



## Voice-Mail Profile Configuration

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The Voice Mail Profile Configuration window of Cisco Unified CallManager Administration allows you to define any line-related voice-messaging information.



### 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 54-1](#)
- [Copying a Voice-Mail Profile, page 54-2](#)
- [Deleting a Voice-Mail Profile, page 54-3](#)
- [Configuring a Voice-Mail Profile, page 54-4](#)
- [Voice-Mail Profile Configuration Settings, page 54-5](#)
- [Voice Mail Connectivity to Cisco Unified CallManager, \*Cisco Unified CallManager System Guide\*](#)
- [Cisco Unity Configuration Checklist, \*Cisco Unified CallManager System Guide\*](#)

## Finding Voice-Mail Profiles

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



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**Note** During your work in a browser session, Cisco Unified CallManager Administration retains your voice-mail profile search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified 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 54-2](#)
- [Deleting a Voice-Mail Profile, page 54-3](#)
- [Configuring a Voice-Mail Profile, page 54-4](#)
- [Voice-Mail Profile Configuration Settings, page 54-5](#)
- [Voice Mail Connectivity to Cisco Unified CallManager, \*Cisco Unified CallManager System Guide\*](#)
- [Cisco Unity Configuration Checklist, \*Cisco Unified 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 54-1](#).

- 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 54-1](#).
- Step 4** Click **Insert**.
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#### Related Topics

- [Finding Voice-Mail Profiles, page 54-1](#)
- [Deleting a Voice-Mail Profile, page 54-3](#)
- [Configuring a Voice-Mail Profile, page 54-4](#)
- [Voice-Mail Profile Configuration Settings, page 54-5](#)
- [Voice Mail Connectivity to Cisco Unified CallManager, Cisco Unified CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco Unified 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 directory number uses. To find out which directory numbers are using the voice-mail profile, click the **Dependency Records** link from the Voice Mail Profile 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](#). If you try to delete a voice-mail profile that is in use, Cisco Unified 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 54-1.
- 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 54-1
- [Copying a Voice-Mail Profile](#), page 54-2
- [Configuring a Voice-Mail Profile](#), page 54-4
- [Voice-Mail Profile Configuration Settings](#), page 54-5
- [Voice Mail Connectivity to Cisco Unified CallManager](#), *Cisco Unified CallManager System Guide*
- [Cisco Unity Configuration Checklist](#), *Cisco Unified CallManager System Guide*

## 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 54-1](#).
- 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 54-1
- [Copying a Voice-Mail Profile](#), page 54-2
- [Deleting a Voice-Mail Profile](#), page 54-3
- [Voice-Mail Profile Configuration Settings](#), page 54-5
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## Voice-Mail Profile Configuration Settings

[Table 54-1](#) describes the voice-mail profile configuration settings.

**Table 54-1** *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</b> setting. |

**Table 54-1 Voice Mail Profile Configuration Settings (continued)**

| Field   | Description  |
|---|--|
| 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 Unified 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 Unified CallManager sets the voice-mail box number to the same value as the directory number. See the <a href="#">“Configuring Directory Numbers” section on page 59-48</a> for more information.</p> |
| Make this the Default Voice Mail Profile for the System | <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 54-1](#)
- [Copying a Voice-Mail Profile, page 54-2](#)
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