



Install and Configure Unified CM for Unified IP IVR

This section describes how to install and configure Unified CM for Unified IP IVR.

This section contains the following:

- [About Unified CM, page 1](#)
- [Unified CM Install, page 1](#)
- [Configure Unified CM, page 2](#)
- [Unified CM Configuration Checklist, page 2](#)

About Unified CM

Unified CM:

- Provide features for which organizations have traditionally used PBX systems. Unified CM uses open standards, such as TCP/IP, H.323 standards for packet-based multimedia communications systems, and Media Gateway Control Protocol (MGCP).
- Allow deployment of voice applications and the integration of telephony systems with Intranet applications.

Unified CM Install

Follow the step-by-step installation instructions for Unified CM included in the *Installing Cisco Unified Communications Manager Guide*. See [Cisco Unified Communications Manager Install and Upgrade Guides](#).

There are no Unified CCE specific installation prerequisites or instructions for Unified CM. You can find the guide and the other guides mentioned at the [Cisco Unified Communications Manager Install and Upgrade website](#).

Once Unified CM installation is complete, configure Unified CM as described in the next section.

Prior to proceeding with configuration, ensure that:

- By using the System option in the Cisco Unified CM menu selection from the Unified CCX Administration web page, verify that Unified CM has been created on a Unified CM server.
- By using Unified CM Administration and the Cisco Unified Serviceability Administration, verify that all the services required by Unified CM are running.
- If you are planning on using the Unified CM BAT (Bulk Administration Tool), you can run it by choosing Bulk Administration from the Unified CM Administration menu.
- By using the Unified CM User Management web page, identify the users in the Unified CM directory that will be assigned administration privileges in Unified CCX. If these users do not exist in the Unified CM directory, then you must create those users in Unified CM.

**Note**

Write down in a notebook the Unified CM directory information since you will need it for the Unified IP IVR installation. If you keep configuration information that is used more than once in a check list notebook, then it will be easier to enter the correct configuration information when it is needed.

Related Documentation

Installing Cisco Unified Communications Manager

Cisco Unified Communications Manager Bulk Administration Guide

Cisco Unified Communications Manager Administration Guide

Cisco Unified Communications Manager Features and Service Guide

Cisco Unified Communications Manager System Guide

Cisco Unified Contact Center Express Operations Guide

Configure Unified CM

For instructions on configuring Unified CM, see the configuration instructions in the *Cisco Unified Communications Manager Administration Guide*.

Most of the Unified CM configuration tasks are done by using Cisco Unified Communications Manager Administration. The administration program is accessed from a PC by using a web browser.

Procedure

Enter: `https://<Communications Manager_servername>/ccmadmin`

Unified CM Configuration Checklist

When configuring Unified CM, complete the tasks described in the following table to configure Unified CM for use with Unified IP IVR.

Procedure

| Task | Purpose |
|---|---|
| <p>1. Create Unified CM users that will later be assigned administrative privileges in the Unified CCX Administration software.</p> | <p>Provides a user account for Unified IP IVR to connect with Unified CM. You will need to remember the user IDs and passwords for when you install and configure Unified IP IVR.</p> <p>The user ID should not be longer than 31 alphanumeric characters. Although a user ID in Unified CM can contain up to 128 alphanumeric characters, in a Unified CCX system, a user ID can be no longer than 31 alphanumeric characters.</p> <p>User Configuration window</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, "End User Configuration " chapter.</p> <p>From the Unified CM Administration page menu bar, select User > Management > End User.</p> |
| <p>2. Configure the Unified CM Group for the devices or use the default.</p> | <p>Specifies the Unified CM group to provide redundancy and to assign to devices in this device pool.</p> <p>Unified CM Group Configuration window</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, "Cisco Unified Communication Manager Group Configuration" chapter.</p> |
| <p>3. Configure the appropriate Regions for the sites.</p> | <p>Specifies the codecs to be used by calls between devices in that region and other regions.</p> <p>Region Configuration window</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, "Region Configuration" chapter.</p> <p>From the Unified CM Administration page menu bar, select System > Region and then click the Add New link.</p> |
| <p>4. Configure the Locations for the sites.</p> | <p>Implements Call Admission Control which regulates voice quality by limiting the available bandwidth for calls.</p> <p>Location Configuration window</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, "Location Configuration" chapter.</p> |

| Task | Purpose |
|---|--|
| 5. Configure the device pool with the previously configured Regions. | <p>Specifies the voice codec to be used for calls in the regions with the devices.</p> <p>Device Pool Configuration window</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, <i>Device Pool Configuration</i> chapter.</p> <p>From the Unified CM Administration page menu bar, select Device > Phone and then either find a configured phone or click the Add New link.</p> <p>Choose the device pool from the Phone Configuration web page.</p> |
| 6. Configure the phones individually in Unified CM with the correct directory numbers or configure them with the Unified CM BAT tool. For Bulk Configuration, associate the Device Pool with the Phone Configuration. | <p>Specifies a unique dialable phone number for each phone.</p> <p>Also, defines characteristics for devices, such as region, date/time group, failover behavior, and others.</p> <p>You must set the configuration on each IP phone so that it can locate and connect to Unified CM. This procedure varies by site according to the customer's network configuration.</p> <p>Phone Configuration window or BAT</p> <p>See also the <i>Cisco Unified Communications Manager Administration Guide</i>, "Cisco Unified IP Phone Configuration" section.</p> <p>From the Unified CM Administration page menu bar, select Device > Phone and then click the Add New link. Next select your phone type and click Next and continue to follow the instructions, filling in the required information in the Phone Configuration window.</p> <p>Add the phone number and a directory number to the phone number, and then configure the DN (Dialed Number).</p> |

Check Phone Configuration in Unified CM

Procedure

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- Step 1** Using a Web browser, open **Unified CM Administration**.
This URL is commonly: `https://<Communications Manager_servername>/ccmadmin`
- Step 2** From the Device menu, select **Phone**.
- Step 3** In the Find and List Phones page, make sure the last text box is blank and click **Find**.
This will list all the IP phones connected to your system plus the CTI ports and Call Control groups automatically created in Unified CM when you configured the Unified CCX Application.
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