



CHAPTER 12

Managing Phone View Features and Remote Message Monitor

See the following sections in this chapter:

- [Phone View Features, page 12-1](#)
- [Remote Message Monitor, page 12-4](#)

Phone View Features

Revised September 29, 2008

Phone View features—such as Message Monitor and Visual Message Locator—use the LCD screens of Cisco IP phones to display information and messages.

Phone View features work only with Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager) phone systems, and only with supported Cisco IP phones. For details on requirements, see the “Requirements for Cisco Unity Phone View” section in the applicable *System Requirements for Cisco Unity*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

To set up Phone View features, you first create an application CTI user in Cisco Unified CM and associate the applicable subscriber devices with this user. Then, you enable Phone View features for the phone system. Additionally, Visual Message Locator must be enabled for individual subscribers. Note that subscribers can also change their personal settings to enable Message Monitor for a specified phone, or to disable it.

Do the following procedures in order, as applicable.

To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 5.x and Later)

- Step 1** In Cisco Unified Communications Manager Administration, click **User Management > Application User**.
- Step 2** On the Find and List Application Users page, click **Add New**.
- Step 3** On the Application User Configuration page, do the following sub-steps to create a CTI user account that will have access to all subscriber phones for Phone View:
 - In the User ID field, enter a unique name for the CTI user. For example, enter “PhoneViewUser.”
 - In the password field, enter a password for the user.
 - In the Confirm Password field, re-enter the password that you entered in [Step 3b](#).

- Step 4** In the credential policy for the Phone View CTI user, ensure that the User Must Change at Next Login and the Does Not Expire check boxes are both unchecked. Otherwise, Phone View will not work.
 - Step 5** Associate the subscriber phone devices for which you want to enable Phone View with the new CTI user.
 - Step 6** Click **Save**.
 - Step 7** Continue with the [“To Enable Phone View on the Cisco Unity Server” procedure on page 12-2](#).
-

To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 4.x)

- Step 1** In Cisco Unified Communications Manager Administration, click **User > Add a New User**.
 - Step 2** On the User Configuration page, do the following sub-steps to create a CTI user account that will have access to all subscriber phones for Phone View:
 - a. In the First Name field, enter a first name for the CTI user. For example, enter “PhoneView.”
 - b. In the Last Name field, enter a last name for the CTI user. For example, enter “User.”
 - c. In the User ID field, enter a unique user name. For example, enter “PhoneViewUser.”
 - d. In the password field, enter the password for the user.
 - e. In the Confirm Password field, re-enter the password that you entered in [Step 2d](#).
 - f. In the PIN field, enter the PIN for the user.
 - g. In the Confirm PIN field, re-enter the PIN that you entered in [Step 2f](#).
 - h. Check the **Enable CTI Application Use** check box.
 - i. Check the **Enable CTI Super Provider Use** check box.
 - j. Click **Insert**.
 - Step 3** Under Application Profiles of CTI, click **Device Association**.
 - Step 4** On the Device Association page, add the subscriber phone devices for which you want to enable Phone View.
 - Step 5** Click **Update**.
 - Step 6** Continue with the following [“To Enable Phone View on the Cisco Unity Server” procedure](#).
-

To Enable Phone View on the Cisco Unity Server

- Step 1** On the Cisco Unity server, on the Windows Start menu, go to **Programs > Unity > Manage Integrations**.
- Step 2** In the Manage Integrations utility, click **Properties** for the Cisco Unified Communications Manager phone system to enable for Phone View.
- Step 3** Click the **Phone View** tab.
- Step 4** In the Phone System Version field, click the version of the Cisco Unified Communications Manager phone system.
- Step 5** In the CTI Refresh Interval field, enter the refresh interval in minutes. The default is 15 minutes.
- Step 6** Under CUCM/CCM Access, in the User Name field, enter the name of a user with access permission to Cisco Unified CM Administration.

- Step 7** In the Password field, enter the password for the user specified in [Step 6](#).
- Step 8** Under CTI Phone Access, in the User Name field, enter the name of the CTI Application User that you created to access subscriber phones for Phone View.
- Step 9** In the Password field, enter the password for the user specified in [Step 8](#).
- Step 10** To enable Message Monitor, check the **Message Monitor Enabled** check box.
- Step 11** To enable Visual Message Locator, check the **Visual Message Locator Enabled** check box.
- Step 12** Click **Save**.
- Step 13** When prompted to restart the Cisco Unity services, click **Yes**.
- Step 14** Wait for the services to be stopped and restarted.
- Step 15** If you are configuring Visual Message Locator, continue with the following procedure as applicable.

To enable Visual Message Locator for subscribers, you can use either the Cisco Unity Administrator or Bulk Edit.

To enable the feature for a group of existing subscribers at once by using the Bulk Edit utility, do the [“To Enable Visual Message Locator by Using the Bulk Edit Utility” procedure on page 12-3](#).

To enable the feature for an individual subscriber, do the [“To Enable Visual Message Locator by Using the Cisco Unity Administrator” procedure on page 12-4](#).

To Enable Visual Message Locator by Using the Bulk Edit Utility

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the Tools Depot window, expand **Administration Tools**, then double-click **Bulk Edit**.
- Step 3** In the Unity Bulk Edit Utility window, on the Overview page, click **Next**.
- Step 4** On the Select Subscriber page, under Select Subscriber, select the subscribers that you want and click **Add Subscribers to Grid**.
- Step 5** Click **Next**.
- Step 6** On the Select Subscriber Changes page, click the **Features** tab.
- Step 7** Under Finding Messages by Phone, in the Subscribers Can Use Message Locator field, click **True**.
- Step 8** In the Include Receipts in Searches field, click **True**.
- Step 9** In the Enable Phone View Message Locator Feature field, click **True**.
- Step 10** Click **Next**.
- Step 11** On the Apply Changes page, click **Update Subscribers**.
- Step 12** When you are prompted that the Bulk Edit utility is done, click **OK**.
- Step 13** When you are prompted to view the output log, click the applicable button.
- Step 14** In the Unity Bulk Edit Utility window, click **Exit**.
-

To Enable Visual Message Locator by Using the Cisco Unity Administrator



Note You can create a subscriber template in which you enable Visual Message Locator. This will enable the feature for all subsequent subscriber accounts that are created by using the template. Modifying a template to enable the feature does not change settings for existing subscriber accounts.

-
- Step 1** In the Cisco Unity Administrator, find the subscriber for which you are enabling Visual Message Locator.
 - Step 2** Click **Features**.
 - Step 3** Check the **Subscriber Can Use Message Locator** check box.
 - Step 4** Check the **Subscriber Can Use Phone View Visual Message Locator** check box.
 - Step 5** Check the **Include Receipts in Searches** check box, if applicable.
 - Step 6** Click **Save**.
-

Remote Message Monitor

The Remote Message Monitor feature allows voicemail subscribers to listen to a message on a remote phone as the caller records it and gives them the option of connecting to the caller.

To enable the feature, you must first enable it for all subscribers who are associated with a Cisco Unified Communications Manager phone system. Then, subscribers must set up notification for their remote phone by using the Cisco Unity Assistant.

Do the following procedure to enable the feature for all subscribers who are associated with a Cisco Unified CM phone system.

To Enable Remote Message Monitor on the Cisco Unity Server

-
- Step 1** On the Cisco Unity server, on the Windows Start menu, go to **Programs > Cisco Unity > Manage Integrations**.
 - Step 2** In the Manage Integrations utility, go to the Properties of the Cisco Unified CM integration being enabled for the Remote Message Monitor.
 - Step 3** Click on the **Phone View** tab.
 - Step 4** Check the **Remote Message Monitor Enabled** check box.
 - Step 5** Click **Save**.
 - Step 6** When prompted to restart the Cisco Unity services, click **Yes**.
 - Step 7** Wait for the services to be stopped and restarted.
-