



## 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 40-1](#)
- [Configuring Message Waiting, page 40-4](#)
- [Message Waiting Configuration Settings, page 40-5](#)
- [Voice Mail Connectivity to Cisco CallManager, \*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 40-4](#)
- [Message Waiting Configuration Settings, page 40-5](#)

# Configuring Message Waiting

To configure message waiting for use with voice-messaging 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 40-1](#).



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**Note** The voice-messaging system only uses the message-waiting on/off directory number to turn on the message-waiting indicator. Because Cisco CallManager does 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 40-1](#)
- [Message Waiting Configuration Settings, page 40-5](#)
- [Voice Mail Connectivity to Cisco CallManager, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

# Message Waiting Configuration Settings

Table 40-1 describes the Message Waiting configuration settings.

**Table 40-1 Message Waiting Configuration Settings**

Field Name	Description
Message Waiting Number	Enter the Cisco Message Waiting directory number. Make sure that this number is not used 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> .
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	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 that is defined for a phone DN must be in a calling search space that the MWI device uses).

**Related Topics**

- [Finding a Message Waiting Number, page 40-1](#)
- [Configuring Message Waiting, page 40-4](#)
- [Voice-Mail Profile Configuration, page 42-1](#)
- [Directory Number Configuration Settings, page 49-45](#)
- [Cisco Unity Configuration Checklist, \*Cisco CallManager System Guide\*](#)