



Cisco Voice Mail Configuration

The optional Cisco Unified Open Network Exchange (uOne) software and Cisco Unity software, available as part of Cisco IP Telephony Solutions, provide voice-messaging capability for users when they are unavailable to answer calls. This section describes the procedures required for adding and configuring Cisco voice-mail ports in Cisco CallManager for both these voice-mail systems.

For more information about configuring Cisco CallManager with Cisco uOne, refer to the installation and configuration documentation that shipped with the software. For more information about configuring Cisco Unity, refer to the *Cisco CallManager 3.1 and Dual Switch Integration Guide*.

Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Setting up the MWI Device, page 38-9](#)
- [MWI Device Configuration Settings, page 38-10](#)
- [Configuring Cisco Voice Mail Ports, page 38-11](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Using the Cisco Voice Mail Port Wizard

The Cisco Voice Mail Port Wizard tool allows Cisco CallManager administrators to quickly add and delete ports associated with a Cisco voice-mail server to the Cisco CallManager database. This section describes the following procedures:

- [Adding a New Cisco Voice Mail Server and Ports, page 38-2](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 38-6](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 38-8](#)

Adding a New Cisco Voice Mail Server and Ports

Perform the following steps to use the Cisco Voice Mail Port Wizard to add a new Cisco voice mail server and ports to the Cisco CallManager database.

Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure the voice-mail pilot number and subsequent numbers are available.

Procedure

Step 1 Choose **Device > Cisco Voice Mail Port Wizard**.

If no Cisco voice-mail ports exist, the wizard prompts you to enter the name of the Cisco voice-mail server to add (see [Step 4](#)). Otherwise, continue with [Step 2](#).

Step 2 Choose **Create a new Cisco Voice Mail server and add ports to it**.

Step 3 Click **Next**.

The Cisco Voice Mail Server window displays.

Step 4 Enter the name of the Cisco voice-mail server.



Note

For Cisco uOne systems, this name must match the CMDeviceName value in the SS.ini uOne configuration file (the default is CiscoUM). You do not need to add the “-VI<port_number>” suffix, because the wizard automatically appends this when adding the ports.

- Step 5** Click **Next**.
The Cisco Voice Mail Ports window displays.
- Step 6** From the drop-down list box, choose the number of ports to add.
- Step 7** Click **Next**.
The Cisco Voice Mail Device Information window displays.
- Step 8** Enter the appropriate configuration settings, as described in [Table 38-1](#). The wizard applies these configuration settings to all of the new ports.

Table 38-1 Voice Mail Port Wizard Device Information Configuration Settings

Field	Description
Description	Enter the purpose of device.
Device Pool	Choose the default value Default Pool .
Calling Search Space	Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers called from this directory number.
Location	Choose the default value None . The location specifies the total bandwidth available for calls to and from this device. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this device.

- Step 9** Click **Next**.
The Cisco Voice Mail Pilot Number window displays.

Step 10 Enter the pilot number settings as described in [Table 38-2](#).

Table 38-2 Voice Mail Port Wizard Pilot Number Configuration Settings

Field	Description
Pilot Number	Enter the number people call to access the Cisco voice-mail server. Each new port receives the next available directory number. Note For Cisco uOne systems, make sure this number is the same as the Cisco uOne pilot directory number configured in the Cisco uOne DialMap.ini file.
Partition	Choose the partition to which this set of directory numbers belong. Choose None if partitions are not used. If you choose a partition, you must choose a calling search space that includes that partition.
Calling Search Space	Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers called from this directory number. If you choose a partition, you must choose a calling search space that includes that partition.
Display	This field indicates text that appears on the calling party phone when a call is placed to this line.

Step 11 Click **Next**.

The Cisco Voice Mail Operator Number window displays.

Step 12 Enter an operator number, if necessary.

The operator number designates the number to which the last port is forwarded. The voice-mail system directs a caller to this number if all ports on the Cisco voice-mail server are busy. Supplying an attendant number here gives the caller another chance to reach the party they were calling, instead of getting a busy signal if all ports are in use.

Step 13 Click **Next**.

A summary window that lists the settings you configured in the previous windows displays. The Cisco Voice Mail Port Wizard automatically assigns the correct values for the Forward Busy and Forward No Answer fields for each port.

Step 14 If this information is correct, click **Finish** to add the new ports.

If the information shown is not correct, click the **Back** button to edit the information or **Cancel** to quit without adding any ports.

Next Steps

Configure the service parameters for your voice-mail server. For more information, refer to the [“Cisco CallManager Service Parameters for Cisco uOne”](#) section in the *Cisco CallManager System Guide*.

For Cisco uOne systems, make sure you also set up the message-waiting indicator (MWI) device. For more information, see the [“Setting up the MWI Device”](#) section on page 38-9.

Related Topics

- [Cisco Voice Mail Configuration, page 38-1](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 38-6](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 38-8](#)
- [Setting up the MWI Device, page 38-9](#)
- [MWI Device Configuration Settings, page 38-10](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Adding Ports to an Existing Cisco Voice Mail Server

Perform the following steps to use the Cisco Voice Mail Port Wizard to add ports to an existing Cisco voice-mail server.

Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure the voice-mail pilot number and subsequent numbers are available.

The voice-mail pilot number designates the number people call to access the Cisco voice-mail server.



Note

For Cisco uOne systems, this number designates the Cisco voice-mail pilot directory number configured in the Cisco uOne DialMap.ini file. Refer to the Cisco uOne documentation for information about the Cisco uOne .ini files.

Procedure

- Step 1** Choose **Device > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Add Ports to an Existing Cisco Voice Mail Server**.
- Step 3** Click **Next**.
The Cisco Voice Mail Server window displays.
- Step 4** From the list, choose the name of an existing Cisco voice-mail server (pilot number), and click **Next**.
The Cisco Voice Mail Ports window displays and identifies the number of ports that are currently configured.
- Step 5** From the list, choose the number of ports to add and click **Next**.
A summary window displays the configuration information for the Cisco voice-mail server to which you added the ports. The Cisco Voice Mail Port Wizard automatically selects consecutive directory numbers following the last port and uses the same Partition and Calling Search Space settings as the Cisco voice-mail pilot directory number. You can enter a different range of directory numbers in the New Directory Numbers field.
- Step 6** Click **Next**.

Step 7 If needed, add, change, or remove the Operator Number for this Cisco voice mail server and ports; then, click **Next**.

The Ready to Add Ports summary window displays the new settings.

Step 8 If this information is correct, click **Finish** to add the new ports.

If the information shown is not correct, click the **Back** button to edit the information or click **Cancel** to quit without adding any ports.

Related Topics

- [Cisco Voice Mail Configuration, page 38-1](#)
- [Adding a New Cisco Voice Mail Server and Ports, page 38-2](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 38-8](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Deleting Ports from an Existing Cisco Voice Mail Server

Perform the following steps to use the Cisco Voice Mail Port Wizard to delete ports from an existing Cisco voice-mail server.

Procedure

- Step 1** Choose **Device > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Delete ports from an existing Cisco Voice Mail server** and click **Next**.
The Cisco Voice Mail Server window displays.
- Step 3** From the list, choose the name of an existing Cisco voice-mail server (pilot number) and click **Next**.
The Cisco Voice Mail Ports window, which indicates the number of ports that are currently configured, displays.
- Step 4** From the list, choose the number of ports to delete and click **Next**.
A summary window displays the updated settings for the Cisco voice-mail server from which you deleted the ports. The Cisco Voice Mail Port Wizard automatically updates the port numbers, directory numbers, Forward Busy, and Forward No Answer numbers, so that they are consecutive.
- Step 5** If this information is correct, click **Finish** to delete the selected ports.
If the information shown is not correct, click the **Back** button to edit the information or **Cancel** to quit without deleting any ports.
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Related Topics

- [Cisco Voice Mail Configuration, page 38-1](#)
- [Adding a New Cisco Voice Mail Server and Ports, page 38-2](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 38-6](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Setting up the MWI Device

Use the following procedure to create and configure the MWI device for use with Cisco uOne voice-mail systems.

**Note**

If you are configuring a Cisco Unity voice-mail system, you do not need to perform this procedure.

Procedure

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- Step 1** Choose **Device > Cisco Voice Mail Port**.
- Step 2** Enter the appropriate settings as described in [Table 38-3](#).

**Note**

The voice-mail system only uses the directory number for the MWI device for turning on the message indicator. Because the MWI device is not used by the Cisco uOne messaging system or Cisco CallManager for receiving calls, the Display, Forward All, Forward Busy, and Forward No Answer fields are not used.

- Step 3** Click **Insert** to add this device to the system.
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Related Topics

- [Cisco Voice Mail Configuration, page 38-1](#)
- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Configuring Cisco Voice Mail Ports, page 38-11](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

MWI Device Configuration Settings

Table 38-3 describes the MWI device configuration settings.

Table 38-3 MWI Device Configuration Settings

Field Name	Description
Port Name	Enter the name of the Cisco MWI uOne port device. This name must match the CMDeviceName value in the SSMWI.ini file (for example, CiscoMWI-V11). Note For more information about Cisco uOne .ini files, refer to the Installation and Configuration documentation supplied with Cisco uOne.
Description	Enter a description of the device.
Device Pool	Choose the default value Default .
Calling Search Space	If partitions and calling search spaces are used, choose a calling search space that includes the partitions of the DNs on all phones whose lamps you want to turn on (the partition defined for a phone DN must be in a calling search space that the MWI device uses).
Location	Choose the default value None . The location specifies the total bandwidth available for calls to and from this device. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this device.
Directory Number	Enter the Cisco MWI device directory number. Make sure this is a number that is not used within the Cisco uOne messaging system or within the Cisco CallManager auto-registration range.
Partition	If partitions are being used, choose the appropriate partition.

Table 38-3 MWI Device Configuration Settings (continued)

Field Name	Description
Calling Search Space	If partitions and calling search spaces are used, choose a calling search space that includes the partitions of the DNs on all phones whose lamps you want to turn on (the partition defined for a phone DN must be in a calling search space that the MWI device uses).
Display	Leave this field blank.
Forward All	Leave this field blank.
Forward Busy	Leave this field blank.
Forward No Answer	Leave this field blank.

Related Topics

- [Cisco Voice Mail Configuration, page 38-1](#)
- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Setting up the MWI Device, page 38-9](#)
- [Configuring Cisco Voice Mail Ports, page 38-11](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)

Configuring Cisco Voice Mail Ports

You can add and delete ports associated with a Cisco voice-mail server to the Cisco CallManager database without using the Cisco Voice Mail Port Wizard. This section describes the following procedures:

- [Adding Cisco Voice Mail Ports, page 38-12](#)
- [Deleting a Cisco Voice Mail Port, page 38-13](#)
- [Updating a Cisco Voice Mail Port, page 38-14](#)

Adding Cisco Voice Mail Ports

To connect a Cisco voice-mail system to Cisco CallManager, you must add Cisco voice-mail ports to the Cisco CallManager database. You must enter all users and their directory numbers in Cisco CallManager Administration for them to retrieve messages from a Cisco voice-mail device. Follow these instructions to add individual Cisco voice-mail ports to the Cisco CallManager database (for example, to update the Operator Number).



Tips

You can also use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports or to add multiple ports to an existing server rather than the procedure described here. See the [“Using the Cisco Voice Mail Port Wizard” section on page 38-2](#) for more information.

Procedure

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- Step 1** Choose **Device > Cisco Voice Mail Port**.
- The Cisco Voice Mail Port Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 38-4](#).
- Step 3** Click **Insert** to add the new Cisco voice-mail port device.
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Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Deleting a Cisco Voice Mail Port, page 38-13](#)
- [Updating a Cisco Voice Mail Port, page 38-14](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-15](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Deleting a Cisco Voice Mail Port

Follow these procedures to delete a single Cisco voice-mail port from Cisco CallManager.



Tips

You can also use the Cisco Voice Mail Port Wizard to delete ports from an existing server instead of using the procedure described here. See the [“Using the Cisco Voice Mail Port Wizard”](#) section on page 38-2 for more information.

Procedure

Step 1 Choose **Devices > Cisco Voice Mail Port**.

The Cisco Voice Mail Port Configuration window displays with a list of the defined Cisco voice-mail ports.

Step 2 Choose the Cisco voice-mail port you want to delete.



Note

When you delete a voice-mail port (and its associated directory number), you must make sure that no Cisco voice-mail ports refer to the deleted directory number in their Forward Busy and Forward No Answer fields.

Step 3 Click **Delete**.

Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Adding Cisco Voice Mail Ports, page 38-12](#)
- [Updating a Cisco Voice Mail Port, page 38-14](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-15](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Updating a Cisco Voice Mail Port

Follow these procedures to update a Cisco voice-mail port (for example, to make minor changes such as updating the Operator Number).

Procedure

- Step 1** Choose **Devices > Cisco Voice Mail Port**.
- The Cisco Voice Mail Port Configuration window displays with a list of the defined Cisco voice-mail ports.
- Step 2** Choose the Cisco voice-mail port you want to update.
- Step 3** Update the appropriate settings as described in [Table 38-4](#).
- Step 4** Click **Update**.
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Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Adding Cisco Voice Mail Ports, page 38-12](#)
- [Deleting a Cisco Voice Mail Port, page 38-13](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-15](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Copying an Existing Cisco Voice Mail Port

If you want to add several similar Cisco voice-mail ports to the Cisco CallManager database, you can add one and then copy its basic settings to apply to another Cisco voice-mail port.



Tips

You will find it much easier to use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports or to add multiple ports to an existing server instead of using the procedure described here. See the [“Using the Cisco Voice Mail Port Wizard”](#) section on page 38-2 for more information.

Follow these steps to copy a Cisco voice-mail port and its settings.

Procedure

Step 1 Choose **Devices > Cisco Voice Mail Port**.

The Cisco Voice Mail Port Configuration window displays with a list of the defined Cisco voice-mail ports.

Step 2 Choose the Cisco voice-mail port you want to copy.

Step 3 Click **Copy**.

Step 4 Update the appropriate settings as described in [Table 38-4](#).



Note You must change the Port Name and Directory Number fields. You should also update the Forward Busy and Forward No Answer fields.

Step 5 Click **Insert**.

Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Adding Cisco Voice Mail Ports, page 38-12](#)
- [Deleting a Cisco Voice Mail Port, page 38-13](#)
- [Updating a Cisco Voice Mail Port, page 38-14](#)

Cisco Voice Mail Port Configuration Settings

Table 38-4 describes the Cisco voice-mail port configuration settings.

Table 38-4 Cisco Voice Mail Port Configuration Settings

Field	Description
Port Name	<p>Enter a name to identify the Cisco voice-mail port. You must add a device for each port on Cisco voice-mail. If there are 24 ports, you must define 24 devices.</p> <p>Note For Cisco uOne systems, make sure the name matches the information in the uOne .ini files, such as CiscoUM-VI1 or CiscoUM-VI2. Use the following naming convention for the ports: CiscoUM-VI<<i>consecutive number for each port</i>>.</p>
Description	Enter the purpose of the device.
Device Pool	Choose the default value Default Pool .
Calling Search Space	Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers called from this device.
Location	<p>Choose the default value None.</p> <p>The location specifies the total bandwidth available for calls to and from this device. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this device.</p>
Directory Number	Enter the number associated with this voice-mail port. Make sure this field is unique in combination with the Partition field.
Partition	Choose the partition to which the directory number belongs. Choose None if partitions are not used. If you choose a partition, you must choose a calling search space that includes that partition.

Table 38-4 Cisco Voice Mail Port Configuration Settings (continued)

Field	Description
Calling Search Space	Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers called from this directory number. If you choose a partition, you must choose a calling search space that includes that partition.
Display	This field indicates text that appears on the calling party phone when a call is placed to this line.
Forward All	Leave this field blank.
Forward Busy	Enter the voice-mail directory number where calls are forwarded if this port is busy (for example, the next sequential voice-mail port number). For this number, use the next sequential Cisco voice-mail port or, if it is the last port, an operator number. Make the Forward Busy and Forward No Answer fields have the same value.
Forward No Answer	Enter the voice-mail directory number where calls are forwarded if this port does not answer the call (for example, the next sequential port). Make this number the next sequential Cisco voice-mail port or, if it is the last port, an operator number. Make sure the Forward Busy and Forward No Answer fields have the same value.

Related Topics

- [Using the Cisco Voice Mail Port Wizard, page 38-2](#)
- [Adding Cisco Voice Mail Ports, page 38-12](#)
- [Deleting a Cisco Voice Mail Port, page 38-13](#)
- [Updating a Cisco Voice Mail Port, page 38-14](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

