



Cisco Messaging Interface Configuration

The Cisco Messaging Interface (CMI) service allows you to use an external voice-mail system with the Cisco CallManager 3.0 and later. To work with Cisco CallManager, the voice-mail system must meet several requirements, including having a simplified message desk interface (SMDI). For detailed information on integrating a voice-mail system with Cisco CallManager, refer to the “[SMDI Voice Mail Integration](#)” section in the *Cisco CallManager System Guide*.

For information on how to work with the CMI, use the following topics:

- [Adding the Cisco Messaging Interface Service to a Server, page 22-2](#)
- [Deleting the Cisco Messaging Interface Service From a Server, page 22-4](#)
- [Configuring Cisco Messaging Interface Service Parameters, page 22-5](#)
- [Service Parameters Configuration, page 30-1](#)
- [SMDI Voice Mail Integration, *Cisco CallManager System Guide*](#)

Adding the Cisco Messaging Interface Service to a Server

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

Before You Begin

Be sure that the following requirements are met before proceeding with any series of steps. See the [“Server Configuration” section on page 2-1](#) for more information.

- Make sure servers are configured.
- You must have installed the Cisco Messaging Interface service when you installed or upgraded the Cisco CallManager.
- You must know the voice-mail access number and partition as well as the extension and mailbox length on the voice-mail system.

Procedure

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- Step 1** Choose **Service > Cisco Messaging Interface**.
- Step 2** From the Server drop-down list box, choose the server on which you want to add the Cisco Messaging Interface.



Note The servers listed on the left side of the window already include the Cisco Messaging Interface service in their configuration.

- Step 3** Click **Insert**.
- The Cisco Messaging Interface Configuration window displays the parameters configured for this service.
- Step 4** You can modify the service parameters, if necessary. For more information about CMI service parameters, see the [“Updating a Service Parameter” section on page 30-4](#).

**Note**

Cisco Messaging Interface can take up to 5 minutes to detect and load new parameters. If you need an instant update, restart Cisco Messaging Interface service. For information on restarting services, see the [“Starting and Stopping Services” section on page 32-1](#).

**Note**

CMI remains idle if you do not configure the VoiceMailDN parameter. CMI becomes active within five minutes of your configuring the parameter.

**Caution**

Some changes to service parameters may cause system failure.

Cisco recommends you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

Next Steps

To enable the “messages” button on your Cisco IP phone to access the voice mailbox, configure the VoiceMail service parameter for the Cisco CallManager service to the voice-mail access number. You must set this value for each Cisco CallManager in a cluster. Once you configure the VoiceMail parameter, you must stop and start Cisco CallManager or reset each phone.

For more information on configuring service parameters, see the [“Updating a Service Parameter” section on page 30-4](#).

**Note**

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

Related Topics

- [Deleting the Cisco Messaging Interface Service From a Server, page 22-4](#)
- [Configuring Cisco Messaging Interface Service Parameters, page 22-5](#)
- [Service Parameters Configuration, page 30-1](#)
- [SMDI Voice Mail Integration, Cisco CallManager System Guide](#)

Deleting the Cisco Messaging Interface Service From a Server

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

Procedure

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- Step 1** Choose **Service > Cisco Messaging Interface**.
- Step 2** From the CMI Servers list, choose the server from which you want to delete the Cisco Messaging Interface service.
- The Cisco Messaging Interface Configuration window displays the parameters configured for this service.
- Step 3** Click **Delete Service**.
- A message displays stating that you are about to permanently delete service from this server.
- Step 4** Click **OK** to continue or **Cancel** to cancel the deletion.
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Related Topics

- [Adding the Cisco Messaging Interface Service to a Server, page 22-2](#)
- [Configuring Cisco Messaging Interface Service Parameters, page 22-5](#)
- [Service Parameters Configuration, page 30-1](#)
- [SMDI Voice Mail Integration, Cisco CallManager System Guide](#)

Configuring Cisco Messaging Interface Service Parameters

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



Caution

Some changes to service parameters may cause system failure.

Cisco recommends you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

Do not add or delete services parameters unless the Cisco TAC directs you to do so.

Procedure

Step 1 Choose **Service > Cisco Messaging Interface**.

Step 2 From the CMI servers list, choose the server on which you want to configure Cisco Messaging Interface service parameters.

The window refreshes, displaying the server you chose.

Step 3 Make the appropriate changes and click **Update**.

To view a list of parameters and their descriptions, click the “i” button in the upper, right corner of the window. To view the list with a particular parameter at the top, click that parameter on the Service Parameter Configuration window.

**Note**

Cisco Messaging Interface can take up to 5 minutes to detect and load new parameters. If you need an instant update, restart Cisco Messaging Interface service. For information on restarting services, see the [“Starting and Stopping Services” section on page 32-1](#).

Related Topics

- [Adding the Cisco Messaging Interface Service to a Server, page 22-2](#)
- [Deleting the Cisco Messaging Interface Service From a Server, page 22-4](#)
- [Service Parameters Configuration, page 30-1](#)
- [SMDI Voice Mail Integration, *Cisco CallManager System Guide*](#)