



Voice-Mail Profile Setup

This chapter provides information about voice-mail profile configuration.

For additional information, see topics related to the Voice Mail Connectivity to Cisco Unified Communications Manager in the *Cisco Unified Communications Manager System Guide*, as well as topics related to Cisco Unity and Cisco Unity connection.

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About Voicemail Profile Setup

In Cisco Unified Communications Manager Administration, use the **Advanced Features > Voice Mail > Voice Mail Profile** menu path to configure voicemail profiles.

The Voice Mail Profile Configuration window allows you to define any line-related voice-messaging information.

Voicemail Profiles Configuration Tips

A voicemail profile is assigned to a directory number, not to a device.

Voice-Mail Profile Deletion

You cannot delete the default profile or the No Voice Mail profile.

You cannot delete a voice-mail profile that a directory number uses. To find out which directory numbers are using the voice-mail profiles, in the Voice Mail Profile Configuration window, choose Dependency Records from the Related Links drop-down list box and click Go. If the dependency records are not enabled for the system, the dependency records summary window displays a message. If you try to delete a voice-mail profile that is in use, Cisco Unified Communications Manager displays a message. Before deleting a voice-mail profile that is currently in use, you must perform either or both of the following tasks:

- Assign a different voice-mail profile to any devices that are using the voice-mail profile that you want to delete.
- Delete the devices that are using the voice-mail profile that you want to delete.

Voicemail Profile Settings

Field	Description
Voice Mail Profile Information	
Voice Mail Profile Name	Enter a name to identify the voicemail profile. Valid characters comprise alphanumeric characters (a-z, A-Z, 0-9), period(.), dash(-), underscore(_).
Description	Enter the description of the profile. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), angle brackets (<>), dollar sign (\$), single-quote('), open paren ([, close paren]), slash (/), colon (:), semi-colon (;), equal sign (=), at sign (@), tilde (~), brackets { } , or apostrophe (').
Voice Mail Pilot	Choose the appropriate voicemail pilot number that is defined in the Voice Mail Pilot Configuration or Use Default.
Voice Mail Box Mask	<p>Specify the mask that is used to format the voice mailbox number for auto-registered phones. When a call is forwarded to a voice-messaging system from a directory line on an auto-registered phone, Cisco Unified Communications Manager applies this mask to the number that is configured in the Voice Mail Box field for that directory line.</p> <p>For example, if you specify a mask of 972813XXXX, the voice mailbox number for directory number 7253 becomes 9728137253. If you do not enter a mask, the voice mailbox number matches the directory number (7253 in this example).</p> <p>By default, your system sets the voice mailbox number to the same value as the directory number. You can change the voice mailbox number when you are configuring the directory number.</p> <p>Note When a call gets redirected from a DN to a voicemail server/service that is integrated with Cisco Unified CM using a SIP trunk, the voice mailbox mask on the voicemail profile for the phone modifies the diverting number in the SIP diversion header. The diversion header is used by your system to choose a mailbox.</p>

Field	Description
Make This the Default Voice Mail Profile for the System	<p>Check the check box to make this profile name the default.</p> <p>Note If you check the Default check box, this voicemail profile replaces your current default profile.</p>

Synchronize Voice-Mail Profile with Devices

To synchronize devices with a voice mail profile that has undergone configuration changes, perform the following procedure, which applies any outstanding configuration settings in the least-intrusive manner possible. (For example, a reset/restart may not be required on some affected devices.)

Procedure

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- Step 1** Choose **Advanced Features > Voice Mail > Voice Mail Profile**.
The Find and List Voice Mail Profiles window displays.
- Step 2** Choose the search criteria to use.
- Step 3** Click Find.
The window displays a list of voice mail profiles that match the search criteria.
- Step 4** Click the voice mail profile to which you want to synchronize applicable devices. The Voice Mail Profile Configuration screen displays.
- Step 5** Make any additional configuration changes.
- Step 6** Click Save.
- Step 7** Click Apply Config.
The Apply Configuration Information dialog displays.
- Step 8** Click OK.
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