



Cisco Voice-Mail Port Configuration

The optional Cisco Unity software, available as part of Cisco Unified Communications Solutions, provides voice-messaging capability for users when they are unavailable to answer calls. This section describes the procedures that are required for adding and configuring, updating, and deleting Cisco voice-mail ports by choosing Voice Mail from the Feature menu of the Cisco Unified CallManager window and choosing the submenu options.

For more information about configuring Cisco Unity, refer to the *Cisco Unified CallManager 4.0 Integration Guide for Cisco Unity 4.0*.

You can add and delete ports that are associated with a Cisco Unity voice-mail server to the Cisco Unified CallManager database without using the Cisco Voice Mail Port Wizard.

This section describes the following procedure:

- [Finding a Cisco Voice-Mail Port, page 62-1](#)
- [Configuring Cisco Voice-Mail Ports, page 62-3](#)
- [Cisco Voice-Mail Port Configuration Settings, page 62-4](#)
- [Deleting a Cisco Voice-Mail Port, page 62-6](#)

Finding a Cisco Voice-Mail Port

Because you will typically have a number of Cisco voice-mail ports in your network, Cisco Unified CallManager lets you locate specific Cisco voice-mail ports on the basis of specific criteria. Use the following procedure to locate Cisco voice-mail ports.



Note

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

Procedure

- Step 1** Choose **Voice Mail > Cisco Voice Mail Port**.

The Find and List Voice Mail Ports window displays. Use the two drop-down list boxes to search for a Cisco voice-mail port.

Step 2 From the first Find Voice Mail Port where drop-down list box, choose one of the following criteria:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Security Mode



Note The criterion that you choose in this drop-down list box specifies how the list of Cisco voice-mail ports that your search generates will be sorted. For example, if you choose Device Pool, the Device Pool column will display as the left column of the results list.

From the second Find Voice Mail Port where 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.



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

A list of discovered Cisco voice-mail ports displays by

- Voice Mail Port icon
- Device Name
- Description
- Device Pool
- Status
- IP Address



Note You can delete multiple Cisco voice-mail ports from the Find and List Voice Mail Ports window by checking the check boxes next to the appropriate Cisco voice-mail ports and clicking **Delete Selected**. You can delete all Cisco voice-mail ports in the window by clicking the Select All button and clicking **Delete Selected**.

- Step 4** From the list of records, click the Voice Mail Port icon, Device Name, Description, or associated Device Pool that matches your search criteria.
- The window displays the Cisco voice-mail port that you choose.
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Additional Information

See the [“Related Topics” section on page 62-7](#).

Configuring Cisco Voice-Mail Ports

To connect a Cisco Unity voice-messaging system to Cisco Unified CallManager, you must add Cisco voice-mail ports to the Cisco Unified CallManager database.



You can also use the Cisco Voice Mail Port Wizard to add a new Cisco voice-mail server and ports or to add multiple ports to an existing server rather than the procedure that is described here. See [“Cisco Voice Mail Port Wizard” section on page 63-1](#) for more information.

Perform this procedure to add individual Cisco voice-mail ports to the Cisco Unified CallManager database, or update or copy an existing voice-mail port.

Procedure

- Step 1** Choose **Voice Mail > Cisco Voice Mail Port**.
- The Find and List Voice Mail Ports window displays.
- Step 2** Perform one of the followings tasks:
- To copy Cisco voice-mail port and its settings, locate the appropriate Cisco voice-mail port as described in [“Finding a Cisco Voice-Mail Port” section on page 62-1](#). From the Search Results list, click the **Copy** icon that corresponds to the voice-mail port that you want to copy, and continue with [Step 3](#).
 - To add a new voice-mail port, click the **Add New** button. The Voice Mail Port Configuration window displays. Continue with [Step 3](#).
 - To update an existing Cisco voice-mail port, locate the appropriate voice-mail port as described in [“Finding a Cisco Voice-Mail Port” section on page 62-1](#). Click the voice-mail port you want to update and continue with [Step 3](#).
- Step 3** Enter the appropriate settings as described in [Table 62-1](#).
- Step 4** Click **Save**.
- If you are copying the basic settings of an existing Cisco voice-mail port to apply to another Cisco voice-mail port, you must change the Port Name and Directory Number fields.
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Additional Information

See the [“Related Topics” section on page 62-7](#).

Cisco Voice-Mail Port Configuration Settings

Table 62-1 describes the Cisco voice-mail port configuration settings. For more information about related procedures, see the “[Related Topics](#)” section on page 62-7.

Table 62-1 Cisco Voice-Mail Port Configuration Settings

Field	Description
Device Information	
Port Name	Enter a name to identify the Cisco voice-mail port. You must add a device for each port on Cisco voice-messaging system. If 24 ports exist, you must define 24 devices. The name must have no more than nine characters. Note For Cisco Unity, this name must match the name in the Unity Telephony Integration Manager (UTIM) configuration files, such as CiscoUM-VI1 or Cisco UM-VI2.
Description	Enter the purpose of the device.
Device Pool	Choose the default value or a specific device pool.
Calling Search Space	From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that were called from this device. Choose the name of the calling search space that allows calls to the subscriber phones and to any network devices. You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click OK. Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when performing automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Location	Choose the default value None. The location specifies the total bandwidth that is available for calls to and from this device. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that is device consumes.

Table 62-1 Cisco Voice-Mail Port Configuration Settings (continued)

Field	Description
Device Security Mode	From the drop-down list box, choose a security mode to apply to the voice-mail server port. The database predefines these options. The default value specifies Not Selected. For more information on configuring security for the voice-mail server, refer to the <i>Cisco Unified CallManager Security Guide</i>.
Directory Number Information	
Directory Number	Enter the number that is associated with this voice-mail port. Make sure that this field is unique in combination with the Partition field.
Partition	Choose the partition to which the directory number belongs. Choose <None> if partitions are not used. If you choose a partition, you must choose a calling search space that includes that partition. You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more partitions exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the List items where Name contains field. Click the desired partition name in the list of partitions that displays in the Select item to use box and click OK. Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.
Calling Search Space	From the drop-down list box, choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers that are called from this directory number. If you choose a partition, you must choose a calling search space that includes that partition. You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click OK. Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.

Table 62-1 Cisco Voice-Mail Port Configuration Settings (continued)

Field	Description
Internal Caller ID Display	This field indicates text that displays on the called party phone when a call is placed from this line.
Internal Caller ID Display (ASCII format)	This field indicates text that appears on the called party phone, in ASCII format, when a call is placed from this line.
External Number Mask	Specify the mask that is used to format caller ID information for external (outbound) calls. The mask can contain up to 50 characters. Enter the literal digits that you want to display in the caller ID information and use Xs to represent the directory number of the device. When Automated Alternate Routing (AAR) routes calls due to insufficient bandwidth, Cisco Unified CallManager uses the value in this field to place the call if sufficient bandwidth is not available. Example DN 1000 (external mask 9728131000) calls DN 1001 (external mask 2144131001). If insufficient bandwidth blocks the call, Cisco Unified CallManager uses the AAR prefix digits along with 2144131001 to place the call to 1001.

Deleting a Cisco Voice-Mail Port

To delete a single Cisco voice-mail port from Cisco Unified CallManager, follow these procedures.

Before You Begin

When you delete a Cisco voice-mail port that a directory number uses, the number remains in the Cisco Unified CallManager database. To determine which directory numbers are using the voice-mail port, in the Voice Mail Port 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](#).

When you delete a voice-mail port that is in use, Cisco Unified CallManager displays a message. Before deleting a voice-mail port that is currently in use, you can assign a different voice-mail port to any directory number that is using the voice-mail port that you want to delete. See the [“Configuring a Directory Number” section on page 48-2](#).

After you delete the voice-mail port, you can delete the directory number that was using the voice-mail port. See the [“Deleting Unassigned Directory Numbers” section on page 50-3](#).



Tip

Instead of using the procedure that is described here, you can use the Cisco Voice Mail Port Wizard to delete ports from an existing server. See [“Cisco Voice Mail Port Wizard” section on page 63-1](#) for more information.

Procedure

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|---------------|--|
| Step 1 | Find the Cisco voice-mail port by using the procedure in the “Finding a Cisco Voice-Mail Port” section on page 62-1. |
| Step 2 | Click the Cisco voice-mail port that you want to delete. |
| Step 3 | Click Delete . |
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Additional Information

See the [“Related Topics”](#) section on page 62-7.

Related Topics

- [Finding a Cisco Voice-Mail Port](#), page 62-1
- [Configuring Cisco Voice-Mail Ports](#), page 62-3
- [Cisco Voice-Mail Port Configuration Settings](#), page 62-4
- [Deleting a Cisco Voice-Mail Port](#), page 62-6
- [Cisco Voice Mail Port Wizard](#), page 63-1
- [Cisco Unity Configuration Checklist](#), *Cisco Unified CallManager System Guide*

