

Configuring Users for VoiceMail Boxes in Cisco Unity Connection

« Cisco Unity Connection Integration with Site B using SIP Protocol (</workbook/view/ccie-collaboration/task/cisco-unity-connection-integration-with-site-b-using-sip-protocol-MzA3NQ%3D%3D>) | Configuring Users for VoiceMail Boxes in Cisco Unity Connection for Site B (</workbook/view/ccie-collaboration/task/configuring-users-for-voicemail-boxes-in-cisco-unity-connection-for-site-b-MzA3Nw%3D%3D>) »

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Note:

DO NOT IMPORT USERS FROM HQ CALLMANAGER

Tasks

- Create users for HQ Phone 1 (**hqone**) and HQ Phone 2 (**hqtwo**) on Unity Connection. Set PIN to be **12345**.
- Verify that you can leave and retrieve messages, and that MWI works for HQ Phones.
- Ensure that Site C Phones, Site B Phones and PSTN can leave voice messages.

Configuration: [Click to collapse](#)

HQ - Cisco Unity Connection

System Settings > Authentication Rules > Recommended Voice Mail Authentication Rule

Templates > User Templates > voicemailusertemplate

Edit > Password Settings

Do this for hqone and hqtwo

Users > Add New

Repeat the same step for creating hq phone 2 user

On R1 Gateway

Note:

DELETE THE PREVIOUSLY CREATED TRADITIONAL TRANSCODER AND CREATE UNIVERSAL TRANSCODER

```
dspfarm profile 1 transcode universal
  codec ilbc
  codec g729br8
  codec g729r8
  codec g711uLaw
  codec g711aLaw
  codec g729ar8
  codec g729abr8
  maximum sessions 4
  associate application SCCP
!
no sccp
sccp
```

On R3 Gateway

```
voice register pool 1
  dtmf-relay rtp-nte sip-kpml
  reset
!
voice register global
  create profile
```

Verification

From all phones call HQ Phone 1 & 2 and check VM works. Check VM after 20 secs.

Leave a voicemail message, check that MWI works and you can retrieve voicemail messages for HQ Phone 1 & 2.

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