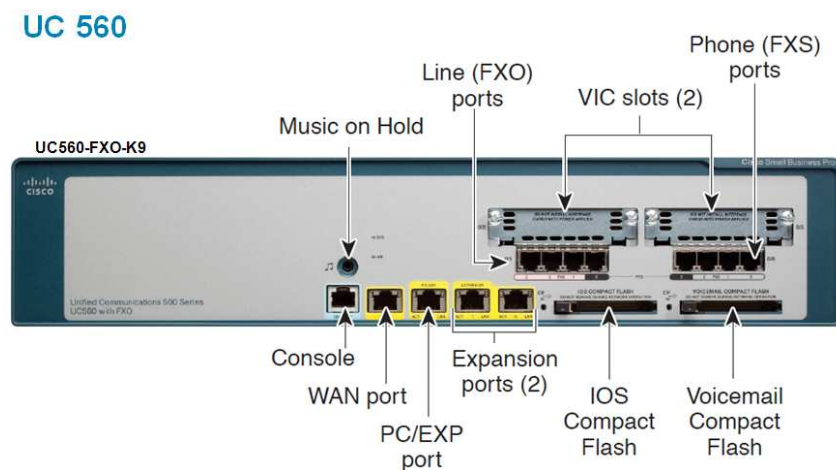# Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs

Lab 28

Expanding Voice Mail on UC560

Contents

Introduction

The UC560 has its Cisco Unity Express (CUE) Compact Flash externally mounted (as shown in the diagram on the title page of this document). The system comes with a 2G Flash Card.

If you would like to have more usable voice mail box size for personal and general delivery mailboxes on your system, you may purchase an 8G Flash Card and install it on your system.

Information Required

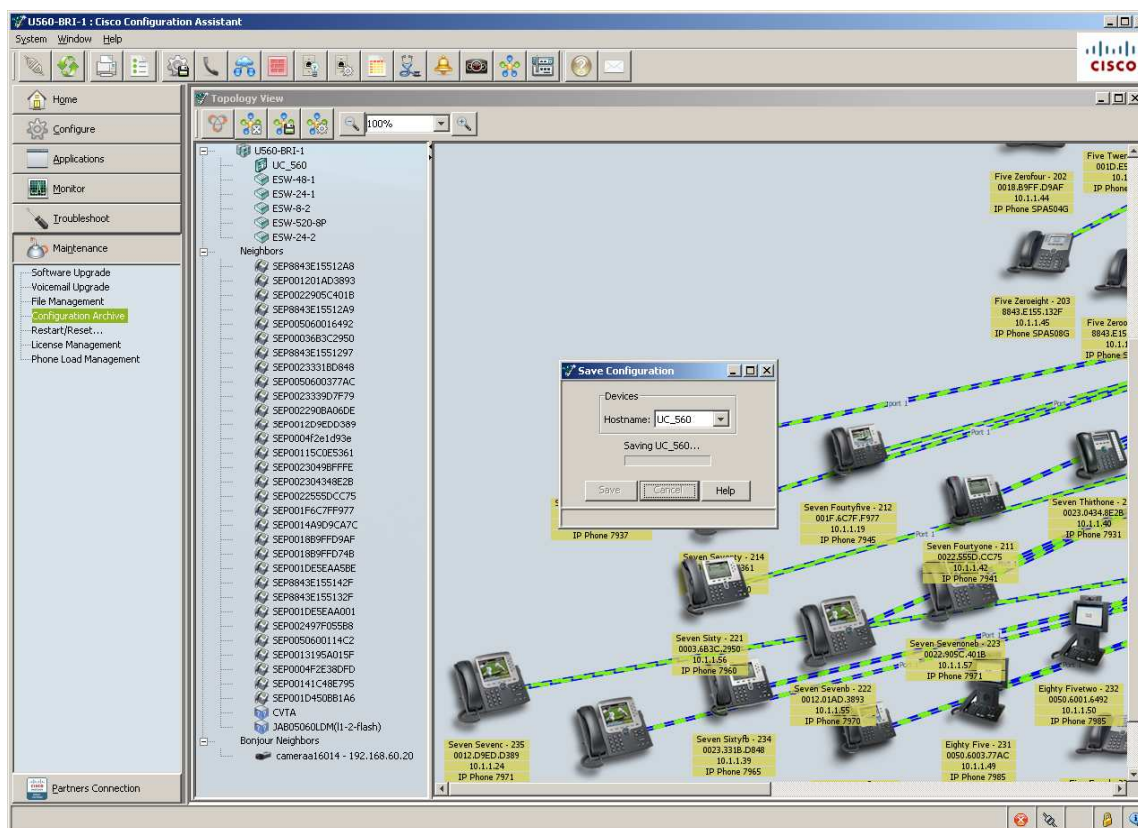Using CCA HELP had all the instructions required. This lab confirmed it all worked.

CCA HELP

http://localhost:8088/olhelp/index.html?maintenance07.html#wp1079296

Make sure you backup (archive) the System Configuration before starting. You will need it to restore the system after installing the new card. I ran this lab after leaving a few messages on a few ip phones and in the end confirmed they were restored.
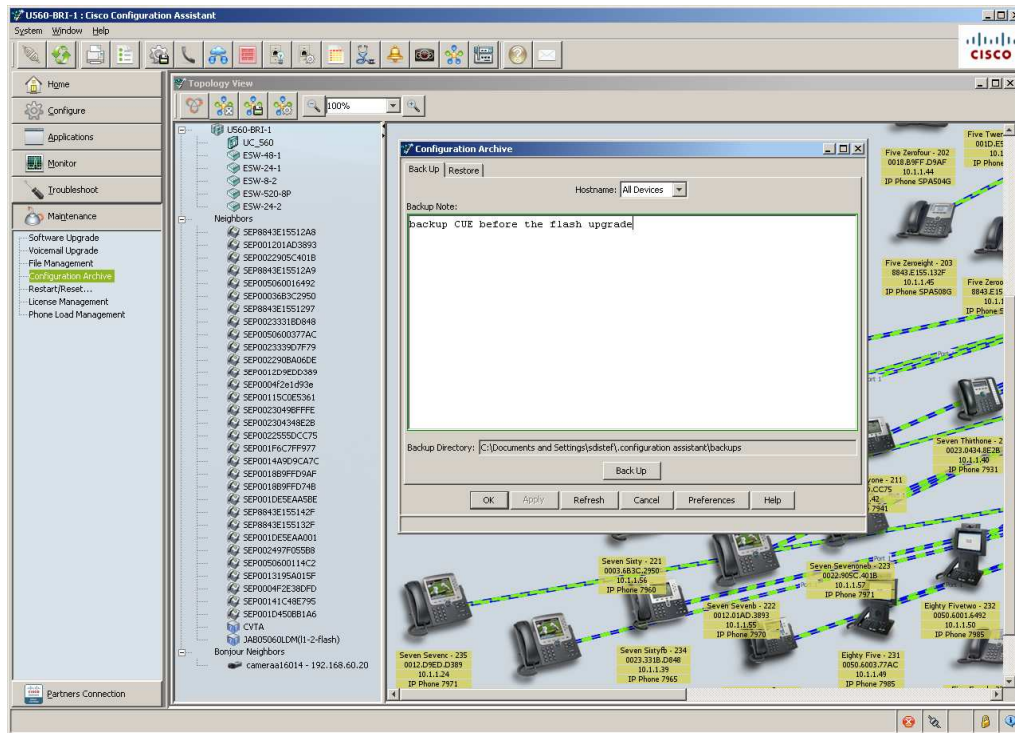
Configuration Steps

Save your current running configuration

Backup the CUE data by backing up the UC560

You may backup the entire CCA site if you wish.   CCA will restore what it needs for this procedure from that data.
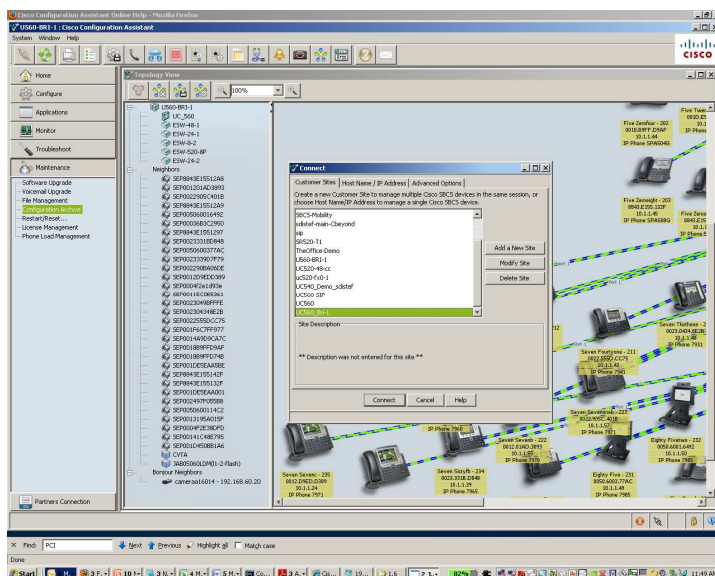

Power Off the UC560

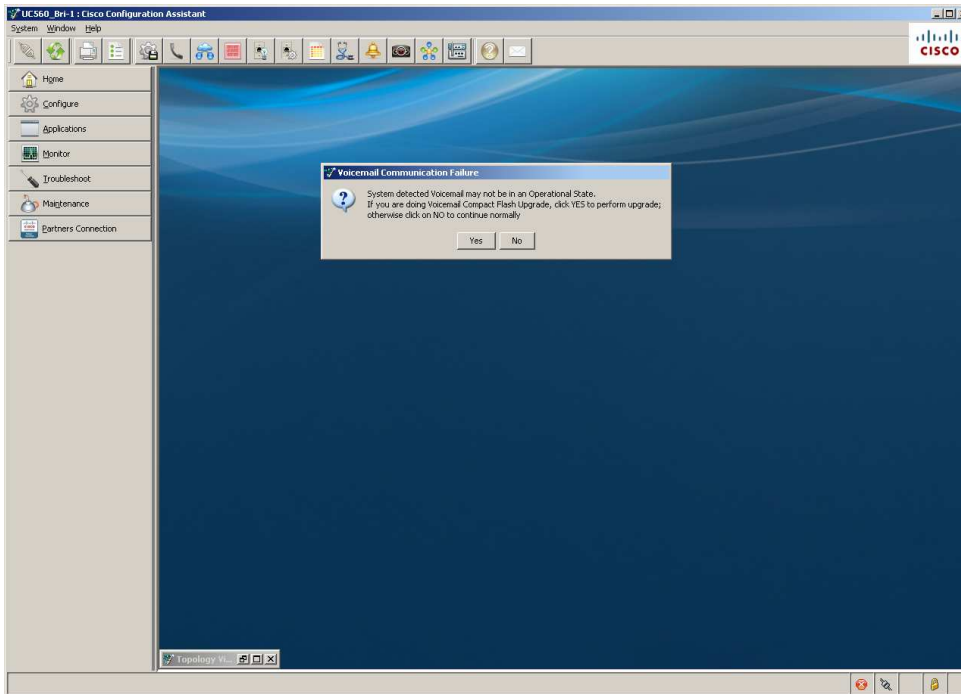At this point you unplug the power on the UC560 and replace the flash card with the new 8G Flash.

Power UC560 back on

After powering back and your PC can connect to the data VLAN agin, reconnect CCA to the UC560
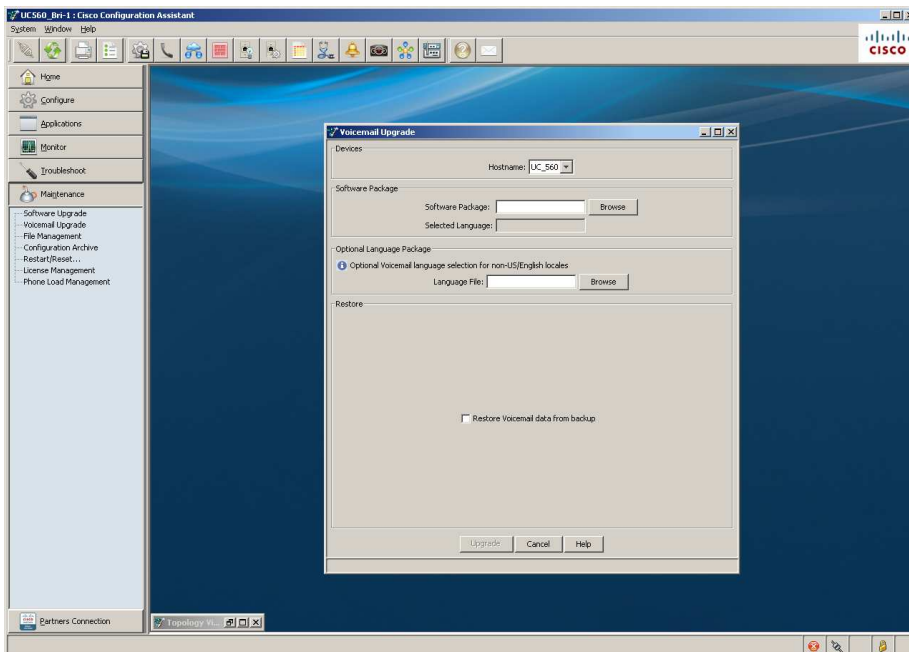
Let CCA Guide you through

CCA will recognize that Voice Mail is not operational and asks if your upgrading voice mail. Say YES.
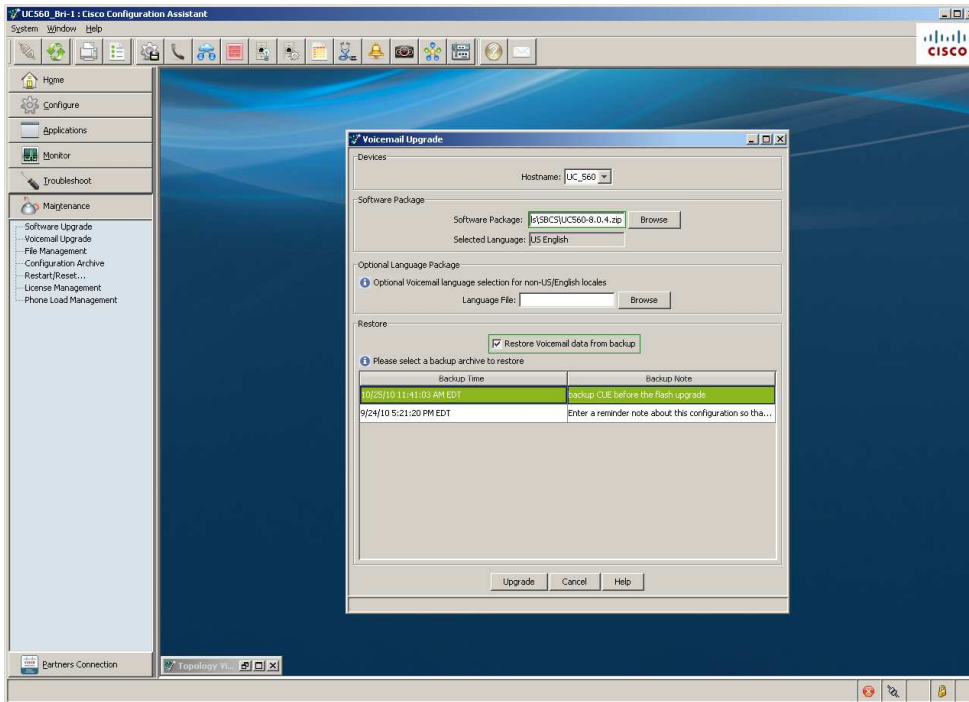

Maintenance: Voice Mail Upgrade

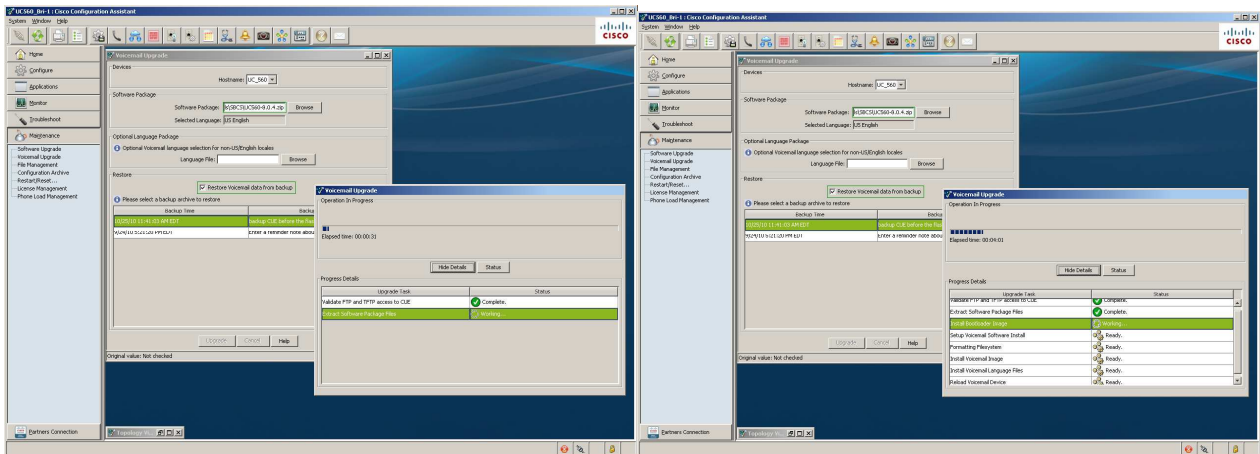CCA launches the window from the Maintanenace drawer to help you with this upgrade.

Configure the Upgrade

Check the Restore from Archive, point to the SWP which the UC560 was previously running (do not upgrade to a new SWP in this procedure) and the archive that has the latest Voice Mail backup on it.
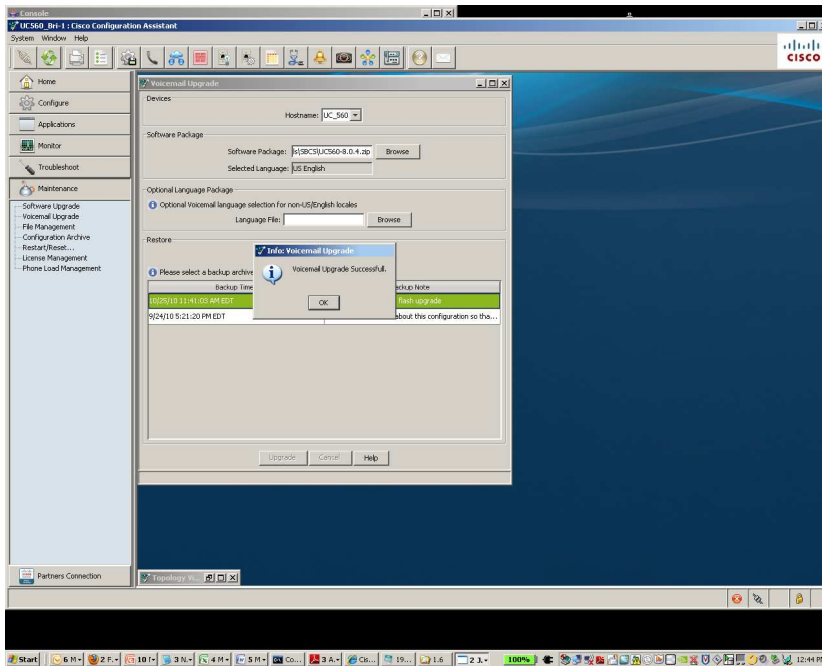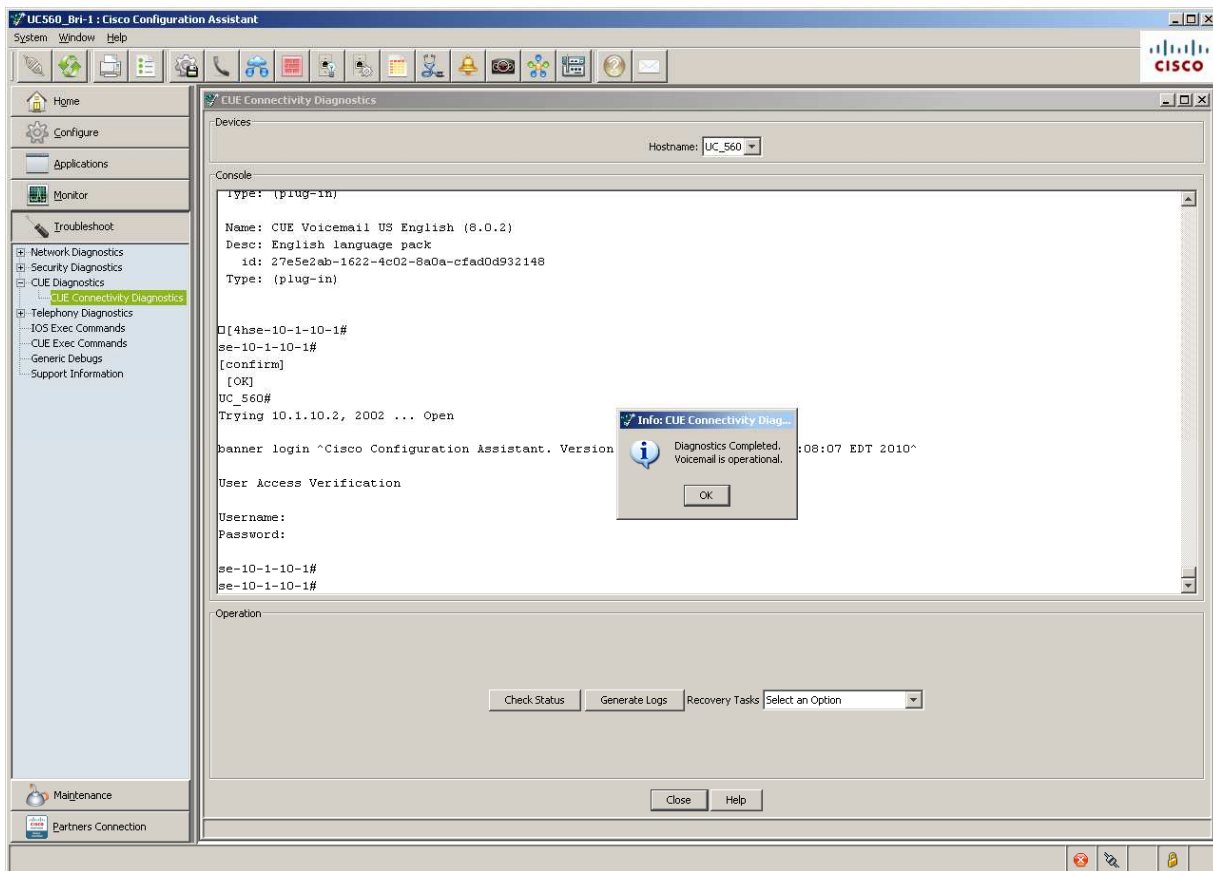

Click Upgrade

Watch Status (can take 30 minutes).

Allow CCA to complete uninterrupted

Check Status of CUE

Adjust voice mail box sizes

Confirm the phones voice mail is restored and new voice mails can be left and retrieved