



Cisco voice-mail pilot setup

This chapter provides information on voice-mail pilot configuration.

- [About voice-mail pilot setup, page 1](#)
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About voice-mail pilot setup

In Cisco Unified Communications Manager Administration, use the **Advanced Features > Voice Mail > Voice Mail Pilot** menu path to configure voice-mail pilots.

The voice mail-pilot number designates 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 pilot number can belong to a different voice-messaging system.

Voice-mail pilot number deletion

To delete the voice-mail pilot number, perform these procedures. You cannot delete the default or the No Voice Mail profile numbers.



Note

If you choose the default or the No Voice Mail pilot numbers, the Delete button does not display.

You cannot delete voice-mail pilot numbers that a voice-mail profile uses. To find out which voice-mail profiles are using the voice-mail pilot, in the Voice Mail Pilot 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 pilot that is in use, Cisco Unified Communications Manager displays a message. Before deleting a voice-mail pilot that is currently in use, you must perform either or both of the following tasks:

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

If a voice-mail profile uses this voice-mail pilot number, a message displays and indicates the number of voice-mail profiles that use this voice-mail pilot number.

Related Topics

- [About voice-mail profile setup](#)
- [Voice-mail profile deletion](#)
- [Access dependency records](#)

Voice-mail pilot settings

The following table describes the voice-mail pilot settings.

Table 1: Voice-mail pilot settings

Field	Description
Voice Mail Pilot Number	Enter a number to identify the voice mail pilot number. Allowed characters are numeric (0-9), plus (+), asterisk (*), and pound (#).
Calling Search Space	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 pilot number. 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, then find and choose a calling search space name. Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAAdmin Parameters.
Description	Enter the description of the pilot number. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), or angle brackets (<>).
Make this the default Voice Mail Pilot for the system	Check the check box to make this pilot number the default Voice Mail Pilot for the system. Note If you check the Default box, this voice mail pilot number replaces your current default pilot number.

Related Topics

- [About calling search space setup](#)
- [Cisco voice-mail pilot setup, on page 1](#)