



Cisco uOne Voice Messaging Integration

The optional Cisco Unified Open Network Exchange (uOne) software, which is available as part of Cisco IP Telephony Solutions, provides voice-messaging capability for users when they are unavailable to answer calls. This section provides an overview of the steps that must be performed within Cisco CallManager Administration to integrate Cisco CallManager with Cisco uOne Messaging.

To connect Cisco uOne to Cisco CallManager, you need to perform these tasks:

- To retrieve messages from a Cisco uOne voice-mail device, enter all users and their directory numbers in Cisco CallManager Administration.
- Add Cisco uOne ports to Cisco CallManager.
- Configure a message waiting indicator (MWI) device.
- Configure message waiting.
- Configure the voice-mail pilot number.
- Configure the voice-mail profile.
- Set Forward Busy and Forward No Answer for Cisco IP Phones that will be accessing voice mail.
- Configure values for Cisco CallManager service parameters that are associated with Cisco uOne.

This section covers the following topics:

- [Cisco CallManager Service Parameters for Cisco Voice Mail, page 25-2](#)
- [Cisco uOne Configuration Checklist, page 25-3](#)
- [Where to Find More Information, page 25-5](#)

Cisco CallManager Service Parameters for Cisco Voice Mail

You must set up the following Cisco CallManager clusterwide service parameters when you are configuring Cisco CallManager to work with Cisco uOne Voice Mail:

- **Message Waiting Lamp Policy**—Specifies the values of always light message waiting lamp, light message waiting lamp for primary line appearance only, and never light message waiting lamp, which defaults to light message waiting lamp for primary line appearance only.



Note

For Cisco IP Phone model 12 SP+ and 30 VIP, the phone button template for the user phone must have a button that is configured for Message Waiting for this feature to be available.

- **Forward No Answer Timer**—Specifies the seconds to wait before forwarding on a No Answer condition. The recommended value specifies 12.
- **Forward Maximum Hop Count**—Specifies the maximum number of attempts to extend a forwarded call. The recommended value specifies 15.

Cisco uOne Configuration Checklist

Table 25-1 provides an overview of the steps that are required to integrate Cisco CallManager with Cisco uOne voice messaging.

Table 25-1 Cisco uOne Configuration Checklist

Configuration Steps		Related Procedures and Topics
Step 1	<p>Make sure that the voice-mail pilot number and subsequent numbers are available.</p> <p>The Cisco uOne wizard requires a range of consecutive directory numbers for the Cisco uOne ports.</p> <p>Configure the voice-mail pilot number to access the Cisco uOne server.</p> <p>The voice-mail pilot number specifies the number that people call to access the Cisco uOne server. This number designates the Cisco voice-mail pilot directory number that is configured in the Cisco uOne DialMap.ini file.</p>	<p>Installation and configuration documentation supplied with Cisco uOne.</p>
Step 2	<p>Add a Cisco uOne server and ports to the Cisco CallManager database.</p>	<p>Cisco Voice Mail Port Configuration, <i>Cisco CallManager Administration Guide</i></p> <p>Cisco Voice Mail Port Wizard, <i>Cisco CallManager Administration Guide</i></p>
Step 3	<p>Configure Cisco CallManager service parameter values.</p>	<p>Cisco CallManager Service Parameters for Cisco Voice Mail, page 25-2</p> <p>Installation and configuration documentation that is supplied with Cisco uOne.</p>

Table 25-1 Cisco uOne Configuration Checklist (continued)

Configuration Steps		Related Procedures and Topics
Step 4	<p>Add a voice-mail port to use as the MWI device.</p> <p>The voice-mail system only uses the directory number for the MWI device for turning on the message indicator. Because Cisco CallManager does not use the MWI device for receiving calls, the Display, Forward All, Forward Busy, and Forward No Answer fields do not get used.</p>	<p>Cisco Voice Mail Port Configuration, page 37-1, <i>Cisco CallManager Administration Guide</i></p> <p>Installation and configuration documentation that is supplied with Cisco uOne.</p>
Step 5	<p>Configure message waiting.</p>	<p>Message Waiting Configuration, <i>Cisco CallManager Administration Guide</i></p> <p>Installation and configuration documentation that is supplied with Cisco uOne.</p>
Step 6	<p>Configure the voice-mail pilot number.</p>	<p>Cisco Voice Mail Pilot Configuration, <i>Cisco CallManager Administration Guide</i></p>
Step 7	<p>Configure the voice-mail profile.</p>	<p>Voice Mail Profile Configuration, <i>Cisco CallManager Administration Guide</i></p>
Step 8	<p>Configure the directory number to choose the voice-mail profile or to assign the voice-mail profile to a directory number.</p>	<p>Configuring Directory Numbers, <i>Cisco CallManager Administration Guide</i></p>
Step 9	<p>Set up Call Forward No Answer and Call Forward Busy on all Cisco IP Phones that will be used with Cisco uOne.</p>	<p>Configuring Cisco IP Phones, <i>Cisco CallManager Administration Guide</i></p>

Where to Find More Information

Additional Cisco Documentation

- [Cisco Voice Mail Port Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco Voice Mail Pilot Configuration](#), *Cisco CallManager Administration Guide*
- [Message Waiting Configuration](#), *Cisco CallManager Administration Guide*
- [Voice Mail Profile Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco Voice Mail Port Wizard](#), *Cisco CallManager Administration Guide*
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*

■ Where to Find More Information