



Cisco Voice-Mail Port Configuration

The optional Cisco Unity software, available as part of Cisco IP Telephony Solutions, provides voice-messaging capability for users when they are unavailable to answer calls. This section describes the procedures that are required for adding and configuring, updating, and deleting Cisco voice-mail ports by choosing Voice Mail from the Feature menu of the Cisco CallManager window and choosing the submenu options.

For more information about configuring Cisco Unity, refer to the *Cisco CallManager 4.0 Integration Guide for Cisco Unity 4.0*.

You can add and delete ports that are associated with a Cisco Unity voice-mail server to the Cisco CallManager database without using the Cisco Voice Mail Port Wizard. This section describes the following procedures:

- [Finding a Cisco Voice-Mail Port, page 46-2](#)
- [Adding Cisco Voice-Mail Ports, page 46-4](#)
- [Deleting a Cisco Voice-Mail Port, page 46-5](#)
- [Updating a Cisco Voice-Mail Port, page 46-6](#)
- [Copying an Existing Cisco Voice-Mail Port, page 46-7](#)
- [Cisco Voice-Mail Port Configuration Settings, page 46-8](#)

Finding a Cisco Voice-Mail Port

Because you will typically have a number of Cisco voice-mail ports in your network, Cisco CallManager lets you locate specific Cisco voice-mail ports on the basis of specific criteria. Use the following procedure to locate Cisco voice-mail ports.

**Note**

During your work in a browser session, Cisco CallManager Administration retains your Cisco voice-mail port search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your Cisco voice-mail port search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Feature > Voice Mail > Cisco Voice Mail Port**.

The Find and List Voice Mail Ports window displays. Use the two drop-down list boxes to search for a Cisco voice-mail port.

Step 2 From the first Find voice mail ports where drop-down list box, choose one of the following criteria:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool

**Note**

The criterion that you choose in this drop-down list box specifies how the list of Cisco voice-mail ports that your search generates will be sorted. For example, if you choose Device Pool, the Device Pool column will display as the left column of the results list.

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

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

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



Tip To find all Cisco voice-mail ports that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco voice-mail ports displays by

- Voice Mail Port icon
- Device Name
- Description
- Device Pool
- Status
- IP Address



Note You can delete multiple Cisco voice-mail ports from the Find and List Voice Mail Ports window by checking the check boxes next to the appropriate Cisco voice-mail ports and clicking **Delete Selected**. You can delete all Cisco voice-mail ports in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

- Step 4** From the list of records, click the Voice Mail Port icon, Device Name, Description, or associated Device Pool that matches your search criteria. The window displays the Cisco voice-mail port that you choose.
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Related Topics

- [Adding Cisco Voice-Mail Ports, page 46-4](#)
- [Deleting a Cisco Voice-Mail Port, page 46-5](#)
- [Updating a Cisco Voice-Mail Port, page 46-6](#)
- [Copying an Existing Cisco Voice-Mail Port, page 46-7](#)

Adding Cisco Voice-Mail Ports

To connect a Cisco Unity voice-messaging system to Cisco CallManager, you must add Cisco voice-mail ports to the Cisco CallManager database.



Tip

You can also use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports or to add multiple ports to an existing server rather than the procedure that is described here. See [“Cisco Voice Mail Port Wizard” section on page 47-1](#) for more information.

Perform this procedure to add individual Cisco voice-mail ports to the Cisco CallManager database.

Procedure

- Step 1** Choose **Feature > Voice Mail > Cisco Voice Mail Port**.
- Step 2** In the upper, right corner of the window, click the **Add a New Voice Mail Port** link.
- Step 3** Enter the appropriate settings as described in [Table 46-1](#).
- Step 4** To add the new Cisco voice-mail port device, click **Insert**.
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Related Topics

- [Finding a Cisco Voice-Mail Port, page 46-2](#)
- [Deleting a Cisco Voice-Mail Port, page 46-5](#)
- [Updating a Cisco Voice-Mail Port, page 46-6](#)
- [Copying an Existing Cisco Voice-Mail Port, page 46-7](#)
- [Cisco Voice-Mail Port Configuration Settings, page 46-8](#)
- [Cisco Voice Mail Port Wizard, page 47-1](#)
- [Cisco Unity Configuration Checklist, *Cisco CallManager System Guide*](#)

Deleting a Cisco Voice-Mail Port

To delete a single Cisco voice-mail port from Cisco CallManager, follow these procedures.

Before You Begin

When you delete a Cisco voice-mail port that a directory number uses, the number remains in the Cisco CallManager database. To determine which directory numbers are using the voice-mail port, click the **Dependency Records** link from the Voice Mail Port Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#).

When you delete a voice-mail port that is in use, Cisco CallManager displays an error message. Before deleting a voice-mail port that is currently in use, you can assign a different voice-mail port to any directory number that is using the voice-mail port that you want to delete. See the [“Updating a Directory Number” section on page 57-46](#).

After you delete the voice-mail port, you can delete the directory number that was using the voice-mail port. See the [“Deleting Unassigned Directory Numbers” section on page 28-4](#).

**Tip**

Instead of using the procedure that is described here, you can use the Cisco Voice Mail Port Wizard to delete ports from an existing server. See [“Cisco Voice Mail Port Wizard” section on page 47-1](#) for more information.

Procedure

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- Step 1** Find the Cisco voice-mail port by using the procedure in the [“Finding a Cisco Voice-Mail Port” section on page 46-2](#).
- Step 2** Click the Cisco voice-mail port that you want to delete.
- Step 3** Click **Delete**.
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Related Topics

- [Finding a Cisco Voice-Mail Port, page 46-2](#)
- [Adding Cisco Voice-Mail Ports, page 46-4](#)
- [Updating a Cisco Voice-Mail Port, page 46-6](#)
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- [Cisco Voice Mail Port Wizard, page 47-1](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)

Updating a Cisco Voice-Mail Port

Follow these procedures to update a Cisco voice-mail port (for example, to make minor changes such as updating the Description).

Procedure

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- Step 1** Find the Cisco voice-mail port by using the procedure in the [“Finding a Cisco Voice-Mail Port” section on page 46-2](#).
- Step 2** Choose the Cisco voice-mail port that you want to update.

Step 3 Update the appropriate settings as described in [Table 46-1](#).

Step 4 Click **Update**.

Related Topics

- [Finding a Cisco Voice-Mail Port](#), page 46-2
- [Adding Cisco Voice-Mail Ports](#), page 46-4
- [Deleting a Cisco Voice-Mail Port](#), page 46-5
- [Copying an Existing Cisco Voice-Mail Port](#), page 46-7
- [Cisco Voice-Mail Port Configuration Settings](#), page 46-8
- [Cisco Voice Mail Port Wizard](#), page 47-1
- [Cisco Unity Configuration Checklist](#), *Cisco CallManager System Guide*

Copying an Existing Cisco Voice-Mail Port

If you want to add several similar Cisco voice-mail ports to the Cisco CallManager database, you can add one and then copy its basic settings to apply to another Cisco voice-mail port.



Tip

You will find it much easier to use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports or to add multiple ports to an existing server instead of using the procedure that is described here. See [“Cisco Voice Mail Port Wizard” section on page 47-1](#) for more information.

To copy a Cisco voice-mail port and its settings, follow this procedure.

Procedure

Step 1 Find the Cisco voice-mail port by using the procedure in the [“Finding a Cisco Voice-Mail Port” section on page 46-2](#).

Step 2 From the Matching records list, click the **Copy** icon that corresponds to the Cisco voice-mail port that you want to copy.

Step 3 Update the appropriate settings as described in [Table 46-1](#).



Note You must change the Port Name and Directory Number fields.

Step 4 Click **Insert**.

Related Topics

- [Finding a Cisco Voice-Mail Port, page 46-2](#)
- [Adding Cisco Voice-Mail Ports, page 46-4](#)
- [Deleting a Cisco Voice-Mail Port, page 46-5](#)
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- [Cisco Voice-Mail Port Configuration Settings, page 46-8](#)
- [Cisco Voice Mail Port Wizard, page 47-1](#)

Cisco Voice-Mail Port Configuration Settings

[Table 46-1](#) describes the Cisco voice-mail port configuration settings.

Table 46-1 Cisco Voice Mail Port Configuration Settings

Field	Description
Device Information	
Port Name	<p>Enter a name to identify the Cisco voice-mail port. You must add a device for each port on Cisco voice mail. If 24 ports exist, you must define 24 devices.</p> <p>The name must have no more than nine characters.</p> <p>Note For Cisco Unity, this name must match the name in the Unity Telephony Integration Manager (UTIM) configuration files, such as CiscoUM-VI1 or Cisco UM-VI2.</p>
Description	Enter the purpose of the device.

Table 46-1 Cisco Voice Mail Port Configuration Settings (continued)

Field	Description
Device Pool	Choose the default value or a specific device pool.
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that were called from this device. Choose the name of the calling search space that allows calls to the subscriber phones and to any network devices.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click OK.</p> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p>
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when performing automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Location	<p>Choose the default value None.</p> <p>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.</p>

Table 46-1 Cisco Voice Mail Port Configuration Settings (continued)

Field	Description
Directory Number Information	
Directory Number	Enter the number that is associated with this voice-mail port. Make sure that this field is unique in combination with the Partition field.
Partition	<p>Choose the partition to which the directory number belongs. 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>You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more partitions exist than the Max List Box Items enterprise parameter specifies, 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> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p>

Table 46-1 Cisco Voice Mail Port Configuration Settings (continued)

Field	Description
Calling Search Space	<p>From the drop-down list box, 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. If you choose a partition, you must choose a calling search space that includes that partition.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click OK.</p> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p>
Display (Internal Caller ID)	This field indicates text that appears on the called party phone when a call is placed from this line.

Table 46-1 Cisco Voice Mail Port Configuration Settings (continued)

Field	Description
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
External Number Mask	<p>Specify the mask that is used to format caller ID information for external (outbound) calls. The mask can contain up to 50 characters. Enter the literal digits that you want to appear in the caller ID information and use Xs to represent the directory number of the device.</p> <p>When Automated Alternate Routing (AAR) routes calls due to insufficient bandwidth, Cisco CallManager uses the value in this field to place the call if sufficient bandwidth is not available.</p> <p>Example DN 1000 (external mask 9728131000) calls DN 1001 (external mask 2144131001). If insufficient bandwidth blocks the call, Cisco CallManager uses the AAR prefix digits along with 2144131001 to place the call to 1001.</p>

Related Topics

- [Finding a Cisco Voice-Mail Port, page 46-2](#)
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