



CHAPTER 7

Settings in Cisco Unified Communications Manager and Voicemail Requirements

Important Information About DTMF Access Codes

All DTMF access codes that you configure in Cisco Unified Communications Manager must be mutually exclusive. Make sure the default mobility DTMF access codes do not overlap with other mid-call DTMF access codes.

For example, by default mobility features and Cisco Unity both use the asterisk (*) for midcall features, which prevents DTMF features in both applications from working properly.

This issue is not specific to Cisco Unified Mobility Advantage, but will affect Cisco Unified Mobile Communicator users when they access voicemail or use mid-call features.

To configure DTMF access codes, see the documentation for your release of Cisco Unified Communications Manager.

Requirements for Voicemail

The following are required for visual voicemail:

- Verify that your system will work with the supported transcoding protocols. See the Compatibility Matrix
http://www.cisco.com/en/US/products/ps7270/products_device_support_tables_list.html
- Verify that IMAP is enabled:
 - For Cisco Unity: See the article *Using IMAP4 to Access Voice Messages in Cisco Unity System with Exchange 2007* at
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_example09186a00809d8c91.shtml
 - If you use Cisco Unity Connection: See “Configuring IMAP Settings” in the System Administration Guide Cisco Unity Connection Release 7.x at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- Make sure the DTMF code for accessing voicemail is unique in Cisco Unified Communications Manager. See [Important Information About DTMF Access Codes](#), page 3.
- If you have users on more than one Exchange or voicemail server, create a separate voicemail adapter for each Exchange server or voicemail store.

