the MWI On/Off directory numbers.

Before changing the values of the MWI On/Off service parameters, you must first stop the Cisco uLite process in Cisco uOne. Refer to the installation and configuration documentation shipped with Cisco uOne for more information.

**Note**

You must set the MWI On/Off service parameters for each Cisco CallManager in the cluster.

## Cisco uOne Configuration Checklist

[Table 24-1](#) provides an overview of the steps required to integrate Cisco CallManager with Cisco uOne voice messaging:

**Table 24-1 Cisco uOne Configuration Checklist**

Configuration Steps	Related Procedures and Topics
<p><b>Step 1</b></p> <p>Make sure the voice-mail pilot number and subsequent numbers are available.</p> <p>The Cisco uOne wizard requires a range of consecutive directory numbers for the Cisco uOne ports.</p> <p>The voice-mail pilot number to accesses the Cisco uOne server.</p> <p>The voice-mail pilot number specifies the number people call to access the Cisco uOne server. This number designates the Cisco voice-mail pilot directory number configured in the Cisco uOne DialMap.ini file.</p>	<p>Installation and configuration documentation supplied with Cisco uOne.</p>
<p><b>Step 2</b></p> <p>Add a Cisco uOne server and ports to the Cisco CallManager database.</p>	<p><a href="#">Cisco Voice Mail Configuration, Cisco CallManager Administration Guide</a></p>
<p><b>Step 3</b></p> <p>Configure CallManager service parameter values.</p>	<p><a href="#">Cisco CallManager Service Parameters for Cisco uOne</a></p> <p>Installation and configuration documentation supplied with Cisco uOne.</p>

Table 24-1 Cisco uOne Configuration Checklist (continued)

Configuration Steps		Related Procedures and Topics
Step 4	Configure the MWI device.	<a href="#">Setting up the MWI Device</a> , <i>Cisco CallManager Administration Guide</i>  Installation and configuration documentation supplied with Cisco uOne.
Step 5	Set up Call Forward No Answer and Call Forward Busy on all Cisco IP phones that will be used with Cisco uOne.	<a href="#">Configuring Cisco IP Phones</a> , <i>Cisco CallManager Administration Guide</i>

## Where to Find More Information

### Additional Cisco Documentation

- [Cisco Voice Mail Configuration](#), *Cisco CallManager Administration Guide*
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*