Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Configuration and Maintenance of Cisco Unified Presence

Note: Before configuring your voicemail servers, see the *Deployment Guide for Cisco Unified Presence* for best practice information on secure voicemail messaging.

- Configuring Voicemail Server Names and Addresses
- Configuring Mailstore Server Names and Addresses
- Configuring Voicemail Profiles

Configuring Voicemail Server Names and Addresses

You must configure voicemail settings so that the Cisco Unified Presence server can interact with the voice message web service (VMWS) on Cisco Unity or Cisco Unity Connection. The VMWS service enables Cisco Unified Personal Communicator to move deleted voicemail messages to the correct location. This service also provides message encryption capabilities to support secure messaging.

Before You Begin

- Configure a supported voicemail server.
- Obtain the hostname or IP address of the voicemail server. You might need to specify more than one hostname to provide services for the number of users in your environment.
- For Cisco Unity, obtain the hostnames or IP addresses of the peer Microsoft Exchange server or servers.
- Perform this procedure for each voicemail server in your environment.

Procedure

1. Perform one of the following actions:

If you want to:	Action
Add a voicemail host	1. Select **Application > Cisco Unified Personal Communicator > Voicemail Server**. 2. Select **Add New**.
Update a voicemail host	1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required.

2. Enter the voicemail server settings as described in the table below.

Field	Description
Server Type	Specifies the voicemail server to use from one of the following types: ◊ Unity ◊ Unity Connection
Name	Specifies the name of the Cisco Unity or Cisco Unity Connection server. Maximum characters: 128
Description	Provides a general description of the voicemail server.
Hostname/IP Address	Specifies the host name or IP Address of the voicemail server.
Web Service Port	Specifies the port number value for the voicemail server. Default: 443
Web Service Protocol	Specifies the protocol to connect with the voicemail server. Select one of the following values: ◊ HTTP ◊ HTTPS Default: None. **Note:** Select HTTPS for Cisco Unity and Cisco Unity Connection.

3. Select **Save**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Configuring Mailstore Server Names and Addresses

Configuring Mailstore Server Names and Addresses

You must configure Cisco Unified Presence Release with mailstore information so that Cisco Unified Personal Communicator can connect to the mailstore. Cisco Unified Personal Communicator uses IMAP to download messages. Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server. Cisco Unity Connection usually provides a mailstore, and hosts the mailstore on the same server. The following table describes the protocols you can use for voicemail messages, and the security features the protocols implement for voicemail messages:

Protocol:	Description
SSL	Uses a secure socket to encrypt usernames, passwords, and voicemail messages.
TCP	Sends usernames, passwords, and voicemail messages in clear text.
TLS	Uses the STARTTLS verb of IMAP to encrypt usernames, passwords, and voicemail messages.

Before You Begin

- Obtain the hostname or IP address of the mailstore server.
- If you upgrade from Release 6.x to Release 7.0, Cisco Unified Presence automatically imports the IMAP settings into the Mailstore configuration page.

Restrictions

You must provision mailstore servers before you can add the servers to the voicemail profiles.

Procedure

1. Perform one of the following actions:

If you want to:	Action
Add a mailstore	1. Select **Application > Cisco Unified Personal Communicator > Mailstore**. 2. Select **Add New**.
Update a mailstore	1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required.

2. Enter the Cisco Unified Personal Communicator mailstore configuration settings as described in the table belwo.

Field	Description
Name	Specifies the name of the mailstore server.
Description	Provides a general description of the mailstore server.
Hostname / IP Address	Specifies the hostname or IP address of the mailstore server.
Port	Specifies the IMAP port number configured for the server when Cisco Unified Personal Communicator contacts this server: Default setting: 143 **Note:** For secure voice messaging with Cisco Unity Connection, use TLS and port 7993. See the Troubleshooting Tips section for more information.
Protocol Type	Specifies the corresponding protocol to use when Cisco Unified Personal Communicator contacts this server: ◊ TCP ◊ SSL ◊ TLS ◊ UDP Default setting: TCP **Note:** For secure voice messaging with Cisco Unity Connection, use TLS and port 7993. See the Troubleshooting Tips section for more information.

3. Select **Save**.

Troubleshooting Tips

Server	Protocol	Port Number
Cisco Unity Connection	SSL	993
	TCP	143

	TLS	143 or 7993
Cisco Unity with Exchange	SSL	993
	TCP	143
	TLS	143

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Configuring Voicemail Profiles

Configuring Voicemail Profiles

You must create voicemail profiles before you can add Cisco Unified Personal Communicator licensed users to profiles. Repeat this procedure for each voicemail profile you want to create.

Before You Begin

- Configure voicemail server names and addresses.
- Configure mailstore server names and addresses.

Restrictions

Voicemail server failover and mailstore server failover are not supported in Cisco Unified Personal Communicator Release 7.0(1). Do not specify backup servers in the Voicemail Profile in Cisco Unified Presence Administration.

Procedure

1. Perform one of the following actions:

If you want to:	Action
Add a voicemail profile	1. Select **Application > Cisco Unified Personal Communicator > Voicemail Profile**. 2. Select **Add New**.
Update a voicemail host	1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required.

2. Enter the voicemail profile settings as described in the table below.

Field	Description
Name	Specifies the name of the voicemail profile. Maximum characters: 128
Description	Provides a general description of the voicemail profile. Maximum characters: 128
Voice Messaging Pilot	(Optional) The voicemail pilot number is the directory number that users dial to access their voice messages. Cisco Unified Communications Manager automatically dials the voice-messaging number when a user press the Message button on their phones. Each pilot number can belong to a different voice-messaging system. Select one of the following options: ◊ Number-Select the voicemail pilot number for the system. This is the same as the number specified from the **Voice Mail > Voice Mail Pilot** menu, in Cisco Unified Communications Manager Administration. ◊ **No Voice Mail**-Select this option if you do not want to send unanswered incoming calls to voice mail.
Primary Voicemail Server	Specifies the primary voicemail server. From the list box, you can select the voicemail server that you have already defined on the system. **Note:** If your primary voicemail server is Cisco Unity, you need to configure the primary voicemail server and a primary mailstore. If your primary voicemail server is Cisco Unity Connection, you do not need to configure a primary voicemail server but you must select a primary mailstore server.
Backup Voicemail Server	(Optional) Specifies the backup voicemail server. From the list box, you can select the voicemail server that you have already defined on the system. You can specify two backup voicemail servers. If you do not want a backup voicemail server, select **None**
Primary Mailstore	Specifies the primary mailstore server. From the list box, you can select the mailstore server that you have already defined on the system. **Note:** The Primary Mailstore and Backup Mailstore data fields are only enabled if a Cisco Unity server is selected as the primary voicemail server. If a Cisco Unity Connection server is selected as the primary voicemail server, the mailstore fields are inactive.
Backup Mailstore	(Optional) Specifies the backup mailstore server. From the list box, you can select the mailstore servers that you have already defined on the system. You can specify two backup mailstore servers. If you do not want a backup voicemail server, select **None.**

	Note: The Primary Mailstore and Backup Mailstore data fields are only enabled if a Cisco Unity server is selected as the primary voicemail server. If a Cisco Unity Connection server is selected as the primary voicemail server, the mailstore fields are inactive.
Make this the default Voicemail Profile for the system	(Optional) Check this option if you want new users to be automatically added to the default profile. Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.

3. Select **Add Users to Profile**.

4. Use the Find and List Users window to find and select users. See the Finding a Network Component topic for instructions.

5. Select **Add Selected** to add the users to the voicemail profile.

6. Select **Close** to exit the Find and List Users window.

7. Select **Save**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information