



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 [“SMDI Voice Mail Integration”](#) in the *Cisco CallManager System Guide*.

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



Caution

Some changes to service parameters may cause system failure.

Cisco recommends that 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.

Before You Begin

Be sure that the following requirements are met before you proceed with any series of steps:

- Make sure that servers are configured. See the [“Server Configuration” section on page 2-1](#) for more information.
- Activate the Cisco Messaging Interface service on the appropriate server. Refer to the *Cisco CallManager Serviceability Administration Guide*.
- You must know the voice-mail access number and partition as well as the extension and mailbox length on the voice-mail system.

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 and displays the server that you chose.



Note You must activate the Cisco Messaging Interface service on a server before the server displays in the CMI servers list. To activate the Cisco Messaging Interface service on a different server, refer to the *Cisco CallManager Serviceability Administration Guide*.

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 in the Service Parameter Configuration window.

The Message Waiting Configuration page does *not* apply to configuring Cisco Messaging Interface.



Note CMI remains idle if you do not configure the VoiceMailDN parameter. CMI becomes active within 5 minutes after you configure the parameter.



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 *Cisco CallManager Serviceability Administration Guide*.

Related Topics

- [Service Parameters Configuration, page 32-1](#)
- [SMDI Voice Mail Integration, Cisco CallManager System Guide](#)

