Voice Mail Message Waiting Indicators for Cisco Unified Communications Manager Express (CUCME)

Perform the following tasks from the Voice Mail Waiting Indicators window:

- Refreshing the Message Waiting Indicator
- Modifying Message Waiting Indicator Settings

Refreshing the Message Waiting Indicator

The MWI is a light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending.

Occasionally, the MWI setting for a telephone can be out of synchronization with the user's message status in the voice-mail database. For example, a user could have pending messages, but the MWI would not be turned on. You can refresh the MWI light so that the light reflects the current message status in the voice-mail database.

Use this procedure to refresh the Message Waiting Indication (MWI) extension for a single mailbox or for all mailboxes. The MWI is a light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending.

Step 1　Choose **Voice Mail > Message Waiting Indicators > Refresh**.

Step 2　To refresh one mailbox, check the box next to mailbox owner's user or group ID and click **Refresh Selected**.

Step 3　To refresh all mailboxes, click **Refresh All**.

Modifying Message Waiting Indicator Settings

Use this procedure to modify MWI settings.

Step 1 Choose **Voice Mail** > **Message Waiting Indicators** > **Settings**. The SIP MWI notification mechanism window appears. Select one or a combination of the following:

- **Subscribe Notify**—Cisco Unified Communications Manager Express (CME) subscribes to Cisco Unity Express using SUBCRIBE/NOTIFY SIP messages for MWI notification for each of the ephone-dns registered to receive MWI notifications. See MWI Configuration Examples.

   – Check the box to include envelope information in the notifications.

- **Unsolicited Notify**—Cisco Unified CME is not required to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notification. Cisco Unity Express sends NOTIFY SIP messages to Cisco Unified CME whenever there is a change in the MWI status for any ephone-dn.

- **Outcalling**—Used for legacy Cisco Unified CME configurations; incompatible with SRST. Cisco recommends changing to the Subscribe - Notify method to ensure the correct MWI status is reflected on phones after interrupted phone service is restored.

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Note If you have chosen Outcalling as the notification method, you must enter the MWI on number and the MWI off number.

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Note Do not use the voice-mail or auto attendant operator extensions for these MWI fields. Choose **Configure** > **Extensions** to display currently configured extensions.

If no numbers are shown in this window, you must configure the appropriate MWI dial numbers (ephone-dns) in Cisco Unified CME. When you configure the ephone-dn pairs in Cisco Unified CME, you must add wildcard characters (.) to the ephone-dns to represent the length of a telephone extension number. Cisco Unity Express requires these wildcards when importing the MWI ephone-dns from Cisco Unified CME during the Initialization Wizard. See MWI Configuration Examples.

Step 2 Click **Apply** to save your settings.

MWI Configuration Examples

Subscribe/Notify Notification Example

The following example shows the configuration required to support the subscribe/notify method of MWI notification.

```
telephony-service
    …
    …
    mwi sip-server 1.100.9.6 transport udp port 5060
ephone-dn  35
    number 2010
    …
    mwi sip
```

Outcalling Notification Example

Note Subscribe/Notify is the preferred MWI method; this information is for legacy systems only.

The following example shows a valid MWI ephone-dn configuration for 4-digit extension ranges on Cisco Unified CME:

```
ephone-dn  8
number 8000....
mwi on
!
!
ephone-dn  9
number 8001....
mwi off
```

If wildcards are not configured in Cisco Unified CME, the ephone-dns will not show up as available choices in the MWI extension field in the Cisco Unity Express GUI.

After configuring the MWI DNs in Cisco Unified CME, log back into the GUI and choose **Administration > Synchronize Information**. The numbers can then be configured in the **Voice Mail > Message Waiting Indicators > Settings** window. See also Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express.