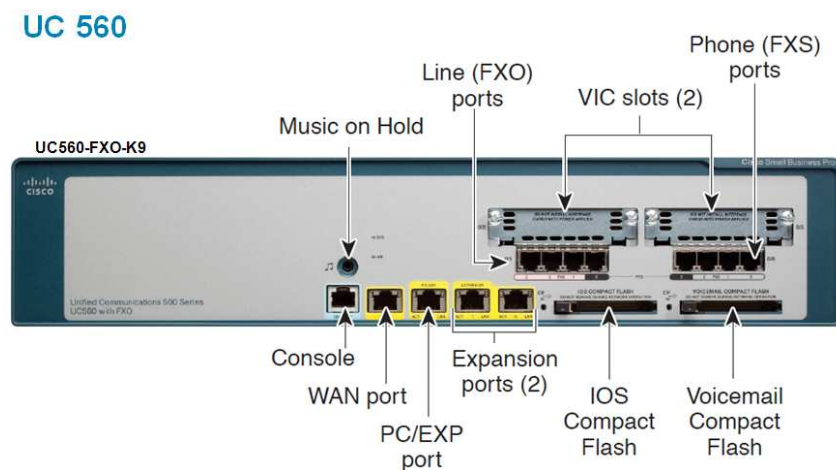


# Cisco Small Business Pro

## Smart Business Communication System

### Technical Enablement Labs



## Lab 28

### Expanding Voice Mail on UC560

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## 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.

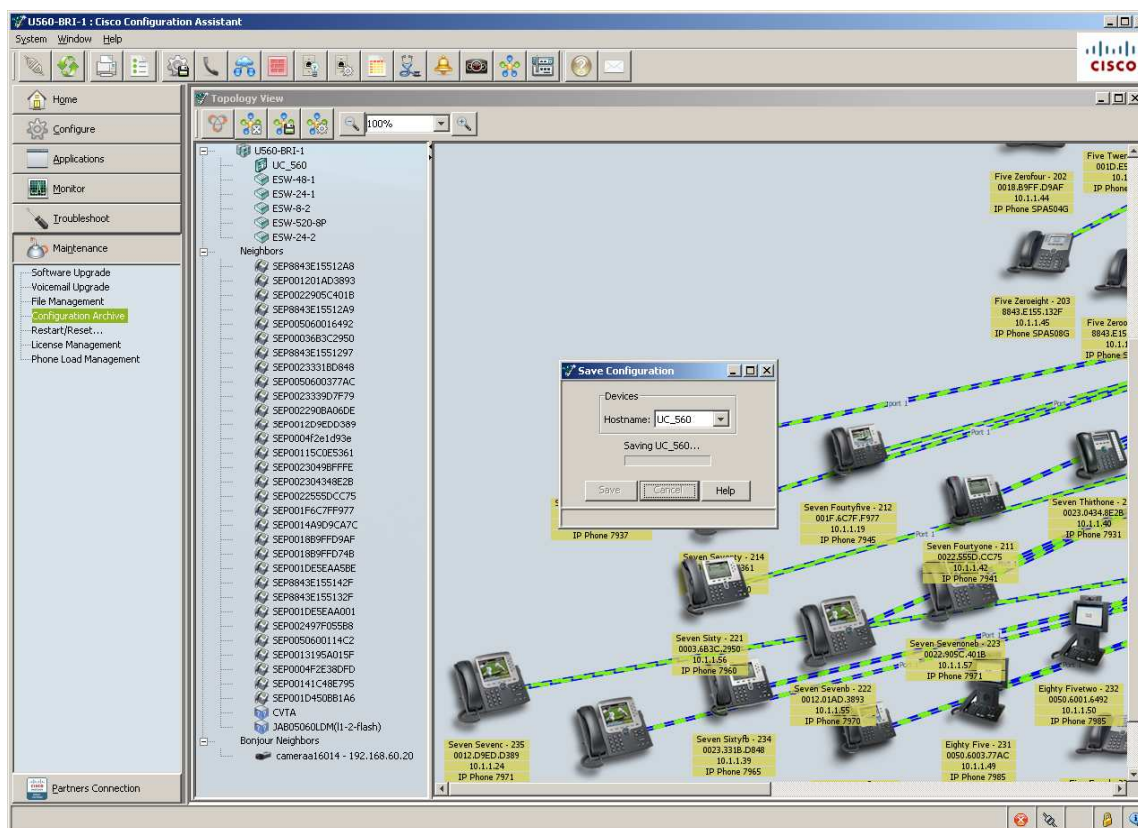
CCA HELP

<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.

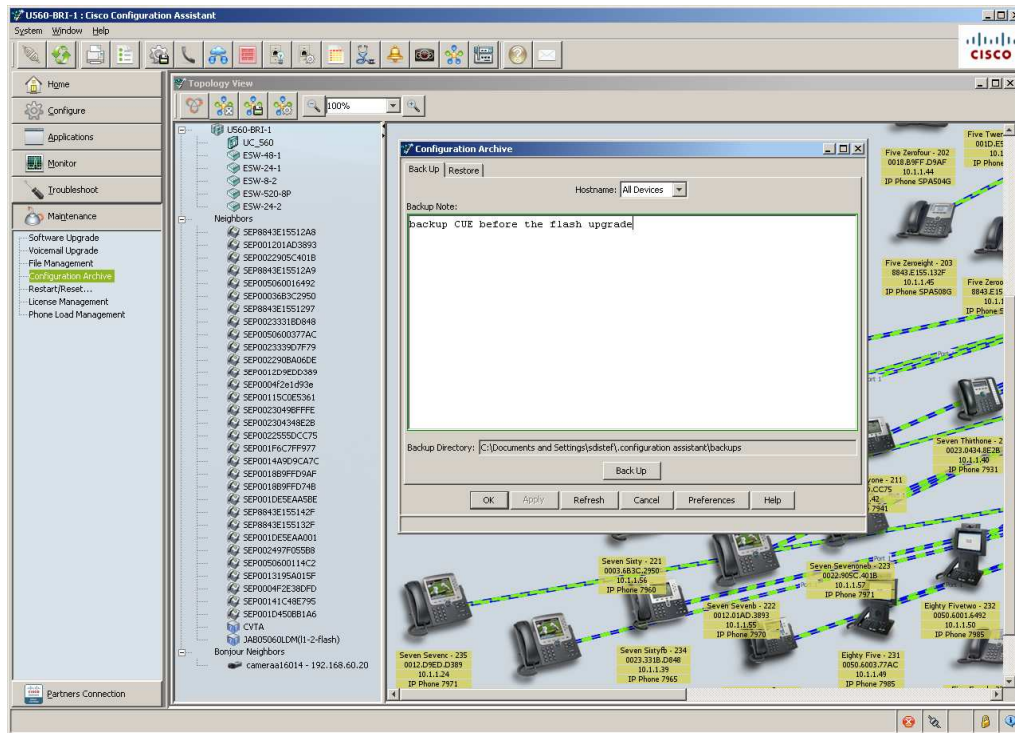
## Configuration Steps

### 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.

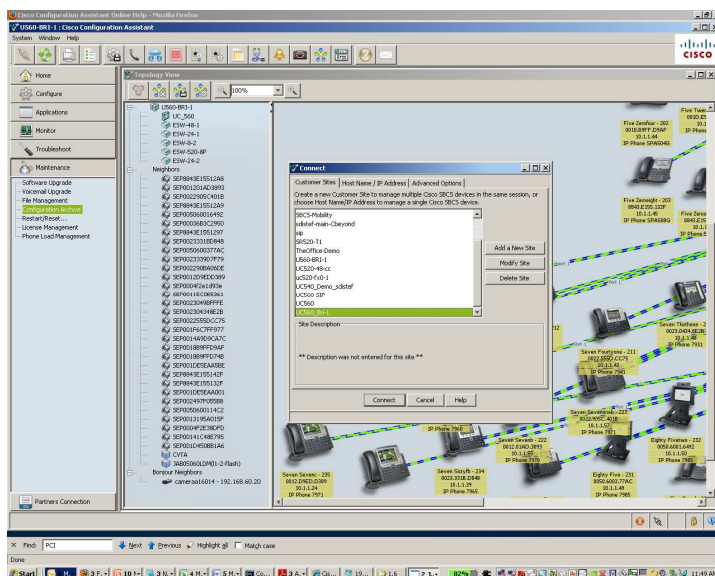


## Power Off the UC560

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

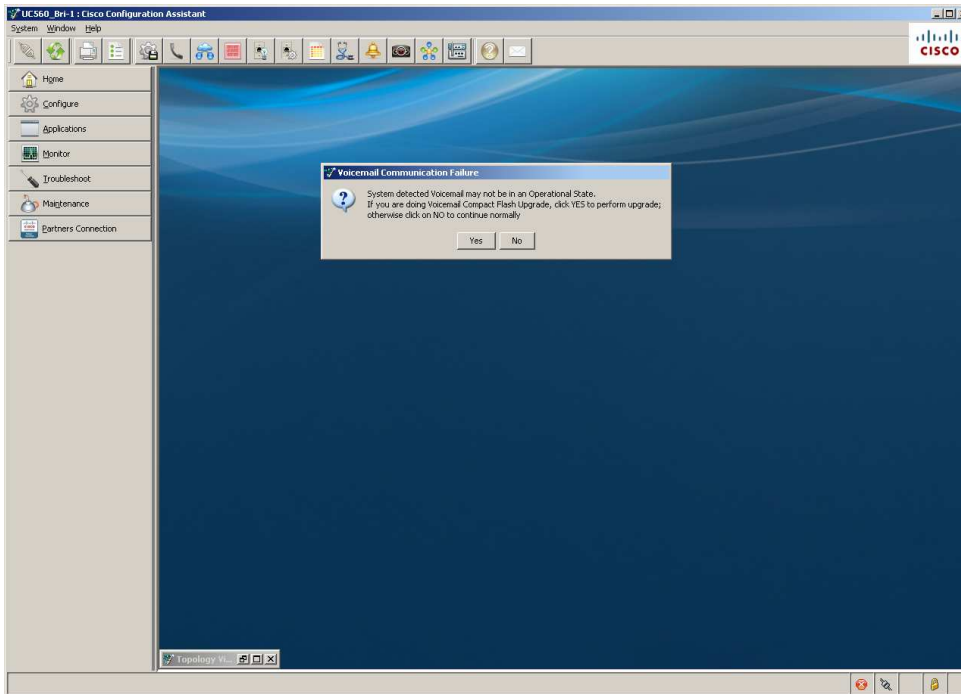
## Power UC560 back on

After powering back and your PC can connect to the data VLAN again, reconnect CCA to the UC560



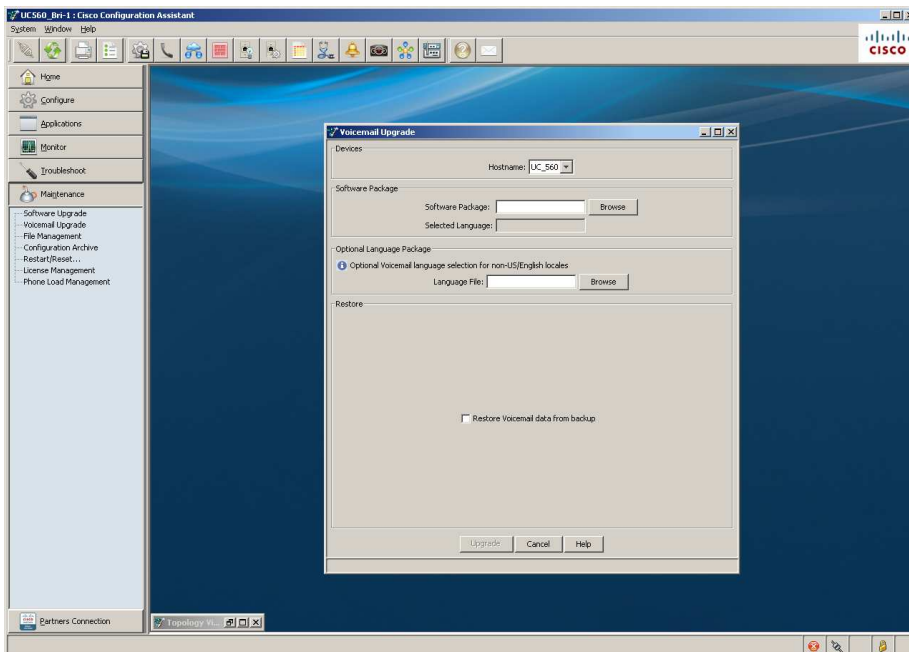
## Let CCA Guide you through

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



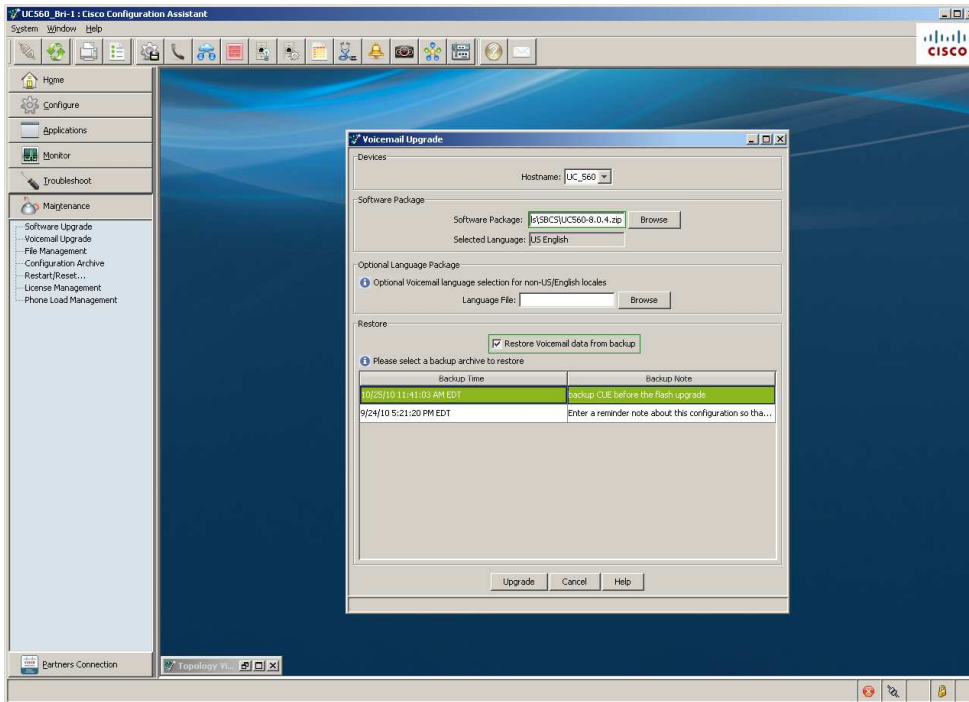
## Maintenance: Voice Mail Upgrade

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



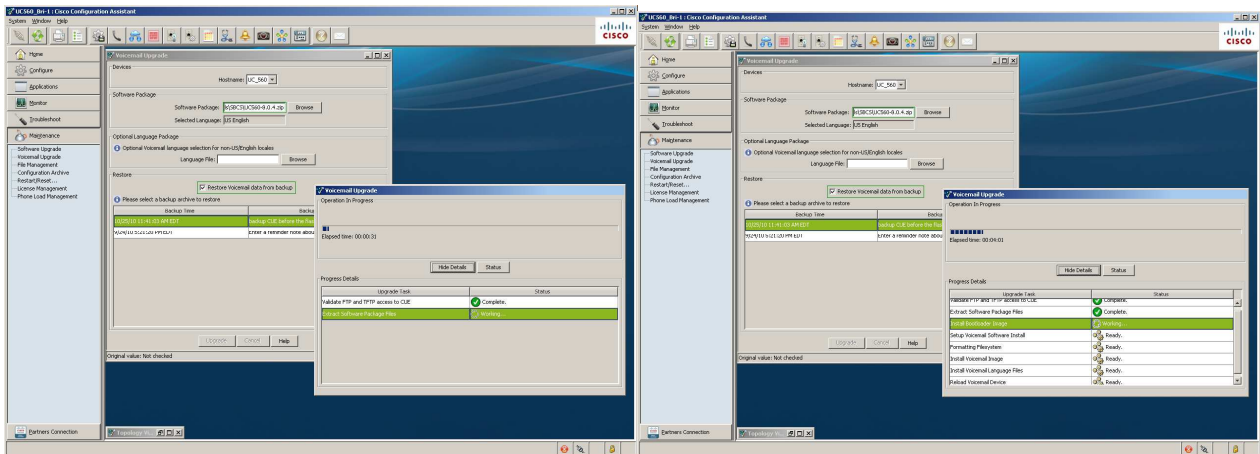
## Configure the Upgrade

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.

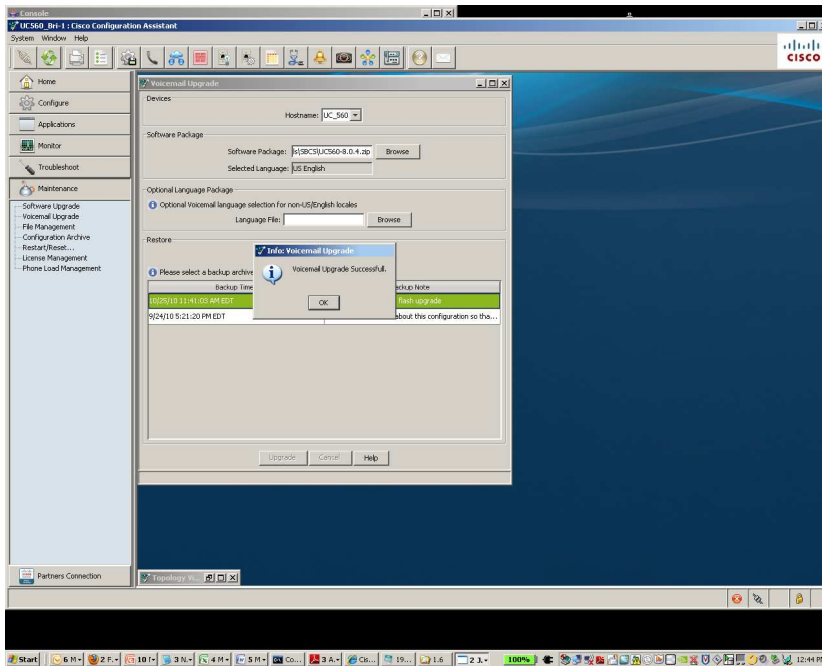


## Click Upgrade

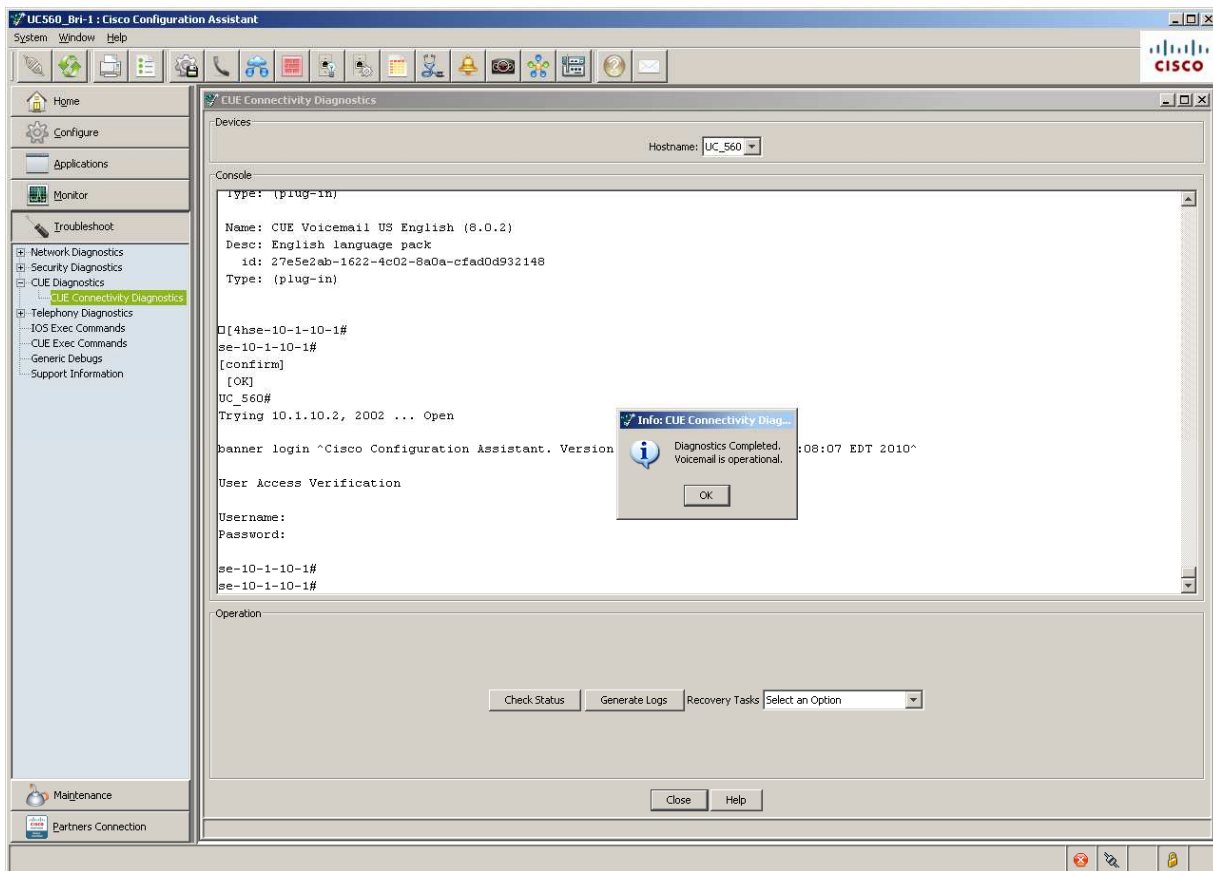
Watch Status (can take 30 minutes).



## Allow CCA to complete uninterrupted



## Check Status of CUE





## Adjust voice mail box sizes

The screenshot shows the Cisco Configuration Assistant interface for a UC\_560 device. The 'Voicemail' configuration window is open, displaying a table of mailboxes. The table has the following data:

| Name(UserID)                       | Extension | Mailbox | Enabled | Size(minutes) |
|------------------------------------|-----------|---------|---------|---------------|
| hunj1                              | 501       | Enabled | Enabled | 60            |
| Seven Sevenoneb (SevenSevenoneb)   | 223       | Enabled | Enabled | 60            |
| Five Zerofour (FiveZerofour)       | 202       | Enabled | Enabled | 60            |
| blot3                              | 512       | Enabled | Enabled | 60            |
| Five Zeroeight (FiveZeroeight)     | 203       | Enabled | Enabled | 60            |
| Seven Sevenb (SevenSevenb)         | 222       | Enabled | Enabled | 60            |
| Seven Sevenonec (SevenSevenonec)   | 236       | Enabled | Enabled | 60            |
| Five Fourc (FiveFourc)             | 219       | Enabled | Enabled | 60            |
| Seven Threeseven (SevenThreeseven) | 210       | Enabled | Enabled | 60            |

Below the table, the 'Mailbox Parameters' section for 'Seven Sevenoneb (SevenSevenoneb)' is shown:

- Select/De-select to Create/Delete Voicemail
- Extension: 223
- Type: Personal
- User ID: SevenSevenoneb
- Size(minutes): 60 (4-60)

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