Audible Message Waiting Indicator

Audible Message Waiting Indicator Overview

You can configure Audible Message Waiting Indicator (AMWI) to play a stutter dial tone on the Cisco Unified IP Phone to notify users of new voice messages. Users hear a stutter dial tone whenever the phone goes off hook on a line on which a voice message was left.

You can configure AMWI for all the phones in a cluster or for only certain directory numbers. The directory-number-level configuration takes precedence over the cluster-wide configuration.

Audible Message Waiting Indicator Prerequisites

You can configure AMWI only on Cisco Unified IP Phone that are running phone firmware Release 8.3(1) or later.

Audible Message Waiting Indicator Configuration Task Flow

Before you begin

- Review Audible Message Waiting Indicator Prerequisites, on page 1.

Procedure

	Command or Action	Purpose
Step 1	Generate a Phone Feature List	Generate a report to identify devices that support the Audible Message Waiting Indicator feature.

	Command or Action	Purpose
Step 2	Configure Audible Message Waiting Indicator Service Parameters, on page 2	Configure AMWI default setting for all phones in a cluster.
Step 3	Configure Audible Message Waiting Indicator for a Directory Number, on page 2	Configure AMWI for a directory number that is associated to a device.
Step 4	Configure Audible Message Waiting Indicator for a SIP Profile, on page 3	Configure AMWI for SIP profiles. Perform this procedure to configure AMWI for SIP phones.

Configure Audible Message Waiting Indicator Service Parameters

This procedure describes how to configure AMWI default setting for all the phones in a cluster.

Before you begin

Generate a Phone Feature List

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.

Step 2 From the **Server** drop-down list, choose the server that is running the Cisco CallManager service.

Step 3 From the **Service** drop-down list, choose **Cisco CallManager**.

Step 4 In the **Clusterwide Parameters (Feature - General)** section, choose the **Audible Message Waiting Indication Policy** service parameter. This parameter determines whether the Audible Message Waiting Indicator is turned on of off for all the devices in the cluster.

Step 5 Click **Save**.

Configure Audible Message Waiting Indicator for a Directory Number

Follow these steps to configure AMWI for a directory number that is associated with a device.

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Note The AMWI setting on an individual directory number overrides the clusterwide setting.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 In the **Association** section, click **Add a new DN**.
The **Directory Number Configuration** window appears.

Step 3 Select the **Audible Message Waiting Indicator Policy**. Choose one of the following options:

- **Off**

- **On**—When you select this option, the users will receive a stutter dial tone when the handset is off hook.

- **Default**—When you select this option, the phone uses the default that was set at the system level.

Step 4 Configure the remaining fields in the **Directory Number Configuration** window. See the online help for more information about the fields and their configuration options.

Step 5 Click **Save**.

Configure Audible Message Waiting Indicator for a SIP Profile

Follow these steps to configure Audible Message Waiting Indicator (AMWI) for a SIP profile.

Note The AMWI setting on an individual SIP profile overrides the clusterwide setting.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Device Settings** > **SIP Profile**.
The **Find and List SIP Profiles** window appears.

Step 2 Enter the search criteria to use and click **Find**.
The window displays a list of SIP profiles that match the search criteria.

Step 3 Click the SIP profile that you want to update.
The **SIP Profile Configuration** window appears.

Step 4 Check the **Stutter Message Waiting** check box to activate stutter dial tone when the phone is off hook and a message is waiting.

Step 5 Click **Save**.

Step 6 Click **Apply Config**.

Audible Message Waiting Indicator Troubleshooting

Audible Message Waiting Indicator Is Not Heard on the Phone

Problem Phone does not play stutter dial tone to notify the user of new voice messages.

If the user uses an SCCP phone, check the following:

- Ensure that the phone firmware release is 8.3(1) or later.

- Check the AMWI setting for the phone and the line on which the user went off hook.

- Verify that the Cisco CallManager service is running on the server.

- Check the sniffer trace between the phone and Unified Communications Manager. Make sure that the phone receives the StartTone message with tone type equal to 42.

If the user uses a SIP phone, check the following:

- Ensure that the phone firmware release is 8.3(1) or later.

- Check the line (directory number) configuration. The phone must display the settings such as line1_msgWaitingAMWI : 1, line2_msgWaitingAMWI : 0.

- Ensure that the **Stutter Message Waiting** check box is checked in the **SIP Profile Configuration** window in Cisco Unified CM Administration.

Localized AMWI Tone Is Not Played in a Specific Locale

Problem The phone that is configured in a non-English locale does not play the localized tone.

Solution Check the following:

- From Cisco Unified CM Administration, verify the User Locale in the **Device Profile Configuration** window (**Device** > **Device Settings** > **Device Profile**).

- Make sure that the user resets the phone after changing the locale.

- Check `user/local/cm/tftp /<locale name> directory` and verify that the AMWI tone is defined in the localized g3-tones.xml file.