



Voice-Mail Profile Configuration

The Voice Mail Profile Configuration window of Cisco CallManager Administration allows you to define any line-related voice-messaging information.



Note

A voice-mail profile gets assigned to a directory number, not a device.

The following topics provide information on voice-mail profiles:

- [Finding Voice-Mail Profiles, page 66-1](#)
- [Configuring a Voice-Mail Profile, page 66-2](#)
- [Voice-Mail Profile Configuration Settings, page 66-3](#)
- [Voice Mail Connectivity to Cisco CallManager](#), *Cisco CallManager System Guide*
- [Cisco Unity Configuration Checklist](#), *Cisco CallManager System Guide*

Finding Voice-Mail Profiles

Because you may have several voice-mail profiles in your network, Cisco CallManager lets you locate specific voice-mail profiles on the basis of specific criteria. Use the following procedure to locate voice-mail profiles.



Note

During your work in a browser session, Cisco CallManager Administration retains your voice-mail profile search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your voice-mail profile search preferences until you modify your search or close the browser.

Procedure

- Step 1** Choose **Voice Mail > Voice Mail Profile**.
- The Find and List Voice Mail Profiles window displays.
- Step 2** From the drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - ends with

- is exactly
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all voice-mail profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered calling search spaces displays by

- Name
- Description
- Pilot/Calling Search Space

Step 4 From the list of records, click the voice-mail profile that matches your search criteria.
The window displays the voice-mail profile that you choose.

Step 5 To list all available voice-mail profiles, leave the criteria blank and click **Find**.

Additional Information

See the [“Related Topics” section on page 66-4](#).

Configuring a Voice-Mail Profile

To configure a voice-mail profile for a directory number, to copy a voice-mail profile or to update an existing voice-mail profile use the following procedure.

Procedure

Step 1 In the menu bar, choose **Voice Mail > Voice Mail Profile**.

The Find and List Voice Mail Profiles window displays.

Step 2 Perform one of the followings tasks:

- To copy a voice-mail profile, locate the appropriate voice-mail profile as described in [“Finding Voice-Mail Profiles” section on page 66-1](#). From the Search Results list, click the **Copy** icon that corresponds to the voice-mail profile that you want to copy and continue with [Step 3](#).
- To configure a voice-mail profile for a directory number, click the **Add New** button. The Voice Mail Profile Configuration window displays. Continue with [Step 3](#).
- To update an existing voice-mail profile, locate the appropriate voice-mail profile as described in [“Finding Voice-Mail Profiles” section on page 66-1](#) and continue with [Step 3](#).

Step 3 Configure the appropriate settings as described in [Table 66-1](#).

Step 4 Click **Save**.

If you are updating an existing voice-mail profile, click **Restart Devices** to restart all devices that are associated with the voice-mail profile.

Additional Information

See the [“Related Topics” section on page 66-4](#).

Voice-Mail Profile Configuration Settings

[Table 66-1](#) describes the voice-mail profile configuration settings. For more information about related procedures, see the [“Related Topics” section on page 66-4](#).

Table 66-1 Voice Mail Profile Configuration Settings

Field	Description
Voice Mail Profile Name	Enter a name to identify the voice-mail profile.
Description	Enter the description of the profile.
Voice Mail Pilot	Choose the appropriate voice-mail pilot number that is defined in the Voice Mail Pilot Configuration or Use Default .
Voice Mail Box Mask	Specify the mask that is used to format the voice mailbox number for auto-registered phones. When a call is forwarded to a voice-messaging system from a directory line on an auto-registered phone, Cisco CallManager applies this mask to the number that is configured in the Voice Mail Box field for that directory line. For example, if you specify a mask of 972813XXXX, the voice mailbox number for directory number 7253 becomes 9728137253. If you do not enter a mask, the voice mailbox number matches the directory number (7253 in this example). By default, Cisco CallManager sets the voice mailbox number to the same value as the directory number. You can change the voice mailbox number when configuring the directory number. See the “Directory Number Configuration Overview” section on page 49-1 for more information.
Make This the Default Voice Mail Profile for the System	Check the check box to make this profile name the default. Note If you check the Default check box, this voice-mail profile replaces your current default profile.

Deleting a Voice-Mail Profile

To delete a voice-mail profile, use the following procedure. You cannot delete the default profile or the No Voice Mail profile.

Before You Begin

You cannot delete a voice-mail profile that a directory number uses. To find out which directory numbers are using the voice-mail profiles, in the Voice Mail Profile 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. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#). If you try to delete a voice-mail profile that is in use, Cisco CallManager displays a message. Before deleting a voice-mail profile that is currently in use, you must perform either or both of the following tasks:

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

Procedure

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|---------------|--|
| Step 1 | To locate the voice-mail profile that you want to delete, follow the procedure on “Finding Voice-Mail Profiles” section on page 66-1 . |
| Step 2 | Check the check box next to the voice-mail profiles that you want to delete. To select all the voice-mail profiles in the window, check the check box in the matching records title bar. |
| Step 3 | Click Delete Selected . |
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Additional Information

See the [“Related Topics” section on page 66-4](#).

Related Topics

- [Finding Voice-Mail Profiles, page 66-1](#)
- [Configuring a Voice-Mail Profile, page 66-2](#)
- [Voice-Mail Profile Configuration Settings, page 66-3](#)
- [Voice Mail Connectivity to Cisco CallManager, Cisco CallManager System Guide](#)
- [Cisco Unity Configuration Checklist, Cisco CallManager System Guide](#)