Configuring an SPA962 phone for voicemail service

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Contents

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 VM on SPA962?

A.

You need to perform two steps if you want to configure your SPA962 IP Phone for voicemail service.

1. Configure the SPA400 for voicemail account
2. Configure the SPA962 phone for voicemail service.

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).?
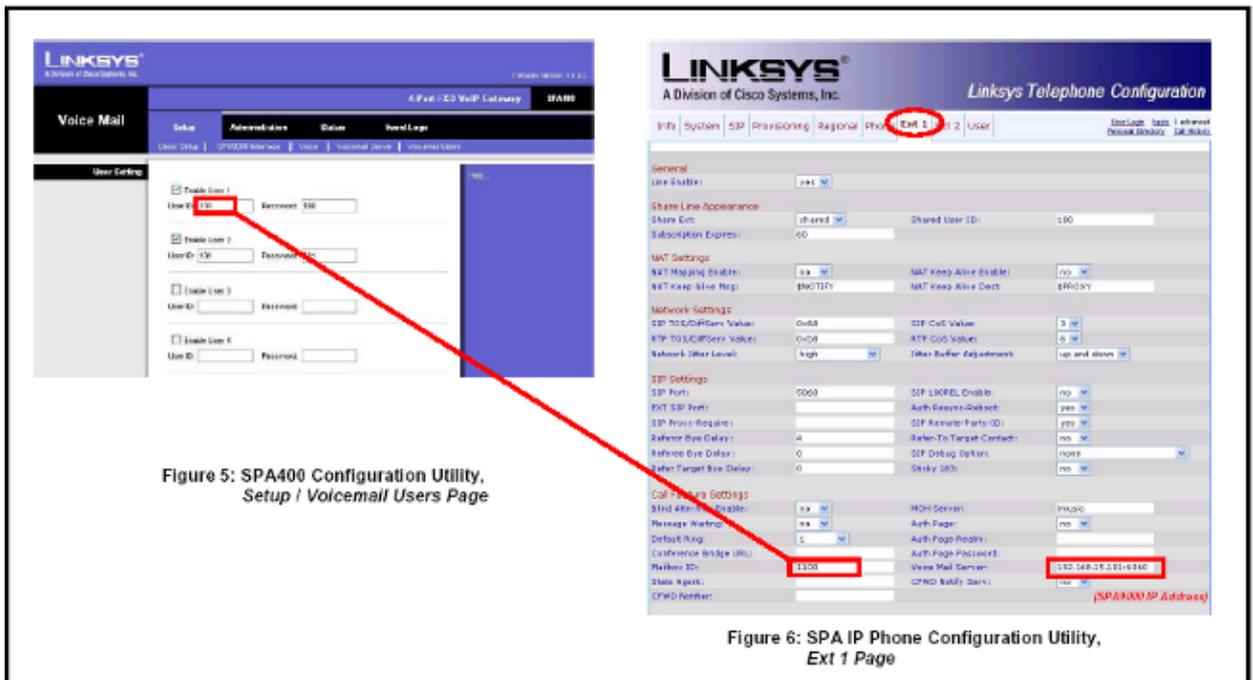
Figure 5: SPA400 Configuration Utility,
Setup / Voicemail Users Page

Figure 6: SPA IP Phone Configuration Utility,
Ext 1 Page

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 SPA962 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:		MOH Server:	
Message Waiting:		Auth Page:	no
Default Ring:	1	Auth Page Realm:	
Conference Bridge URL:		Auth Page Password:	
Mailbox ID:	1100	Voice Mail Server:	192.168.15.101:6060
State Agent:		CFWD Notify Serv:	no
CFWD Notifier:			

Mailbox ID.

VM Server Address.

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.

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