



Integrating Cisco Unity with Cisco Unified CME-as-SRST

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Introduction

This document provides a sample configuration to integrate Cisco CallManager Express 4.0 or later operating in SRST mode (CME-as-SRST) and Cisco Unity 4.0(5) or later with TSP 8.1(3) or later in your telephony network.

Requirements

Cisco recommends that you have knowledge of Cisco Unified CallManager Express, SRST and Cisco Unity.

Components Used

The information in this document is based on the following:

- Cisco Unified CallManager Express 4.0 or later
- Cisco Unity 4.0(5) or later with TSP version 8.1(3) or later

The information in this document was created from the devices in a specific lab environment. If your network is live, make sure that you understand the potential impact of any changes that you make.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Integrating Cisco Unity with Cisco CME-as-SRST

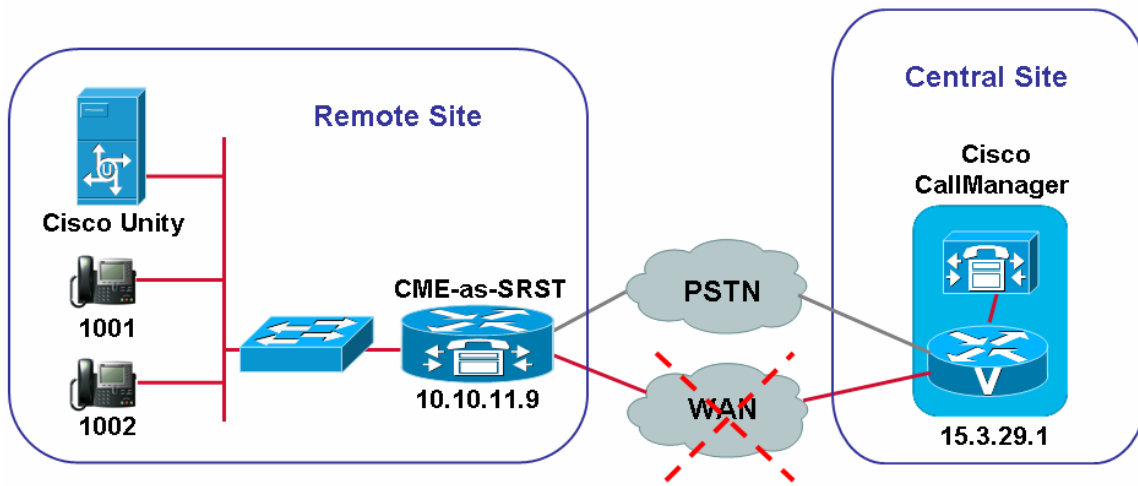
This feature will be active under the following conditions:

- Cisco Unity server is located in remote site and registered with the central site Cisco Unified CallManager. When the WAN link fails, the phones fall back to the

CME-as-SRST device. Cisco Unity can also fall back to the CME-as-SRST device hence providing the remote site users with the capability to have access to their voicemail with MWI during WAN outage.

Figure 1 is shows the network topology with the Cisco Unified CallManager at the central site along with the Cisco Unity and Cisco Unified CallManager Express operating in SRST mode at the remote site.

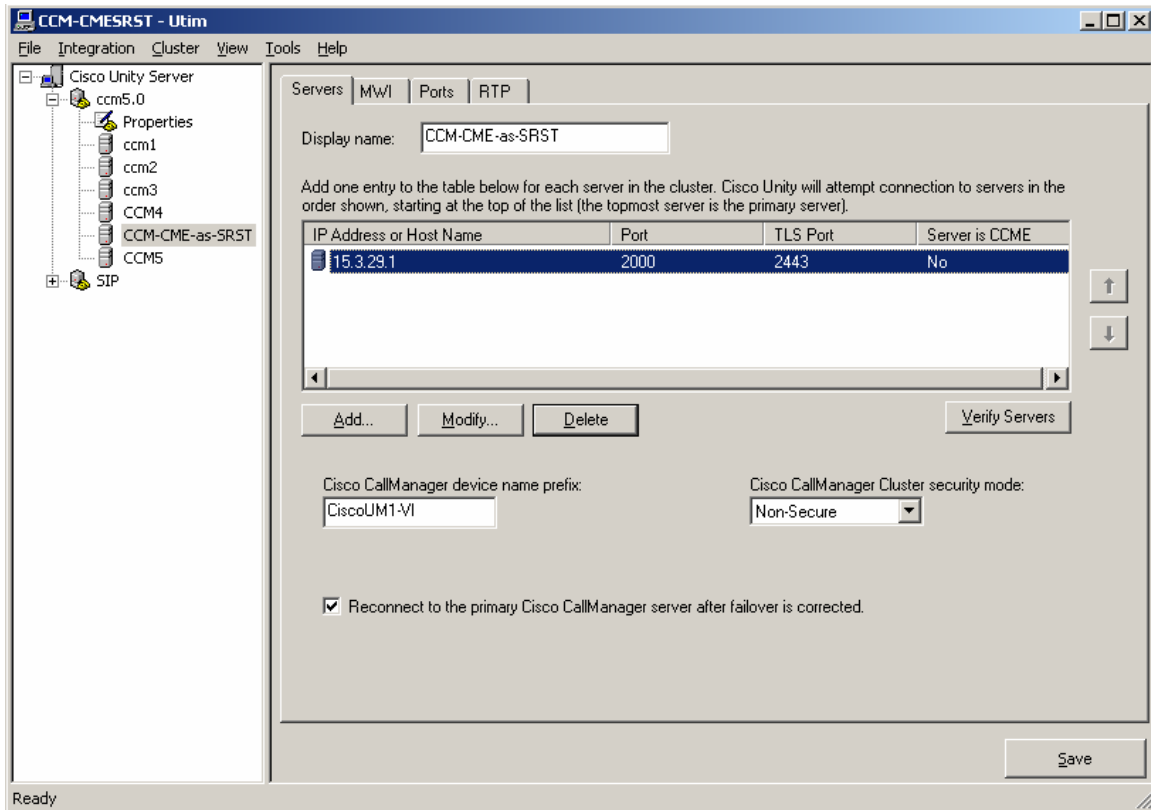
Figure 1 – Network Topology



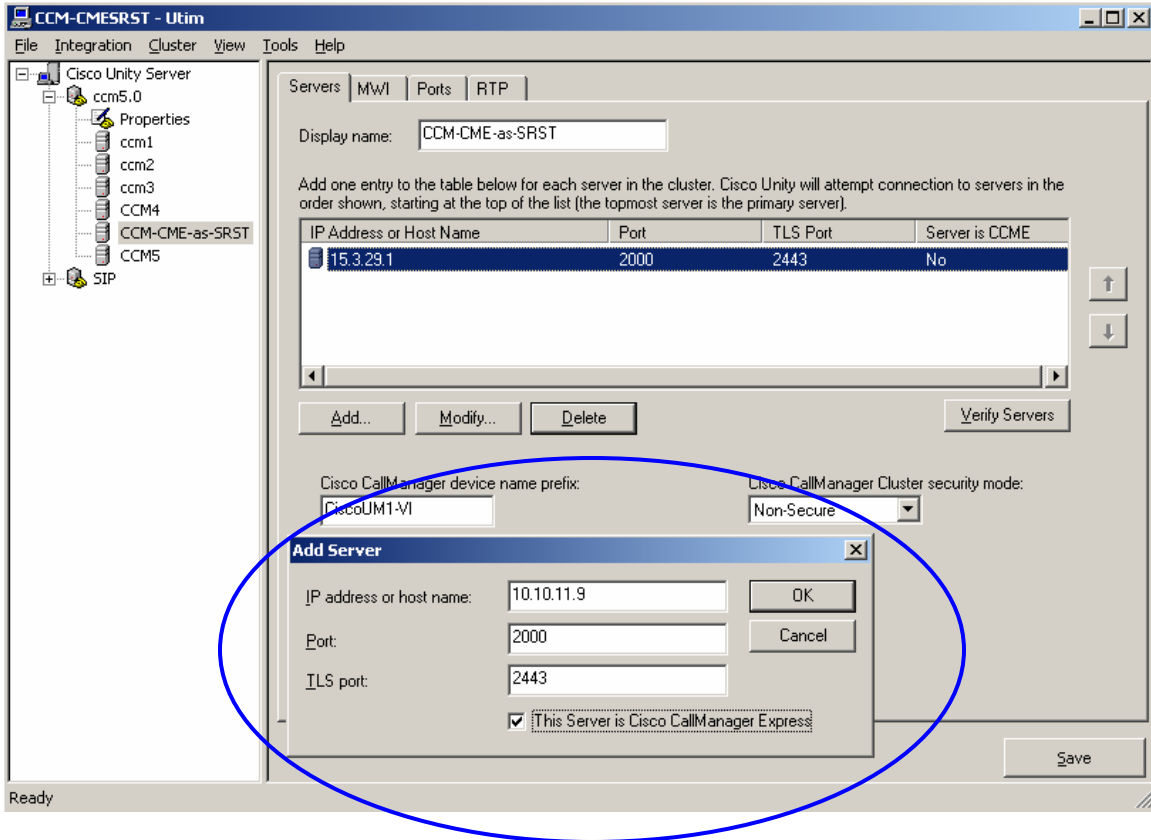
Complete the below steps to integrate Cisco Unity with Cisco Unified CallManager Express operating in SRST mode.

Cisco Unity Configuration

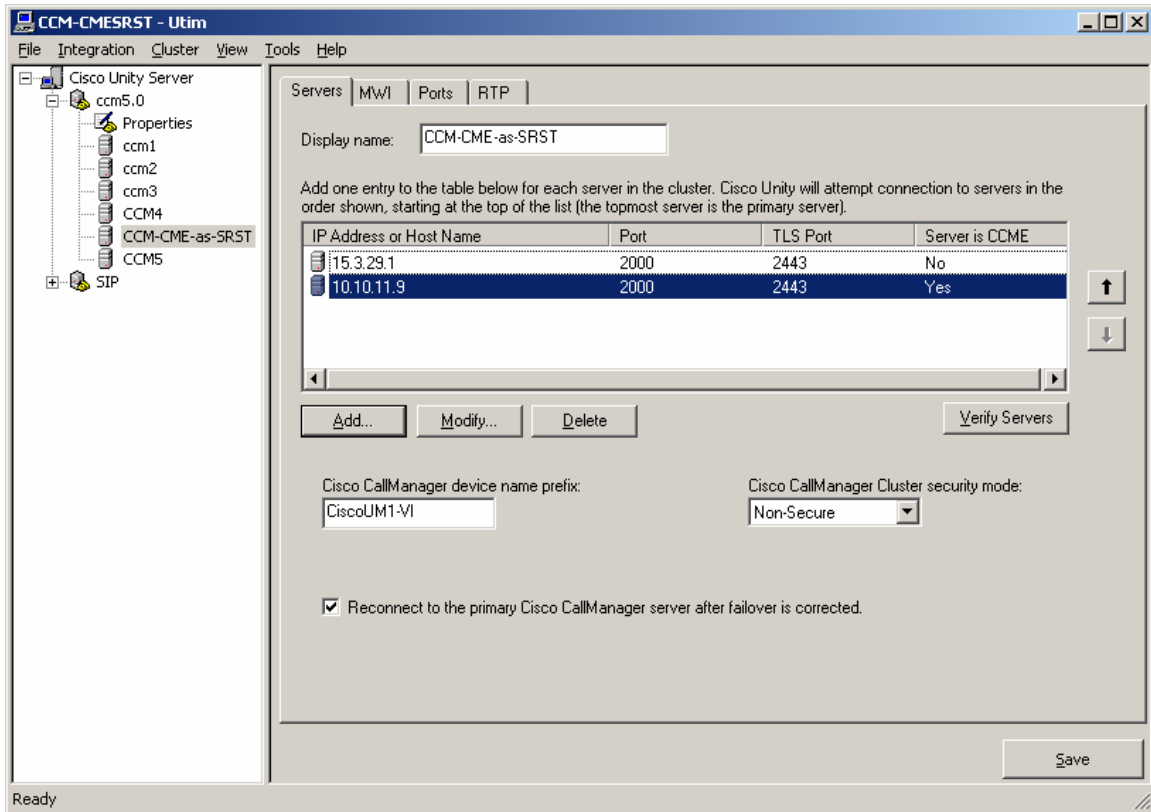
1. Open Unity Integration Manager and click on the CCM cluster (CCM-CME-as-SRST, in this example)



2. Click on the 'Add' button and add the CME-as-SRST's IP address in the server list. Also, check the "This server is Cisco Call Manager Express" box.



3. Ensure that the IP address of the Cisco CallManager server(s) are listed above the CME-as-SRST's IP address. The CME-as-SRST's IP address should be at the bottom.



4. Save the changes and restart the Cisco Unity server.

Cisco Unified CallManager Express Configuration

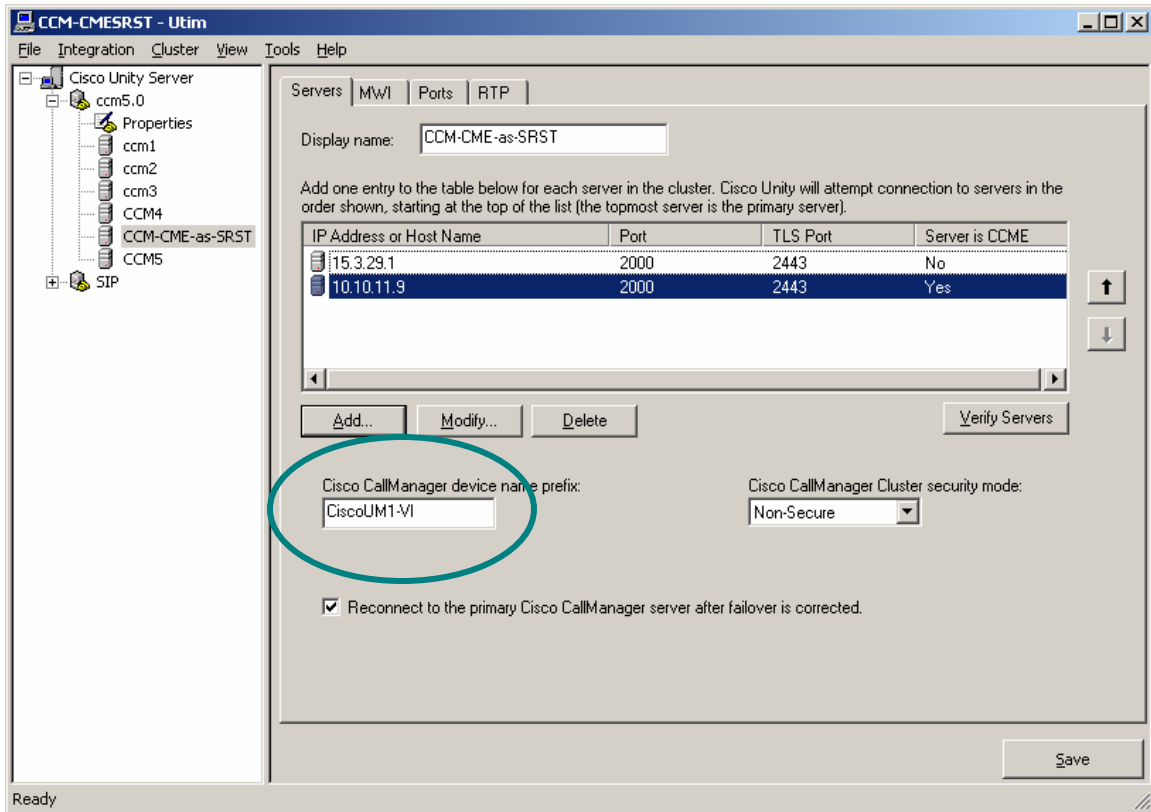
1. Enable CME-as-SRST mode on the CME and configure the voicemail pilot number (6000, in this example).

```
telephony-service
srst mode auto-provision { none | all | dn }
voicemail 6000
max-ephones 20
max-dn 30
ip source-address 10.10.11.9 port 2000
system message Cisco Unified CME-as-SRST
```

2. Configure the ephone-dn's for the Cisco Unity VM ports on the CME-as-SRST. Make sure that the number of VM ports configured on the CME-as-SRST is same as what is configured in the Cisco Unity integration for this cluster (CCM-CME-as-SRST, in the example)

```
!  
ephone-dn 11  
  number 6000  
  no huntstop  
!  
!  
ephone-dn 12  
  number 6000  
  preference 1  
  no huntstop  
!  
!  
ephone-dn 13  
  number 6000  
  preference 2  
  no huntstop  
!  
!  
ephone-dn 14  
  number 6000  
  preference 3  
!
```

3. Configure the ephone's on the CME-as-SRST and assign the vm-device-id names accordingly. Make sure that the vm-device-id names match with the Cisco CallManager device name on the Cisco Unity for this cluster (CCM-CME-as-SRST, in this example). The picture below shows where to find the vm-device-id names.



```

!
ephone 1
  vm-device-id CiscoUM1-VI1
  button 1:11
!
ephone 2
  vm-device-id CiscoUM1-VI2
  button 1:12
!
ephone 3
  vm-device-id CiscoUM1-VI3
  button 1:13
!
ephone 4
  vm-device-id CiscoUM1-VI4
  button 1:14

```

4. Configure the MWI on and off ephone-dn's. The MWI on and off numbers on CME-as-SRST should be same as the MWI on and off numbers configured in the Cisco Unity Integration for this cluster.

```
!  
ephone-dn 15  
  number 1061  
  mwi on  
!  
ephone-dn 16  
  number 1062  
  mwi off  
!
```

Caveat(s)

MWI has to be resynchronized from the Unity server whenever a failover happens from CCM to CME-as-SRST or vice versa. The picture below shows how to resynchronize the MWI. Go to the properties of the cluster and click on 'Resynchronize Now'.

