Multiple Phone System Integration Guide for Cisco Unity Connection Release 10.x

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This document provides instructions for integrating multiple phone systems with Cisco Unity Connection, deleting one of the phone systems that are integrated with Cisco Unity Connection, and replacing one phone system with another phone system in a Cisco Unity Connection integration.

Multiple integrations are not supported when Cisco Unity Connection is installed as Cisco Business Edition—on the same server with Cisco Unified Communications Manager. In the Cisco Business Edition configuration, Cisco Unity Connection can integrate only with Cisco Unified CM by Skinny Call Control Protocol (SCCP).

Note The integration of Cisco Unity Connection on a standalone server with Cisco Unified Communications Manager in Cisco Business Edition is not supported.

Integration Tasks

Before doing the following tasks to integrate Cisco Unity Connection with multiple phone systems, confirm that Cisco Unity Connection is ready for the additional integration by completing the applicable tasks in the *Installation Guide for Cisco Unity Connection Release 10.x*.

The following task lists describe the processes for creating, deleting, and replacing the integration.

Task List to Create the Multiple Phone System Integrations

Use the following task list to integrate multiple phone systems with Cisco Unity Connection.

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity Connection 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 Connection. 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.

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> **Note**   An additional Cisco Unified CM cluster can be added in Cisco Unity Connection Administration by creating a new phone system, a new port group for the phone system, and new ports for the port group. Each Cisco Unified CM cluster is a separate phone system integration.

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 Connection (for example, to change from two phone system integrations to a single phone system integration).

1. Reassign the users who are homed on the phone system that you want to delete to another phone system. Alternatively, delete these users. See the "Users" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

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> **Caution**   If you reassign users to a new phone system, we recommend that you change the user extensions to the extensions that will be used by the new phone system before deleting the old phone system. Otherwise, users will not be able to access their voice messages.

2. Delete the phone system integration. See the "Deleting an Existing Phone System Integration" section on page 4.

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

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

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity Connection server requirements have been met. See the "Requirements" section on page 3.

2. Confirm that the phone system combination is supported in a multiple phone system integration with Cisco Unity Connection. See the "Combination Limitations for Multiple Phone System Integrations" section on page 3.

3. Create the integration for the new phone system. See the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

4. Reassign the users who had been homed on the deleted phone system integration to the new phone system. See the "Users" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

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> **Caution**   If you reassign users to a new phone system, we recommend that you change the user extensions to the extensions that will be used by the new phone system before deleting the old phone system. Otherwise, users will not be able to access their voice messages.

5. Delete the existing integration. See the "Deleting an Existing Phone System Integration" section on page 4.

Requirements

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

- All phone system and Cisco Unity Connection server requirements have been met. See the applicable Cisco Unity Connection integration guides at
  http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

- There must be an adequate number of voice messaging ports on the Cisco Unity Connection server to connect to connect to the phone systems. This number of ports must not exceed the number ports that are enabled by the Cisco Unity Connection license files.

- <PA: Removed because CUC partitions and search spaces make this requirement obsolete.> 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 Connection server for each phone system that has overlapping dial plans, digitally network the servers, and set up dialing domains to accommodate the overlapping dial plans. See the "Digital Networking" chapter in the *System Administration Guide for Cisco Unity Connection* at
  http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

- Cisco Unity Connection is installed on a separate server from Cisco Unified CM.

  Multiple integrations are not supported when Cisco Unity Connection is installed as Cisco Business Edition—on the same server with Cisco Unified CM.

Combination Limitations for Multiple Phone System Integrations

Cisco Unity Connection 10.x has no combination limitations. Cisco Unity Connection supports multiple simultaneous phone system integrations that are limited only by the number of licensed voice messaging ports.

For example, Cisco Unity Connection can be integrated with the following phone systems at one time (a total of 28 phone system integrations):

- Seven circuit-switched phone systems through PIMG/TIMG units

- Seven Cisco Unified CM phone systems through Skinny Call Control Protocol (SCCP)

- Seven QSIG-enabled phone systems through Cisco ISR voice gateways

- Seven Cisco Unified CM phone systems through SIP trunk

Creating Multiple Phone System Integrations

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

To Create Multiple Phone System Integrations

Step 1   Integrate one phone system with Cisco Unity Connection. See the applicable Cisco Unity Connection integration guide at
http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

You can integrate the phone systems with Cisco Unity Connection in any order.

Step 2   Repeat Step 1 for the remaining phone systems.

Step 3   Add applicable new user templates that are assigned to the new phone system so that new users can be assigned to the phone system that you want.

For details on adding new user templates, or on selecting a user template when adding a new user, see the "User Templates" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*. The guide is available at
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

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 Connection originally integrated), confirm that the following items are deleted or associated to another phone system:

- Users (including MWI devices and notification devices) who are associated with the phone system that you want to delete.

  To see a list of users associated with the phone system, in Cisco Unity Connection Administration, expand **Telephony Integrations > Phone System**; select the name of the phone system; on the Phone System Basics page, on the Edit menu, select **Phone System Associations**.

- User templates that are associated with the phone system that you want to delete.

- System call handlers that are associated with the phone system that you want to delete.

- Call handler templates that are associated with the phone system that you want to delete.

If users, user templates, call handlers, MWI devices, or notification devices are associated with this phone system, Cisco Unity Connection cannot delete the phone system.

When you attempt to delete a phone system that still has these items associated with it, a status warning will appear with a link to the Delete Phone System Wizard. This wizard will guide you to associate all items from the phone system that you want to delete to another phone system.

All users, user templates, call handlers, MWI devices and notification devices that are associated with a phone system must be reassigned before the phone system can be deleted.

Note You can see a list of users who are associated with a phone system on the Phone System Associations page for the phone system. To view Phone System Associations page, on the Phone System Basics page, select **Phone System Associations** on the Edit menu.

It is not necessary to delete the port groups or ports that belong to a phone system before deleting the phone system integration. The member port groups and ports will be automatically deleted with the phone system.

Note Port groups and ports that do not belong to the phone system will not be affected when the phone system integration is deleted.

Do the following procedure.

To Delete an Existing Phone System Integration

Step 1   Sign in to Cisco Unity Connection Administration.

Step 2   In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.

Step 3   On the Search Phone Systems page, check the check box to the left of the phone system that you want to delete.

Step 4   Select **Delete Selected**.

Step 5   When prompted to confirm that you want to delete the phone system, select **OK**.

Step 6   Sign out of Cisco Unity Connection Administration.

Appendix: Documentation and Technical Assistance

Documentation Conventions

The *Multiple Phone System Integration Guide for Cisco Unity Connection Release 10.x* uses the following conventions.

Table 1   Multiple Phone System Integration Guide for Cisco Unity Connection Release 10.x Conventions

Convention	Description
boldfaced text	Boldfaced text is used for: • Key and button names. (Example: Select **OK.**) • Information that you enter. (Example: Enter **Administrator** in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter **ping <IP address>**.)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press **Ctrl-Alt-Delete.)**
> (right angle bracket)	A right angle bracket is used to separate selections that you make: • On menus. (Example: On the Windows Start menu, select **Programs > Cisco Unified Serviceability > Real-Time Monitoring Tool**.) • In the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, expand **System Settings > Advanced**.)
[x] (square brackets)	Square brackets enclose an optional element (keyword or argument). (Example: [reg-e164])
[x | y] (vertical line)	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice. (Example: [transport tcp | transport udp])
{x | y} (braces)	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice. (Example: {tcp | udp})

The *Multiple Phone System Integration Guide for Cisco Unity Connection Release 10.x* 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 Connection Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection*. The document is shipped with Cisco Unity Connection and is available at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at http://www.access.gpo.gov/bis/ear/ear_data.html.