



CCNP Voice CAPPS 642-467 Quick Reference

Brion S. Washington

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Dedication

Tons of people participated in making this guide what it is. I personally want to thank each of them.

My family: My wife Christi, and kids Taylor, Brittney, and Nathan for their patience and understanding during this project. They kept me sane.

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Chapter 3

Cisco Unity Connection and Cisco Unified Communication Manager

When integrating CUC and CUCM, you configure the initial integration in CUCM by using the Voice Mail Port Wizard, then you configure the VM integration on the Unity Connection server, and finally, you test the integration.

Cisco Voice Mail Port Wizard

1. In CUCM, go to **Advanced Features, Voice Mail, Voice Mail Port Wizard**.
2. Choose a server name.
3. Choose the number of ports.
4. Configure the following settings:

Description

Device Pool

Calling Search Space

AAR Calling Search Space

Location

Device Security Mode

Cisco Voicemail Directory Number

1. Assign the beginning directory number.
2. Set a partition.
3. Set the calling search space.
4. Configure the internal caller ID and external mask.

Add Voicemail Ports to Line Groups

Here, you are asked whether you want to create a new group or add ports to an existing group. The line group name must match on both CUCM and CUC. Configure the line group name.

Hunt List

Hunt lists are used for call distribution.

1. Navigate to **Call Routing, Route/Hunt, Hunt List**.
2. Set the name.
3. Enter a description.
4. Set the CUCM group.
5. Add the voicemail line group previously configured into this hunt list.
6. Make sure that the **Voice Mail Usage** box is checked if this hunt group will be used for voicemail.

Hunt Pilot

The hunt pilot is the number users call to reach CUC.

1. Navigate to **Call Routing, Route/Hunt, Hunt Pilot**.
2. Configure the hunt pilot number.
3. Set the route partition.
4. Enter a description
5. Configure the hunt list; point the pilot number to the hunt list created previously.
6. Set route options; use **Default** to route calls to CUC.
7. Configure the outside dial tone.

Message Waiting Indicators

Message waiting indicators (MWI) turn on and off the indicator that a message is waiting.

1. Go to **Advanced Features, Voice Mail, Voice Mail Pilot**.
2. Configure the message waiting number.
3. Configure a partition.
4. Enter a description.
5. Set MWIs to **On** or **Off**.
6. Configure the calling search space.

You must repeat this process for both On and Off indicators.

Voicemail Pilot

The voicemail pilot number must match the configured hunt pilot number previously configured.

1. Configure the voicemail pilot number.
2. Configure the calling search space.
3. Enter a description.
4. Check the **Make This the Default Voice Mail Pilot for the System** check box.

Voicemail Profile

This enables the messages buttons on the IP phone. Basically, these are the speed dials to the CUC.

1. Set the voicemail profile name.
2. Enter a description.
3. Set the voicemail pilot.
4. Configure the voicemail box mask.

Phone System Configuration

1. On CUC, navigate to **Telephony Integration, Phone System**.
2. Set the phone system name.
3. Set the default TRAP name.

MWI Settings

Check the boxes that represent the configured MWI On and Off indicators that you set earlier in CUCM:

Send Message Counts: Check this box if you want CUC to send message count, and request MWI is turned On when a new message arrives.

Use Same Port for Enabling and Disabling MWI: This box is checked when you want CUC to use same port for turning on and off MWI.

Force All MWI for This Phone System: Check this box to turn off all MWIs for the phone system. This must be done before you check Synchronize all MWI on the phone system box.

Synchronize All MWIs on the Phone System: Click **Run** to synchronize MWIs for all users on phone system.

Configure Call Loop Detection in DTMF

Enable for Supervised Transfer: This box should be checked if you want CUC to detect and reject supervised transfers.

Enable for forward Messages Notification Calls: This box is checked if you want CUC to detect and reject new message notifications that are sent to a device and then transferred back to CUC because the call was not answered.

DTMF Tone to use: Used to help detect call loops.

Guard Time: Used for loop detection timer.

Configure Phone View

Enable Phone View: Enables Phone View for the CUCM phone system.

Enter CTI Phone Access Username: The application user that was created in CUCM and associated with the users' phones.

Enter CTI Phone Access Password: The password for the application user.

Outgoing Call Restrictions

Enable Outgoing Calls: CUC sends outgoing calls through the phone system.

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