



CHAPTER 7

Maintaining Cisco Visual Voicemail

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About Searching for Directory Numbers in Visual Voicemail

In Visual Voicemail, you can search by number for recipients for your voice messages. However, you can only search for the full directory number of the recipient. You cannot search for the local extension.

You can modify your Cisco Unity or Cisco Unity Connection configuration to enable Visual Voicemail users to search by local extension. You can create an alternative extension for each user. When you create an alternative extension, you select an action to perform on the full directory number. For example, you can select to remove all of a full directory number except the last five digits.

Related Topics

- [Creating Alternative Extensions for Visual Voicemail Users, page 7-1](#)

Creating Alternative Extensions for Visual Voicemail Users

Procedure

- Step 1** Perform one of the following actions:
- Cisco Unity:** Start Cisco Unity Depot Tools. Select **Administration Tools**, then double-click **BulkEdit**.
- Cisco Unity Connection:** Select **Tools > Bulk Edit Utility** in Cisco Unity Connection Administration.
- Step 2** Select **Users with Voice Mail**.
- Step 3** Select the category of users to whom you want to give alternative extensions from **Select Users**.
- Step 4** Select **Find**.
- Step 5** Select the users to whom you want to give alternative extensions from the list of users.
- Step 6** Select **Next**.

- Step 7** Select **Alternate Extensions**.
- Step 8** Select an alternative extension to modify from **Select an Alternate Extension to Modify**.
For example, select **Work Phone 2**.
- Step 9** (Optional) Select a partition in which you want to create alternative extensions.
- Step 10** Select an appropriate action to create the alternative extension.
For example, you might select to remove all digits except the rightmost five digits from the directory number.
- Step 11** Select **Next**.
- Step 12** Select **Finish**.
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Related Topics

- [About Searching for Directory Numbers in Visual Voicemail, page 7-1](#)

Updating the Visual Voicemail MIDlet

To update the Visual Voicemail MIDlet, you must first update your release of Cisco Unity or Cisco Unity Connection to the release that contains the MIDlet that you want to update to. This updates the .jad file and .jar file on the Cisco Unity or Cisco Unity Connection server.

The reset all phones that are subscribed to the MIDlet. The next time that a user starts Visual Voicemail, latest version is downloaded to the phone.

Related Topics

- [About the Visual Voicemail .Jad and .Jar Files, page 2-7](#)

Updating Visual Voicemail Service Parameters

If you need to update a parameter for the Visual Voicemail service, do not modify the existing service. Instead, delete the existing service, then create a new service. The new service parameters do not become active if you update the subscription.

Procedure

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- Step 1** Delete the current Visual Voicemail service, as follows:
- Select **Device > Device Settings > Phone Services** in Cisco Unified Communications Manager Administration.
 - Search for the service in the Find and List IP Phone Services window.
 - Select the service that you want to delete.
 - Select **Delete**, then select **OK**.
- Step 2** Create a new service in the Cisco Unified Communications Manager Administration.
For information about how to create a new service, see [How to Add the Visual Voicemail Service in Cisco Unified Communications Manager, page 2-9](#).

- Step 3** Install the new service on the phones in your system.
- For information about how to install a new service, see [Chapter 5, “Installing Cisco Visual Voicemail on Phones”](#).
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Related Topics

- [Service Parameters for Visual Voicemail, page 2-10](#)
- [Troubleshooting Cisco Visual Voicemail](#)

Disabling the “Keep me signed in” Option

- [Disabling the “Keep me signed in” Option on Cisco Unity, page 7-3](#)
- [Disabling the “Keep me signed in” Option on Cisco Unity Connection, page 7-3](#)

Disabling the “Keep me signed in” Option on Cisco Unity

Procedure

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- Step 1** Start Cisco Unity Tools Depot.
- Step 2** Select **Administration Tools**, then double-click **Advanced Settings Tool**.
- Step 3** Select **VMWS - Allow Client Credential Caching** in the Unity Advanced Settings dialog box.
- You might need to scroll in the Unity Settings pane before the setting is visible.
- Step 4** Select **0** from the New Value drop-down list.
- Step 5** Select **Set**.
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Disabling the “Keep me signed in” Option on Cisco Unity Connection

Procedure

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- Step 1** Select **System Settings > Advanced > Connection Administration** in Cisco Unity Connection Administration.
- Step 2** Uncheck **Voice Mail Web Service: Applications Can Cache the Cisco Unity Connection Password**.
- Step 3** Select **Save**.
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■ Disabling the “Keep me signed in” Option