



## Message Waiting Configuration

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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:

- [Finding a Message Waiting Number, page 37-1](#)
- [Configuring Message Waiting, page 37-4](#)
- [Message Waiting Configuration Settings, page 37-5](#)
- [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 a Message Waiting Number

Because you might have several message waiting numbers in your network, Cisco CallManager lets you locate specific message waiting numbers on the basis of specific criteria. Use the following procedure to locate message waiting numbers.



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**Note** During your work in a browser session, Cisco CallManager Administration retains your message waiting number search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your message waiting number search preferences until you modify your search or close the browser.

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### Procedure

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**Step 1** Choose **Feature > Voice Mail > Message Waiting**.

The Find and List Message Waiting Numbers window displays. Use the three drop-down list boxes to search for a message waiting number.

**Step 2** From the first Find numbers where drop-down list box, choose one of the following criteria:

- Directory Number
- Partition
- Calling Search Space
- Description



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**Note** The criterion that you choose in this drop-down list box specifies how the list of message waiting numbers that your search generates will be sorted. For example, if you choose Partition, the Partition column will display as the left column of the results list.

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From the second Find numbers where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

From the Message Waiting Indicator is drop-down list box, choose one of the following criteria:

- Both
- On
- Off

**Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



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**Tip** To find all message waiting numbers that are registered in the database, click **Find** without entering any search text.

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A list of discovered message waiting numbers displays by

- Message Waiting Indicator icon (green if on, red if off)
- Directory Number
- Partition
- Calling Search Space
- Description



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**Note** You can delete multiple message waiting numbers from the Find and List Message Waiting Numbers window by checking the check boxes next to the appropriate message waiting numbers and clicking **Delete Selected**. You can delete all message waiting numbers in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

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**Step 4** From the list of records, click the MWI icon, directory number, associated partition, or calling search space that matches your search criteria.

The window displays the message waiting number that you choose.

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**Related Topics**

- [Configuring Message Waiting, page 37-4](#)
- [Message Waiting Configuration Settings, page 37-5](#)

# Configuring Message Waiting

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

**Procedure**

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- Step 1** Choose **Feature > Voice Mail > Message Waiting**.
- Step 2** In the upper, right corner of the window, click the **Add a New Message Waiting Number** link.

The Message Waiting Number Configuration window displays.

- Step 3** Enter the appropriate settings as described in [Table 37-1](#).



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**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.

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- Step 4** To add this device to the system, click **Insert**.
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**Related Topics**

- [Finding a Message Waiting Number, page 37-1](#)
- [Message Waiting Configuration Settings, page 37-5](#)
- [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*

## Message Waiting Configuration Settings

Table 37-1 describes the Message Waiting configuration settings.

**Table 37-1 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.
Description	Enter up to 30 alphanumeric characters for a description of the message waiting directory number.
Message Waiting Indicator	Click <b>On</b> or <b>Off</b> .

**Table 37-1 Message Waiting Configuration Settings (continued)**

Field Name	Description
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 &lt;None&gt; 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 <b>List items where Name contains</b> field. Click the desired partition name in the list of partitions that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> Make sure that the combination of message waiting device directory number and partition is unique within the Cisco CallManager cluster.</p>
Calling Search Space	<p>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).</p>

**Related Topics**

- [Finding a Message Waiting Number, page 37-1](#)
- [Configuring Message Waiting, page 37-4](#)
- [Voice-Mail Profile Configuration, page 39-1](#)
- [Directory Number Configuration Settings, page 45-34](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)