



Integration Description

- [Integration Description, on page 1](#)

Integration Description

Introduction

Cisco Unity Connection supports integrations through TIMG units (media gateways) with supported phone systems that provide in-band call information and MWI requests through the T1 digital lines.

Unity Connection supports integrations through TIMG units (media gateways) with the following phone systems:

- Any phone system that provides call information and MWI requests through a serial data link (SMDI, MCI, or MD-110 protocol) to the master TIMG unit. For details, see the "[Serial Integration with TIMG Units](#)" section.
- A supported phone system that provides in-band call information and MWI requests—through the T1 digital lines. For details, see the "[In-Band Integration with TIMG Units](#)" section.

Serial Integration with TIMG Units

The phone system sends call information and MWI requests through the data link, which is an RS-232 serial cable that connects the phone system and the master TIMG unit. Voice connections are sent through the T1 digital lines between the phone system and the TIMG units. The TIMG units communicate with the Unity\\Connection server through the LAN or WAN using Session Initialization Protocol (SIP). [Figure 1-1](#) shows the required connections for a serial integration using TIMG units.

Figure 1: Connections for a Serial Integration Using TIMG Units

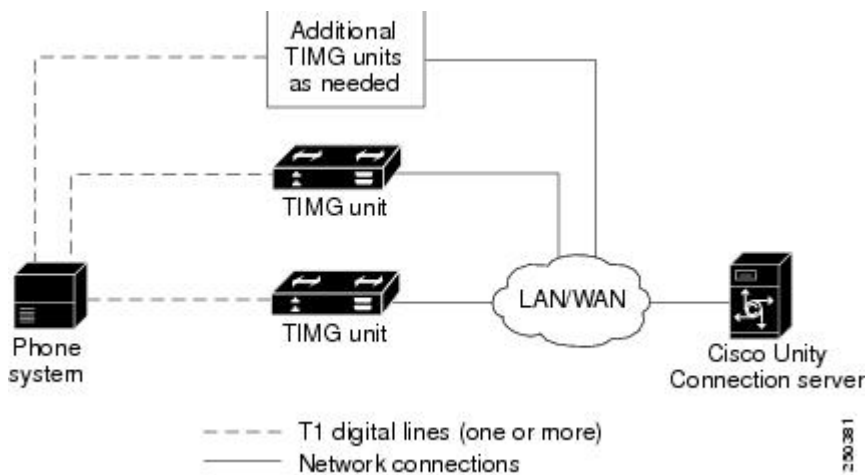
Rank	Count (# of Sessions)	Raw Source IP	Defined Hosts
1	8091	172.28.141.210	
2	6618	172.30.102.141	
3	6410	172.30.102.156	
4	5904	172.30.102.158	
5	5803	172.30.102.151	
6	4490	172.30.102.171	
7	4128	172.27.36.32	
8	2511	172.25.71.85	
9	1300	172.19.48.102	
10	409	172.28.214.126	H-172.28.214.126
11	400	172.28.214.118	H-172.28.214.118
12	225	172.27.75.106	
13	202	172.27.35.148	
14	16	172.28.228.9	
15	15	172.28.228.7	
15	15	172.28.228.8	
17	13	172.25.80.146	
18	4	172.28.228.6	
19	1	10.32.78.76	
19	1	10.61.1.168	
19	1	10.66.152.233	
19	1	172.20.60.253	
Total Sessions		46658	

190007

In-Band Integration with TIMG Units

The phone system sends call information, MWI requests, and voice connections through the T1 digital lines, which connect the phone system and the TIMG units. The TIMG units communicate with the Unity Connection server through the LAN or WAN using Session Initialization Protocol (SIP). [Figure 2: Connections for an In-Band Integration Using TIMG Units](#) shows the required connections for an in-band integration using TIMG units.

Figure 2: Connections for an In-Band Integration Using TIMG Units



1300381

Call Information

The phone system sends the following information with forwarded calls:

- The extension of the called party

- The extension of the calling party (for internal calls) or the phone number of the calling party (if it is an external call and the system uses caller ID)
- The reason for the forward (the extension is busy, does not answer, or is set to forward all calls)

Unity\ Connection uses this information to answer the call appropriately. For example, a call forwarded to Unity\ Connection is answered with the personal greeting of the user. If the phone system routes the call without this information, Unity\ Connection answers with the opening greeting.



Note Serial integrations send requests to turn on and turn off MWIs through the data link.

Integration Functionality

The TIMG integration provides the following integration features:

- Call forward to personal greeting
- Call forward to busy greeting
- Caller ID
- Easy message access (a user can retrieve messages without entering an ID because Unity\ Connection identifies the user based on the extension from which the call originated; a password may be required)
- Identified user messaging (Unity\ Connection identifies the user who leaves a message during a forwarded internal call, based on the extension from which the call originated)
- Message waiting indication (MWI)

Integrations with Multiple Phone Systems

Unity\ Connection can be integrated with two or more phone systems at one time. For information on the maximum supported combinations and instructions for integrating Unity\ Connection with multiple phone systems, see the *Multiple Phone System Integration Guide for Cisco Unity Connection Release 15*, available at

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/integration/multiple/b_cuc15intmultiple.html.

Call Information

The phone system sends the following information with forwarded calls:

- The extension of the called party
- The extension of the calling party (for internal calls) or the phone number of the calling party (if it is an external call and the system uses caller ID)
- The reason for the forward (the extension is busy, does not answer, or is set to forward all calls)

Unity Connection uses this information to answer the call appropriately. For example, a call forwarded to Unity Connection is answered with the personal greeting of the user. If the phone system routes the call without this information, Unity Connection answers with the opening greeting.



Note Serial integrations send requests to turn on and turn off MWIs through the data link.

Integration Functionality

The TIMG integration provides the following integration features:

- Call forward to personal greeting
- Call forward to busy greeting
- Caller ID
- Easy message access (a user can retrieve messages without entering an ID because Unity Connection identifies the user based on the extension from which the call originated; a password may be required)
- Identified user messaging (Unity Connection identifies the user who leaves a message during a forwarded internal call, based on the extension from which the call originated)
- Message waiting indication (MWI)

Integrations with Multiple Phone Systems

Unity Connection can be integrated with two or more phone systems at one time. For information on the maximum supported combinations and instructions for integrating Unity Connection with multiple phone systems, see the *Multiple Phone System Integration Guide for Cisco Unity Connection Release 15*, available at

<http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-installation-and-configuration-guides-list.html>.