



Cisco Voice Mail Port 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, updating, and deleting Cisco voice-mail and the message waiting indication by selecting Voice Mail from the Feature menu of the Cisco CallManager window and choosing from the submenu options.

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*.

You can add and delete ports associated with a Cisco uOne 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 38-2](#)
- [Deleting a Cisco Voice Mail Port, page 38-3](#)
- [Updating a Cisco Voice Mail Port, page 38-4](#)

Adding Cisco Voice Mail Ports

To connect a Cisco uOne voice-mail system to Cisco CallManager, you must add Cisco uOne 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 uOne voice-mail device.

**Tip**

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 [“Cisco Voice Mail Port Wizard” section on page 42-1](#) for more information.

Follow these instructions to add individual Cisco uOne voice-mail ports to the Cisco CallManager database (for example, to update the Operator Number).

Procedure

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

- [Deleting a Cisco Voice Mail Port, page 38-3](#)
- [Updating a Cisco Voice Mail Port, page 38-4](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-4](#)
- [Cisco Voice Mail Port Configuration Settings, page 38-6](#)
- [Cisco Voice Mail Port Wizard, page 42-1](#)
- [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.

**Tip**

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 [“Cisco Voice Mail Port Wizard” section on page 42-1](#) for more information.

Procedure

Step 1 Choose **Feature > Voice Mail > 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

- [Adding Cisco Voice Mail Ports, page 38-2](#)
- [Updating a Cisco Voice Mail Port, page 38-4](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-4](#)
- [Cisco Voice Mail Port Configuration Settings, page 38-6](#)
- [Cisco Voice Mail Port Wizard, page 42-1](#)
- [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 **Feature > Voice Mail > 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 38-1](#).

Step 4 Click **Update**.

Related Topics

- [Adding Cisco Voice Mail Ports, page 38-2](#)
- [Deleting a Cisco Voice Mail Port, page 38-3](#)
- [Copying an Existing Cisco Voice Mail Port, page 38-4](#)
- [Cisco Voice Mail Port Configuration Settings, page 38-6](#)
- [Cisco Voice Mail Port Wizard, page 42-1](#)
- [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.

**Tip**

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 [“Cisco Voice Mail Port Wizard” section on page 42-1](#) for more information.

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

Procedure

Step 1 Choose **Feature > Voice Mail > 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 38-1](#).

**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

- [Adding Cisco Voice Mail Ports, page 38-2](#)
- [Deleting a Cisco Voice Mail Port, page 38-3](#)
- [Updating a Cisco Voice Mail Port, page 38-4](#)
- [Cisco Voice Mail Port Configuration Settings, page 38-6](#)
- [Cisco Voice Mail Port Wizard, page 42-1](#)

Cisco Voice Mail Port Configuration Settings

Table 38-1 describes the Cisco uOne voice-mail port configuration settings.

Table 38-1 Cisco Voice Mail Port Configuration Settings

Field	Description
Device Information	
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 Information	
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 38-1 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.
Call Forwarding Information	
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

- [Adding Cisco Voice Mail Ports, page 38-2](#)
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