



Message Waiting Configuration

The Message Waiting Configuration window allows you to define a message waiting on or message waiting off directory number that a directory-connected based voice-messaging system uses to determine whether to set or clear a message waiting indication for a particular Cisco IP Phone.

The following topics provide information on message waiting configuration:

- [Configuring Message Waiting, page 39-2](#)
- [Message Waiting Configuration Settings, page 39-3](#)
- [Voice Mail Connectivity to Cisco CallManager, *Cisco CallManager System Guide*](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Configuring Message Waiting

To configure message waiting for use with voice-mail systems, use the following procedure.

Procedure

- Step 1** Choose **Feature > Voice Mail > Message Waiting**
- Step 2** Enter the appropriate settings as described in [Table 39-1](#).



Note The voice-mail system only uses the message waiting on/off directory number to turn on the message waiting indicator. Because the Cisco uOne messaging system or Cisco CallManager do not use the Message Waiting on/off number for receiving calls, the Display, Forward All, Forward Busy, and Forward No Answer fields do not get used.

- Step 3** To add this device to the system, click **Insert**.
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Related Topics

- [Message Waiting Configuration Settings, page 39-3](#)
- [Voice Mail Connectivity to Cisco CallManager, Cisco CallManager System Guide](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Message Waiting Configuration Settings

Table 39-1 describes the Message Waiting configuration settings.

Table 39-1 Message Waiting Configuration Settings

Field Name	Description
Directory Number	Enter the Cisco Message Waiting device directory number. Make sure that this is a number that is not used within the Cisco uOne messaging system or within the Cisco CallManager auto-registration range.
Message Waiting Indicator	Click On or Off .
Partition	<p>If partitions are being used, choose the appropriate partition from the drop-down list box. If you do not want to restrict access to the message waiting device directory number, choose <None> for the partition.</p> <p>If more than 250 partitions exist, the ellipsis (...) button displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the List items where Name contains field. Click the desired partition name in the list of partitions that displays in the Select item to use box and click OK.</p> <p>Note Make sure that the combination of message waiting device directory number and partition is unique within the Cisco CallManager cluster.</p>
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).

Related Topics

- [Configuring Message Waiting, page 39-2](#)
- [Voice Mail Profile Configuration, page 41-1](#)
- [Directory Number Configuration Settings, page 47-33](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)