



## Message waiting setup

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This chapter provides information about message waiting 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 message waiting setup

In Cisco Unified Communications Manager Administration, use the **Advanced Features > Voice Mail > Message Waiting** menu path to configure message waiting numbers.

The Message Waiting Configuration window allows you to define a message waiting on or message waiting off directory number that a directory-connected based voice-messaging system uses to determine whether to set or clear a message waiting indication for a particular Cisco Unified IP Phone.

### Message waiting numbers configuration tips

The voice-messaging system only uses the message-waiting on/off directory number to turn on the message-waiting indicator. Because Cisco Unified Communications Manager does not use the Message Waiting on/off number for receiving calls, the Display, Forward All, Forward Busy, and Forward No Answer fields do not get used.

## Message waiting settings

The following table describes the Message Waiting settings.

**Table 1: Message waiting settings**

Field Name	Description
Message Waiting Number	<p>Enter the Cisco Message Waiting directory number. Make sure that this number is not used within the Cisco Unified Communications Manager auto-registration range.</p> <p>You may use the following characters: 0 to 9, ?, [, ], +, -, *, ^, #, !.</p> <p>At the beginning of the number, you can enter \+ if you want to enter the international escape character.</p>
Description	Enter up to 50 characters for a description of the message-waiting directory number. You may use any characters except the following: "", <, >, &, %.
Message Waiting Indicator	Click On or Off.
Partition	<p>If partitions are being used, choose the appropriate partition from the drop-down list box. If you do not want to restrict access to the message-waiting device directory number, choose &lt;None&gt; for the 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 Find button displays next to the drop-down list box. Click the Find button to display the Find and List Partitions window, then find and choose a partition name.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose CCMAAdmin Parameters.</p> <p><b>Note</b> Make sure that the combination of message-waiting device directory number and partition is unique within the Cisco Unified Communications Manager cluster.</p>
Calling Search Space	<p>If partitions and calling search spaces are used, from the drop-down list box, choose a calling search space that includes the partitions of the DNs on all phones whose lamps you want to turn on (the partition that is defined for a phone DN must be in a calling search space that the MWI device uses).</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 Find button displays next to the drop-down list box. Click the Find button to display the Find and List Calling Search Space window. Find and choose a calling search space name (see the <a href="#">About calling search space setup</a>).</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose CCMAAdmin Parameters.</p>

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