



## CHAPTER 59

# Cisco Voice Mail Port Wizard

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In Cisco Unified Communications Manager Administration, use the **Advanced Features > Voice Mail > Cisco Voice Mail Port Wizard** menu path to configure voice-mail ports with the help of a wizard tool.

The optional Cisco Unity or Cisco Unity Connection software, available as part of Cisco Unified Communications Solutions, provides voice-messaging capability for users when they are unavailable to answer calls. This section describes the procedures that are required for adding and configuring Cisco voice-mail ports in Cisco Unified Communications Manager for voice-messaging systems.

For more information about configuring Cisco Unity, see the *Cisco Unified Communications Manager SCCP Integration Guide for Cisco Unity* or the *Cisco Unified Communications Manager SIP Trunk Integration Guide for Cisco Unity*.

For more information about configuring Cisco Unity Connection, see the *Cisco Unified Communications Manager SCCP Integration Guide for Cisco Unity Connection* or the *Cisco Unified Communications Manager SIP Trunk Integration Guide for Cisco Unity Connection*.

For more information on voice-messaging connectivity to Cisco Unified Communications Manager, see “[Voice Mail Connectivity to Cisco Unified Communications Manager](#)” in the *Cisco Unified Communications Manager System Guide*.

The Cisco Voice Mail Port Wizard tool allows Cisco Unified Communications Manager administrators to quickly add and delete ports that are associated with a Cisco voice-mail server to the Cisco Unified Communications Manager database. The following sections describes the procedures.

This chapter includes the following configuration information:

- [Adding a New Cisco Voice-Mail Server and Ports, page 59-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 59-6](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 59-7](#)
- [Related Topics, page 59-7](#)

## Adding a New Cisco Voice-Mail Server and Ports

To use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports to the Cisco Unified Communications Manager database, perform the following steps.

### Using the GUI

For instructions on how to use the Cisco Unified Communications Manager Administration Graphical User Interface (GUI), see the [“Navigating the Cisco Unified Communications Manager Administration Application”](#) section on page 1-13 and its subsections, which explain how to use the GUI and detail the functions of the buttons and icons.

### Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure the voice-mail pilot number and subsequent numbers are available.

### Procedure

**Step 1** Choose **Advanced Features > Voice Mail > Cisco Voice Mail Port Wizard**.

From the display, choose one of the following options:

- Create a new Cisco Voice Mail Server and add ports to it. Click **Next** and continue with [Step 2](#).
- Add ports to an existing Cisco Voice Mail server. Click **Next** and continue with the [“Adding Ports to an Existing Cisco Voice-Mail Server”](#) section on page 59-6.
- Delete ports from an existing Cisco Voice Mail server. Click **Next** and continue with the [“Deleting Ports from an Existing Cisco Voice-Mail Server”](#) section on page 59-7.

**Step 2** Choose **Add ports to a new Cisco Voice Mail server using this name**.

**Step 3** Enter a name for the Cisco voice-mail server.



**Note** For Cisco Unity, this name must match the name in the Unity Telephony Integration Manager (UTIM), such as Cisco UM-VI1 or Cisco UM-VI2. For Cisco Unity Connection, this name must match the name in Cisco Unity Connection Administration, such as Cisco UM-VI1 or Cisco UM-VI2.

**Step 4** Click **Next**.

The Cisco Voice Mail Ports window displays.

**Step 5** From the drop-down list box, choose the number of ports to add.

**Step 6** Click **Next**.

The Cisco Voice Mail Device Information window displays.

**Step 7** Enter the appropriate configuration settings, as described in [Table 59-1](#). The wizard applies these configuration settings to all the new ports.

**Table 59-1 Voice Mail Port Wizard Device Information Configuration Settings**

Field	Description
Description	Enter the purpose of device.
Device Pool	Choose the default value <b>Default</b> or any defined device pool.
Common Device Configuration	Choose the common device configuration to which you want this device assigned. The common device configuration includes the attributes (services or features) that are associated with a particular user. Common device configurations get configured in the Common Device Configuration window. See <a href="#">Common Device Configuration</a> for more information.

**Table 59-1** Voice Mail Port Wizard Device Information Configuration Settings (continued)

Field	Description
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the <b>Find</b> button displays next to the drop-down list box. Click the <b>Find</b> button to display the Find and List Calling Search Space window. Find and choose a calling search space name (see the <a href="#">“Calling Search Space Configuration Settings”</a> section on page 41-1).</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</p>
AAR Calling Search Space	<p>Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.</p>
Location	<p>Use locations to implement call admission control (CAC) in a centralized call-processing system. CAC enables you to regulate audio quality and video availability by limiting the amount of bandwidth that is available for audio and video calls over links between locations. The location specifies the total bandwidth that is available for calls to and from this location.</p> <p>From the drop-down list box, choose the appropriate location for this port. A location setting of <i>Hub_None</i> means that the locations feature does not keep track of the bandwidth that this port consumes. A location setting of <i>Phantom</i> specifies a location that enables successful CAC across intercluster trunks that use H.323 protocol or SIP.</p> <p>To configure a new location, use the <b>System &gt; Location</b> menu option.</p> <p>For more details about locations, see the <a href="#">“Location Configuration”</a> section on page 15-1. For an explanation of location-based CAC across intercluster trunks, see <a href="#">“Location-Based Call Admission Control Over Intercluster Trunk”</a> in the <i>Cisco Unified Communications Manager System Guide</i>.</p>
Device Security Mode	<p>From the drop-down list box, choose a security mode to apply to the voice-mail server port. The database predefines these options. The default value specifies Not Selected.</p> <p>For more information on configuring security for the voice-mail server, see the <i>Cisco Unified Communications Manager Security Guide</i>.</p>

**Step 8** Click **Next**.

The Cisco Voice Mail Directory Numbers window displays.

**Step 9** Enter the directory number settings for the new Cisco voice-mail server as described in [Table 59-2](#).

**Table 59-2 Voice Mail Port Wizard Directory Number Configuration Settings**

Field	Description
Beginning Directory Number	Enter the number that people call to access the Cisco voice-mail server. Each new port receives the next available directory number.
Partition	<p>Choose the partition to which this set of directory numbers belong. Choose <b>None</b> if partitions are not used. If you choose a partition, you must choose a calling search space that includes that partition.</p> <p>You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more partitions exist than the Max List Box Items enterprise parameter specifies, the <b>Find</b> button displays next to the drop-down list box. Click the <b>Find</b> button to display the Find and List Partitions window. Find and choose a partition name by using the procedure in the <a href="#">“Searching for a Partition”</a> section on page 40-4.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</p>
Calling Search Space	<p>From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number.</p> <p>If you choose a partition, you must choose a calling search space that includes that partition.</p> <p>You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the <b>Find</b> button displays next to the drop-down list box. Click the <b>Find</b> button to display the Find and List Calling Search Space window. Find and choose a calling search space name (see the <a href="#">“Calling Search Space Configuration Settings”</a> section on page 41-1).</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</b>.</p>
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of <i>None</i> specifies that no rerouting of blocked calls will be attempted.
Internal Caller ID Display	This field indicates text that displays on the calling party phone when a call is placed to this line.
Internal Caller ID Display (ASCII format)	This field indicates text that displays on the calling party phone, in ASCII format, when a call is placed to this line.
External Number Mask	<p>Specify the mask that is used to format caller ID information for external (outbound) calls. The mask can contain up to 50 characters. Enter the literal digits that you want to display in the caller ID information and use Xs to represent the directory number of the device.</p> <p>You can also enter the international escape character +.</p>

- Step 10** Click **Next**.  
A window that asks whether you want to add these directory numbers to a line group displays.
- Step 11** Choose one of the options that display:
- If you choose to add directory numbers to a new line group, skip to [Step 12](#).
  - If you choose to add directory numbers to an existing line group, skip to [Step 14](#).
  - If you choose to add directory numbers to a line group later, skip to [Step 16](#).
- Step 12** Choose the “Yes. Add directory numbers to a **new** Line Group” option and click **Next**.
- Step 13** In the Line Group window that displays, enter the name of the new line group and click **Next**.  
The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.  
Skip to [Step 17](#).
- Step 14** Choose the “Yes. Add directory numbers to an **existing** Line Group” option and click **Next**.
- Step 15** In the Line Group window that displays, choose a line group from the Line Group Name drop-down list box and click **Next**.  
The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.  
Skip to [Step 17](#).
- Step 16** Choose the “No. I will add them later” option and click **Next**.  
The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.
- Step 17** If this information is correct, click **Finish** to add the new ports.  
If the information shown is not correct, click the **Back** button to edit the information or **Cancel** to quit without adding any ports.
- Step 18** After the Cisco Voice Mail Port Wizard finishes adding the new voice-mail ports that you specified, the Cisco Voice Mail Port Wizard Results window displays.  
The window directs you to the other steps that you need to complete before you can start using these new voice-mail ports.
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### Next Steps

- Make sure that you set up the message-waiting indicator (MWI) device. For more information, see the “[Cisco Unity and Cisco Unity Connection Configuration Checklist](#)” section in the *Cisco Unified Communications Manager System Guide*.

### Additional Information

See the “[Related Topics](#)” section on page 59-7.

# Adding Ports to an Existing Cisco Voice-Mail Server

To use the Cisco Voice Mail Port Wizard to add ports to an existing Cisco voice-mail server, perform the following steps.

## Before You Begin

The Cisco Voice Mail Port Wizard requires a range of consecutive directory numbers for the voice-mail ports. Make sure that the voice-mail pilot number and subsequent numbers are available.

The voice-mail pilot number designates the number that people call to access the Cisco voice-mail server.

## Procedure

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- Step 1** Choose **Advanced Features > Voice Mail > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Add ports to an existing Cisco Voice Mail server**.
- Step 3** Click **Next**.
- The Cisco Voice Mail Server window displays.
- Step 4** From the drop-down list box, choose the name of an existing Cisco voice-mail server (pilot number) and click **Next**.
- The Cisco Voice Mail Ports window displays and identifies the number of ports that are currently configured.
- Step 5** From the drop-down list box, choose the number of ports to add and click **Next**.
- The Cisco Voice Mail Directory Numbers window displays the configuration information for the Cisco voice-mail server to which you added the ports. The Cisco Voice Mail Port Wizard automatically selects consecutive directory numbers following the last port and uses the same Partition, Calling Search Space, Display, AAR Group, and External Number Mask settings as the Cisco voice-mail pilot directory number. You can enter a different range of directory numbers in the New Directory Numbers Start at field.
- Step 6** If you need to change the number of ports, click the **Back** button.
- Step 7** Click **Next**.
- The Ready to Add Cisco Voice Mail Ports summary window displays. This summary window lists the settings that you configured in the previous windows. The Cisco Voice Mail Port Wizard automatically assigns the correct values for each port.
- Step 8** If this information is correct, click **Finish** to add the new ports.
- If the information shown is not correct, click the **Back** button to edit the information or click **Cancel** to quit without adding any ports.
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## Additional Information

See the [“Related Topics”](#) section on page 59-7.

# Deleting Ports from an Existing Cisco Voice-Mail Server

To delete ports from an existing Cisco voice-mail server, perform the following steps to use the Cisco Voice Mail Port Wizard.

## Procedure

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- Step 1** Choose **Advanced Features > Voice Mail > Cisco Voice Mail Port Wizard**.
- Step 2** Choose **Delete ports from an existing Cisco Voice Mail server** and click **Next**.  
The Cisco Voice Mail Server window displays.
- Step 3** From the drop-down list box, choose the name of an existing Cisco voice-mail server (pilot number) and click **Next**.  
The Cisco Voice Mail Ports window, which indicates the number of ports that are currently configured, displays.
- Step 4** From the drop-down list box, choose the number of ports to delete and click **Next**.  
The Ready to Delete Cisco Voice Mail Ports summary window displays.  
The summary window provides information about the ports to be deleted. The Cisco Voice Mail Port Wizard automatically updates the port numbers and directory numbers so they are consecutive.
- Step 5** If this information is correct, click **Finish** to delete the selected ports.  
If the information shown is not correct, click the **Back** button to edit the information or to quit without deleting any ports, click **Cancel**.
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## Additional Information

See the “[Related Topics](#)” section on page 59-7.

## Related Topics

- [Cisco Voice Mail Port Wizard, page 59-1](#)
- [Adding a New Cisco Voice-Mail Server and Ports, page 59-1](#)
- [Adding Ports to an Existing Cisco Voice-Mail Server, page 59-6](#)
- [Deleting Ports from an Existing Cisco Voice-Mail Server, page 59-7](#)
- [Message Waiting Configuration, page 60-1](#)
- [Cisco Unity and Cisco Unity Connection Configuration Checklist, \*Cisco Unified Communications Manager System Guide\*](#)

