



## Cisco Voice Mail Port Wizard

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The optional Cisco Unity software, available as part of Cisco Unified Communications 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 Cisco voice-mail ports in Cisco Unified CallManager for both this voice-messaging systems.

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

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

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

- [Adding a New Cisco Voice-Mail Server and Ports, page 51-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 51-9](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 51-11](#)

## 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 Unified 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.




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**Note** For Cisco Unity, this name must match the name in the Unity Telephony Integration Manager (UTIM) configuration file (the default is CiscoUM-VI). The wizard automatically appends the *<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 drop-down list box, 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 51-1](#). The wizard applies these configuration settings to all the new ports.

**Table 51-1 Voice Mail Port Wizard Device Information Configuration Settings**

Field	Description
Description	Enter the purpose of device.
Device Pool	Choose the default value <b>Default</b> or any defined device pool.

**Table 51-1 Voice Mail Port Wizard Device Information Configuration Settings (continued)**

Field	Description
Common Profile	Choose the common profile to assign to this device. The common profile includes the attributes (services or features) that are associated with a particular user.
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.</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 <b>List items where Name contains</b> field. Click the desired calling search space name in the list of calling search spaces that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</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.

**Table 51-1 Voice Mail Port Wizard Device Information Configuration Settings (continued)**

Field	Description
Location	<p>Choose the default value <b>None</b> or any defined location.</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>
Device Security Mode	<p>The following options display in the drop-down list box.</p> <ul style="list-style-type: none"> <li>• <b>Use System Default</b>—The voice mail port uses the value that you specified for the enterprise parameter, Device Security Mode.</li> <li>• <b>Non Secure</b>—The voice mail port does not use any security features. A TCP connection opens to Cisco Unified CallManager.</li> <li>• <b>Authenticated</b>—Cisco Unified CallManager provides integrity and authentication for the voice mail port. A TLS connection that uses NULL/SHA opens between the voice mail port and Cisco Unified CallManager.</li> <li>• <b>Encrypted</b>—Cisco Unified CallManager provides integrity, authentication, and encryption for the voice mail port. A TLS connection that uses AES128/SHA opens between the voice mail port and Cisco Unified CallManager.</li> </ul>

**Step 9** Click **Next**.

The Cisco Voice Mail Directory Numbers window displays.

**Step 10** Enter the directory number settings for the new Cisco voice-mail server as described in [Table 51-2](#).

**Table 51-2 Voice Mail Port Wizard Directory Number Configuration Settings**

Field	Description
Beginning Directory Number	Enter the number that people call to access the Cisco voice-mail server. Each new port receives the next available directory number.
Partition	<p>Choose the partition to which this set of directory numbers belong. Choose <b>None</b> 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 <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> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</p>

**Table 51-2 Voice Mail Port Wizard Directory Number 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.</p> <p>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 <b>List items where Name contains</b> field. Click the desired calling search space name in the list of calling search spaces that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</p>
Display	This field indicates text that appears on the calling party phone when a call is placed to this line.
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 <i>None</i> specifies that no rerouting of blocked calls will be attempted.

**Table 51-2 Voice Mail Port Wizard Directory Number Configuration Settings (continued)**

Field	Description
External Number Mask	Specify the mask 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.

**Step 11** Click **Next**.

A window that asks whether you want to add these directory numbers to a line group displays.

**Step 12** Choose one of the options that display:

- If you choose to add directory numbers to a new line group, skip to [Step 13](#).
- If you choose to add directory numbers to an existing line group, skip to [Step 15](#).
- If you choose to add directory numbers to a line group later, skip to [Step 17](#).

**Step 13** Choose the “Yes. Add directory numbers to a **new** Line Group” option and click **Next**.

**Step 14** In the Line Group window that displays, enter the name of the new line group and click **Next**.

The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values to each port.

Skip to [Step 18](#).

**Step 15** Choose the “Yes. Add directory numbers to an **existing** Line Group” option and click **Next**.

**Step 16** In the Line Group window that displays, choose a line group from the Line Group Name drop-down list box and click **Next**.

The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.

Skip to [Step 18](#).

**Step 17** Choose the “No. I will add them later” option and click **Next**.

The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.

**Step 18** 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.

**Step 19** After the Cisco Voice Mail Port Wizard finishes adding the new voice-mail ports that you specified, the Cisco Voice Mail Port Wizard Results window displays.

The window directs you to the other steps that you need to complete before you can start using these new voice-mail ports.

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### Next Steps

Make sure that you set up the message-waiting indicator (MWI) device. For more information, refer to the “[Cisco Unity Configuration Checklist](#)” section in the *Cisco Unified CallManager System Guide*.

### Related Topics

- [Cisco Voice Mail Port Wizard, page 51-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 51-9](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 51-11](#)
- [Message Waiting Configuration, page 52-1](#)
- [Cisco Unity Configuration Checklist, Cisco Unified 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.

## Procedure

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- 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 drop-down list box, 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 drop-down list box, 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, Calling Search Space, Display, AAR Group, and External Number Mask 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**.  
A window that asks whether you want to add these directory numbers to a line group displays.

- Step 8** Choose one of the options that display:
- If you choose to add directory numbers to a new line group, skip to [Step 9](#).
  - If you choose to add directory numbers to an existing line group, skip to [Step 11](#).
  - If you choose to add directory numbers to a line group later, skip to [Step 13](#).
- Step 9** Choose the “Yes. Add directory numbers to a **new** Line Group” option and click **Next**.
- Step 10** In the Line Group window that displays, enter the name of the new line group and click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.
- Skip to [Step 14](#).
- Step 11** Choose the “Yes. Add directory numbers to an **existing** Line Group” option and click **Next**.
- Step 12** In the Line Group window that displays, choose a line group from the Line Group Name drop-down list box and click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.
- Skip to [Step 14](#).
- Step 13** Choose the “No. I will add them later” option and click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values 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 click **Cancel** to quit without adding any ports.
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**Related Topics**

- [Cisco Voice Mail Port Wizard, page 51-1](#)
- [Adding a New Cisco Voice-Mail Server and Ports, page 51-1](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 51-11](#)
- [Cisco Unity Configuration Checklist, Cisco Unified 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**

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- 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 drop-down list box, 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 drop-down list box, choose the number of ports to delete and click **Next**.  
The Ready to Delete Cisco Voice Mail Ports summary window displays.  
The summary window provides information about the ports to be deleted. The Cisco Voice Mail Port Wizard automatically updates the port numbers and directory 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**.
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**Related Topics**

- [Cisco Voice Mail Port Wizard, page 51-1](#)
- [Adding a New Cisco Voice-Mail Server and Ports, page 51-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 51-9](#)
- [Cisco Unity Configuration Checklist, \*Cisco Unified CallManager System Guide\*](#)