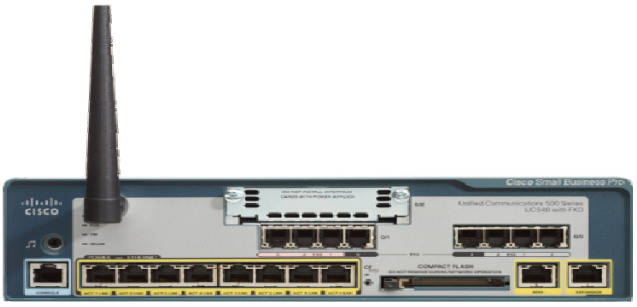
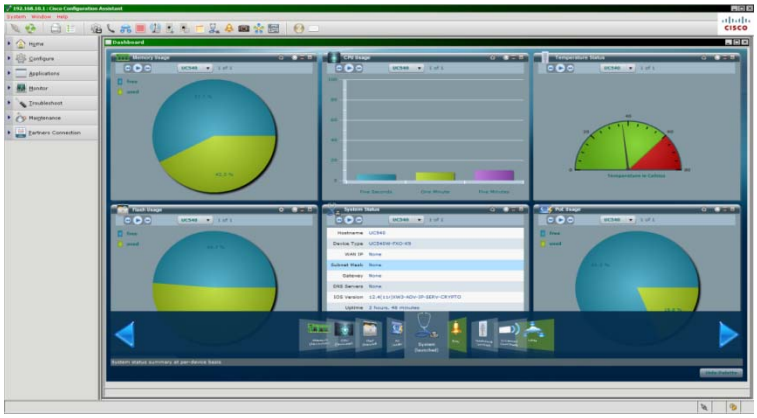
Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs





Lab 12

Smart Application:

IMAP Unified Messaging

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Introduction

This lab is recommended to be performed on a non-production Smart Business Communications System (SBCS), however the steps taken to perform the operations in this lab are non-intrusive in nature and should not cause the UC500 to reboot/restart or cause problems with ongoing business operations. It is a recommended Best Practice to utilize this lab on a "demo", "lab" or other non-production system initially when trialing or training with this lab.

This lab assumes you have an otherwise fully configured & operational UC500 system to include configured and activated voicemail accounts. This lab will explain how to configure the included Smart Application – IMAP (Internet Message Access Protocol) Unified Messaging. Unified Messaging allows voice mail subscribers to have an integrated view of their e-mails and voice-mail messages from a single e-mail client using IMAP. Subscribers can delete voice-mail messages or mark them as read or unread in a manner similar to e-mail messages. The voice-mail messages are downloaded as attachments to e-mail messages. Subscribers can access voice-mail messages over the network or download them selectively. The default setting for this application is disabled.

In this lab, you will:

- Use the Cisco Configuration Assistant (CCA) to configure and enable the IMAP Application
- Use the Cisco Unity Express (CUE) GUI to verify Unified Messaging is enabled
- Use an IMAP client application (Outlook, Outlook Express, Thunderbird, etc.) to retrieve voicemail messages from the UC500 System

Cisco IMAP Configuration

For this configuration you will need to have:

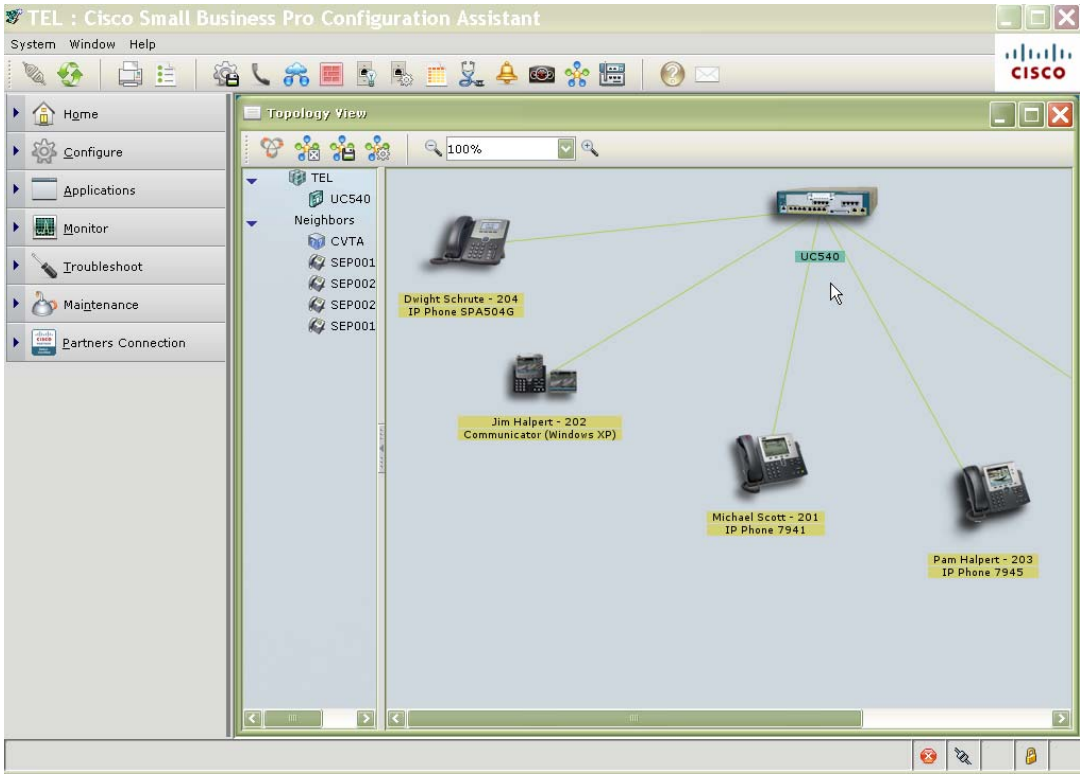
- A fully configured and operational SBCS to include compatible Cisco IP Phones & voicemail accounts
- Level 15 Admin User/Pass
- A Web Browser (IE, Firefox, Chrome, etc.)
- Cisco Configuration Assistant (CCA) 2.0 or later
- Recommend UC 500 Software Pack 7.0(3) or later & the following:
    - Cisco IOS 12.4(20)T2 or later
    - Cisco Unified Communications Manager Express (CME) 7.0 or later
    - Cisco Unity Express (CUE) CUE 7.0.1 or later

Cisco Configuration Assistant (CCA)

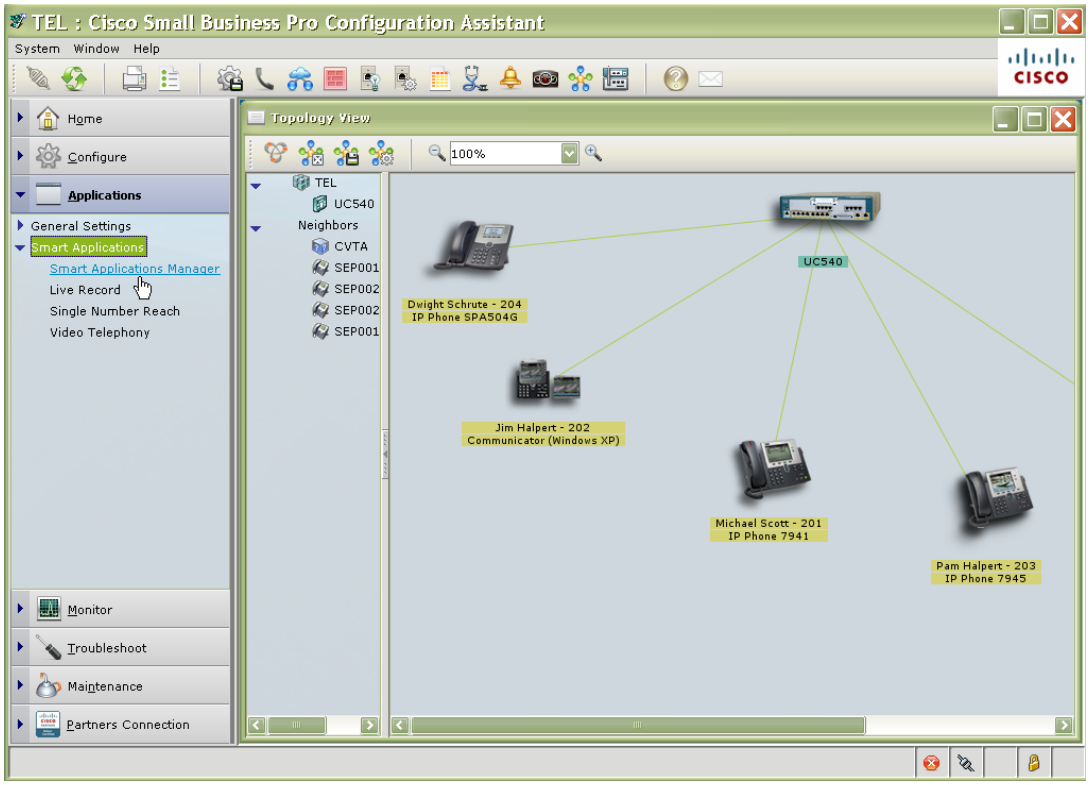
This lab will begin at the CCA main screen as identified below. Note the four configured phones and users as displayed on the Topology View below:

- Michael Scott – ext. 201
- Jim Halpert – ext. 202
- Pam Halpert – ext. 203
- Dwight Schrute – ext. 204

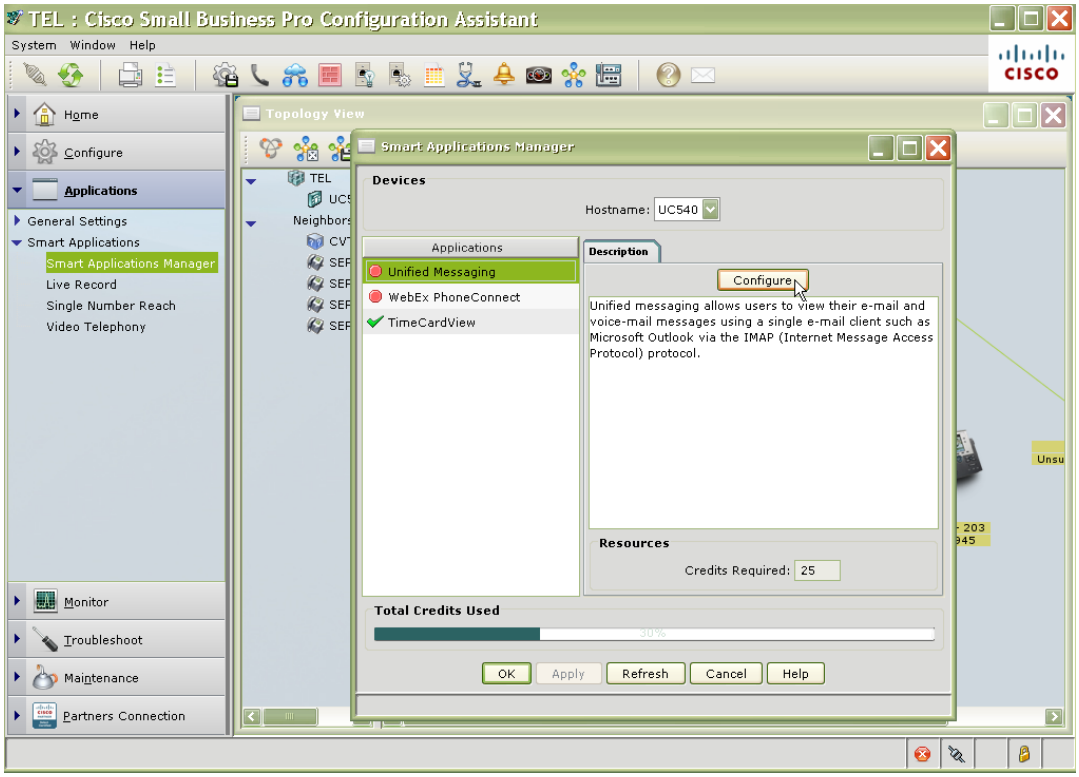
We will begin configuring the IMAP application in this lab by enabling the Integrated Messaging application (IMAP) globally for the system as a whole.



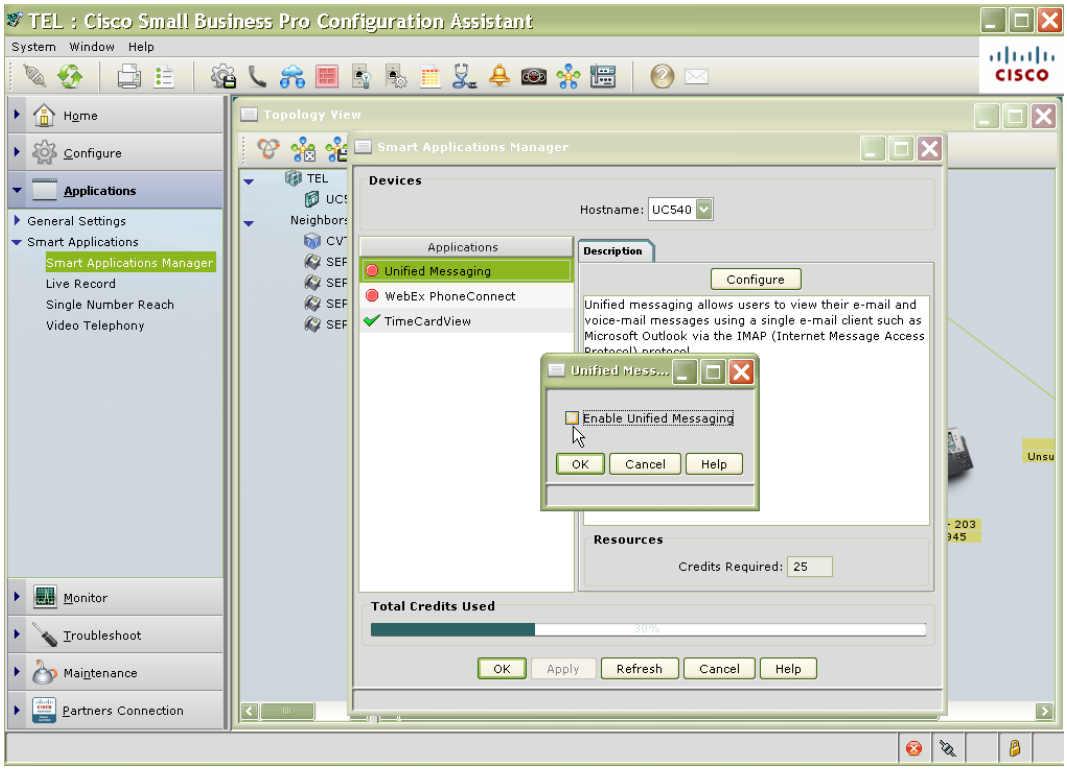
We start out by selecting the “Smart Applications Manager” link in the “Applications > Smart Applications” drop-down menus on the left-hand side of our main CCA page as identified below.



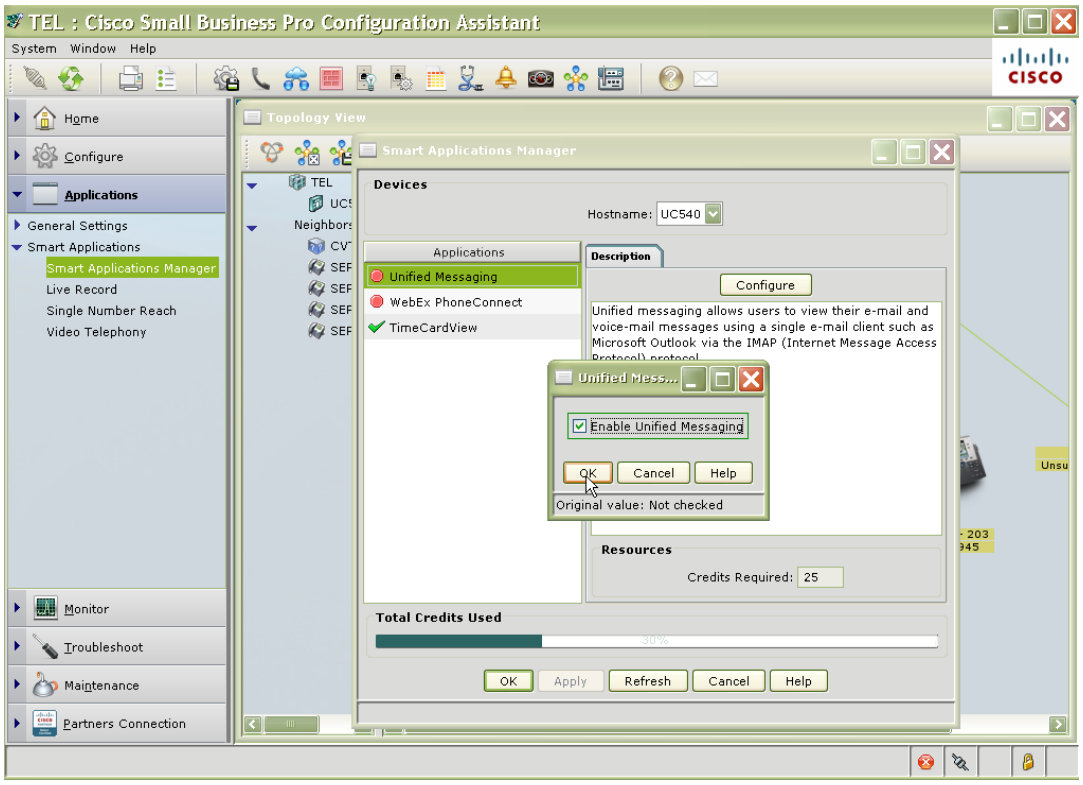
After CCA reads the system configuration for the current Smart Applications you will be presented with a screen similar to the one below displaying the “Smart Applications Manager” window. Currently the Unified Messaging application is not enabled (note the red dot in front of “Unified Messaging”). Now click the “Configure” button in the right pane of the “Smart Messaging” window as indicated by the arrow below.



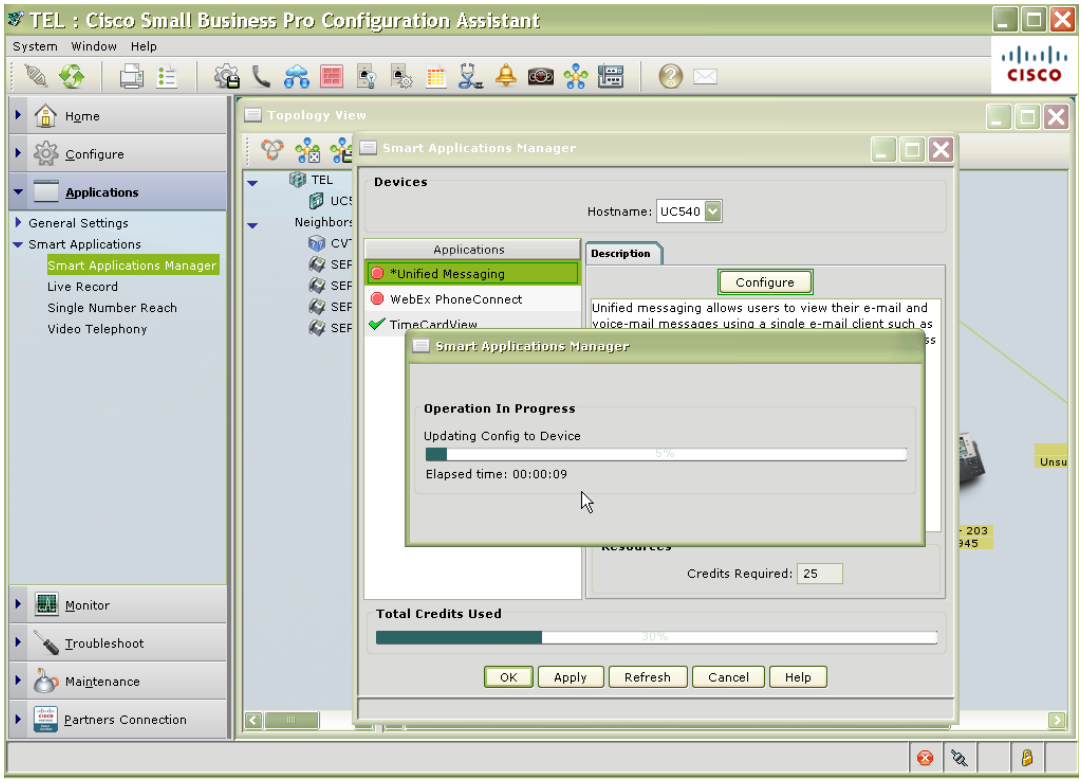
We now are presented with a new window indicating that “Unified Messaging” has not yet been enabled.



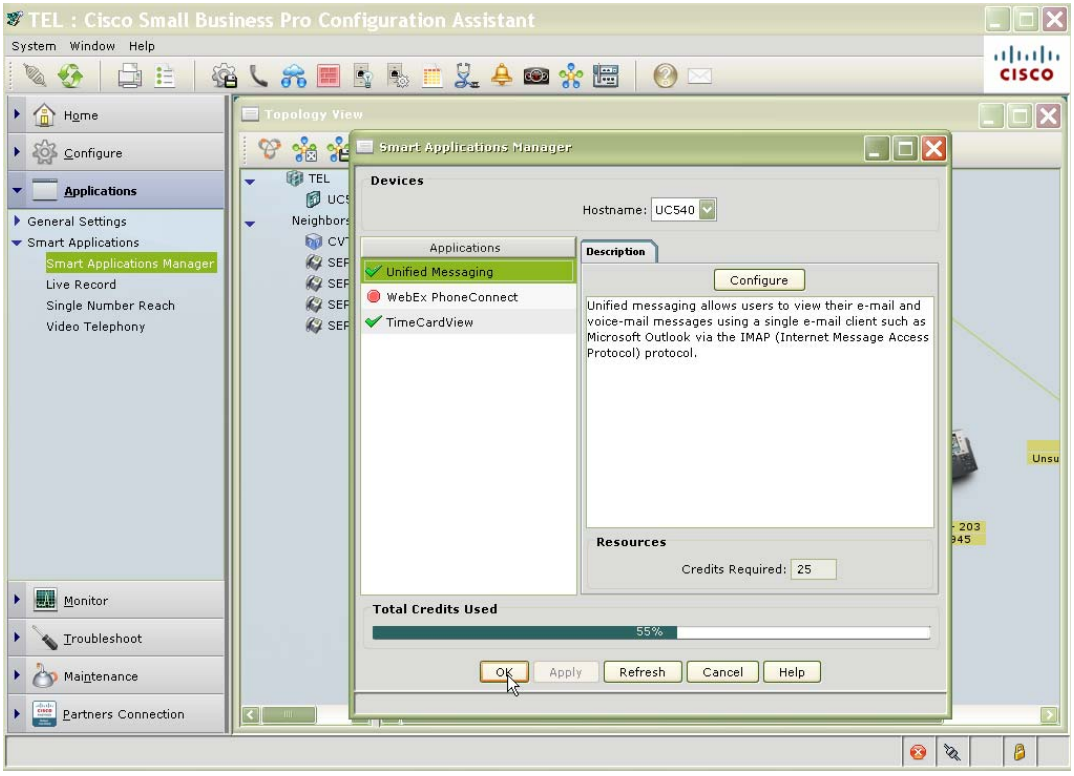
We will click the “Enable Unified Messaging” checkbox and then click the “OK” button as indicated below.



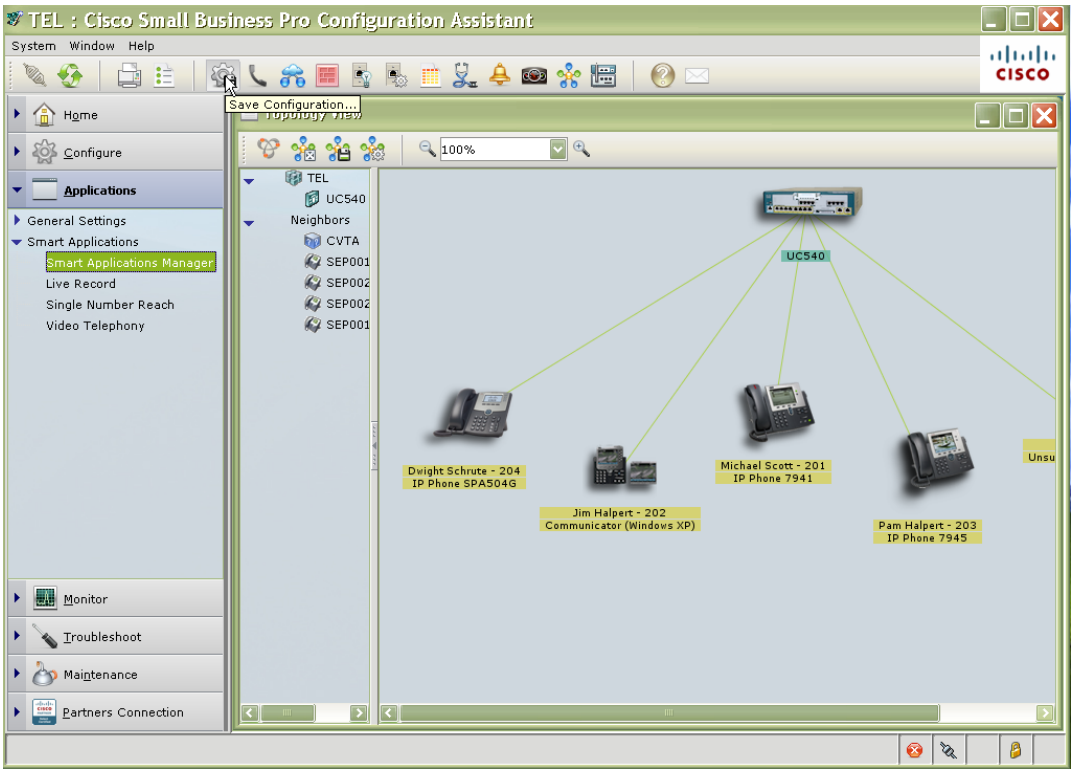
Next we’ll see an “Operation in Progress” window indicating that CCA is updating the UC500 device. This may take up to a minute or so to complete.



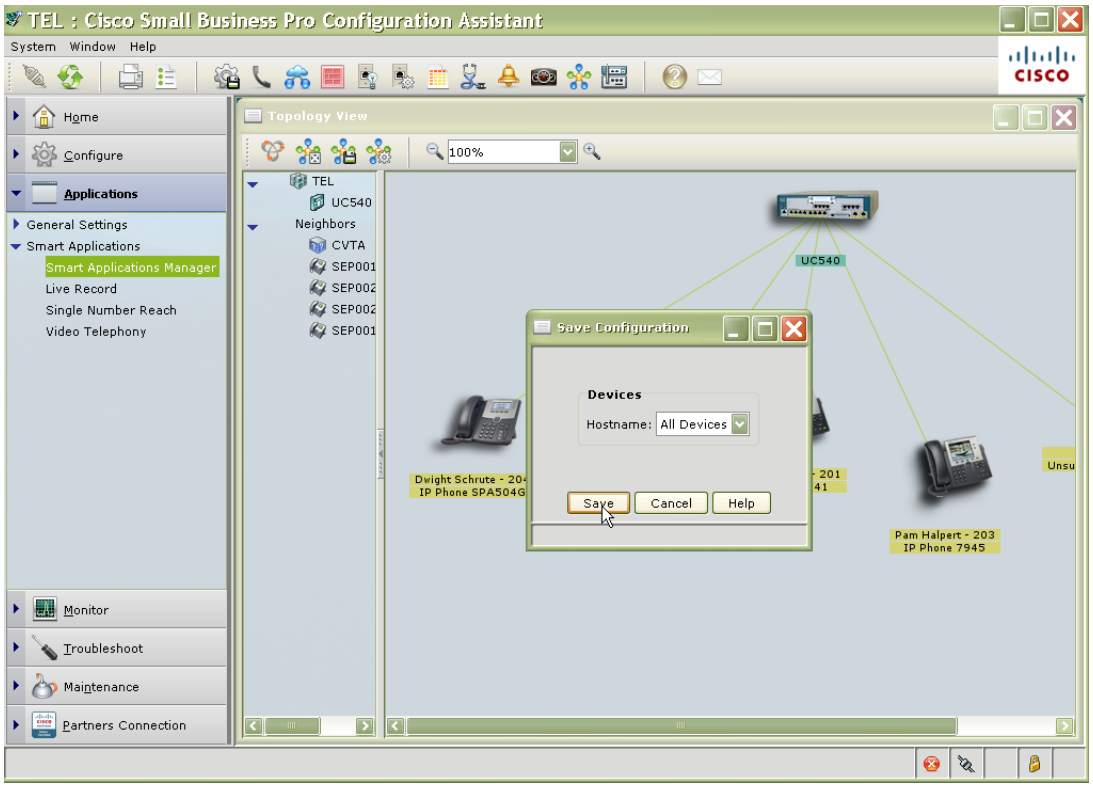
After CCA updates the device, we will be presented with the “Smart Applications Manager” window again, note that now the “Unified Messaging” application has a green check-mark in front of it, indicating that it has now been enabled on the UC500 system. We will now click the “OK” button as indicated below by the arrow.



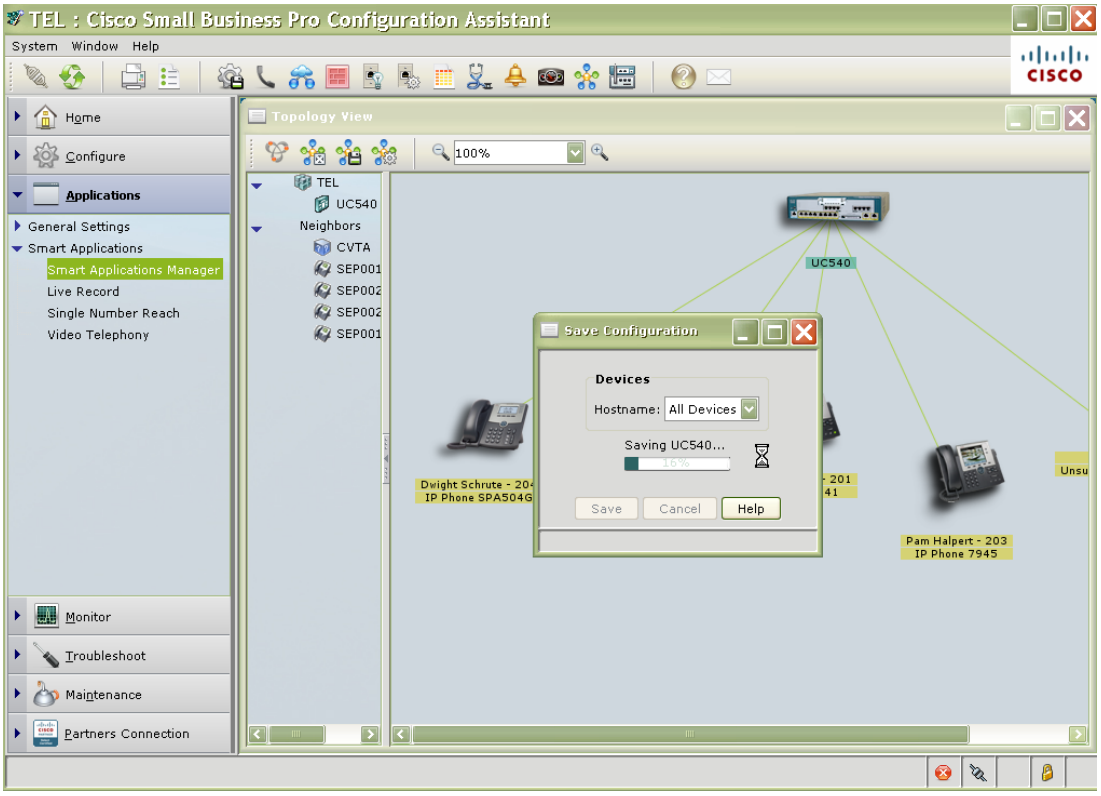
It’s now a good practice to save our configuration. We’ll do this by clicking the “Save” icon on the CCA tool-bar as indicated below by the arrow.



Then click the “Save” button on the “Save Configuration” window that opens up next as indicated below.



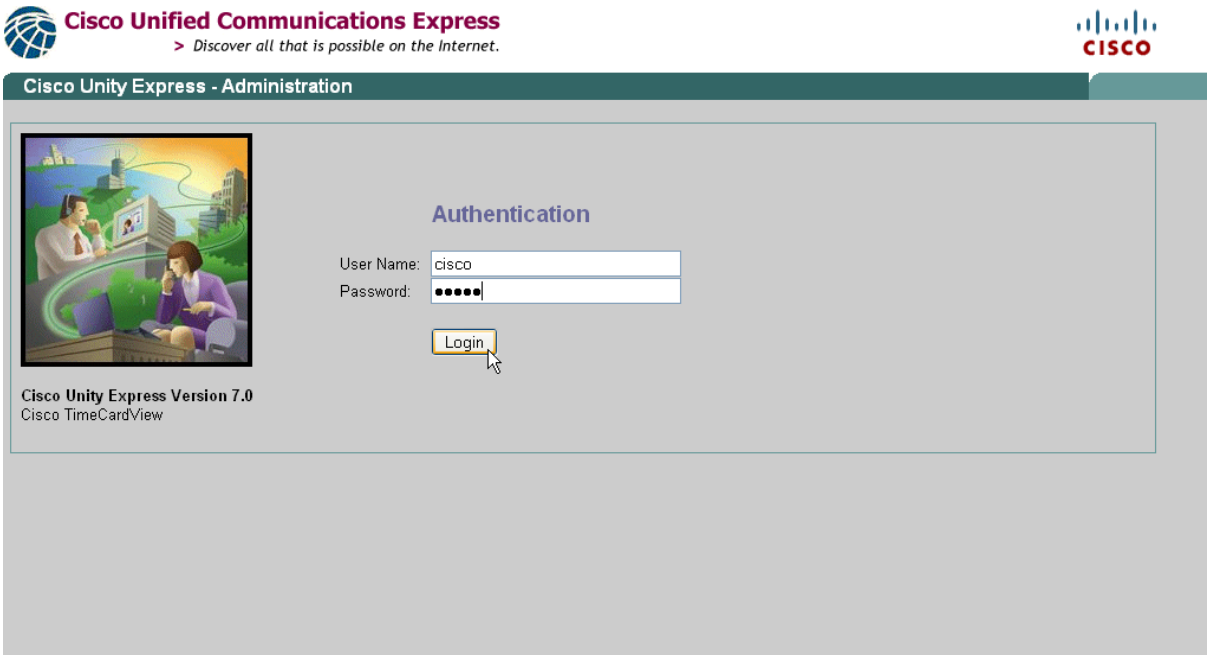
We now see the Save operation taking place; this will take a minute or less to complete.



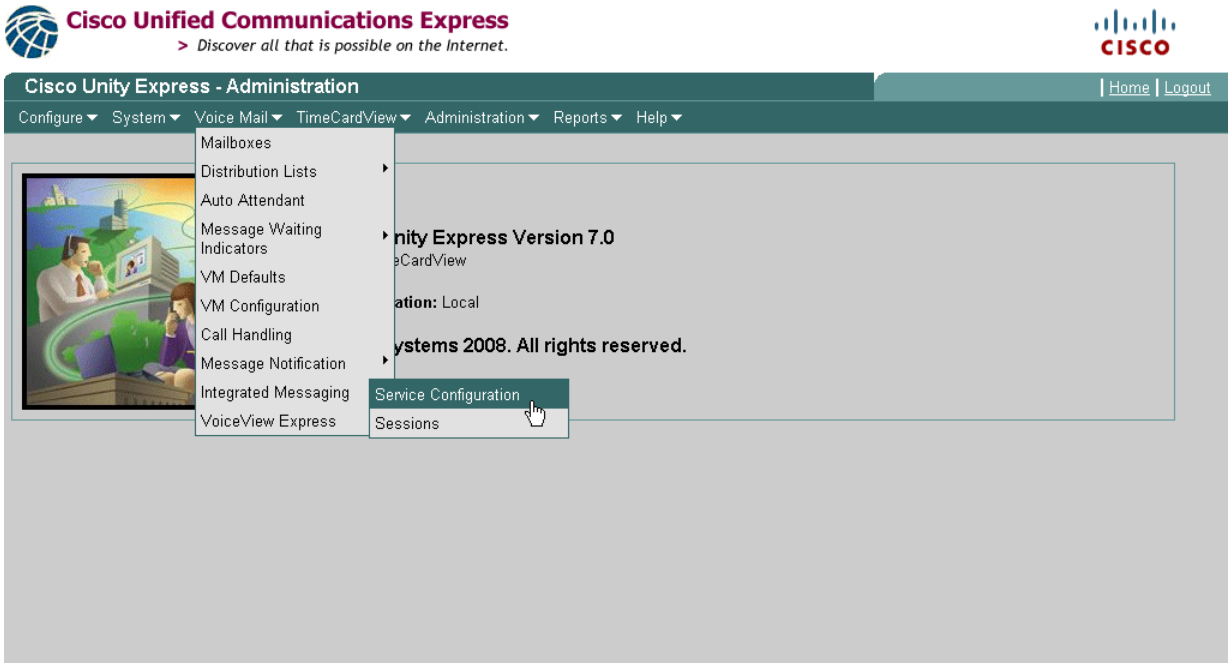
We are now done with all CCA configuration tasks. We'll now open a web browser to verify our Unified Messaging configurations done with CCA were completed in CUE.

Cisco Unity Express (CUE) GUI

At this point we are now ready to access the Cisco Unity Express (CUE) GUI with a web browser. The default CUE address is: 10.1.10.1. You must log in with the Administrator credentials; the default is: Username-cisco; Password-cisco; unless you have changed them.



Once authenticated, we are now logged into CUE with Administrative privileges. We will now select the "Voice Mail > Integrated Messaging > Service Configuration" link as indicated below.



Note that the “Enable Integrated Messaging” checkbox is checked on this page. This indicates that the Unified Messaging configuration we did in CCA has been applied to CUE. There’s no action for us to take in CUE from this point, this exercise was merely to validate the CCA Unified Messaging configuration. You can now click the “Logout” link in the upper-right-hand side of this page. After doing that we’ll move on to configuring our IMAP client application.

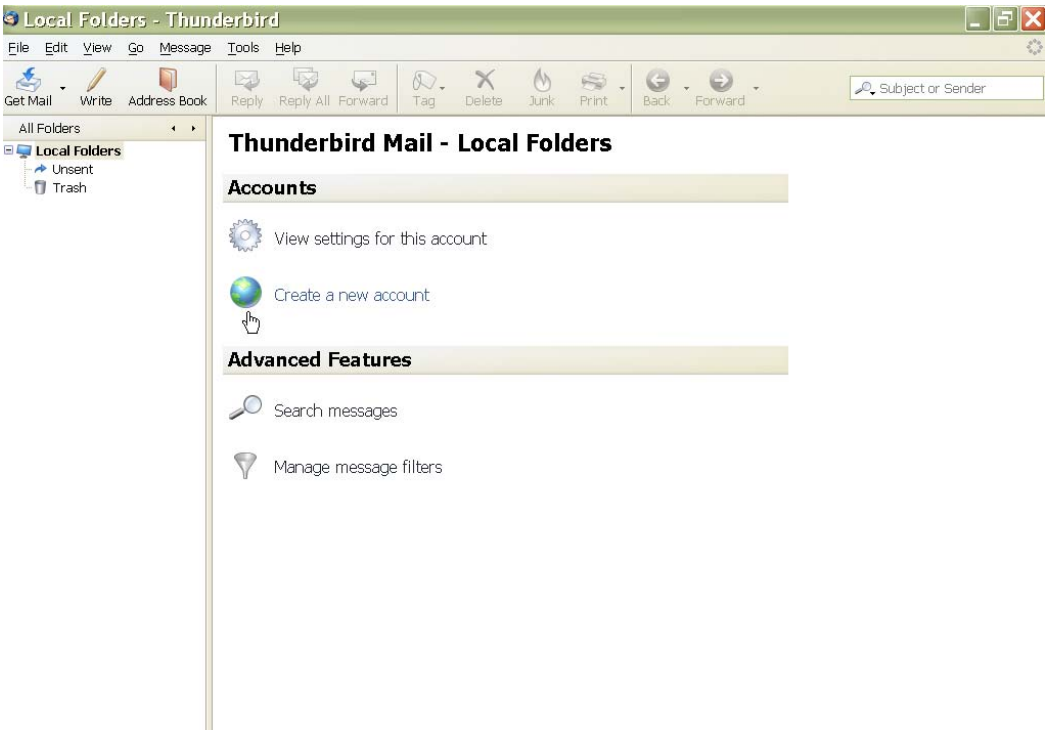
Configuring IMAP Client

For the purposes of this lab we’ll be using the free application “Thunderbird” by Mozilla (www.mozilla.org) however any IMAP capable application can be used with the SBCS (i.e., Outlook, Outlook Express, etc.). The specific configuration steps will vary by application, however the overall configuration guidance presented here can be correlated to other IMAP applications rather easily. Follow any specific application instructions provided by the IMAP client developer for details pertaining to your client software.

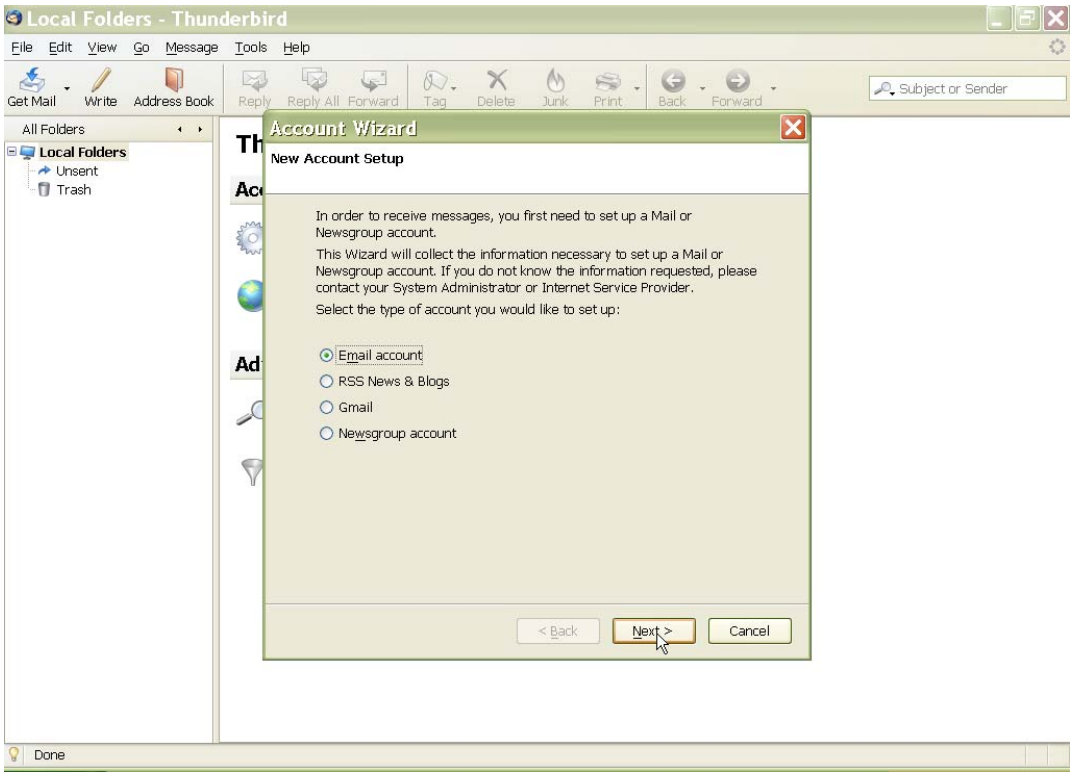
The steps outlined on the following pages detail how to configure Cisco’s Unified Messaging with Mozilla’s “Thunderbird” IMAP client application.

After downloading, installing and opening “Thunderbird” for the first time, you will be presented with a “configuration wizard” for the purposes of this lab we have existed the wizard in order to walk through the configuration steps manually for illustration purposes.

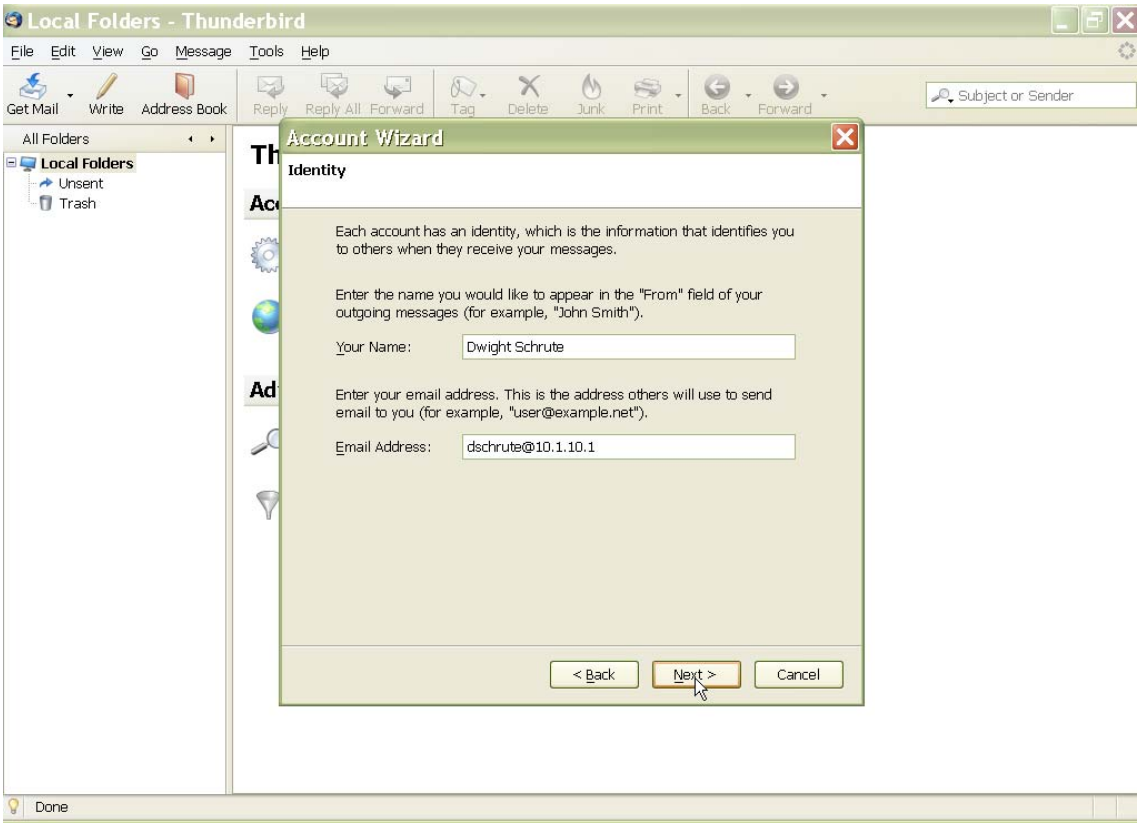
Open the application and “Create a new account” as identified below.



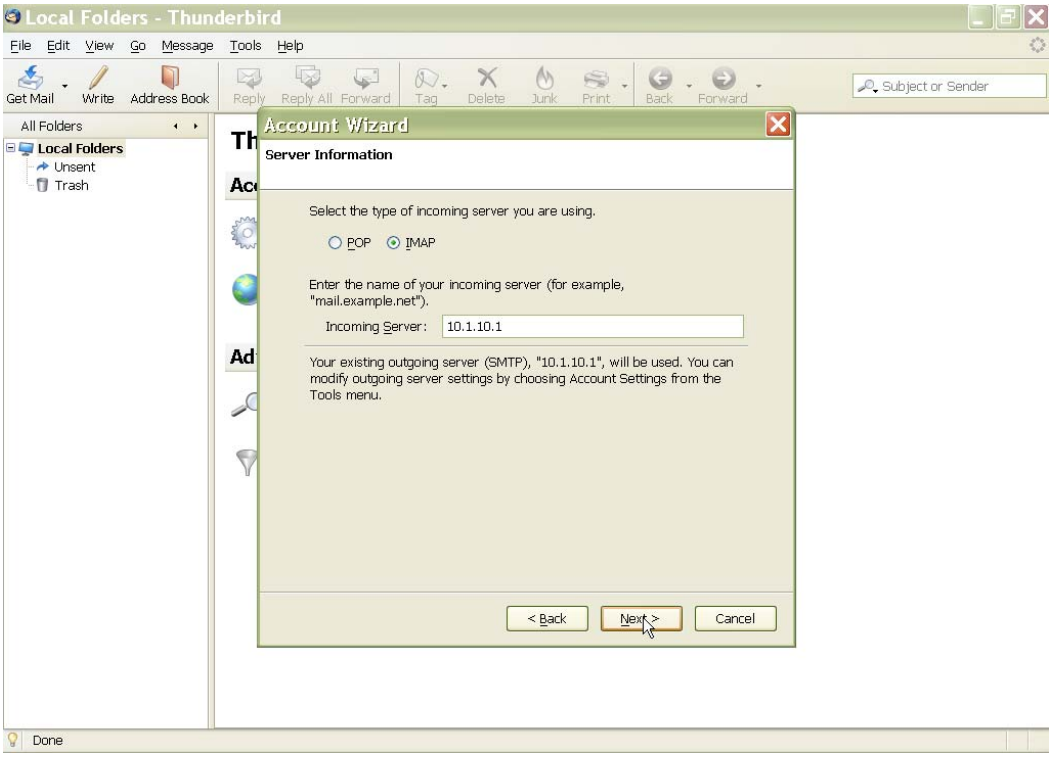
The “Account Wizard” window opens, accept the default “Email account” option and click the “Next” button.



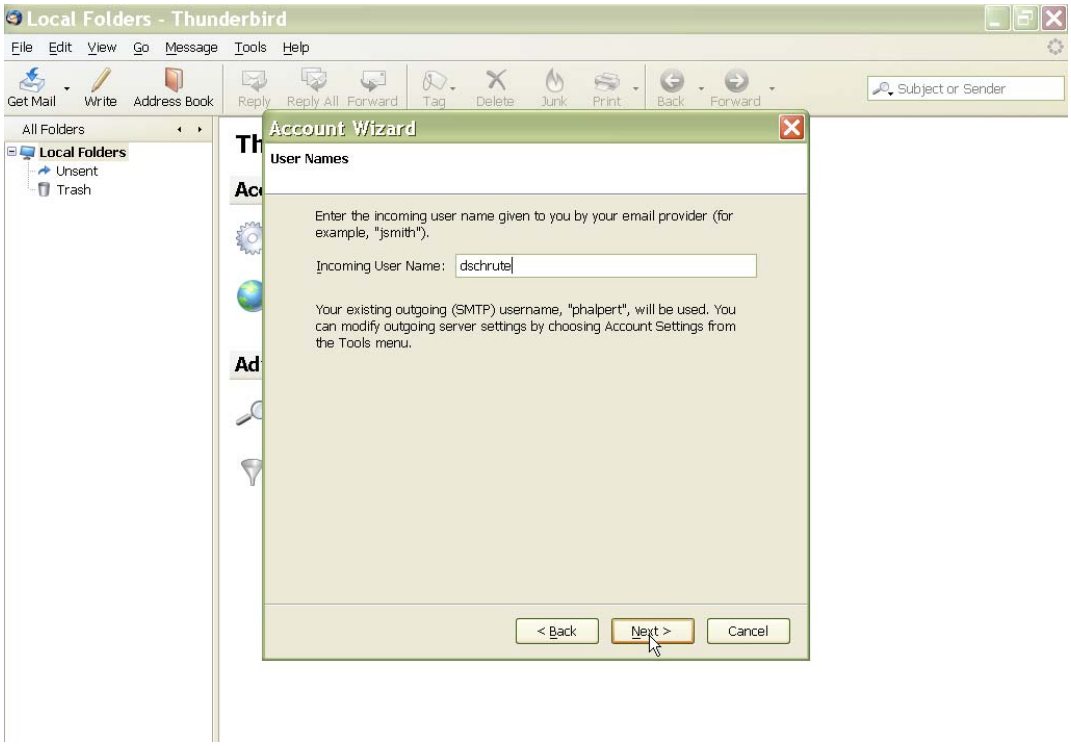
The “Identity” window appears next. For this lab we’ll be using the user “Dwight Schrute” (ext. 204) for the Unified Messaging configuration. We type in “Dwight Schrute” in the “name” field and dschrute@10.1.10.1 in the email field. Note that “dschrute” is Dwight’s user ID we configured in CCA for this user and the “10.1.10.1” is the CUE IP address (default) which is the voicemail/IMAP server. Click the “Next” button.



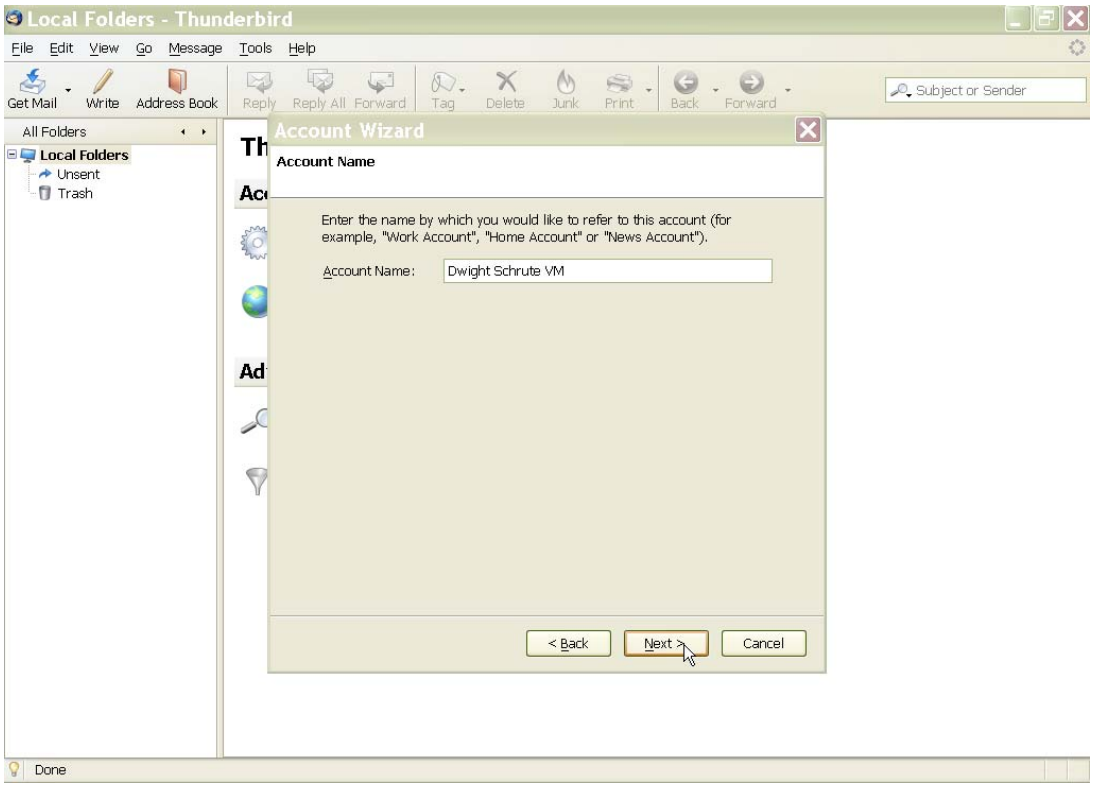
Next we enter the “Server Information” details. We select the “IMAP” option and type in the CUE IP address of “10.1.10.1” in the “Incoming Server” field. Click the “Next” button.



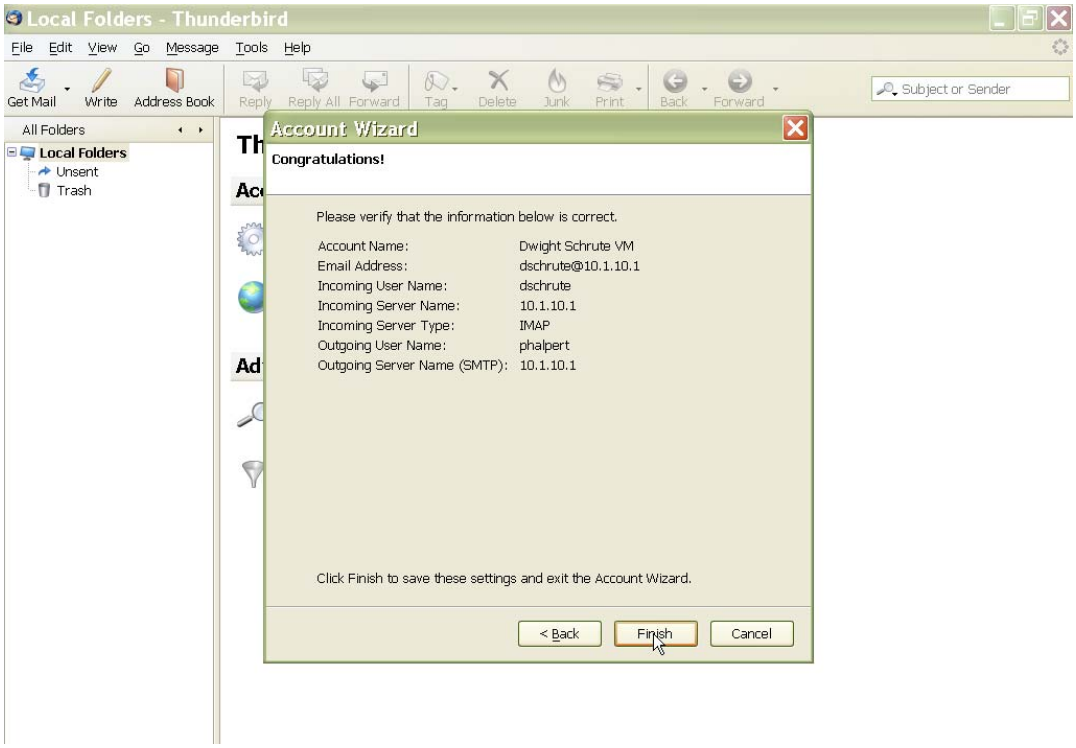
Now in the “User Names” window we’ll accept the pre-populated “Incoming User Name” field provided as “dschrute” since this is Dwight’s CUE User ID. Click the “Next” button.



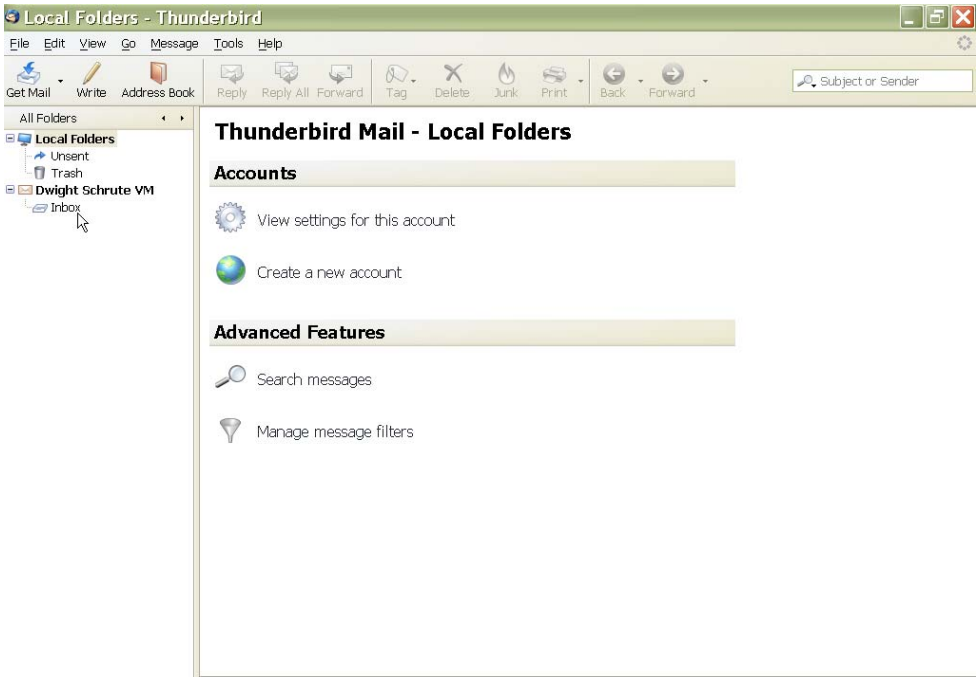
Next we'll type in a user-friendly name in the "Account Name" field. For this lab we'll use "Dwight Schrute VM" as the "Account Name" however you can accept the default dschrute@10.1.10.1 or some other name if you prefer. Click the "Next" button.



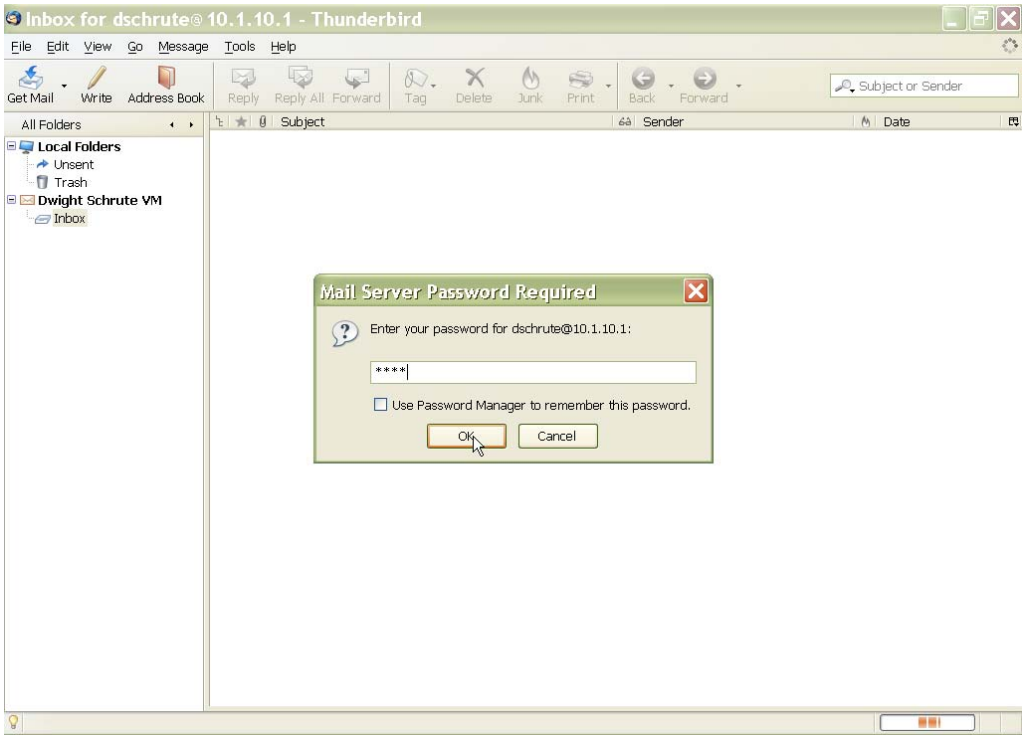
We've now completed the configuration steps required to configure "Thunderbird" as an IMAP Unified Messaging client for our SBCS. We see a configuration summary window and click the "Finish" button.



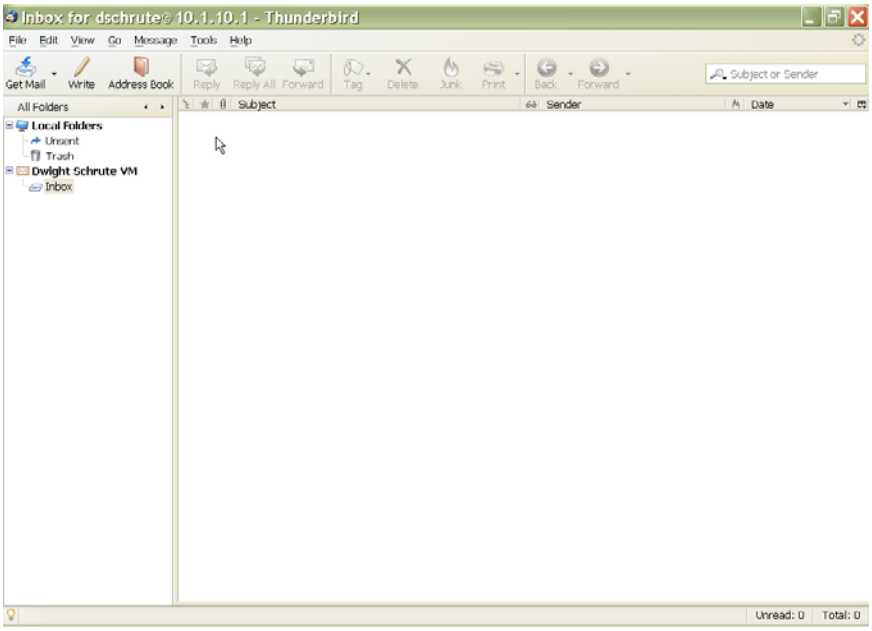
We now see the “Dwight Schrute VM” account listed in the left-hand pane. Click on the “Inbox” as indicated by the arrow below.



After clicking on the “Inbox” we are presented with a “Mail Server Password” window. We type in the password we configured for Dwight Schrute in CCA when originally configuring this user in the system. In this lab we used “1234” as the password; we’ll type that into the “password” field and click the “OK” button. Note that we have the option to check the “Use Password Manager to Remember this Password” if we desire so we don’t have to enter Dwight’s password for subsequent IMAP logins to CUE.



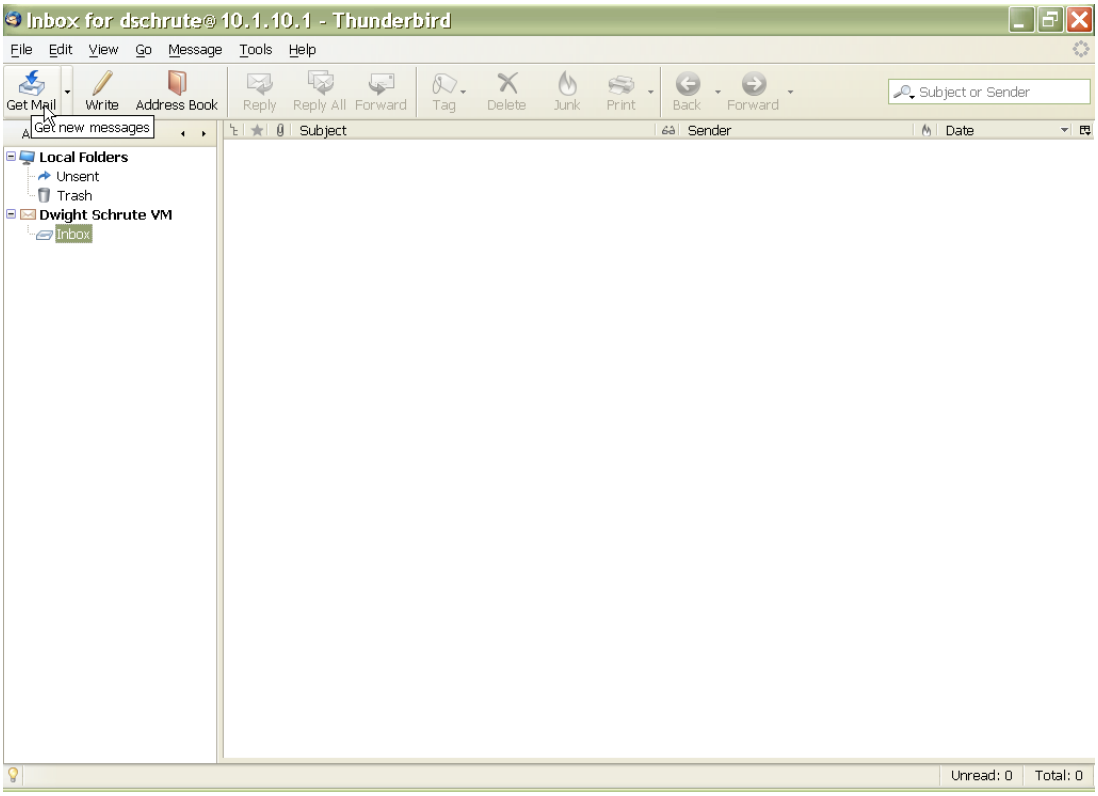
If all of your IMAP configuration input is correct, you should see a screen similar to below. This indicates that our login was accepted however Dwight currently has no voicemail to retrieve. Now we'll place a call to Dwight from another extension on the system but not answer it and allow it to go to voicemail so that we can see the IMAP integration in action.



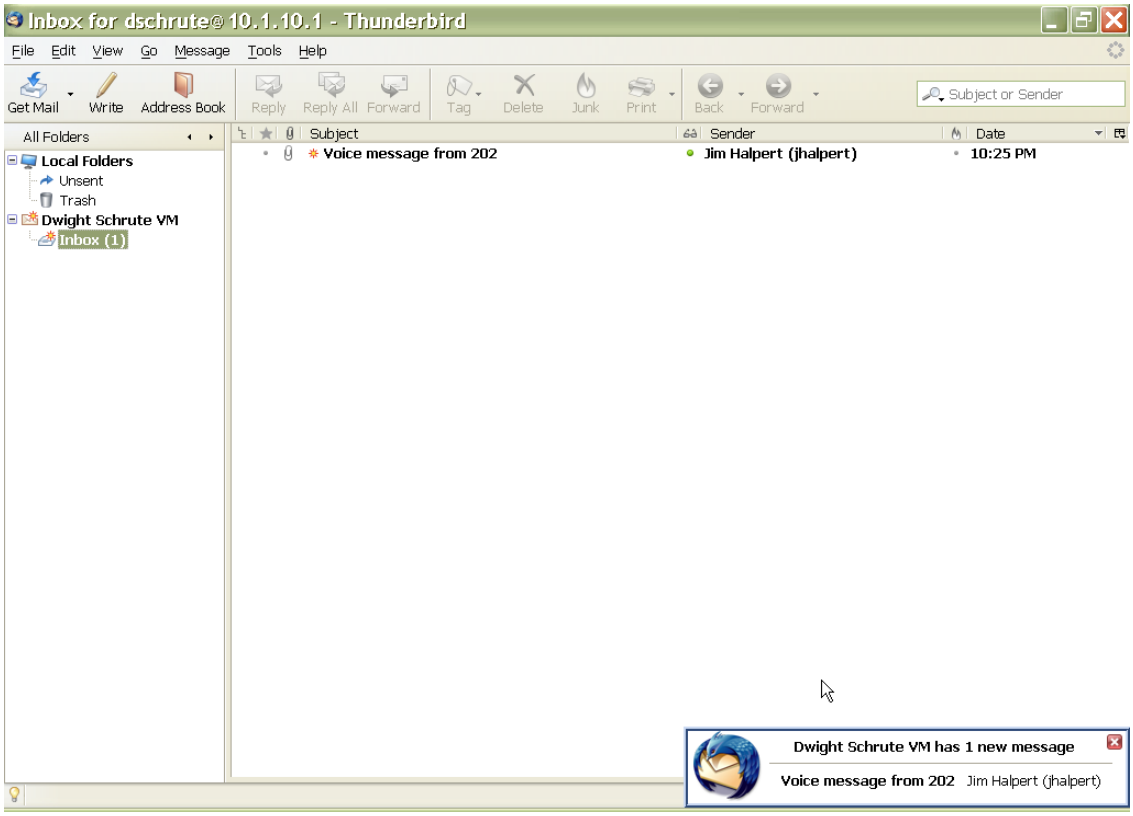
For the purposes of this exercise I'll be using the Cisco IP Communicator application I have configured for "Jim Halpert – ext. 202" to place a call to Dwight Schrute at ext. 204. We're not going to answer the call so that it transfers to Dwight's voicemail box.

We've left a voicemail message for Dwight at ext. 204 from Jim Halpert's ext. 202. Dwight's IP Phone now has a Message Waiting Indicator (MWI) light on the phone indicating that Dwight has a new voicemail message. Let's

take a look at Dwight's inbox in "Thunderbird" again. Click on the "Get Mail" button to pull his voicemail message from Jim that's waiting for him on CUE as indicated by the MWI on Dwight's IP Phone.



We now see a pop-up indicating that Dwight has received a new voicemail from ext. 202, Jim Halpert and see that “Thunderbird” has pulled the message into Dwight’s Inbox. Note that the message is currently in “bold”, indicating that it has not been “read” or listened to yet. Also note the “paper-clip” icon next to the subject, indicating this message has an attachment which is the actual voicemail in .wav format.



At this point we can open the message and listen to the attached voicemail, save the attachment or delete the message. Some IMAP applications automatically “purge” the associated voicemail account of deleted messages by default while others merely mark them as “deleted” but still remain in the user’s voicemail box until purged. Note that if we read or mark the message as “read” the MWI on Dwight’s IP Phone will no longer be lit indicating that this message is no longer considered “new” to CUE. If we want to we can remark the message as “unread” and the MWI will once again illuminate on Dwight’s IP Phone alerting Dwight to a new voice message.

As a Best Practice it’s advisable to save any voicemail attachments to the local PC running the IMAP client or some other network or local storage if desired. This will allow for message to be deleted from CUE, saving voicemail storage space and helping to ensure important or critical voicemails are not deleted or “aged-out” by CUE.

We have now completed all of the required steps to configure the Smart Application – IMAP Unified Messaging for our SBCS. This procedure can now be duplicated for all other desired users with Cisco IP Phones attached to the system.

Additional Resources

Additional information on configuring the Smart Application – IMAP Unified Messaging can be found on the Small Business Support Community (www.cisco.com/go/smallbizsupport) by searching on "IMAP" and specifically on the "Configuring Integrated Messaging (IMAP) on UC500 using CCA document located at: www.myciscocommunity.com/docs/DOC-6494 and www.myciscocommunity.com/docs/DOC-7442 "Smart Applications" page where a VOD on this can be viewed.