

IP Phone: Exit Softkey does not Terminate Visual Voicemail Midlet

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Introduction

This document describes the current design and the problems with Visual Voicemail (when the phone is subscribed with Voicemail and Visual Voicemail) and offers a solution.

Problem

The application remains in the memory of the phone when you press the **Exit** softkey in Visual Voicemail. Therefore, when you press the **Messages** button, the phone displays the Visual Voicemail quickly. You can see the **Visual Voicemail** icon on the top left side of the screen.

See [Additional User Information](#) section in the [Installation and Configuration Guide for Visual Voicemail](#)

Complete these steps to reproduce the issue when the phone is subscribed with Voicemail and Visual Voicemail:

1. Press the **Messages** button.
2. Choose **Visual Voicemail** service between **Voicemail** (Standard TUI interface) and **Visual Voicemail** service.
3. From the Sign In screen, press the **Exit** softkey before you sign in.
4. Press the **Messages** button.
5. The Sign In Screen is displayed instead of the Service Selection screen.

This particular issue is also seen when you log in to Visual Voicemail Service and use the **Exit** softkey.

This issue is seen on Skinny Call Control Protocol (SCCP) phones. Ideally the **Exit** softkey should terminate the application. **The Visual Voicemail service will be terminated if the Messages button is used instead of the Exit SoftKey** and both the options are presented when the Messages button is pressed again.

In the case of 99xx series phones, it shows both options even when the **Exit** softkey is used.

Solution

Complete these steps in order to resolve this issue:

1. Add a new parameter in the **Visual Voicemail** service configured on Cisco Unified Communications Manager (CUCM).
2. Name it as **unload_midlet_on_exit** and set it to **1**.
3. Resubscribe the phones to this service.
4. Reset the phones.

Note: This might take a few minutes to load the service.