

# Configuring an SPA9XX phone for voicemail service

Document ID: 108955

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## Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products (formerly Linksys Business Series).

### Q. How to configure the SPA9XX Series Phone for Voicemail service?

A.

You need to perform two steps if you want to configure your SPA9XX Series Phone for voicemail service.

1. Configuring the SPA400 for voicemail account
2. Configuring the SPA9XX phone for voicemail service.

#### *Configuring the SPA400 for voicemail account*

Creating a voicemail account for an LVS User requires entering a Mailbox ID in the configuration of their SPA IP Phone and then associating it to a SPA400 Voicemail User ID. A Voicemail User ID is defined as a valid SPA IP Phone extension that has been configured in the SPA9000. Voicemail User IDs and passwords may be added or changed from the SPA400 configuration utility.

#### *Step 1:*

From the SPA400 configuration utility, click the **Setup** tab and select the **Voicemail Users** menu item. If the installation and configuration of the SPA400 was initially performed using the SPA9000 **Setup Wizard**, each extensions configured for voicemail will be populated in the SPA400 Voicemail Users page. By default, a user's voicemail account will be active with the password to access the voicemail account being identical to their extension (i.e., ext.=100 password=100).?

**General**

Line Enable:

**SIP Settings**

SIP Transport:	<input type="text" value="UDP"/>	SIP Port:	<input type="text" value="5060"/>
SIP 100REL Enable:	<input type="text" value="no"/>	EXT SIP Port:	<input type="text"/>
Auth Resync-Reboot:	<input type="text" value="yes"/>	SIP Proxy-Require:	<input type="text"/>
SIP Remote-Party-ID:	<input type="text" value="yes"/>	Referor Bye Delay:	<input type="text" value="4"/>
Refer-To Target Contact:	<input type="text" value="no"/>	Referee Bye Delay:	<input type="text" value="0"/>
SIP Debug Option:	<input type="text" value="none"/>	Refer Target Bye Delay:	<input type="text" value="0"/>
Sticky 183:	<input type="text" value="no"/>	Auth INVITE:	<input type="text" value="no"/>

**Call Feature Settings**

Blind Attn-Xfer Enable:	<input type="text" value="no"/>	MOH Server:	<input type="text" value="imusic"/>
Message Waiting:	<input type="text" value="no"/>	Auth Page:	<input type="text" value="no"/>
Default Ring:	<input type="text" value="1"/>	Auth Page Realm:	<input type="text"/>
Conference Bridge URL:	<input type="text"/>	Auth Page Password:	<input type="text"/>
Mailbox ID:	<input type="text" value="1100"/>	Voice Mail Server:	<input type="text" value="192.168.15.101:60"/>
State Agent:	<input type="text"/>	CFWD Notify Serv:	<input type="text" value="no"/>
CFWD Notifier:	<input type="text"/>		

**Proxy and Registration**

Proxy:	<input type="text" value="10.10.10.70:80"/>	Use Outbound Proxy:	<input type="text" value="no"/>
Outbound Proxy:	<input type="text"/>	Use OB Proxy In Dialog:	<input type="text" value="yes"/>

SPA-9000 IP address

Both Mailbox ID and the should be matched with the SPA-400 Voicemail Users

**Voice Mail** | **4-Port FXO VoIP Gate**

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[Basic Setup](#) | [49000 Interface](#) | [Voice](#) | [Voicemail Server](#) | [Voicemail Users](#)

**User Setting**

Enable User 1  
 User ID:  Password:

Enable User 2  
 User ID:  Password:

Enable User 3  
 User ID:  Password:

[Help...](#)

**Step 2:**

Click **Save Settings** at the bottom of the page and then the **Restart** button on the SPA400 configuration utility. The SPA400 device will reboot. Continue to the next step below.

**Configuring the SPA9XX Phone for voicemail service**

Each valid SPA IP Phone extension configured in the SPA9000 may be configured for voicemail service. The SPA IP Phone configuration page (**Figure 6**) can be accessed by either clicking on the PBX Status link in the upper right location of the SPA9000 configuration utility or by entering the SPA IP Phone IP address into the browser.

**Step 1:**

From the SPA IP Phone configuration utility, click the **Ext 1** tab. The voicemail setting is entered in the **Mailbox ID** field in the following format:

**<line#><User ID>**

Where **<line#>** refers to the SPA9000 Line (1–4) of the SPA400 configuration and **<User ID>** must match the setting entered in the **SPA400 Voicemail Users** menu.

**Step 2:**

From the example in **Figure 5** and **Figure 6**, the setting is as follows:

Call Feature Settings: Mailbox ID = **1100**

The IP address reflected in the **Voice Mail Server** field on the SPA IP Phone **Ext 1** page (**Figure 6**) is correctly configured as the IP address of the SPA9000. The SPA9000 acts as a proxy to the SPA400 voicemail server.

Call Feature Settings	
Blind Attn-Xfer Enable:	no
Message Waiting:	no
Default Ring:	1
Conference Bridge URL:	
Mailbox ID:	1100
State Agent:	
CFWD Notifier:	
MOH Server:	
Auth Page:	no
Auth Page Realm:	
Auth Page Password:	
Voice Mail Server:	192.168.15.101:6060
CFWD Notify Serv:	no

**Step 3:**

Click the **Submit All Changes** button on the SPA IP Phone configuration utility. The SPA IP Phone will reboot. The SPA IP Phone has now been configured to access the voicemail service.

## Related Information

- **Technical Support & Documentation – Cisco Systems**