



Cisco Voice Mail Port Wizard

The optional Cisco Unified Open Network Exchange (uOne) software and Cisco Unity software, available as part of Cisco IP Telephony Solutions, provide voice-messaging capability for users when they are unavailable to answer calls. This section describes the procedures that are required for adding and configuring Cisco voice-mail ports in Cisco CallManager for both these voice-messaging systems.

For more information about configuring Cisco CallManager with Cisco uOne, refer to the installation and configuration documentation that shipped with the software. For more information about configuring Cisco Unity, refer to the *Cisco CallManager 3.3 Integration Guide for Cisco Unity*.

For more information on voice-mail connectivity to Cisco CallManager, refer to “[Voice Mail Connectivity to Cisco CallManager](#)” in the *Cisco CallManager System Guide*.

The Cisco Voice Mail Port Wizard tool allows Cisco CallManager administrators to quickly add and delete ports that are associated with a Cisco voice-mail server to the Cisco CallManager database. This section describes the following procedures:

- [Adding a New Cisco Voice-Mail Server and Ports, page 36-2](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 36-6](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 36-7](#)

Adding a New Cisco Voice-Mail Server and Ports

To use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports to the Cisco CallManager database, perform the following steps.

Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure the voice-mail pilot number and subsequent numbers are available.

Procedure


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- Step 1** Choose **Feature > Voice Mail > Cisco Voice Mail Port Wizard**.
- If no Cisco voice-mail ports exist, enter the name of the Cisco voice-mail server to add and continue with [Step 5](#). Otherwise, continue with [Step 2](#).
- Step 2** Choose **Create a new Cisco Voice Mail server and add ports to it**.
- Step 3** Click **Next**.
- Step 4** Enter the name of the Cisco voice-mail server.
-  **Note** For Cisco uOne systems, this name must match the CMDeviceName value in the SS.ini uOne configuration file (the default is CiscoUM). The wizard automatically appends the “-VI<port_number>” suffix when it adds the ports.
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- Step 5** Click **Next**.
- The Cisco Voice Mail Ports window displays.
- Step 6** From the list, choose the number of ports to add.
- Step 7** Click **Next**.
- The Cisco Voice Mail Device Information window displays.
- Step 8** Enter the appropriate configuration settings, as described in [Table 36-1](#). The wizard applies these configuration settings to all the new ports.

Table 36-1 Voice Mail Port Wizard Device Information Configuration Settings

Field	Description
Description	Enter the purpose of device.
Device Pool	Choose the default value Default Pool .
Calling Search Space	Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number.
Location	Choose the default value None . The location specifies the total bandwidth that is available for calls to and from this device. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that is consumed by this device.

Step 9 Click **Next**.

The Voice Mail Pilot Number displays.

Step 10 Enter the pilot number settings as described in [Table 36-2](#).

Table 36-2 Voice Mail Port Wizard Pilot Number Configuration Settings

Field	Description
Pilot Number	Enter the number that people call to access the Cisco voice-mail server. Each new port receives the next available directory number. Note For Cisco uOne systems, make sure that this number is the same as the Cisco uOne pilot directory number that is configured in the Cisco uOne DialMap.ini file.

Table 36-2 Voice Mail Port Wizard Pilot Number Configuration Settings (continued)

Field	Description
Partition	<p>Choose the partition to which this set of directory numbers belong. Choose None if partitions are not used. If you choose a partition, you must choose a calling search space that includes that 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 List items where Name contains field. Click the desired partition name in the list of partitions that displays in the Select item to use box, and click OK.</p>
Calling Search Space	<p>Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number.</p> <p>If you choose a partition, you must choose a calling search space that includes that partition.</p>
Display	<p>This field indicates text that appears on the calling party phone when a call is placed to this line.</p>

Step 11 Click **Next**.

The Cisco Voice Mail Operator Number window displays.

Step 12 Enter an operator number, if necessary.

The operator number designates the number to which the last port is forwarded. The voice-mail system directs a caller to this number if all ports on the Cisco voice-mail server are busy. Supplying an attendant number here gives the caller another chance to reach the party they were calling, instead of getting a busy signal if all ports are in use.

Step 13 Click **Next**.

The Ready to Add Cisco Voice Mail Ports summary window displays.

The summary window lists the settings that you configured in the previous window displays. The Cisco Voice Mail Port Wizard automatically assigns the correct values for the Forward Busy and Forward No Answer fields for each port.

Step 14 If this information is correct, click **Finish** to add the new ports.

If the information shown is not correct, click the **Back** button to edit the information or **Cancel** to quit without adding any ports.

Next Steps

Configure the service parameters for your voice-mail server. For more information, refer to the “[Cisco CallManager Service Parameters for Cisco Voice Mail](#)” section in the *Cisco CallManager System Guide*.

For Cisco uOne systems, make sure that you also set up the message-waiting indicator (MWI) device. For more information, refer to the “[Cisco uOne Configuration Checklist](#)” section on page 25-3.

Related Topics

- [Cisco Voice Mail Port Wizard, page 36-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 36-6](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 36-7](#)
- [Message Waiting Configuration, page 37-1](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Adding Ports to an Existing Cisco Voice-Mail Server

To use the Cisco Voice Mail Port Wizard to add ports to an existing Cisco voice-mail server, perform the following steps.

Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure that the voice-mail pilot number and subsequent numbers are available.

The voice-mail pilot number designates the number that people call to access the Cisco voice-mail server.



Note

For Cisco uOne systems, this number designates the Cisco voice-mail pilot directory number that is configured in the Cisco uOne DialMap.ini file. Refer to the Cisco uOne documentation for information about the Cisco uOne .ini files.

Procedure

- Step 1** Choose **Feature > Voice Mail > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Add Ports to an Existing Cisco Voice Mail Server**.
- Step 3** Click **Next**.
The Cisco Voice Mail Server window displays.
- Step 4** From the list, choose the name of an existing Cisco voice-mail server (pilot number), and click **Next**.
The Cisco Voice Mail Ports window displays and identifies the number of ports that are currently configured.
- Step 5** From the list, choose the number of ports to add and click **Next**.
The Cisco Voice Mail Directory Numbers window displays the configuration information for the Cisco voice-mail server to which you added the ports. The Cisco Voice Mail Port Wizard automatically selects consecutive directory numbers following the last port and uses the same Partition and Calling Search Space settings as the Cisco voice-mail pilot directory number. You can enter a different range of directory numbers in the New Directory Numbers field.
- Step 6** If you need to change the number of ports, click the **Back** button.

- Step 7** Click **Next**.
- Step 8** If needed, add, change, or remove the Operator Number for this Cisco voice-mail server and ports; then, click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays the new settings.
- Step 9** If this information is correct, click **Finish** to add the new ports.
- If the information shown is not correct, click the **Back** button to edit the information or click **Cancel** to quit without adding any ports.
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Related Topics

- [Cisco Voice Mail Port Wizard, page 36-1](#)
- [Adding a New Cisco Voice-Mail Server and Ports, page 36-2](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 36-7](#)
- [Cisco uOne Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Deleting Ports from an Existing Cisco Voice-Mail Server

To delete ports from an existing Cisco voice-mail server, perform the following steps to use the Cisco Voice Mail Port Wizard.

Procedure

- Step 1** Choose **Feature > Voice Mail > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Delete ports from an existing Cisco Voice Mail server** and click **Next**.
- The Cisco Voice Mail Server window displays.

Step 3 From the list, choose the name of an existing Cisco voice-mail server (pilot number) and click **Next**.

The Cisco Voice Mail Ports window, which indicates the number of ports that are currently configured, displays.

Step 4 From the list, choose the number of ports to delete and click **Next**.

The Cisco Voice Mail Directory Numbers window displays the updated settings for the Cisco voice-mail server from which you deleted the ports. The Cisco Voice Mail Port Wizard automatically updates the port numbers, directory numbers, Forward Busy, and Forward No Answer numbers, so they are consecutive.

Step 5 If this information is correct, click **Finish** to delete the selected ports.

If the information shown is not correct, click the **Back** button to edit the information or to quit without deleting any ports, click **Cancel**.

Related Topics

- [Cisco Voice Mail Port Wizard, page 36-1](#)
- [Adding a New Cisco Voice-Mail Server and Ports, page 36-2](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 36-6](#)
- [Cisco uOne Configuration Checklist, *Cisco CallManager System Guide*](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)