



Cisco Unity Messaging Integration

Cisco Unity comprises a Windows 2000-based communications solution that delivers voice mail and unified messaging in a unified environment.

Unified messaging means that users can manage all message types from the same Inbox. Cisco Unity works in concert with an Exchange server or (for Cisco Unity 4.0(x) and later) a Domino server to collect and store all messages—both voice and e-mail—in one message store. Users can then access voice and e-mail messages on a computer, through a touchtone phone, or over the Internet.

For complete, step-by-step instructions on how to integrate Cisco CallManager with the Cisco Unity messaging system, refer to the *Cisco CallManager Integration Guide* for Cisco Unity.

This section covers the following topics:

- [System Requirements, page 24-2](#)
- [Integration Description, page 24-2](#)
- [Cisco Unity Configuration Checklist, page 24-4](#)
- [Where to Find More Information, page 24-6](#)

System Requirements

The following lists provide requirements for your phone system and the Cisco Unity server. For specific version information, refer to the *Cisco Unity Integration Guide* for Cisco Unity.

Phone System

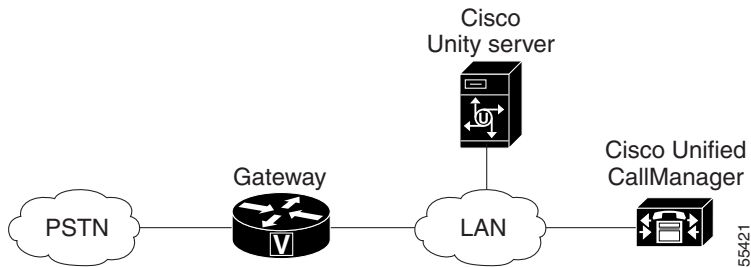
- Cisco CallManager software that is running on a Cisco IP telephony applications server.
- Cisco licenses for all phone lines, IP phones, and other H.323-compliant devices or software (such as Cisco Virtual Phone and Microsoft NetMeeting clients) that will be connected to the network, as well as one license for each Cisco Unity port.
- IP phones for the Cisco CallManager extensions.
- A LAN connection in each location where you will plug an IP phone into the network.

Cisco Unity Server

- Cisco Unity system that was installed and ready for the integration as described in the *Cisco Unity Installation Guide*.
- A system key with the integration type set to “TAPI” and with the appropriate number of voice-messaging ports enabled (for Cisco Unity 3.1(x) and earlier). If you are integrating Cisco Unity with two phone systems (Cisco CallManager and a second, non-IP phone system), you must set the integration type on the system key to “Multiple Integrations.”
- A license that enables the appropriate number of voice-messaging ports.

Integration Description

The integration uses the LAN to connect Cisco Unity and Cisco CallManager. The gateway provides connections to the PSTN. [Figure 24-1](#) shows the connections.

Figure 24-1 Connections Between the Phone System and Cisco Unity

The following steps give an overview of the path that an external call takes through the Cisco AVVID network.

1. When an external call arrives, the Cisco gateway sends the call over the LAN to the machine on which Cisco CallManager is installed.
2. For Cisco CallManager lines that are configured to route calls to Cisco Unity, CallManager routes the call to an available Cisco Unity extension.
3. Cisco Unity answers the call and plays the opening greeting.
4. During the opening greeting, the caller enters either the name of a subscriber or an extension; for example, 1234.
5. Cisco Unity notifies Cisco CallManager that it has a call for extension 1234.
6. At this point, the path of the call depends on whether Cisco Unity is set up to perform supervised transfers or release transfers. Refer to the *Cisco CallManager Integration Guide for Cisco Unity* for more information.

Cisco Unity Configuration Checklist

Table 24-1 provides steps to configure the Cisco Unity voice-messaging system.

Table 24-1 Cisco Unity Configuration Checklist

Configuration Steps	Procedures and Related Topics
Step 1 Ensure that you have met the system requirements for Cisco CallManager and Cisco Unity.	System Requirements, page 24-2 <i>Cisco CallManager Integration Guide for Cisco Unity</i>
Step 2 Add voice-mail ports for each port that you are connecting to Cisco Unity.	Cisco Voice Mail Port Configuration, <i>Cisco CallManager Administration Guide.</i> <i>Cisco CallManager Integration Guide for Cisco Unity</i>
Step 3 Specify MWI and voice-mail extensions.	Service Parameters Configuration, <i>Cisco CallManager Administration Guide</i> Message Waiting Configuration, <i>Cisco CallManager Administration Guide</i> <i>Cisco CallManager Integration Guide for Cisco Unity</i>
Step 4 Add a voice-mail pilot number for the voice-mail ports.	Cisco Voice Mail Pilot Configuration, <i>Cisco CallManager Administration Guide</i> <i>Cisco CallManager Integration Guide for Cisco Unity</i> <i>Cisco CallManager Integration Guide for Cisco Unity</i>

Table 24-1 Cisco Unity Configuration Checklist (continued)

Configuration Steps		Procedures and Related Topics
Step 5	Set up the voice-mail profile.	Voice Mail Profile Configuration , <i>Cisco CallManager Administration Guide</i> <i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 6	Set up the voice-mail service parameters.	Service Parameters Configuration , <i>Cisco CallManager Administration Guide</i> . <i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 7	Set up voice-mail ports, so incoming calls are forwarded only to answering ports in Cisco Unity [for Cisco Unity 4.0(x) and later].	Cisco Voice Mail Port Configuration , <i>Cisco CallManager Administration Guide</i> <i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 8	For multiple clusters of Cisco CallManager, set up MWI ports.	Message Waiting Configuration , <i>Cisco CallManager Administration Guide</i> <i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 9	Enable the DTMF relay feature in the gateways.	<i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 10	Install, configure, and test the TAPI service provider [for Cisco Unity 3.1(x) and earlier].	<i>Cisco CallManager Integration Guide</i> for Cisco Unity
Step 11	Configure Cisco Unity for the integration [for Cisco Unity 3.1(x) and earlier]. Create a new integration between Cisco Unity and Cisco CallManager [for Cisco Unity 4.0(x) and later].	<i>Cisco CallManager Integration Guide</i> for Cisco Unity

Table 24-1 Cisco Unity Configuration Checklist (continued)

Configuration Steps		Procedures and Related Topics
Step 12	Test the integration.	<p><i>Cisco CallManager Integration Guide for Cisco Unity</i></p> <p><i>Cisco Unity Troubleshooting Guide</i></p> <p>Refer to the installation guide for the phone system.</p>
Step 13	Integrate the secondary server for Cisco Unity failover (use when Cisco Unity failover is installed).	<p><i>Cisco CallManager Integration Guide for Cisco Unity</i></p> <p><i>Cisco Unity Failover Guide</i></p>

Where to Find More Information

Additional Cisco Documentation

- [Cisco Voice Mail Port Configuration](#), *Cisco CallManager Administration Guide*
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*
- *Cisco CallManager Integration Guide for Cisco Unity*
- *Cisco Unity Installation Guide*
- *Cisco Unity Troubleshooting Guide*