

Integrating Cisco Unity and CallManager

Document ID: 13986

Contents

Introduction

Prerequisites

Requirements

Components Used

Conventions

Cisco Unity Configuration

Cisco CallManager Configuration

Related Information

Introduction

This document assists you with the initial integration of Cisco Unity and Cisco CallManager. Cisco Unity and Cisco CallManager communicate with each other via a TAPI Service Provider (TSP) which is installed on the Cisco Unity server. It is available for download at Cisco Unity Software (registered customers only) . Consult the **Qualified Product Combinations** table contained in the **readme** file before you instal.

Note: The screen shots used in this document were captured from a Cisco Unity server running on Windows 2000. Some screens and names might appear slightly different under Windows NT or not at all. In addition, this document assumes that you have already installed Cisco Unity and Cisco CallManager.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity
- Cisco CallManager

Components Used

This document is not restricted to specific software and hardware versions.

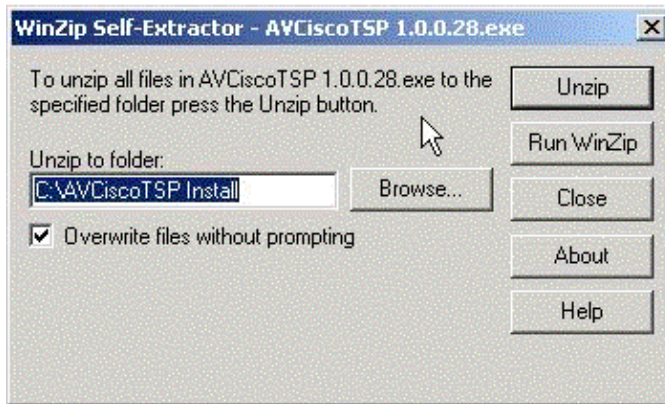
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

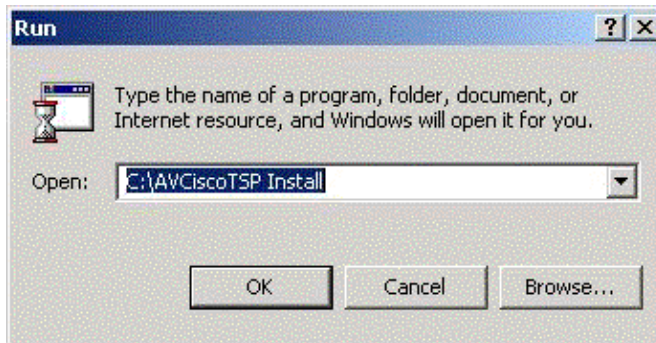
Cisco Unity Configuration

Complete these steps:

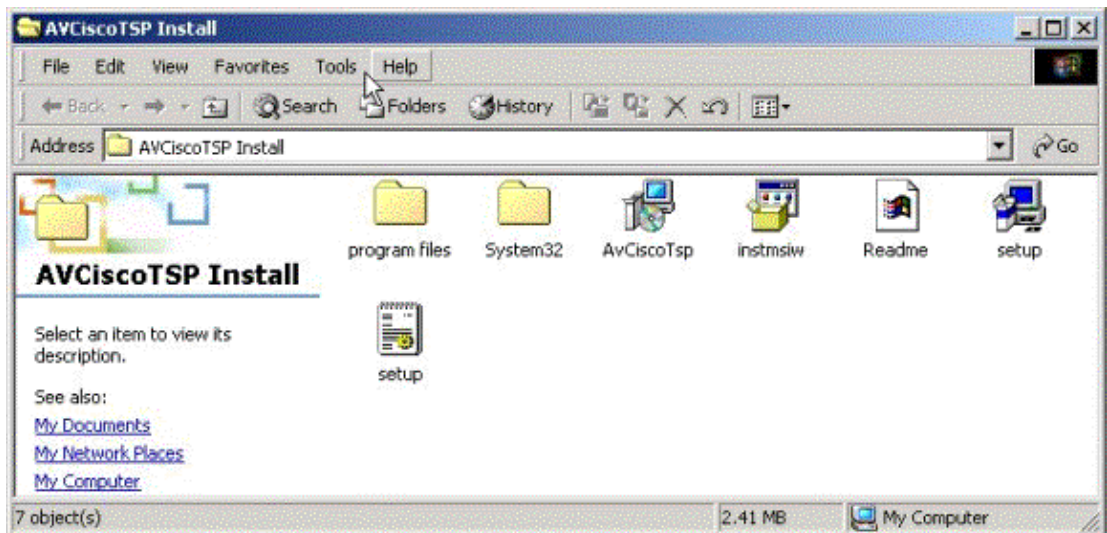
1. Double-click on the downloaded TSP file. Click **Unzip**. Leave the default **Unzip to folder** value the same unless you have a need to change it.



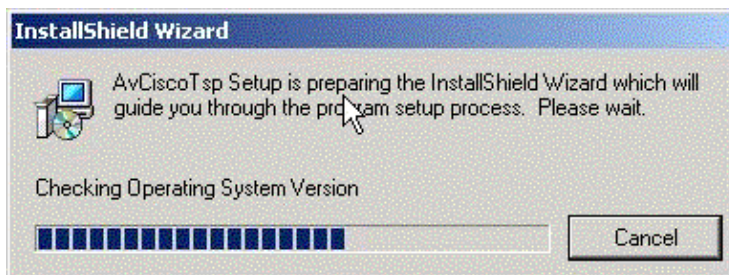
2. Click **Start**, then **Run** and type in the path the TSP was unzipped to. The default is c:\AVCiscoTSP Install. Click **OK**.



3. Double-click the **setup** icon.



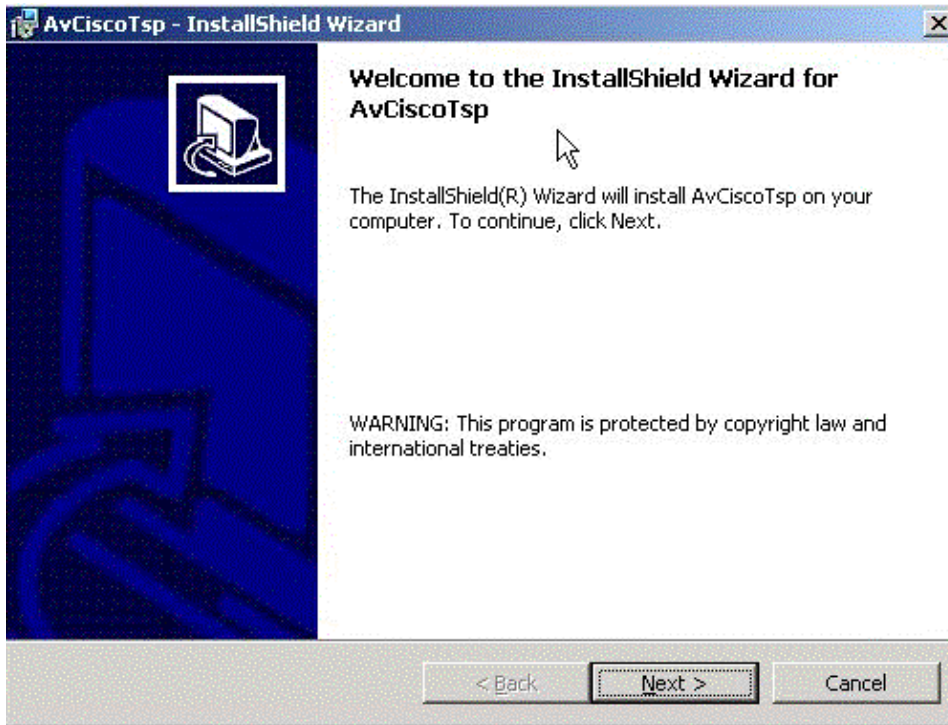
Note: A status window appears.



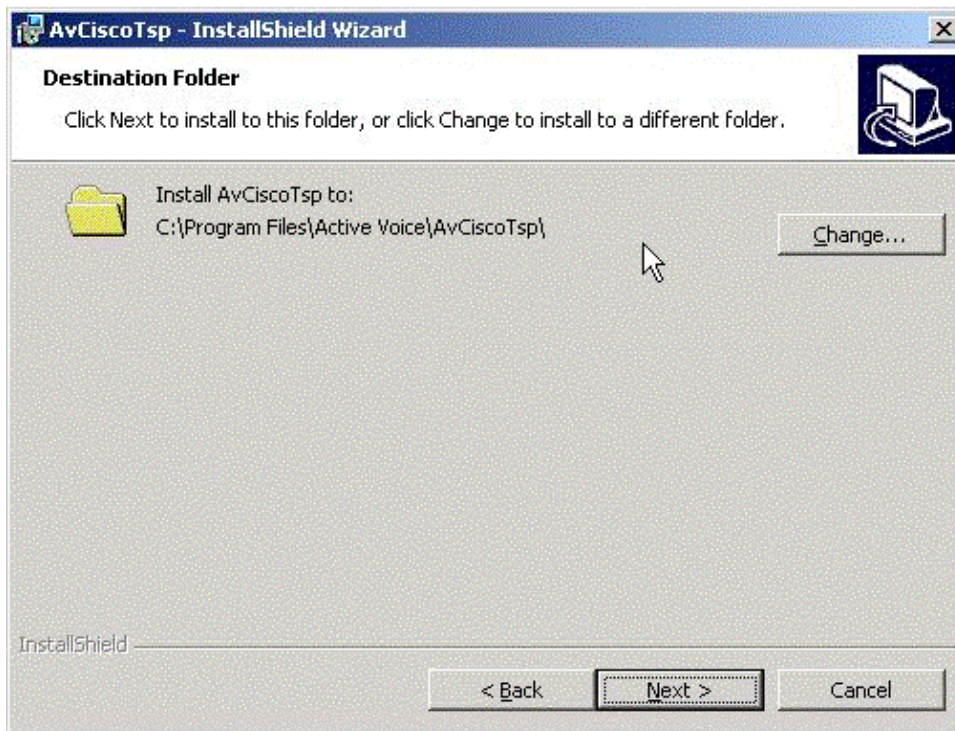
4. Click **OK** at this prompt.



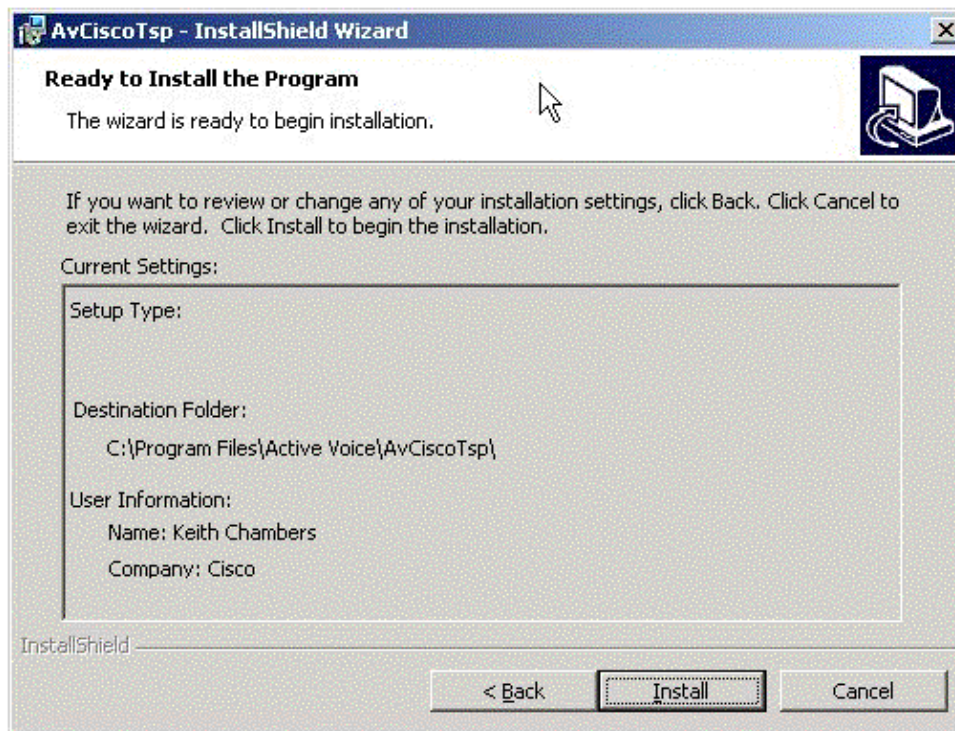
5. Click **Next**.



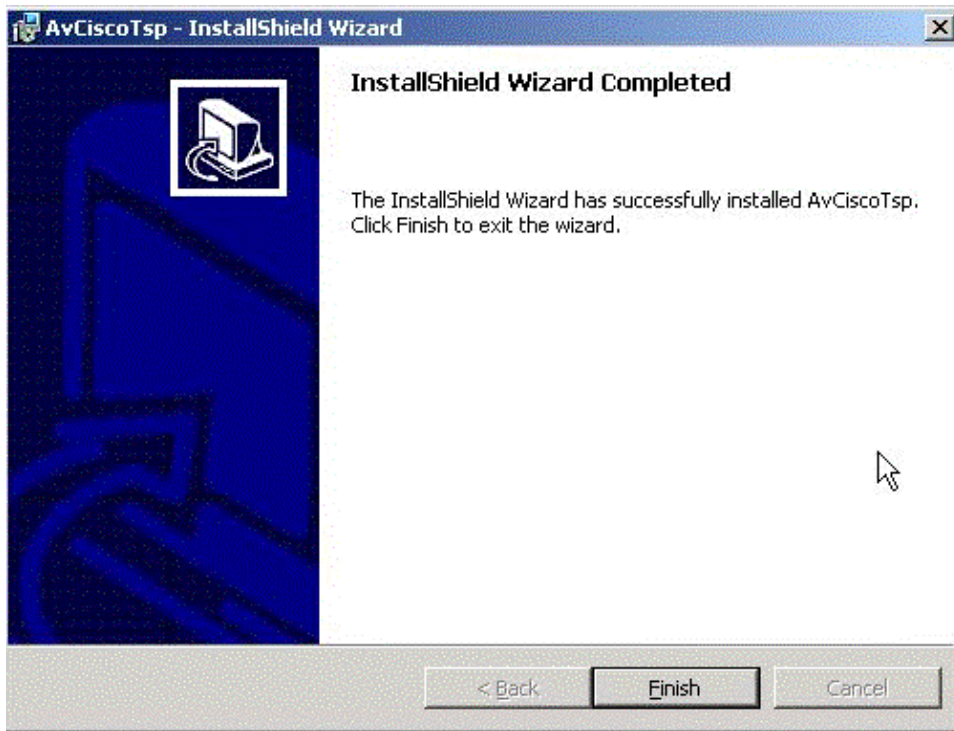
6. Click **Next** to choose the default install path, or click **Change** if you wish to install into a different path. The default is recommended.



7. Click **Install**.

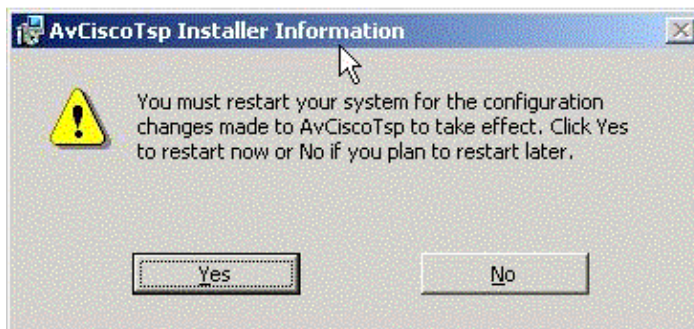


8. Click **Finish**.

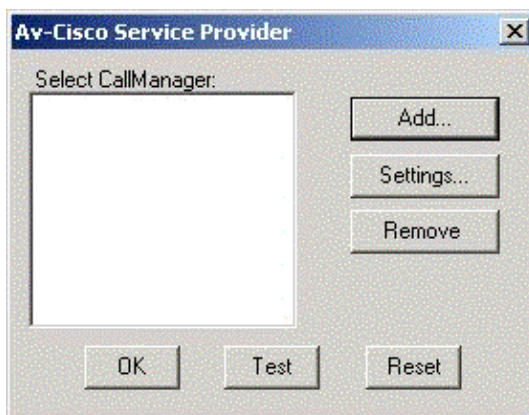


9. Click **Yes** to reboot the server.

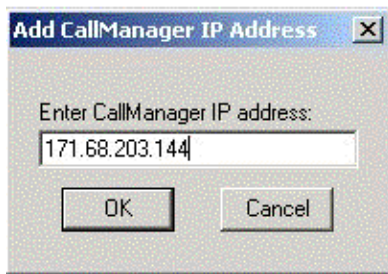
Note: Make sure to save all data and close all windows you might have opened before you click **Yes**.



10. After the machine reboots and you have logged in to the console, you are prompted with this AV-Cisco Service Provider window. Click **Add**.



11. Enter the IP address of your primary Cisco CallManager and then click **OK**.



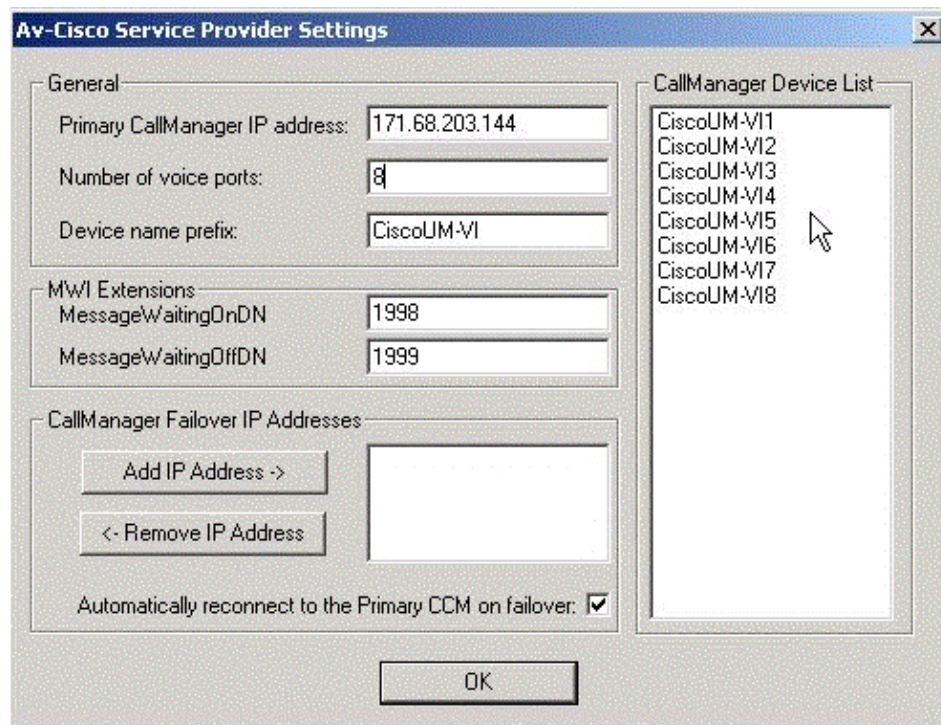
12. Enter the appropriate information in each of the fields.

- ◆ Enter the number of ports you have purchased in the **Number of voice ports** field. The numbers of voice ports automatically propagates on the **CallManager Device List** located on the right of the window.
- ◆ Enter the device name prefix you wish in the **Device name prefix** field. The name of the voice ports automatically propagates on the **CallManager Device List** located on the right of the window.

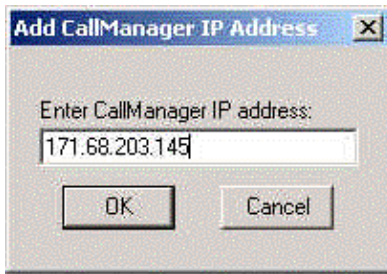
Note: You use the prefix name when you configure uOne ports. Make note of the value entered.

- ◆ Enter the message waiting on and off dialed number (DN) under **MessageWaitingOnDN** and **MessageWaitingOffDN**, respectively.

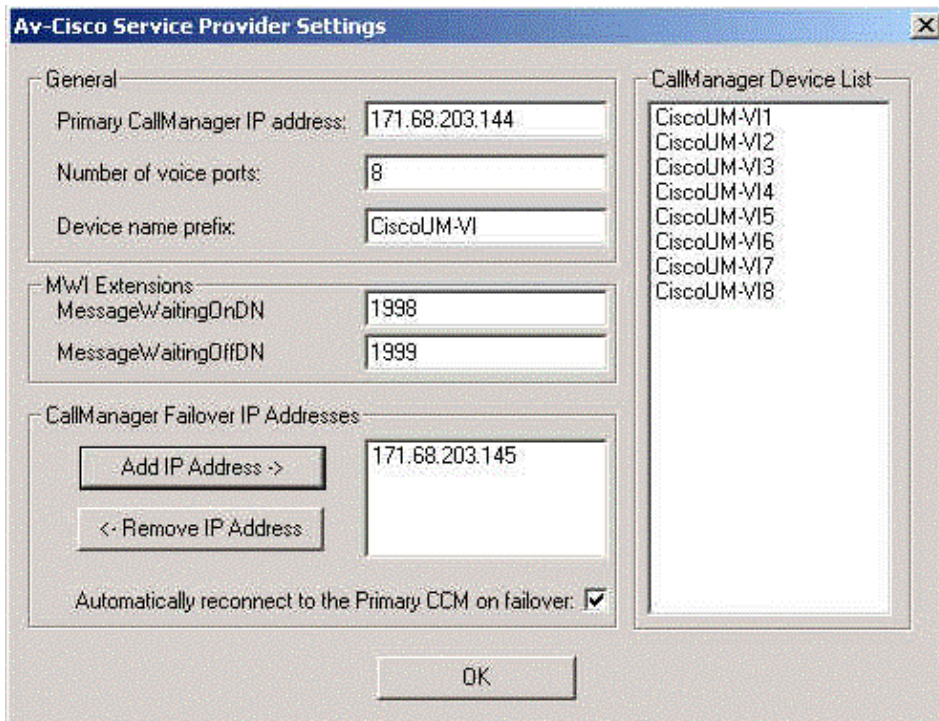
Note: You use the message waiting on and off DN value when you configure the Message Waiting Indicator (MWI) on the CallManager.



13. Click **Add IP Address** to add the IP address of a redundant Cisco CallManager, if applicable. Click **OK**.



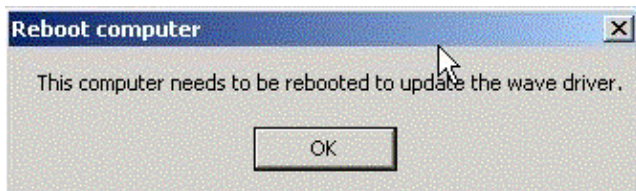
14. Click the **Automatically reconnect to the Primary CCM on Failover** box if you would like to automatically reconnect to the primary Cisco CallManager on failover. This is recommended. Click **OK**.



Note: If you have a single Unity cluster with different Cisco CallManager clusters, Unity will automatically know which Cisco CallManager cluster the user belongs to, where to send out the MWI, and on which ports towards the correct cluster.

15. Click **OK** to reboot the computer.

Note: Make sure to save all data and close all windows you might have opened before you click OK.



Cisco CallManager Configuration

Complete these steps:

1. Click **Device**, then click **Cisco uOne Port**.



2. Enter the appropriate information in each of the fields.

- ◆ Enter the prefix name + 1 for the first port. The prefix name was configured in step 12.
- ◆ Enter the administrative name you would like to have for the port in the **Description Field**.

Note: The **Description** does not affect the function of the port.

- ◆ Enter the **Device Pool** you wish to place the port in.
- ◆ Enter the **Calling Search Space** you wish to place the port in.

Note: Ports can only call phones that are in partitions defined in the Calling Search Space selected.

- ◆ Select the **Location** you wish to place the port in.
- ◆ Assign the port a **Directory Number**. The directory number is the DN that users dial to access the voicemail system.
- ◆ Assign a **Partition**.
- ◆ Enter the **Calling Search Space** you wish to place the DN in.

Note: Ports can only call phones that are in partitions defined in the Calling Search Space selected.

- ◆ Enter the **Display Name** you would like to use. This is the name users see when accessing this port.
- ◆ It is not recommended to **Forward All** on voicemail ports, so leave this field blank.
- ◆ Enter the DN of the next port that is configured. Select the appropriate **Calling Search Space**.

Note: Ports can only call phones that are in partitions defined in the Calling Search Space selected.

Port Configuration

[Use the Cisco](#)

Cisco uOne Port: New
Status: Ready

Device Information

Cisco uOne Port Name*
Description
Device Pool*
Calling Search Space
Location

Directory Number Information

Directory Number*
Partition
Calling Search Space
Display

Call Forwarding Information

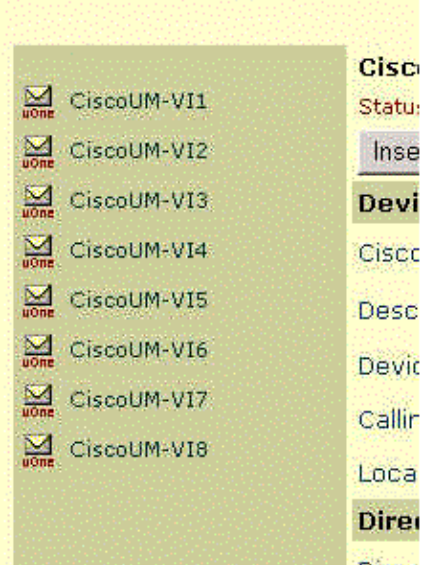
	Destination	Calling Search Space
Forward All	<input type="text"/>	<input type="text" value="None"/>
Forward Busy	<input type="text" value="2002"/>	<input type="text" value="None"/>
Forward No Answer	<input type="text" value="2002"/>	<input type="text" value="None"/>

* indicates required item

3. Click **Insert** to add the newly configured port.
4. Repeat steps 1 through 3 for all of the ports defined in step 12, incrementing the port number for each port.

Once completed, the configuration looks similar to this:

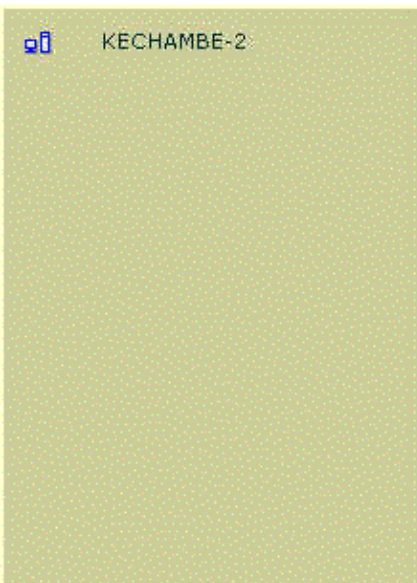
CISCO UONE PORT



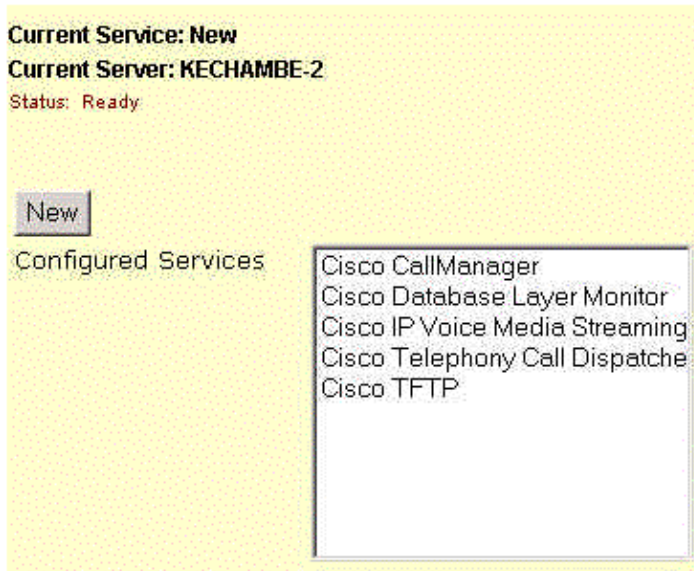
5. Click **Service**, then click **Service Parameters**.



6. Click the **server** icon to the left.



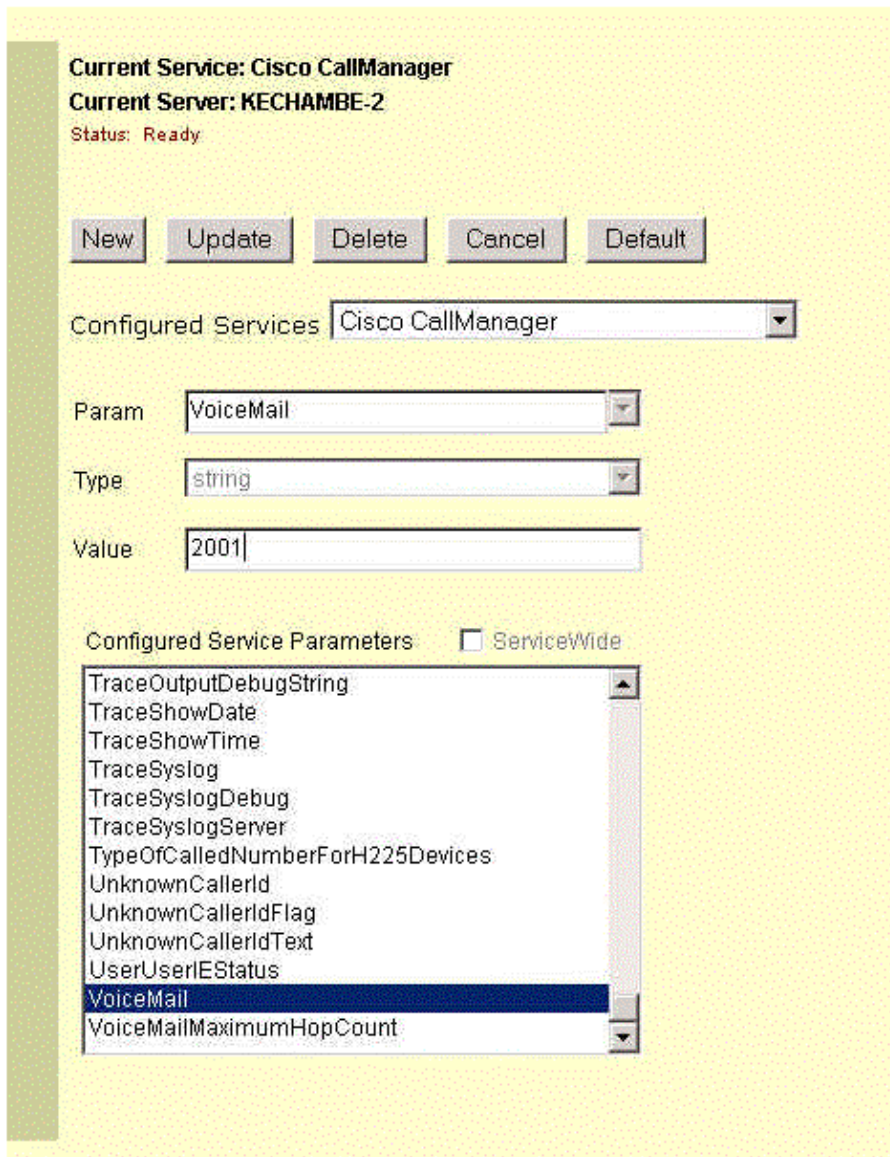
7. Click **Cisco CallManager**.



8. Click **VoiceMail**. Enter the value you wish to use as your voicemail pilot point. Click **Update**.

If this is a Cisco CallManager cluster, this must be performed on all servers in the cluster.

Note: This is usually the first uOne port configured.



9. Enter the DN you would like to use for message waiting on under **MessageWaitingOnDN**. Click **Update**.

If this is a Cisco CallManager cluster, this must be performed on all servers in the cluster.

10. Enter the DN you would like to use for message waiting off under **MessageWaitingOffDN**. Click **Update**.

If this is a Cisco CallManager cluster, this must be performed on all servers in the cluster.

Note: This must match the value entered in step 12 in the Cisco Unity Configuration section. Also, make sure that this number does not conflict with a route pattern.

Current Service: Cisco CallManager
Current Server: KECHAMBE-2
Status: Update completed successfully

New Update Delete Cancel Default

Configured Services Cisco CallManager

Param MessageWaitingOnDN

Type string

Value 1998

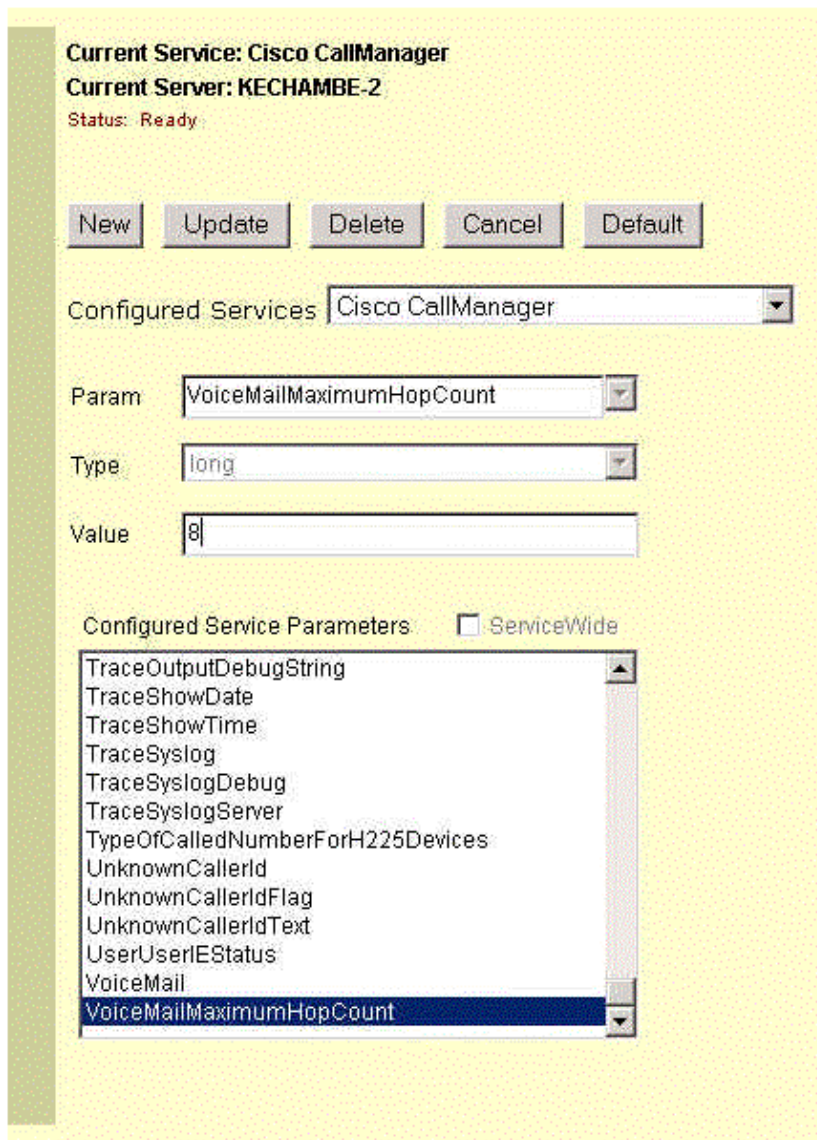
Configured Service Parameters ServiceWide

- MaxMeetMeConferenceUnicast
- MaxNumberOf723Calls
- MaxNumberOfReceivedIFramesBeforeAcking
- MaxStationsInitPerSecond
- MaxTotalNumberOfRegisteredCallingEntities
- MediaExchangeInterfaceCapsTimeout
- MediaExchangeTimeout
- MessageWaitingOffDN
- MessageWaitingOnDN**
- MGCPConnectTime
- MGCPRespTimeout
- MGCPTimeout
- NumberingPlanInfo

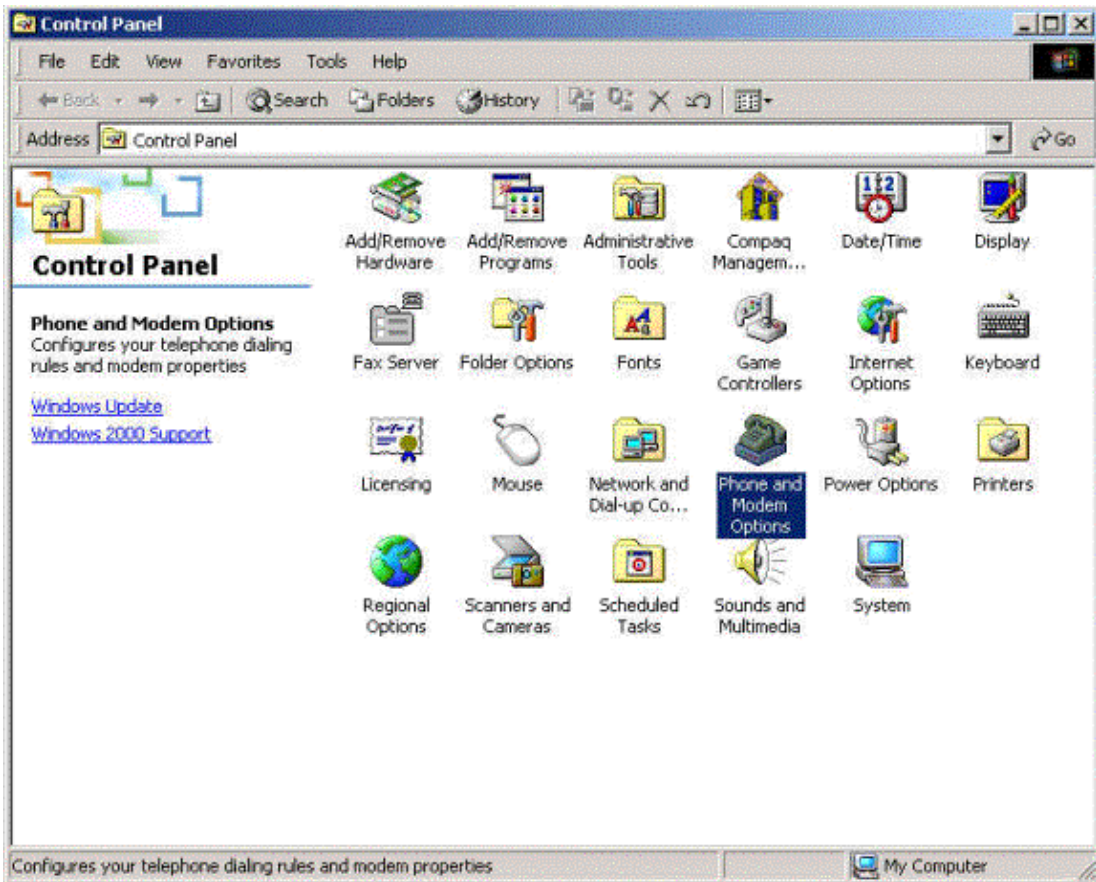
11. Enter the number of ports you have purchased in the **VoiceMailMaximumHopCount** field. Click **Update**.

If this is a Cisco CallManager cluster, this must be performed on all servers in the cluster.

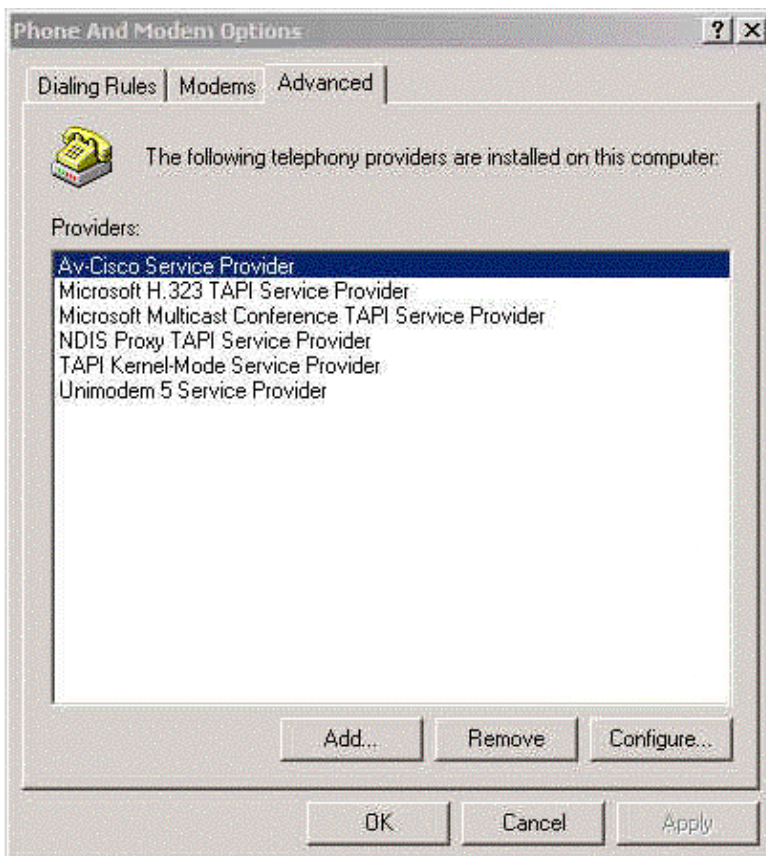
Note: This is important to eliminate voicemail forwarding loops.



12. Stop and start all Cisco CallManagers and the Cisco Unity server.
13. Select **Start > Settings > Control Panel** and double-click the **Phone and Modem Options** icon.

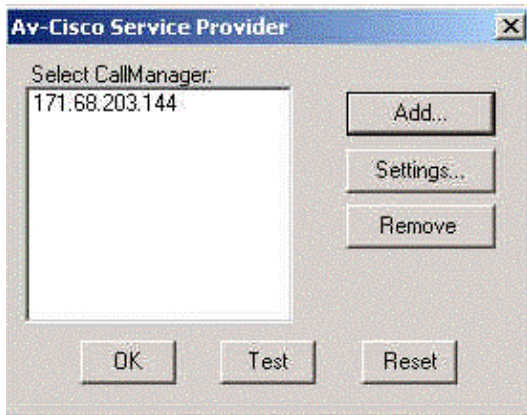


14. Select **Av-Cisco Service Provider** and click **Configure**.



15. Click **Test**.

Note: Refer to the MWI Troubleshooting Guide if the test does not complete successfully.



Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Troubleshooting Cisco IP Telephony](#) 
 - [Technical Support & Documentation – Cisco Systems](#)
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