



CHAPTER 29

Voice Mail Connectivity to Cisco Unified Communications Manager

A voice-messaging system, which is an integral part of an enterprise telecommunications system, provides voice-messaging features for all users. After receiving voice messages in their mailboxes, users receive message-waiting lights on their phones. Users can retrieve, listen to, reply to, forward, and delete their messages by accessing the voice-messaging system with an internal or external call.



Note

You must enter all users and their directory numbers in Cisco Unified Communications Manager Administration to make it possible for them to retrieve messages from a Cisco Unity voice-mail device.

Cisco Unified Communications Manager supports an increasing variety of voice-messaging systems and provides configuration of message-waiting indicators for all users, including those with shared line appearances.

As the size or number of Cisco Unified Communications Manager clusters increases in an enterprise, the likelihood that an administrator needs to deploy multiple voice-messaging systems also increases.

This chapter provides the following topics about configuring voice-messaging systems and features:

- [Voice-Mail Interfaces, page 29-1](#)
- [Voice-Mail System Access, page 29-2](#)
- [Message Waiting, page 29-4](#)
- [Prime Line Support for Voice Messaging, page 29-5](#)
- [Call Forwarding in a Multiple Voice-Mail System Environment, page 29-7](#)
- [Call Transfer with Voice-Messaging Systems, page 29-8](#)
- [Where to Find More Information, page 29-9](#)

Voice-Mail Interfaces

Cisco Unified Communications Manager supports both directly connected and gateway-based messaging systems. Directly connected voice-messaging systems communicate directly with Cisco Unified Communications Manager by using a packet protocol. A gateway-based voice-messaging system connects to Cisco Unified Communications Manager through analog or digital trunks that connect to Cisco gateways.

Cisco Unified Communications Manager interacts with voice-messaging systems by using the following types of interfaces:

- **Skippy Protocol**—Directly connected voice-messaging systems that use Skinny protocol could use other protocols to communicate with Cisco Unified Communications Manager. In Cisco Unified Communications Manager Administration, you configure the interface to directly connected voice-messaging systems by creating voice-mail ports. To handle multiple, simultaneous calls to a voice-messaging system, you create multiple voice-mail ports and place the ports in a line group and the line group in a route/hunt list. Directly connected voice-messaging systems send message-waiting indications by calling a message-waiting on and off number that is configured in Cisco Unified Communications Manager Administration. See “[Cisco Voice-Mail Port Configuration](#)” in the *Cisco Unified Communications Manager Administration Guide*.

When you configure security for voice-mail ports and Cisco Unity SCCP devices, a TLS connection (handshake) opens for authenticated devices after each device accepts the certificate of the other device; likewise, the system sends SRTP streams between devices; that is, if you configure the devices for encryption.

When the device security mode equals authenticated or encrypted, the Cisco Unity TSP connects to Cisco Unified Communications Manager through the Cisco Unified Communications Manager TLS port. When the security mode equals nonsecure, the Cisco Unity TSP connects to Cisco Unified Communications Manager through the Cisco Unified Communications Manager SCCP port.

- **PSTN Gateway Interfaces**—H.323-based voice-messaging systems and legacy voice-messaging systems use PSTN gateway interfaces. These systems usually (but not necessarily) send message-waiting indications by using Simplified Message Desk Interface (SMDI) over an EIA/TIA-232 interface. Cisco Unified Communications Manager also sends call history messages to the voice-messaging system by using this same SMDI interface. The Cisco Messaging Interface service relays these indications to Cisco Unified Communications Manager. In Cisco Unified Communications Manager Administration, you can provision the interface to gateway-based voice-messaging systems simply by provisioning an analog FXS gateway or a digital T1/E1 gateway with CAS or PRI protocols. By creating a route group that contains individual gateway ports or T1 spans, you can enable simultaneous calls to a voice-messaging system. In addition, if the voice-messaging system uses SMDI, you must configure and run the Cisco Messaging Interface service. See the *Cisco Unified Serviceability Administration Guide*.
- **Intercluster Interfaces**—A Cisco Unified Communications Manager in one cluster can provide access to a voice-messaging system in another cluster, if the administrator provisions the voice-mail pilot number on the intercluster trunk. Voice-messaging systems can leave messages and set message-waiting indicators for devices in other clusters if the clusters are connected by QSIG trunks.

Voice-Mail System Access

For directly connected voice-messaging systems, Cisco Unified Communications Manager uses directory numbers that are assigned to voice-mail ports. Administrators assign the voice-mail ports to a line group and place the line group in a route/hunt list. If multiple users attempt to access a voice-messaging system at the same time, all users have an available port for access to the voice-messaging system. When users access their voice messages, they dial the voice-mail pilot number or press the messages button on the phone.

For gateway-based voice-messaging systems, Cisco Unified Communications Manager uses route lists. When a user calls the route list number, the route list offers incoming calls to each port of the voice-messaging system by using a search algorithm. For gateway-based voice-messaging systems, the voice-mail pilot number specifies the route list itself.

Calls to directory numbers that are associated with voice-messaging systems cause the called voice-messaging systems to handle the call. When calls are made directly to voice-messaging systems, the system prompts the user for mailbox and password information for message retrieval.

Users can reach a voice-messaging system either by entering the voice-mail pilot number, if known, or by pressing the messages button on a Cisco Unified IP Phone in the 7900 series. When a user presses the messages button, a call goes to the voice-mail pilot number that the administrator has configured for the line that is currently in use on the Cisco Unified IP Phone. When no voice-mail pilot number is configured for the active line, Cisco Unified Communications Manager directs voice-messaging calls to a default profile.

Voice-Mail Pilot Numbers

The voice-mail pilot number specifies the directory number that you dial to access your voice messages. Cisco Unified Communications Manager automatically dials the voice-messaging number when you press the messages button on your phone. Each voice-mail pilot number can belong to a different voice-messaging system.

The Voice Mail Pilot Configuration window of Cisco Unified Communications Manager Administration defines the voice-messaging number.

A default voice-mail pilot number exists in Cisco Unified Communications Manager. You can create a new default voice-mail pilot number that replaces the current default setting. See the “[Cisco Voice-Mail Pilot Configuration](#)” in the *Cisco Unified Communications Manager Administration Guide*.

Voice-Mail Profiles

Different lines on a device can have different voice-mail profiles. For example, an administrative assistant phone can have a second line for the manager, which routes to the manager voice-messaging system. The administrative assistant line routes to its own voice-messaging system.

Voice-mail profiles allow you to define any line-related, voice-mail information that is associated to a directory number, not a device. The voice-mail profile contains the following information:

- Voice Mail Profile Name
- Description
- Voice Mail Pilot Number
- Voice Mail Box Mask
- Default (checked if this particular profile is the default profile)

A predefined, default voice-mail profile automatically gets assigned to lines when the administrator adds a line. When you search for voice-mail profiles, “default” appears beside the profile name within the list.

A voice-mail profile takes precedence over other settings when calls are routed to a voice-messaging system. See “[Voice-Mail Profile Configuration](#)” in the *Cisco Unified Communications Manager Administration Guide*.



Tip

When a call gets redirected from a DN to a voice-messaging server/service that is integrated with Cisco Unified Communications Manager by using a SIP trunk, the voice mailbox mask on the voice-mail profile for the phone modifies the diverting number in the SIP diversion header. Be aware that this behavior is expected because Cisco Unified Communications Manager uses the diversion header to choose a mailbox.

Message Waiting

For directly connected voice-messaging systems, you can configure message waiting by using a single configuration window in Cisco Unified Communications Manager Administration. The Message Waiting Configuration window defines directory numbers for message-waiting on and message-waiting off indicator. A directly connected voice-messaging system uses the specified directory number to set or to clear a message-waiting indication for a particular Cisco Unified IP Phone.

The Message Waiting Configuration window of Cisco Unified Communications Manager Administration provides for the following information:

- Confirmation of multiple message-waiting on and off numbers for a Cisco Unified Communications Manager cluster.
- Explicit association of a message-waiting search space with each message-waiting on and off number
- Validation of the message-waiting number and calling search space entry
- Search for conflicting numbers in the numbering plan.

Message Waiting Indication

When a caller leaves a message in a mailbox, the voice-messaging system sends a message-waiting indication to the party that received the voice message. Similarly, when the owner of a voice mailbox deletes all pending voice messages, the voice-messaging system sends a message-waiting indication off to inform the voice-mailbox owner that no more messages are pending.

Cisco Unified Communications Manager enables administrators to configure how to turn on the handset indicator of Cisco Unified IP Phones 7940 and 7960 for pending voice messages. You can configure Cisco Unified Communications Manager to do one of the following actions:

- Light the message-waiting lamp and display the prompt if a message is waiting on primary line.
- Display the prompt if a message is waiting on primary line.
- Light the message-waiting lamp if a message is waiting on primary line.
- Light the message-waiting lamp and display the prompt if a message is waiting on any line.
- Display only the prompt, if a message is waiting on any line.
- Display only the message-waiting lamp, if a message is waiting on any line
- Do not light the message-waiting lamp or display the prompt

You can set the message-waiting indication policy by using two different methods:

- Directory Number Configuration—Use the Message Waiting Lamp Policy field to set when the handset lamp turns on for a given line. Use the following available settings:
 - Use System Policy
 - Light and Prompt
 - Prompt Only
 - Light Only
 - None

- Service Parameter Configuration (for the Cisco CallManager service)—Use the Message Waiting Lamp Policy clusterwide service parameter to set the message-waiting indication policy for all Cisco Unified IP Phones of the 7900 series. Use the following available settings:
 - Primary Line - Light and Prompt
 - Primary Line - Prompt Only
 - Primary Line - Light Only
 - Light and Prompt
 - Prompt Only
 - Light Only
 - None

The message-waiting policy that you choose depends on the needs of your users. For example, an administrative assistant, who shares the manager directory number as a secondary directory number, may want to have the policy set to Light and Prompt. The administrator can see whether the manager line has pending voice messages. General office members, who share a line appearance with a coworker, might set the policy so the indicator lights only when messages are pending for the primary line appearance.

For customers who do not have complex message-waiting indicator requirements, you can use the Cisco CallManager service parameter to dictate the conditions under which Cisco Unified Communications Manager turns on the message-waiting lamp.

**Tip**

The Multiple Tenant MWI Modes service parameter, which supports the Cisco CallManager service, specifies whether to apply translation patterns to voice-message mailbox numbers. Valid values specify **True**, which means that Cisco Unified Communications Manager uses translation patterns to convert voice-message mailbox numbers into directory numbers when your voice-messaging system issues a command to set a message waiting indicator, or **False**, which means that Cisco Unified Communications Manager does not translate the voice-message mailbox numbers that it receives from your voice-messaging system. Be aware that this service parameter supports Cisco Unified Communications Manager integrations with Cisco Unity Connection or Cisco Unity. If your voice-mail extensions require translation in Cisco Unified Communications Manager, set the Multiple Tenant MWI Modes service parameter to **True** after you install or upgrade to Cisco Unified Communications Manager 8.5(1).

Prime Line Support for Voice Messaging

With prime line support for voice messaging, the primary line on the phone always becomes the active line for retrieving voice messages when the phone user presses the Messages button on the phone.

You can configure the Always Use Prime Line for Voice Mail service parameter for the Cisco CallManager service, which applies the configuration to the entire cluster, or you can configure the Always Use Prime Line for Voice Message setting for devices and device profiles. The Always Use Prime Line for Voice Message setting displays in the following windows in Cisco Unified Communications Manager Administration.

- System > Service Parameters (for Cisco CallManager service)
- Device > Phone
- Device > Common Phone Profile
- Device > Device Settings > Default Device Profile
- Device > Device Settings > Device Profile

For information on how the Always Use Prime Line for Voice Message setting works when a phone idle or busy, see [Table 29-1 on page 29-6](#).

**Tip**

If you configure the Always Use Prime Line for Voice Message setting in the Service Parameter, Common Phone Profile, and in the Phone Configuration window, Cisco Unified Communications Manager uses the configuration from the Phone Configuration window.

Table 29-1 *Always Use Prime Line for Voice Mail Configuration*

State of Phone	Configuration for Always Use Prime Line for Voice Message	How Feature Works
Idle	On	<p>If the phone is idle, the primary line on the phone becomes the active line for retrieving voice messages when the phone user presses the Messages button on the phone.</p> <p>If you choose On for the Always Use Prime Line for Voice Mail setting in the Device Profile or Default Device Profile Configuration window, a Cisco Extension Mobility user can use this feature after logging in to the device that supports Cisco Extension Mobility; that is, if you configure Cisco Extension Mobility correctly.</p>
Idle	Off	<p>If the phone is idle, pressing the Messages button on the phone automatically dials the voice-messaging system from the line that has a voice message. It will always select the first line that has a voice message. If no line has a voice message, the primary line gets used when the phone user presses the Messages button.</p>
Idle	Default	<p>If you choose Default for the Always Use Prime Line for Voice Mail setting in the Phone Configuration, the Common Phone Profile, the Device Profile, or the Default Device Profile Configuration windows, Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line service parameter when it determines whether a user, including a Cisco Extension Mobility user, can use this feature.</p> <p>If you choose Default for the Always Use Prime Line for Voice Mail setting in the Phone Configuration window, Cisco Unified Communications Manager uses the configuration from the common phone profile.</p>
Busy	On	<p>If the device is busy, this feature does not work.</p>

**Tip**

Prime line support for voice messaging relies on the Cisco CallManager service, so activate the service by choosing **Tools > Service Activation** in Cisco Unified Serviceability. In addition, you can run SDI trace for the Cisco CallManager service. When you view the log in RTMT, you can see the configured value that the device uses; for example, `alwaysUsePrimeLineForVM=2`, which indicates that the device uses the default.

**Note**

If you want to do so, you can configure prime line support for voice messaging in the Bulk Administration Tool, as described in the *Cisco Unified Communications Manager Bulk Administration Guide*.

Call Forwarding in a Multiple Voice-Mail System Environment

Voice-messaging systems support a maximum number of users just as Cisco Unified Communications Manager supports a maximum number of users.

To ensure that calls are forwarded to the voice-messaging system that is associated with the user for whom a voice message is intended, the Call Forward feature gets modified when calls are forwarded to voice-messaging systems.

Cisco Unified Communications Manager supports multiple voice-mail pilot numbers (profiles). Each pilot number can belong to a different voice-messaging system. Configure the voice-mail pilot profile on a line-by-line basis. Cisco Unified Communications Manager forwards a voice-mail call to the voice-messaging system of the original redirect endpoint (directory number) if it has the voice-mail pilot profile.

One limitation exists for intercluster call forwarding. When a call is forwarded from another cluster and then sent to voice-messaging system, Cisco Unified Communications Manager forwards the call to the voice-messaging system of the first redirect endpoint in the cluster. This occurs because Cisco Unified Communications Manager does not have the voice-mail pilot profile of the original endpoint in the other cluster. However, if a QSIG trunk links the clusters, the forwarded call will have the correct voice mailbox number but not the voice mail pilot number.

The Directory Number Configuration window of Cisco Unified Communications Manager Administration contains Call Forward and Call Pickup Settings. If the Voice Mail check box is chosen, Cisco Unified Communications Manager can Forward All, Forward Busy, or Forward No Answer to all devices for the chosen voice mail profile.

Examples

Intracluster call-forwarding chains where the final forwarding phone has used the Forward To Voice Mail option

A call forwards-all from a phone that is served by one voice-mail pilot to a phone that is served by another voice-mail pilot. The second phone forwards to voice mail. Cisco Unified Communications Manager delivers the call to the voice-mail pilot number that is associated with the first phone.

Intracluster call-forwarding chains where the final forwarding phone has not used the Forward To Voice Mail option

A call forward all from a phone that is served by one voice-mail pilot to a phone that is served by another voice-mail pilot. The second phone forwards to voice mail, but the voice-mail pilot number was entered as a specific numerical destination and not as a forward-to voice mail. Cisco Unified Communications Manager delivers the call to the voice-mail pilot number that is associated with the last phone.

Intracluster call-forwarding chains with CTI

When Cisco Unified Communications Manager Attendant Console or other CTI applications take control of a call, they often choose to eliminate information about the original call, so the next destination receives voice messages. Cisco Unified Communications Manager must direct the call to the voice-messaging system that manages the voice mailbox that Cisco Unified Communications Manager reports as the target voice mailbox, as shown in the following examples.

A call arrives at a phone, which forwards to the attendant console; the calling user dials by name, and Cisco Unified Communications Manager extends the call to a destination. The destination forwards to the voice-messaging system. Cisco Unified Communications Manager delivers the call to the voice-messaging number that is associated with the destination that the calling user chose, not the attendant console.

In another example, phone A forwards all calls to phone B. A call arrives at the attendant console, and the attendant console sends the call to phone A. Cisco Unified Communications Manager forwards the call to phone B. If no one answers the call, Cisco Unified Communications Manager forwards the call to the voice-messaging system. Because the call was originally for phone A, the message goes to the voice mailbox of phone A, not phone B.

Intercluster call-forwarding chains

In an intercluster call scenario, phone A on a Cisco Unified Communications Manager calls phone B on the same Cisco Unified Communications Manager. The call forwards over an intercluster trunk to Cisco Unified Communications Manager, which extends the call to phone C. Phone C forwards to the voice-messaging system. Cisco Unified Communications Manager extends the call to the voice-messaging system that is associated with phone C but reports the extension number of phone B.

No available voice-mail pilot number information exists about phone B because of the intercluster boundary. Therefore, Cisco Unified Communications Manager sends the call to the voice-mail pilot number that is associated with the final destination but reports the directory number that was passed from the PBX to Cisco Unified Communications Manager as the voice mailbox.

Call Transfer with Voice-Messaging Systems

Users, who have reached a voice-messaging system over a Catalyst 6000 FXS Analog Interface Module or a Cisco 6608 T1 CAS gateway, can transfer out of the voice-messaging system to another destination. By responding to a voice-messaging prompt, the user enters a number. The voice-messaging system initiates the action by using a hookflash transfer. Cisco Unified Communications Manager responds by doing a blind transfer of the call to the target number. When the call transfer completes, the voice channel that connected the original call to the voice-messaging system gets released.

Configure hookflash detection timers for the Catalyst 6000 Voice T1 Voice Service Module by using Cisco Unified Communications Manager Administration Gateway Configuration (see [Adding a Non-IOS MGCP Gateway](#) in the *Cisco Unified Communications Manager Administration Guide*).

**Note**

Only E&M T1 ports support the hookflash transfer.

Where to Find More Information

Additional Cisco Documentation

- [Cisco Voice-Mail Port Configuration](#), *Cisco Unified Communications Manager Administration Guide*
- [Cisco Voice Mail Port Wizard](#), *Cisco Unified Communications Manager Administration Guide*
- [Message Waiting Configuration](#), *Cisco Unified Communications Manager Administration Guide*
- [Cisco Voice-Mail Pilot Configuration](#), *Cisco Unified Communications Manager Administration Guide*
- [Voice-Mail Profile Configuration](#), *Cisco Unified Communications Manager Administration Guide*
- [Server Configuration](#), *Cisco Unified Communications Manager Administration Guide*

