Release Notes for Visual Voicemail Release 8.5

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These release notes describe Cisco Visual Voicemail Release 8.5(1).

Contents

Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Visual Voicemail Release 8.5. Before you install Visual Voicemail, review this document for information about issues that might affect your system.

Support for Cisco Visual Voicemail is available for customers with a current Cisco support contract for a release of Cisco Unified Communications Manager and Cisco Unity or Cisco Unity Connection. For information about which releases support Visual Voicemail, see System Requirements, page 2.

About Cisco Visual Voicemail

The Cisco Visual Voicemail application is an alternative to the audio voicemail service.

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After pressing the Messages button to start Visual Voicemail, users can view a list of their messages and play their messages from the list. Users can also compose, reply to, forward, and delete messages from their Cisco Unified IP Phone display without having to dial into their voice mailbox.

Visual Voicemail uses the following:

- A MIDlet. The MIDlet is installed when you install or upgrade the Cisco Unity or Cisco Unity Connection server to the release required by Visual Voicemail.

- A phone service that points to the MIDlet. You install this phone service on the phones in the Unified Communications system.

- A voicemail port on the voicemail server. When users start Visual Voicemail, it automatically uses a port to open a line and call the voicemail server.

- An XML service with Gumbo IP phone to manage their voicemail using graphical interface.

System Requirements

- Server Requirements, page 2
- Cisco Unified IP Phone Requirements, page 3

Server Requirements

Table 1 describes the server requirements for installing Visual Voicemail.

Table 1   ***Visual Voicemail Installation Requirements***

Item	Description
Cisco Unified Communications Manager Server	Visual Voicemail release 8.5 is supported with the following Cisco Unified Communications Manager releases: - 7.1(5) - 8.0(3) or later - 8.5(1) or later The Cisco Unified Communications Manager server must be installed, configured, and operating correctly as described in the Cisco Unified Communications Manager documentation, at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Item	Description
Cisco Unity Connection or Cisco Unity Server	Use either of the following: • Cisco Unity Connection release 8.5(1) or later. • Cisco Unity release 8.0(3)ES9 or a higher cumulative ES. • You also need the following: – Microsoft Exchange configured as the message store. – DCOM rights enabled. Use the Permissions wizard to do this.
Phone Firmware Version	9.1(1) or later. **Tip** If the phones are using a firmware version earlier than 8.5(2), you must update to 8.5(2) first before updating to 9.1(1)

Cisco Unified IP Phone Requirements

Visual Voicemail release 8.5 is supported with the following Cisco Unified IP Phone models running firmware version 9.1(1) or later:

- 9971
- 9951
- 8961

Visual Voicemail release 8.5 is supported with the following Gumbo Cisco Unified IP Phone models running firmware version 9.3(4) or later:

- 8941
- 8945

For other Cisco IP Phone models, refer to the *Release Notes for Visual Voicemail Release 7.1* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/7.1/english/release/vivoReleaseNote71.html

Related Documentation

Cisco Visual Voicemail Documentation

- *Release Notes for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/release/notes/vivoReleaseNote85.html.

- *Installation and Configuration Guide for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html.

- *Quick Start Guide: Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/quick_start/guide/Quick_Start_Guide_for_Visual_Voicemail_Release_8.5_chapter1.html.

For the latest versions of all Visual Voicemail documentation, go to:

http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

For installation information, see the documentation for the phone on which you want to install the firmware.

Documentation for the 9900 series phones is available at http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html.

Documentation for the 8900 series phones is available at http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html.

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

For information about upgrading Cisco Unified Communications Manager, see the "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Cisco Unity Connection Documentation

Refer to the Cisco Unity Connection Documentation Guide and other publications specific to your Cisco Unity Connection release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

For information about upgrading Cisco Unity Connection, see the applicable release notes at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Documentation

Refer to the Cisco Unity Documentation Guide and other publications specific to your Cisco Unity release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

For information about upgrading Cisco Unity, see the applicable release notes at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

New and Changed Functionality—Release 8.5

Cisco Visual Voicemail 8.5 includes the following new and changed functionality:

- Improved user interface
- Support for 9971, 9951, and 8961 phones

Installation and Upgrade Information

Installing Cisco Visual Voicemail for the First Time

To install Cisco Visual Voicemail for the first time, refer to the configuration task lists in the *Installation and Configuration Guide for Visual Voicemail Release 8.5* at
http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html.

On a Cisco Unity Connection server, the Visual Voicemail 8.5 Midlet is automatically installed with the Connection software.

On a Cisco Unity server, you must manually install the Visual Voicemail 8.5 Midlet. For details see the "Installing the Visual Voicemail 8.5 MIDlet on a Cisco Unity Server" section on page 5.

Upgrading Cisco Visual Voicemail

When Cisco Visual Voicemail is already deployed in your Unified Communications system, you upgrade to the latest Visual Voicemail MIDlet by upgrading your voicemail software.

After you upgrade the voicemail software, reset all phones that are subscribed to the MIDlet. The next time a user starts Visual Voicemail, the latest MIDlet version is downloaded to the phone.

On a Cisco Unity Connection server, the Visual Voicemail 8.5 Midlet is automatically installed with the Connection software, so you do not update the MIDlet by itself.

On a Cisco Unity server, you must manually install the Visual Voicemail 8.5 Midlet. For details see the "Installing the Visual Voicemail 8.5 MIDlet on a Cisco Unity Server" section on page 5.

Downloading Software

Cisco Unity Connection

You can navigate to the software you required from the following URL:

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

Select the Download Software link, then navigate to the applicable software version.

Cisco Unity

You can navigate to the software you required from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

Select the Download Software link, then navigate to the applicable software version.

Installing the Visual Voicemail 8.5 MIDlet on a Cisco Unity Server

In addition to the configuration information in the *Installation and Configuration Guide for Visual Voicemail Release 8.5*, you must manually install the Visual Voicemail Midlet on the Cisco Unity server.

Procedure

Step 1	Download and install Cisco Unity 8.0(3) ES9 or a later cumulative ES.
Step 2	In the \Commserver\VVM directory, double-click the file **VVMSetup.8.0.3.136.msi**.
Step 3	Follow the on-screen instructions to complete the installation.

Limitations and Restrictions

- Visual Voicemail and SIP Trunks, page 6

Visual Voicemail and SIP Trunks

Cisco Unified Communications Manager allows one directory number for each SIP trunk. Cisco Unified Communications Manager allows multiple directory numbers to be hunted to the same SCCP port group.

If your Cisco Unified Communications system uses a SIP trunk to link the Cisco Unified Communications Manager with Cisco Unity or Cisco Unity Connection, you must create a second SIP trunk to allow calls to be routed to the Visual Voicemail reverse trap rule.

Caveats

You can find the latest caveat information for Cisco Visual Voicemail version 8.5 by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Using Bug Toolkit

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

Procedure

Step 1	To access the Bug Toolkit, go to www.cisco.com/go/bugs.
Step 2	Log in with your Cisco.com user ID and password.
Step 3	To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click **Go**.
Step 4	If you do not know the bug ID, you can perform a general search.
	To find bugs related to Cisco Visual Voicemail select the Cisco Unified Communications Widgets product. You can refine the search results by filtering on the phoneview and phoneview-rt components.

For detailed information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.