



Set Up Voicemail on Cisco Unified Communications Manager

Setting up voicemail requires you to configure Cisco Unity Connection and then add voicemail services on Cisco Unified Communications Manager. You can also configure voicemail retrieval and redirection to enable users to access voice mail messages in the client user interface and send incoming calls to voicemail.

This chapter applies to Cisco Unified Communications Manager version 9.0 and higher.

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Configure Cisco Unity Connection for Use with Cisco Jabber

You must complete some specific steps to configure Cisco Unity Connection so that Cisco Jabber can access voicemail services. You should refer to the Cisco Unity Connection documentation for instructions on general tasks such as creating users, passwords, and provisioning users with voicemail access.



Remember

Cisco Jabber connects to the voicemail service through a REST interface and supports Cisco Unity Connection version 8.5 or later.

Procedure

- Step 1** Ensure the **Connection Jetty** and **Connection REST Service** services are started.
- a) Open the **Cisco Unity Connection Serviceability** interface.
 - b) Select **Tools > Service Management**.
 - c) Locate the following services in the **Optional Services** section:

- **Connection Jetty**
- **Connection REST Service**

d) Start the services if required.

Step 2 Open the **Cisco Unity Connection Administration** interface.

Step 3 Edit user password settings.

- a) Select **Users**.
- b) Select the appropriate user.
- c) Select **Edit > Password Settings**.
- d) Select **Web Application** from the **Choose Password** menu.
- e) Uncheck **User Must Change at Next Sign-In**.
- f) Select **Save**.

Step 4 Provide users with access to the web inbox.

- a) Select **Class of Service**.
The **Search Class of Service** window opens.
- b) Select the appropriate class of service or add a new class of service.
- c) Select **Allow Users to Use the Web Inbox and RSS Feeds**.
- d) Select all other options as appropriate.
- e) Select **Save**.

Step 5 Select API configuration settings.

- a) Select **System Settings > Advanced > API Settings**.
The **API Configuration** window opens.
 - b) Select the following options:
 - **Allow Access to Secure Message Recordings through CUMI**
 - **Display Message Header Information of Secure Messages through CUMI**
 - **Allow Message Attachments through CUMI**
 - c) Select **Save**.
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Add a Voicemail Service

Allow users to receive voice messages.

Before You Begin

Ensure that you have Cisco Unified Communications Manager 9.x or later.

If you have Cisco Unified Communications Manager 8.x, see [Add a Voicemail Server](#).

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** In the **Find and List UC Services** window, select **Add New**.
- Step 4** In the **Add a UC Service** section, select **Voicemail** from the **UC Service Type** drop-down list and select **Next**.
- Step 5** Specify details for the voicemail service as follows:
- **Product Type** — Select **Unity Connection**.
 - **Name** — Enter a descriptive name for the server, for example, **PrimaryVoicemailServer**.
 - **Description** — Enter an optional description.
 - **Hostname/IP Address** — Enter the IP address or the fully qualified domain name (FQDN) of the voicemail server.
 - **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the voicemail server. For this reason, any value you specify does not take effect.
 - **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the voicemail server. For this reason, any value you specify does not take effect.
- Step 6** Select **Save**.
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What to Do Next

Apply the voicemail service to your service profile.

Apply a Voicemail Service

After you add a voicemail service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

Create a service profile if none already exist or you require a separate service profile for voicemail.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.

The **Service Profile Configuration** window opens.

Step 4 Configure the **Voicemail Profile** section as follows:

a) Select up to three services from the following drop-down lists:

- **Primary**
- **Secondary**
- **Tertiary**

b) To synchronize credentials with the voicemail service, select **Unified CM - IM and Presence** from the **Credentials source for voicemail service** drop-down list.

Unified CM - IM and Presence uses the instant messaging and presence credentials to sign in to the voicemail service. As a result, users do not need to enter their credentials for voicemail services in the client.

Note Do not select **Web conferencing**. This option uses the conferencing credentials to sign in to the voicemail service. You cannot currently synchronize with conferencing credentials.

Step 5 Click **Save**.

Add a Mailstore Service

The mailstore service provides users with visual voicemail capabilities.

Before You Begin

Ensure that you have Cisco Unified Communications Manager 9.x or later.

If you have Cisco Unified Communications Manager 8.x, see [Create a Mailstore](#).

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.

Step 3 Select **Add New**.

Step 4 In the **Add a UC Service** section, from the **UC Service Type** drop-down list, select **MailStore** and then click **Next**.

Step 5 Provide details for the mailstore service as follows:

- **Name**—Enter a descriptive name for the server, for example, PrimaryMailStoreServer.
- **Description**—Enter an optional description.
- **Hostname/IP Address**—Enter the IP address or the Fully Qualified Domain Name (FQDN) of the mailstore server.
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- **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the mailstore server. For this reason, any value you specify does not take effect.
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- **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the mailstore server. For this reason, any value you specify does not take effect.

Step 6 Select **Save**.

What to Do Next

Apply the mailstore service to your service profile.

Apply Mailstore Service

After you add a mailstore service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

Create a service profile if none already exist or you require a separate service profile for the mailstore service.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** Configure the **MailStore Profile** section as follows:
- Select up to three services from the following drop-down lists:
 - **Primary**
 - **Secondary**
 - **Tertiary**
 - Specify appropriate values for the following fields:
 - **Inbox Folder**
 - **Trash Folder**
 - **Polling Interval**
- Step 5** Select **Save**.
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Configure Retrieval and Redirection

Configure retrieval so that users can access voice mail messages in the client interface. Configure redirection so that users can send incoming calls to voicemail. You configure retrieval and redirection on Cisco Unified Communications Manager.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Configure the voicemail pilot.
- a) Select **Advanced Features > Voice Mail > Voice Mail Pilot**.
The **Find and List Voice Mail Pilots** window opens.
 - b) Select **Add New**.
The **Voice Mail Pilot Configuration** window opens.
 - c) Specify the appropriate details on the **Voice Mail Pilot Configuration** window.
 - d) Select **Save**.
- Step 3** Add the voicemail pilot to the voicemail profile.
- a) Select **Advanced Features > Voice Mail > Voice Mail Profile**.
The **Find and List Voice Mail Profiles** window opens.
 - b) Specify the appropriate filters in the **Find Voice Mail Profile where Voice Mail Profile Name** field and then select **Find** to retrieve a list of profiles.
 - c) Select the appropriate profile from the list.
The **Voice Mail Pilot Configuration** window opens.
 - d) Select the voicemail pilot from the **Voice Mail Pilot** drop-down list.
 - e) Select **Save**.
- Step 4** Specify the voicemail profile in the directory number configuration.
- a) Select **Device > Phone**.
The **Find and List Phones** window opens.
 - b) Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of devices.
 - c) Select the appropriate device from the list.
The **Phone Configuration** window opens.
 - d) Locate the **Association Information** section.
 - e) Select the appropriate device number.
The **Directory Number Configuration** window opens.
 - f) Locate the **Directory Number Settings** section.
 - g) Select the voicemail profile from the **Voice Mail Profile** drop-down list.
 - h) Select **Save**.
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Set a Voicemail Credentials Source

You can specify a voicemail credentials source for users.

**Tip**

In hybrid cloud-based deployments, you can set a voicemail credentials source as part of your configuration file with the `VoiceMailService_UseCredentialsFrom` parameter.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
- Step 3** Select the appropriate service profile to open the **Service Profile Configuration** window.
- Step 4** In the **Voicemail Profile** section, select **Unified CM - IM and Presence** from the **Credentials source for voicemail service** drop-down list.
Note Do not select **Web Conferencing** from the **Credentials source for voicemail service** drop-down list. You cannot currently use conferencing credentials as a credentials source for voicemail services.

The user's instant messaging and presence credentials match the user's voicemail credentials. As a result, users do not need to specify their voicemail credentials in the client user interface.

What to Do Next

**Important**

There is no mechanism to synchronize credentials between servers. If you specify a credentials source, you must ensure that those credentials match the user's voicemail credentials.

For example, you specify that a user's instant messaging and presence credentials match the user's Cisco Unity Connection credentials. The user's instant messaging and presence credentials then change. You must update the user's Cisco Unity Connection credentials to reflect that change.

Cloud-Based deployments can use the configuration file parameter

`VoiceMailService_UseCredentialsFrom`. Set this parameter to the value `phone` to use the Cisco Unified Communications Manager credentials to sign in to Cisco Unity Connection.

