Configuring VoiceView Express

This chapter describes the procedures for configuring VoiceView Express on Cisco Unity Express and includes the following sections:

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- Configuring VoiceView Express, page 3
- Configuring the Phone-Authentication Service, page 5

To configure this feature from the GUI, use the **Voice Mail > VoiceView Express** option.

Overview of VoiceView Express

The VoiceView Express feature allows voice-mail subscribers to browse, listen, send messages, and manage their voice mail messages from their Cisco IP phone display and soft keys. This feature is an alternative to the telephone user interface (TUI) for performing common tasks.

VoiceView Express is available for Cisco Unified Communications Manager Express and Cisco Unified Communications Manager systems. VoiceView is not available in Cisco Unified Communications Manager SRST mode.

VoiceView Express is enabled by default.

VoiceView Express is supported on selected Cisco Unified IP phones. See the *Release Notes for Cisco Unity Express 8.6* for more information. For details on using the VoiceView Express features, see the *Cisco Unity Express VoiceView Express Quick Start Guide- Release 3.2*.

VoiceView Express Session Count

The maximum number of simultaneous VoiceView Express sessions depends on the size of the network modules and the Cisco Unity Express release version being used. The number of simultaneous VoiceView Express sessions supported depends on the Cisco Unity Express hardware module and the version. To determine how many VoiceView Express sessions your hardware supports, see the release notes for the Cisco Unity Express release version you are using.

The system counts VoiceView Express sessions separately from graphical user interface (GUI) sessions.

When a subscriber is listening to or recording a voice message or greeting with VoiceView Express, the system counts the session as a VoiceView Express session and a TUI session.

If the subscriber is browsing through voice messages on the VoiceView Express phone screen, the system counts the session as a VoiceView Express session.

Configuring Cisco Unified Communications Manager for VoiceView Express

The VoiceView Express service URL configured on Cisco Unified Communications Manager must be as follows: **http://***Cisco-Unity-Express-hostname***/voiceview/common/login.do**.

The Cisco Unified Communications Manager administrator must ensure that all phones configured to use VoiceView Express are owned by the JTAPI user configured on Cisco Unity Express. VoiceView Express uses the JTAPI username and password to become a trusted phone client. Use the following procedures to add the VoiceView Express service to the phones:

1. Create an IP phone service—In the Cisco Unified Communications Manager administration screen, click **Feature > Cisco IP Phone Services**. Click **Add a New IP Phone Service**. Enter the name that you want the voice-mail subscribers to see on their phone screens. Enter the description that you want to appear on the subscribers's phone message when they subscribe to VoiceView Express. Enter the IP phone service URL described above. Click **Insert**.

2. Add the IP phone service to a phone— Locate a phone in the Cisco Unified Communications Manager system. Click on the phone to open the phone's configuration page. Click **Subscribe/Unsubscribe Services** in the upper-right corner of the screen. In the drop-down menu, find the IP phone service name that you created earlier. Click **Continue**. Click **Subscribe**.

3. Enable **Web Access** on all phones using the phone device configuration in Cisco Unified Communications Manager.

4. Assign the phone to the JTAPI user—Go to the JTAPI user's configuration page. Click **Device Association**. Associate the phone as a controlled device.

5. Repeat procedures 2, 3 and 4 for each phone that requires VoiceView Express service.

Configuring Cisco Unified Communications Manager Express for VoiceView Express

The Authentication Manager is a network server that handles authentication requests for IP phone tasks. The IP phone learns the authentication server URL during the phone's registration process.

Cisco Unified Communications Manager Express (Cisco Unified CME) does not have an authentication server. Cisco Unity Express starts an authentication server that acts as the primary authentication server for VoiceView Express.

The Cisco Unified CME administrator must ensure that Cisco Unified CME authentication server URL points to the Cisco Unity Express authentication server. In addition, if using Cisco Unified CME 8.0 or later, Web Access must be enabled. The Cisco Unified CME command syntax required is different depending on the Cisco Unity Express version being used. For more information, see .

> **Note**   To activate the URL configuration, reboot the phones.

Session Termination

The administrator can configure the maximum number of minutes a VoiceView Express session can remain idle. The timeout is a system-wide parameter and cannot be configured for individual subscribers or groups. The default limit per session is 5 minutes.

Active VoiceView Express sessions are terminated under the following scenarios:

- A new TUI or VoiceView Express session preempts and terminates an existing VoiceView Express session.

- An active VoiceView Express session can be terminated using the CLI command **service voiceview session terminate** *mailbox-id* in Cisco Unity Express EXEC mode. See "Monitoring Active IMAP and VoiceView Express Sessions" on page 7 for more information.

Configuring VoiceView Express

Use the following procedure to configure system-wide VoiceView Express parameters.

VoiceView Express is enabled by default.

Prerequisites

- For Cisco Unified Communications Manager systems: ensure that all phones configured to use VoiceView Express are owned by the JTAPI user configured on Cisco Unity Express.

- For Cisco Unified Communications Manager Express systems: ensure that the Cisco Unified Communications Manager Express authentication server URL points to Cisco Unity Express.

Required Data for This Procedure

Number of minutes a VoiceView Express session can be inactive before the system disconnects the session.

SUMMARY STEPS

1. **config t**
2. **service voiceview**
3. **enable**
4. **session idletimeout** *minutes*
5. **end**
6. **end**
7. (Optional) **show voiceview configuration**
8. (Optional) **show voiceview sessions**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**config t** **Example:** se-10-0-0-0# config t	Enters configuration mode.
Step 2	**service voiceview** **Example:** se-10-0-0-0(config)# service voiceview	Enters VoiceView Express configuration mode.
Step 3	**enable** **Example:** se-10-0-0-0(config-voiceview)# enable	Enables the VoiceView Express feature for all the subscribers served by the Cisco Unity Express system. The default state is enabled.
Step 4	**session idletimeout** *minutes* **Example:** se-10-0-0-0(config-voiceview)# session idletimeout 10	Specifies the number of minutes a VoiceView Express session can be idle. After this maximum is reached, the system automatically disconnects the session. Valid values are 5 to 30 minutes. The default is 5 minutes.
Step 5	**end** **Example:** se-10-0-0-0(config-voiceview)# end	Exits VoiceView Express configuration mode.
Step 6	**end** **Example:** se-10-0-0-0(config)# end	Exits configuration mode.
Step 7	**show voiceview configuration** **Example:** se-10-0-0-0# show voiceview configuration	(Optional) Displays the VoiceView Express configuration parameters.
Step 8	**show voiceview sessions** **Example:** se-10-0-0-0# show voiceview sessions	(Optional) Displays all active VoiceView Express sessions.

Examples

The following is sample output for the **show voiceview configuration** command:

```
se-10-0-0-0# show voiceview configuration
Phone service URL:      http://<CUE-hostname>/voiceview/common/login.do
Enabled:                Yes
Idle Timeout (minutes): 10
```

The following is sample output for the **show voiceview sessions** command:

```
se-10-0-0-0# show voiceview sessions

Mailbox     RTP     User ID     Phone MAC Address
1013        Yes     user1       0015.C68E.6C1E
1016        No      user5       0015.629F.8706
1015        No      user3       0015.63EE.3790
1014        Yes     user6       0015.629F.888B
1009        No      user9       0015.6269.57D2
1012        No      user10      0016.4676.4FCA
1001        No      user8       0009.B7F7.5703
1004        Yes     user11      000C.30DE.5EA8

8 session(s)
```
3 active RTP stream(s)

Configuring the Phone-Authentication Service

Prior to release 7.0, Cisco Unity Express provided an authentication service that handled only VoiceView Express authentication requests from the IP phones during the playback and recording of voice messages and greetings. There was no authentication service for any other IP phone applications that required audio streaming.

Beginning in release 7.0, the phone authentication service was provided as part of IOS. As part of IOS, the authentication service to be used with any phone service application on the network. For release 7.0 and later, Cisco Unified CME acts as the primary authentication server.

Prerequisites For Release 7.0 and Later

On Cisco Unified CME, you must perform the following steps before configuring the phone authentication service on Cisco Unity Express:

- Configure the URL for the authentication service using the following command:

    url authentication http://*cme-ip-address***/CCMCIP/authenticate.asp**

- Configure the authentication username and password using the following command:

    authentication credential *username password*

    This username and password must match the username and password configured in the following procedure.

- (Cisco Unified CME 8.0 and later) Enable Web Access using the following command in telephony-service configuration mode:

    service phone webAccess 0

Prerequisites for Release 3.2 and Earlier

On Cisco Unified CME, you must perform the following step before configuring the phone authentication service on Cisco Unity Express:

- Configure the URL for the authentication service using the following command:

    url authentication http://*cue-ip-address***/voiceview/authentication/authenticate.do**

Perform the following steps to configure the phone authentication service on Cisco Unity Express.

SUMMARY STEPS

1. **config t**
2. **site name local**
3. **phone-authentication username** *username* **password** *password*
4. **end**
5. **show phone-authentication configuration**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**config t** Example: se-10-0-0-0# config t	Enters configuration mode.
Step 2	**site name local** Example: se-10-0-0-0(config)# site name local	Configures a Cisco Unified CME site and enters site configuration mode.
Step 3	**phone-authentication username** *username* **password** *password* Example: se-10-0-0-0(config-site)# phone-authentication username user-8 password mypass	Sets the authentication username and password.
Step 4	**end** Example: se-10-0-0-0(config-site)# end	Exits authentication mode.
Step 5	**show phone-authentication configuration** Example: se-10-0-0-0# show phone-authentication configuration	(Optional) Displays the VoiceView Express authentication parameters.

Example

The following is sample output for the show phone-authentication configuration command:

```
se-10-0-0-0# show phone-authentication configuration

Authentication service URL: http://<CUE-hostname>/voiceview/authentication/authenticate.do
Authentication Fallback Server URL: http://172.16.10.10/auth-server/authenticate.asp
```

Displaying and Terminating VoiceView Express Sessions

To terminate an active VoiceView Express session, see "Monitoring Active IMAP and VoiceView Express Sessions" on page 7.