



Voice Mail Profile Configuration

The Voice Mail Profile Configuration window of Cisco CallManager Administration allows you to define any line-related voice-mail information that is associated to a directory number, not a device.



Note

A voice mail-profile gets assigned to a directory number, not a device.

The following topics provide information on voice-mail profiles:

- [Finding Voice Mail Profiles, page 41-2](#)
- [Copying a Voice Mail Profile, page 41-2](#)
- [Deleting a Voice Mail Profile, page 41-3](#)
- [Configuring a Voice Mail Profile, page 41-4](#)
- [Voice Mail Profile Configuration Settings, page 41-5](#)
- [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*](#)

Finding Voice Mail Profiles

To search for a voice mail profile name, perform these procedures.

Procedure

- Step 1** Choose **Feature > Voice Mail > Voice Mail Profile**.
The Find and List Voice Mail Profiles window displays.
- Step 2** Choose the voice-mail profile criteria and click **Find**. To list all available voice-mail profiles, leave the criteria blank and click **Find**.
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Related Topics

- [Copying a Voice Mail Profile, page 41-2](#)
- [Deleting a Voice Mail Profile, page 41-3](#)
- [Configuring a Voice Mail Profile, page 41-4](#)
- [Voice Mail Profile Configuration Settings, page 41-5](#)
- [Voice Mail Connectivity to Cisco CallManager, *Cisco CallManager System Guide*](#)
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- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Copying a Voice Mail Profile

To copy an existing voice mail profile, use the following procedure.

- Step 1** To locate the voice-mail profile that you want to copy, follow the procedure on [“Finding Voice Mail Profiles” section on page 41-2](#).
- Step 2** Click the copy icon next to the profile that you want to copy.

Step 3 To update the voice-mail profile configuration settings, see [Table 41-1](#).

Step 4 Click **Insert**.

Related Topics

- [Finding Voice Mail Profiles, page 41-2](#)
- [Deleting a Voice Mail Profile, page 41-3](#)
- [Configuring a Voice Mail Profile, page 41-4](#)
- [Voice Mail Profile Configuration Settings, page 41-5](#)
- [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*](#)

Deleting a Voice Mail Profile

To delete a voice mail profile, use the following procedure. You cannot delete the default profile or the *No Voice Mail* profile, and you cannot delete a voice-mail profile that is used by a device.

Step 1 To locate the voice-mail profile that you want to delete, follow the procedure on [“Finding Voice Mail Profiles” section on page 41-2](#).

Step 2 Check the check box next to the voice-mail profiles that you want to delete. To select all the voice mail profiles in the window, check the check box in the matching records title bar.

Step 3 Click **Delete Selected**.

Related Topics

- [Finding Voice Mail Profiles, page 41-2](#)
- [Copying a Voice Mail Profile, page 41-2](#)
- [Configuring a Voice Mail Profile, page 41-4](#)

- [Voice Mail Profile Configuration Settings](#), page 41-5
- [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 a Voice Mail Profile

To configure a voice-mail profile for a directory number, use the following procedure.

Procedure

- Step 1** Choose a voice-mail profile or click the **Add a New Voice Mail Profile** link.
- Step 2** Configure the appropriate settings as described in [Table 41-1](#).
- Step 3** To add the new voice mail profile, click **Insert** or to update the settings for an existing voice-mail profile, click **Update**.
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Related Topics

- [Finding Voice Mail Profiles](#), page 41-2
- [Copying a Voice Mail Profile](#), page 41-2
- [Deleting a Voice Mail Profile](#), page 41-3
- [Voice Mail Profile Configuration Settings](#), page 41-5
- [Voice Mail Connectivity to Cisco CallManager](#), *Cisco CallManager System Guide*
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- [Cisco Unity Configuration Checklist](#), *Cisco CallManager System Guide*

Voice Mail Profile Configuration Settings

Table 41-1 describes the voice-mail profile configuration settings.

Table 41-1 Voice Mail Profile Configuration Settings

Field	Description
Voice Mail Profile Name	Enter a name to identify the voice-mail profile.
Description	Enter the description of the profile.
Voice Mail Pilot	Choose the appropriate voice-mail pilot number that is defined in the Voice Mail Pilot Configuration or Use Default Setting .
Voice Mail Box Mask	<p>Specify the mask used to format the voice-mail box number for auto-registered phones. When forwarding a call to voice mail from a directory line on an auto-registered phone, Cisco CallManager applies this mask to the number configured in the Voice Mail Box field for that directory line.</p> <p>For example, if you specify a mask of 972813XXXX, the voice-mail box number for directory number 7253 becomes 9728137253. If you do not enter a mask, the voice-mail box number is the same as the directory number (7253 in this example).</p> <p>By default, Cisco CallManager sets the voice-mail box number to the same value as the directory number. You can change the voice-mail box number when configuring the directory number. See the “Configuring Directory Numbers” section on page 47-29 for more information.</p>
Default	<p>Check the box to make this profile name the default.</p> <p>Note If you check the Default box, this voice-mail profile replaces your current default profile.</p>

Related Topics

- [Finding Voice Mail Profiles](#), page 41-2
- [Copying a Voice Mail Profile](#), page 41-2
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- [Configuring a Voice Mail Profile](#), page 41-4
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