



# Multiple Phone System Integration Guide for Cisco Unity 5.0

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**Revised January 14, 2009**

This document applies to Cisco Unity 5.0. It provides instructions for integrating multiple phone systems with Cisco Unity (limited only by the number of licensed voice messaging ports and the phone systems type), deleting one of the phone systems that is integrated with Cisco Unity, and replacing one phone system with another phone system in a Cisco Unity integration.



**Caution**

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A trunk must be set up between the integrated phone systems so that Cisco Unity can transfer calls from one integrated phone system to another integrated phone system. Otherwise, Cisco Unity cannot transfer calls between integrated phone systems. For details on setting up a trunk between phone systems, see the phone system documentation.

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## Integration Tasks

Before doing the following tasks to integrate Cisco Unity with multiple phone systems, confirm that the Cisco Unity server is ready for the integration by completing the applicable tasks in the applicable Cisco Unity installation guide.

The following task lists describe the process for creating, deleting, and replacing the integrations.

## Task List to Create Multiple Phone System Integrations

Use the following task list to integrate multiple phone systems with Cisco Unity. If you are installing a new Cisco Unity server by using the applicable Cisco Unity installation guide, you may have already completed some of the following tasks.

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity server requirements have been met. See the [“Requirements” section on page 3](#).
2. Confirm that the combination of phone systems is supported in a multiple phone system integration with Cisco Unity. See the [“Combination Limitations for Multiple Phone System Integrations” section on page 3](#).



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3. Create the integration. See the “[Creating Multiple Phone System Integrations](#)” section on page 4.

**Note**

Multiple Cisco Unified Communications Manager clusters can be integrated by creating a new integration for each Cisco Unified Communications Manager cluster in UTIM or by adding new clusters to an existing Cisco Unified Communications Manager integration in UTIM. For instructions, see the “[Creating an Integration with a Second Cluster of Cisco Unified Communications Manager](#)” section in the applicable Cisco Unified Communications Manager integration guide at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

4. Repeat Task 1. through Task 3. for each remaining phone system.

## Task List to Delete an Existing Phone System Integration

Use the following task list to delete one of the phone systems that is integrated with Cisco Unity (for example, to change from two phone system integrations to a single phone system integration).

1. Start the Cisco Unity Telephony Integration Manager (UTIM). See the “[Deleting an Existing Phone System Integration](#)” section on page 4.
2. Delete the existing integration. See the “[Deleting an Existing Phone System Integration](#)” section on page 4.
3. Reassign the subscribers and call handlers who had been homed on the deleted phone system integration to a remaining phone system integration. See the “[Deleting an Existing Phone System Integration](#)” section on page 4.

## Task List to Replace an Existing Phone System Integration with a New Phone System Integration

Use the following task list to replace an existing phone system with a new phone system and to reassign the subscribers and call handlers to the new phone system.

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity server requirements have been met. See the “[Requirements](#)” section on page 3.
2. Confirm that the combination of phone systems is supported in a multiple phone system integration with Cisco Unity. See the “[Combination Limitations for Multiple Phone System Integrations](#)” section on page 3.
3. Create the integration for the new phone system. See the “[Replacing an Existing Phone System with a New Phone System](#)” section on page 5.
4. Delete the old phone system. See the “[Replacing an Existing Phone System with a New Phone System](#)” section on page 5.
5. Reassign the subscribers and call handlers who had been homed on the deleted phone system to the new phone system. See the “[Replacing an Existing Phone System with a New Phone System](#)” section on page 5.

# Requirements

Cisco Unity has the following requirements for multiple phone system integrations:

- All phone system and Cisco Unity server requirements have been met. See the applicable Cisco Unity integration guides at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).
- There must be an adequate number of voice messaging ports on the Cisco Unity server to connect to the phone systems. This number must not exceed the number of ports that are enabled by the Cisco Unity license files.
- For a single Cisco Unity server (or a failover pair), all extensions must be unique. The dial plans for the phone systems must not overlap.

If overlapping dial plans cannot be avoided, you must install a Cisco Unity server for each phone system, digitally network the servers, and set up dialing domains to accommodate the overlapping dial plans. See the applicable *Networking Guide for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_feature\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html).

## Combination Limitations for Multiple Phone System Integrations

Cisco Unity 5.0 supports multiple simultaneous phone system integrations in any combination with the following limitations:

- The number of simultaneous phone system integrations is limited only by the number of licensed voice messaging ports on the Cisco Unity server.
- Only one integration with a circuit-switched phone system through voice cards is supported on the Cisco Unity server.

For example, Cisco Unity can be integrated with the following phone systems at one time (a total of 25 phone system integrations):

- Six circuit-switched phone systems through PIMG/TIMG units
- Six Cisco Unified Communications Manager phone systems through Skinny Call Control Protocol (SCCP)
- Six QSIG-enabled phone systems with Cisco ISR voice gateway
- One circuit-switched phone system through voice cards
- Six Cisco Unified Communications Manager phone systems through SIP trunk

# Creating Multiple Phone System Integrations

After ensuring that the Cisco Unity server and the phone systems are ready for the integration, do the following procedure.

## To Create Multiple Phone System Integrations

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- Step 1** Integrate one phone system with Cisco Unity. See the applicable Cisco Unity integration guide at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).
- You can integrate the phone systems with Cisco Unity in any order.
- Step 2** Repeat [Step 1](#) for the remaining phone systems.
- Step 3** Revise the applicable subscriber templates and call handler templates so that new subscribers and call handlers will be automatically assigned to the phone system that you want. For details, see the applicable *System Administration Guide for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html).
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# Deleting an Existing Phone System Integration

If you want to delete an existing phone system integration (for example, you have replaced the phone system with which Cisco Unity originally integrated), do the following procedure.

## To Delete an Existing Phone System Integration

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- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Manage Integrations**. The UTIM window appears.
- Step 2** In the left pane, double-click **Unity Server**. The existing integrations appear.
- Step 3** Click the integration that you want to delete.
- Step 4** On the Integration menu, click **Delete**.
- Step 5** Follow the on-screen instructions to assign the subscribers and call handlers of the deleted phone system integration to another phone system integration.
- Step 6** At the prompt to restart the Cisco Unity services, click **Yes**. The Cisco Unity services restart.
- Alternatively, you can restart the Cisco Unity services in UTIM on the Tools menu by clicking **Restart Cisco Unity**.
- Step 7** Revise the applicable subscriber templates and call handler templates so that new subscribers and call handlers will be automatically assigned to another phone system. For details, see the applicable *System Administration Guide for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html).
- Step 8** If the integration that you deleted used voice cards, remove the voice cards from the Cisco Unity server.
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# Replacing an Existing Phone System with a New Phone System

If you want to replace an existing phone system with a new phone system, you can use a temporary multiple phone system integration to automatically reassign to the new phone system all of the subscribers and call handlers who are currently assigned to the existing phone system. This process involves the following tasks:

1. Create a second integration for the new phone system.
2. Delete the integration for the existing phone system.
3. UTIM reassigns to the new phone system all of the subscribers and call handlers who are currently assigned to the existing phone system.

Do the following procedure.

## To Replace an Existing Phone System with a New Phone System, Then Reassign Subscribers and Call Handlers

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- Step 1** Integrate the new phone system with Cisco Unity. See the applicable Cisco Unity integration guide at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).
- Step 2** If the UTIM window is not open, on the Windows Start menu, click **Programs > Cisco Unity > Manage Integrations**. The UTIM window appears.
- Step 3** In the left pane, double-click **Unity Server**. The existing integrations appear.
- Step 4** Click the existing integration (the integration that you want to delete).
- Step 5** On the Integration menu, click **Delete**.
- Step 6** Follow the on-screen instructions to reassign the subscribers and call handlers of the deleted phone system integration to the remaining phone system integration.




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**Note** Detailed instructions are also available through Help.

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- Step 7** At the prompt to restart the Cisco Unity services, click Yes. The Cisco Unity services restart. Alternatively, you can restart the Cisco Unity services in UTIM on the Tools menu by clicking **Restart Cisco Unity**.
- Step 8** If the integration that you deleted used voice cards, remove the voice cards from the Cisco Unity server.
- Step 9** Revise the applicable subscriber templates and call handler templates so that new subscribers and call handlers will be automatically assigned to the new phone system. For details, see the applicable *System Administration Guide for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html).
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# Appendix: Documentation and Technical Assistance

## Documentation Conventions

The *Multiple Phone System Integration Guide for Cisco Unity 5.0* uses the following conventions.

**Table 1** Multiple Phone System Integration Guide for Cisco Unity 5.0 Conventions

| Convention                 | Description   |
|----------------------------|---|
| boldfaced text             | Boldfaced text is used for: <ul style="list-style-type: none"> <li>• Key and button names. (Example: Click <b>OK</b>.)</li> <li>• Information that you enter. (Example: Enter <b>Administrator</b> in the User Name box.)</li> </ul>  |
| < ><br>(angle brackets)    | Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter <b>ping &lt;IP address&gt;</b> .)   |
| -<br>(hyphen)              | Hyphens separate keys that must be pressed simultaneously. (Example: Press <b>Ctrl-Alt-Delete</b> .)  |
| ><br>(right angle bracket) | A right angle bracket is used to separate selections that you make on menus. (Example: On the Windows Start menu, click <b>Settings &gt; Control Panel &gt; Phone and Modem Options</b> .)<br><br>In the navigation bar of the Cisco Unity Administrator. (Example: In the Cisco Unity Administrator, go to <b>Contacts &gt; System Contacts</b> .) |

The *Multiple Phone System Integration Guide for Cisco Unity 5.0* also uses the following conventions:



### Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.



### Caution

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

# Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, see the *Documentation Guide for Cisco Unity*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html).

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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