Mutare Voice™ SIP Integration with Cisco Unified Communication Manager

Overview

This document outlines the configuration steps to integrate the Mutare Voice (SAM) using Session Initiation Protocol (SIP) with the Cisco Unified Communication Manager (CUCM).

Site Configuration

Cisco Unified Communication Manager must be at release 8.X or higher.

For this document, the configuration was as follows:

- Cisco CUCM v 8.2
- Mutare Voice v 1.8

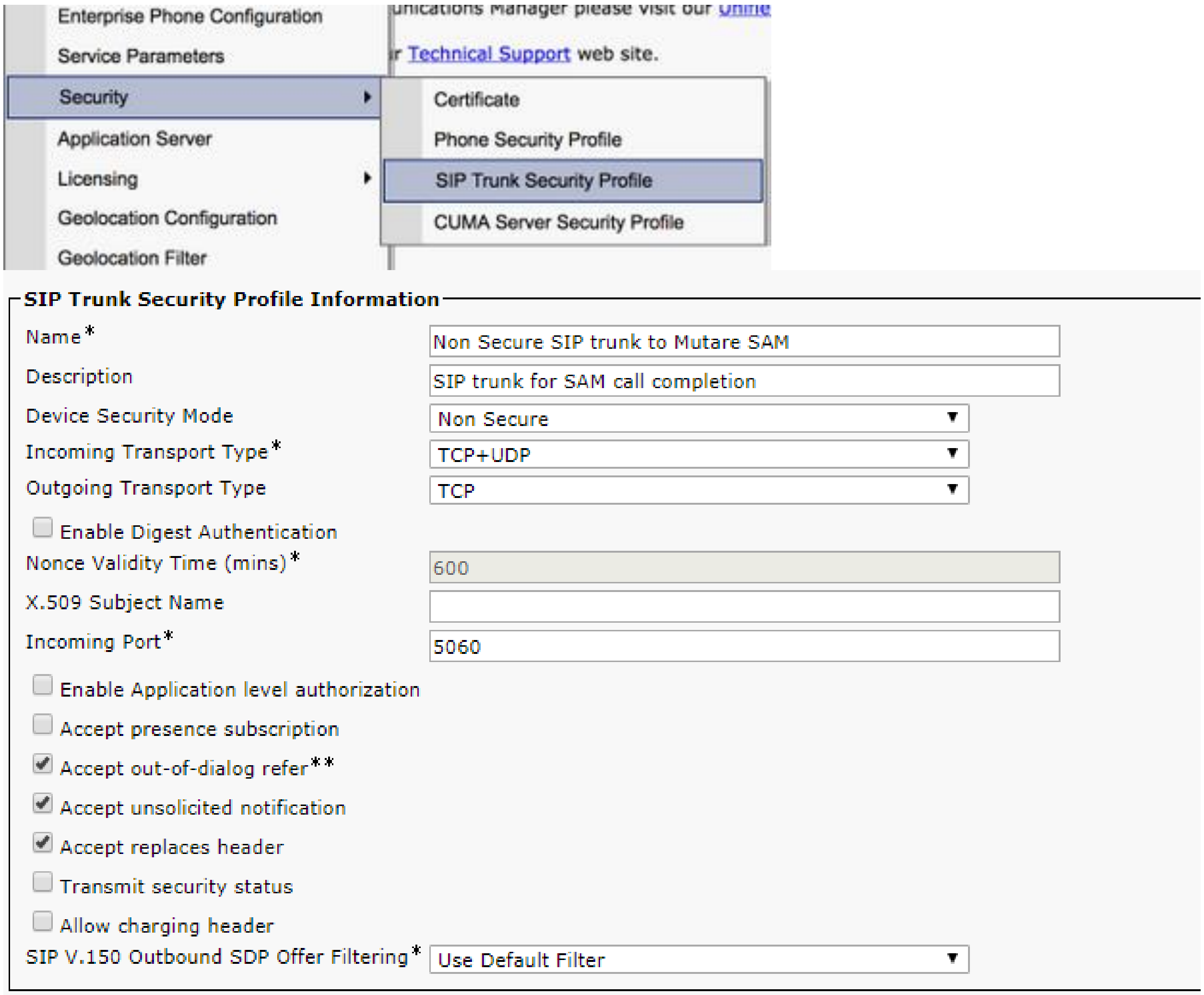
For the purposes of the configuration examples below, the following IP configuration was used:

- Mutare Voice (SAM) - 192.168.1.79
- CUCM – 192.168.1.30

Customer Initials:

Configure Cisco Unified Communication Manager

Step 1. On CUCM Admin page, navigate to **System > Security > SIP Trunk Security Profile**. Make a copy of the available profile. The default profile is **Non-Secure SIP Trunk Profile**. On the new profile, check these options; **Accept out-of-dialog refer**, **Accept unsolicited notification** and **Accept replaces header.**



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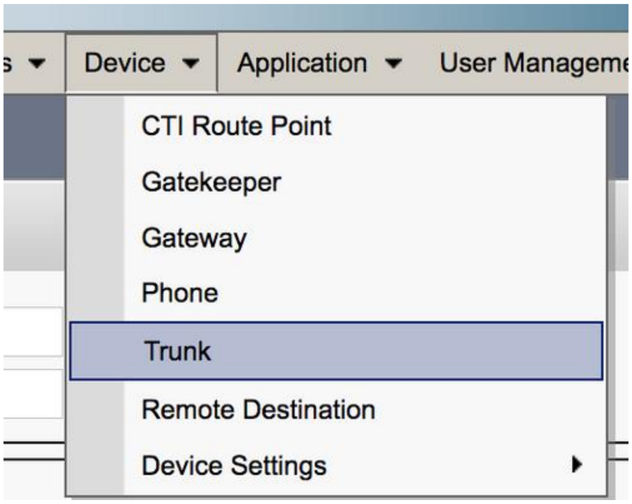
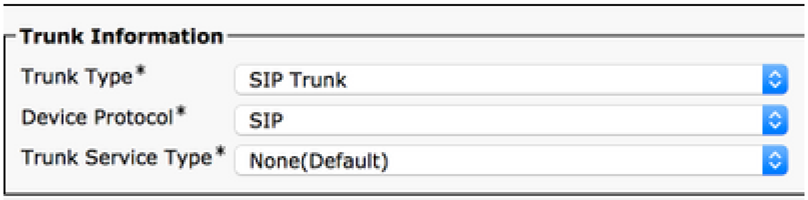
Step 2. In order to create a SIP trunk, navigate to Device > Trunk **and select** Add New.



Step 3. Select the Type as **SIP trunk**. Rest of the fields auto-populate.



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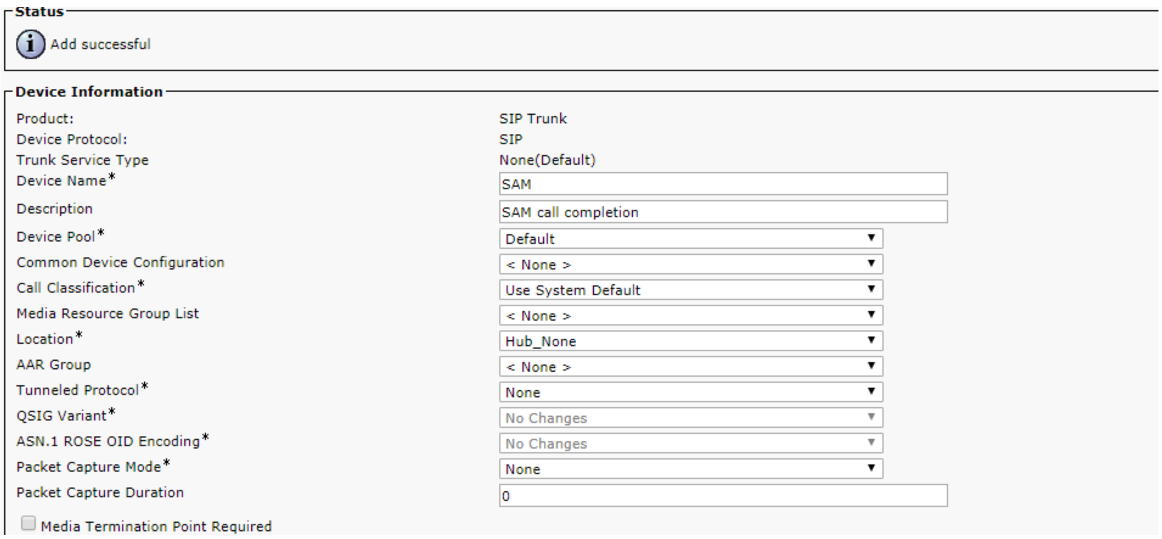
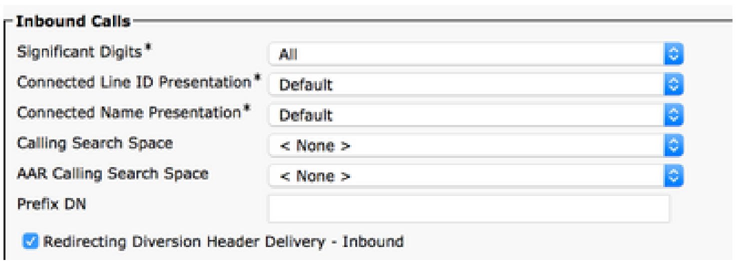
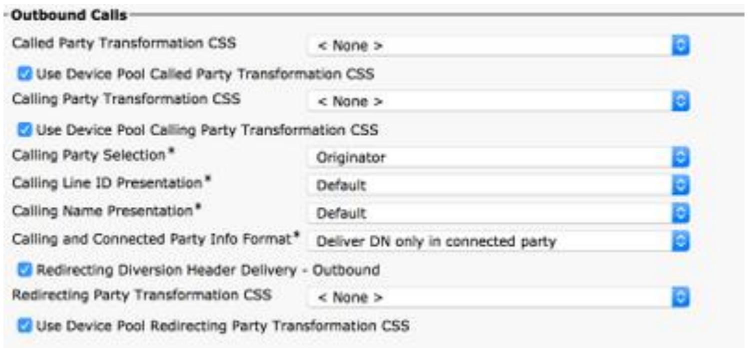
Step 4. Provide a name for the Trunk and assign an appropriate Device Pool.



Step 5. For the **Inbound Calls** settings, select the appropriate CSS which has access to the phones. Also, check the box **Redirecting Diversion Header Delivery-Inbound**.



Step 6. For the Outbound Call **settings, check the box** Redirecting Diversion Header Delivery – Outbound**.**



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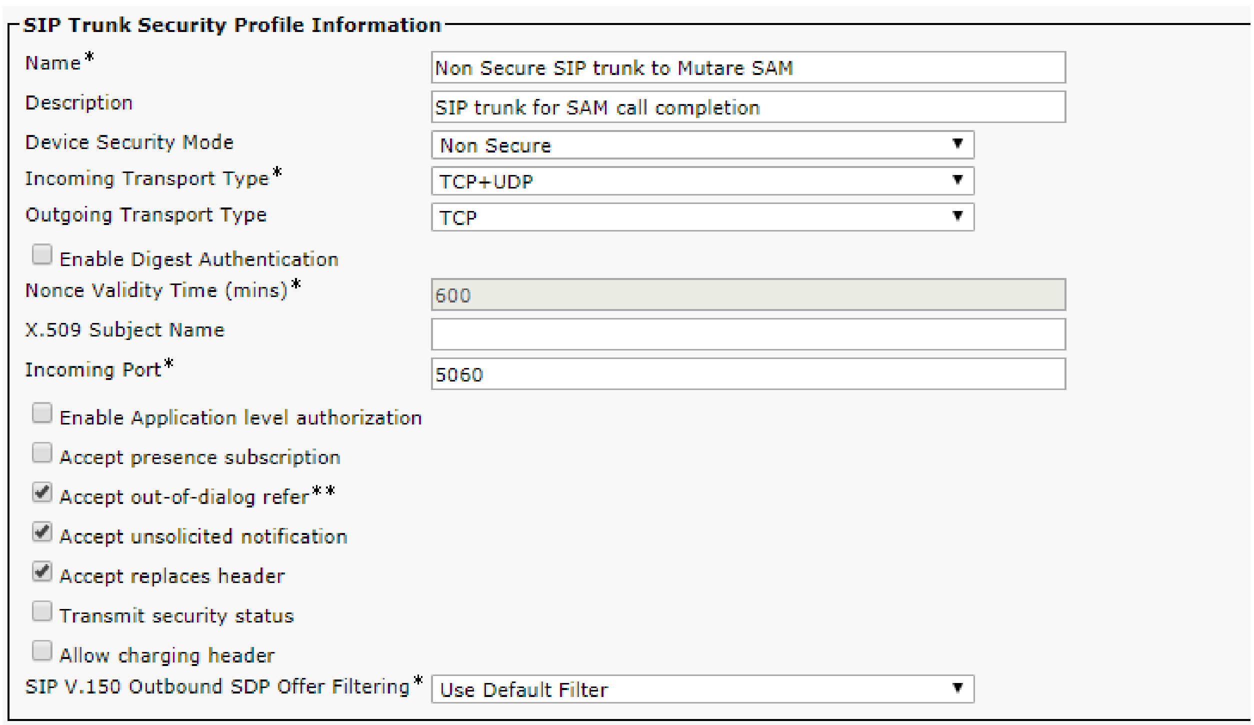
Step 7. In the **Destination Address** field, enter the IP address of the Mutare Voice (SAM) server to which the CUCM connects.

Step 8. Select the **SIP trunk security profile** from the drop-down menu. Choose the new Security Profile created in Step 1.



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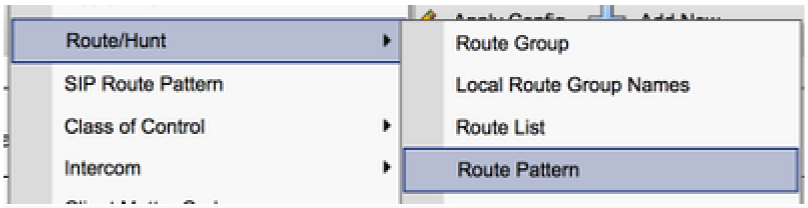
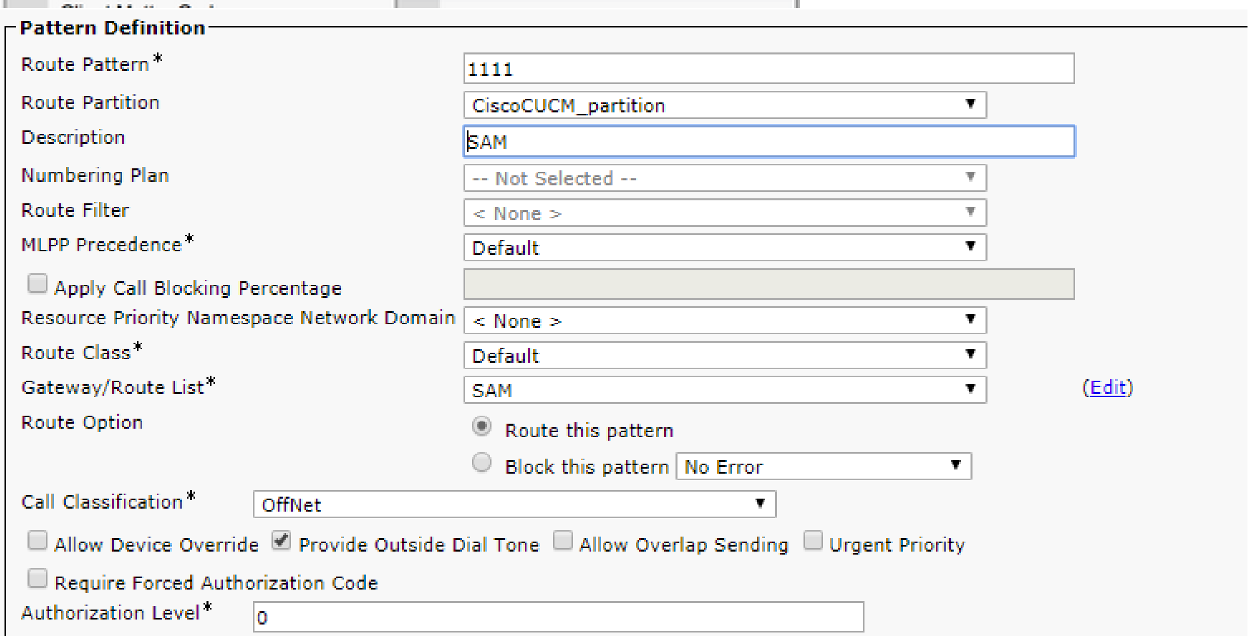
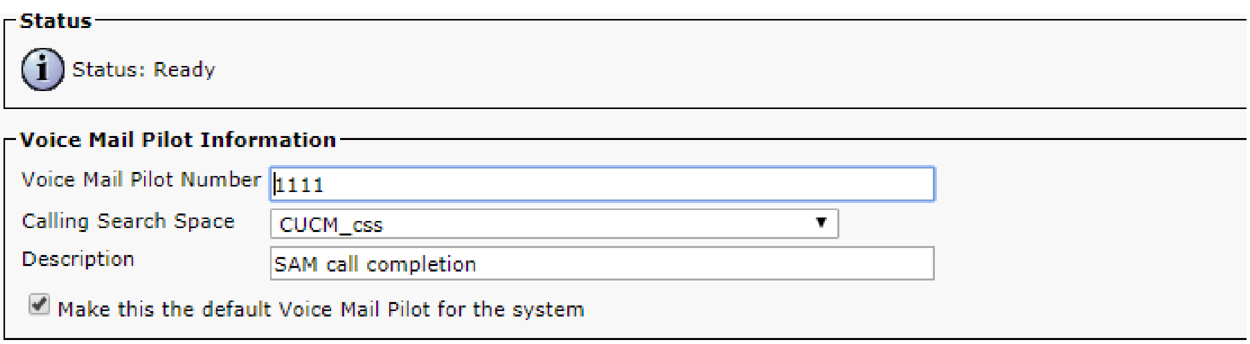
Step 9. Add a Route Pattern**. Navigate to** Call routing > Route/Hunt > Route Pattern**. Click on** add new **and provide the voicemail pilot number for Mutare Voice (SAM) connection. This is the number users use to call into the Mutare Voice server. Select SAM as the Gateway/Route List mandatory field.**



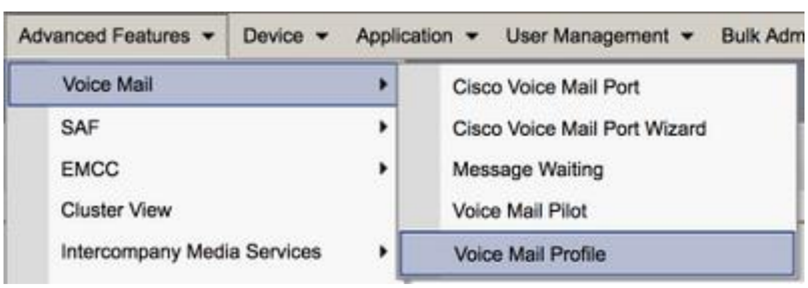


Step 10. In order to add the Voicemail Pilot number, navigate to Advanced Features > Voicemail > Voicemail pilot**.**

Step 11. Click on Add new **and provide the voicemail pilot number. This number must match the Route Pattern created in Step 12. You can choose to make this the Default voicemail pilot number for the entire CUCM cluster. In order to do this, check** Make this the default voice mail pilot for the system**.**



Step 12. Add a voicemail profile for this voicemail system. Navigate to Advanced Features > Voicemail > Voice mail profile**.**



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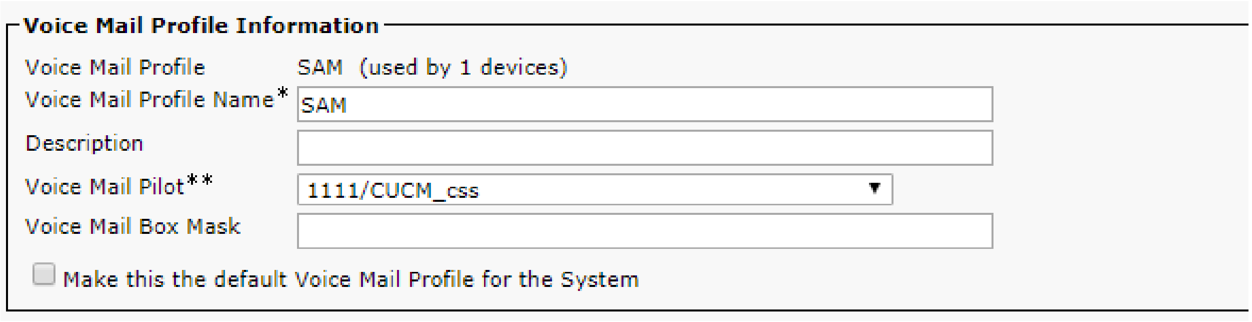
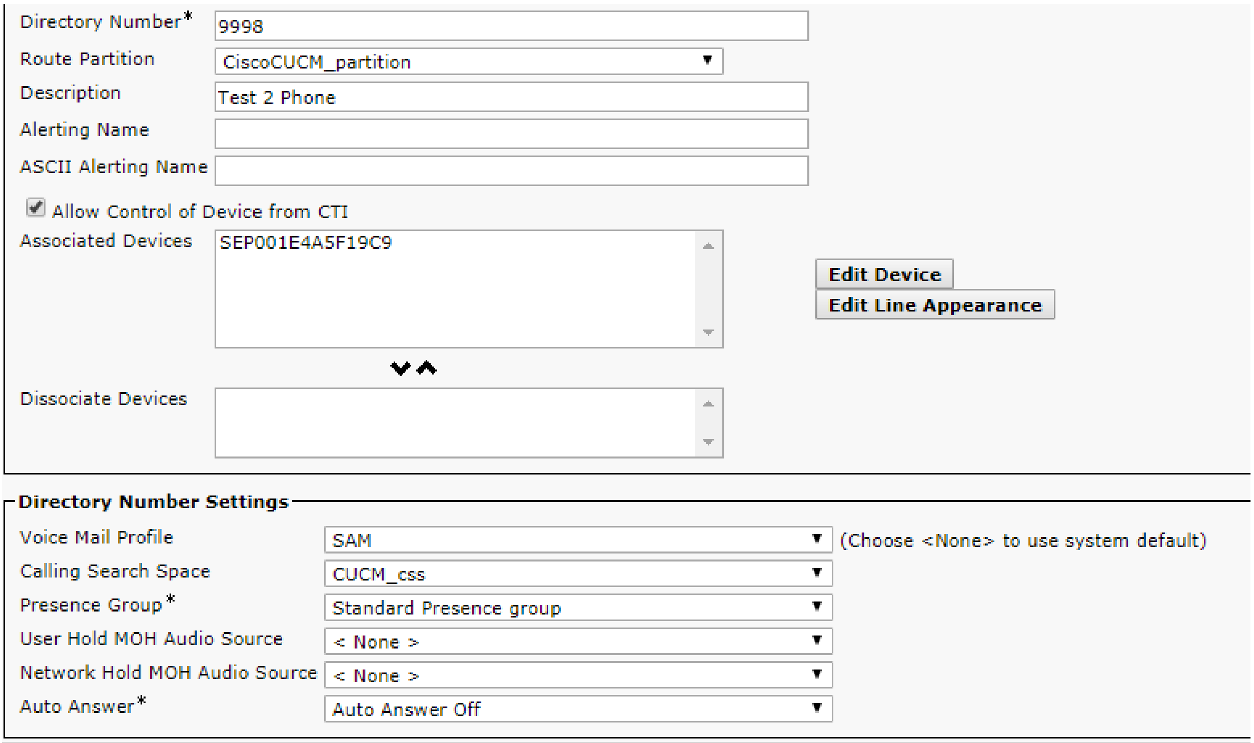
Step 13. Click on add new **and provide an appropriate name. Choose the voice mail pilot created in Step 10. from the drop down. You can choose to make this the default voicemail profile for the system. In order to do this, check** Make this the default voice mail profile for the system**.**



Step 14. Assign Voicemail profile to device. Navigate to Devices > Phone > Selected Phone(s)**. Assign SAM voicemail profile to selected devices.**



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