



Cisco Voice Mail Port Wizard

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*.

For more information on voice mail connectivity to Cisco CallManager, refer to “[Voice Mail Connectivity to the Cisco CallManager](#)” in the *Cisco CallManager System Guide*.

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 42-2](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 42-4](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 42-6](#)


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

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- Step 1** Choose **Feature > Voice Mail > 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 5](#)). Otherwise, continue with [Step 2](#).
- Step 2** Choose **Create a new Cisco Voice Mail server and add ports to it**.
- Step 3** Click **Next**.
- Step 4** From the list, choose the name of an existing Cisco voice-mail server (pilot number), and click **Next**.
- Step 5** Choose a Cisco voice-mail server (pilot number).
-  **Note** For Cisco uOne systems, this name must match the CMDeviceName value in the SS.ini uOne configuration file (the default is CiscoUM). The wizard automatically appends the “-VI<port_number>” suffix when adding the ports.
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- Step 6** Click **Next**.
- The Cisco Voice Mail Ports window displays.
- Step 7** From the list, choose the number of ports to add.
- Step 8** Click **Next**.
- The Cisco Voice Mail Directory Numbers 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 9 Click the **Back** button, if you need to change the number of ports.

Step 10 Click **Next**.

The Cisco Voice mail Operator Number window displays.

Step 11 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 12 Click **Next**.

The Ready to Add Cisco Voice Mail Ports displays.

The summary window 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 13 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 Voice Mail”](#) 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, refer to the [“Cisco uOne Configuration Checklist”](#) section on page 25-3.

Related Topics

- [Cisco Voice Mail Port Wizard, page 42-1](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 42-4](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 42-6](#)

- [Cisco Unity Configuration Checklist](#), *Cisco CallManager System Guide*, page 42-6
- [Message Waiting Configuration](#), page 40-1
- [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 **Feature > Voice Mail > 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**.
- The Cisco Voice Mail Directory Numbers 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 the **Back** button, if you need to change the number of ports.
- Step 7** Click **Next**.
- Step 8** If needed, add, change, or remove the Operator Number for this Cisco voice mail server and ports; then, click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays the new settings.
- Step 9** 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.
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Related Topics

- [Cisco Voice Mail Port Wizard, page 42-1](#)
- [Adding a New Cisco Voice Mail Server and Ports, page 42-2](#)
- [Deleting Ports from an Existing Cisco Voice Mail Server, page 42-6](#)
- [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 **Feature > Voice Mail > 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**.
The Cisco Voice Mail Directory Numbers 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 Port Wizard, page 42-1](#)
- [Adding a New Cisco Voice Mail Server and Ports, page 42-2](#)
- [Adding Ports to an Existing Cisco Voice Mail Server, page 42-4](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)