



# Voice-Mail Profile Configuration

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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**

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

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The following topics provide information on voice-mail profiles:

- [Finding Voice-Mail Profiles, page 39-2](#)
- [Copying a Voice-Mail Profile, page 39-3](#)
- [Deleting a Voice-Mail Profile, page 39-3](#)
- [Configuring a Voice-Mail Profile, page 39-5](#)
- [Voice-Mail Profile Configuration Settings, page 39-6](#)
- [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

Because you might have several voice-mail profiles in your network, Cisco CallManager lets you locate specific voice-mail profiles on the basis of specific criteria. Use the following procedure to locate voice-mail profiles.

**Note**

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During your work in a browser session, Cisco CallManager Administration retains your voice-mail profile search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your voice-mail profile 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 > 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 39-3](#)
- [Deleting a Voice-Mail Profile, page 39-3](#)
- [Configuring a Voice-Mail Profile, page 39-5](#)
- [Voice-Mail Profile Configuration Settings, page 39-6](#)
- [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.

## Procedure

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- Step 1** To locate the voice-mail profile that you want to copy, follow the procedure on [“Finding Voice-Mail Profiles” section on page 39-2](#).
- 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 39-1](#).
- Step 4** Click **Insert**.
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## Related Topics

- [Finding Voice-Mail Profiles, page 39-2](#)
- [Deleting a Voice-Mail Profile, page 39-3](#)
- [Configuring a Voice-Mail Profile, page 39-5](#)
- [Voice-Mail Profile Configuration Settings, page 39-6](#)
- [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.

## Before You Begin

You cannot delete a voice-mail profile that a device uses. To find out which devices are using the voice-mail profile, click the **Dependency Records** link from the Voice Mail Profile Configuration window. For more information about

dependency records, see the [“Accessing Dependency Records” section on page A-1](#). If you try to delete a voice-mail profile that is in use, Cisco CallManager displays an error message. Before deleting a voice-mail profile that is currently in use, you must perform either or both of the following tasks:

- Assign a different voice-mail profile to any devices that are using the voice-mail profile that you want to delete.
- Delete the devices that are using the voice-mail profile that you want to delete.

### Procedure

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- Step 1** To locate the voice-mail profile that you want to delete, follow the procedure on [“Finding Voice-Mail Profiles” section on page 39-2](#).
- 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**.
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### Related Topics

- [Finding Voice-Mail Profiles, page 39-2](#)
- [Copying a Voice-Mail Profile, page 39-3](#)
- [Configuring a Voice-Mail Profile, page 39-5](#)
- [Voice-Mail Profile Configuration Settings, page 39-6](#)
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# Configuring a Voice-Mail Profile

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

## Procedure

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- 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 39-1](#).
- 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 39-2](#)
- [Copying a Voice-Mail Profile, page 39-3](#)
- [Deleting a Voice-Mail Profile, page 39-3](#)
- [Voice-Mail Profile Configuration Settings, page 39-6](#)
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# Voice-Mail Profile Configuration Settings

Table 39-1 describes the voice-mail profile configuration settings.

**Table 39-1 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 <b>Use Default Setting</b> .
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 that is 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 <a href="#">“Configuring Directory Numbers”</a> section on page 45-29 for more information.</p>
Default	<p>Check the box to make this profile name the default.</p> <p><b>Note</b> If you check the Default box, this voice-mail profile replaces your current default profile.</p>

**Related Topics**

- [Finding Voice-Mail Profiles](#), page 39-2
- [Copying a Voice-Mail Profile](#), page 39-3
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- [Configuring a Voice-Mail Profile](#), page 39-5
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