

Failure to Set MWI on Phones Connected to the Remote CallManager Express

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Introduction

This document describes one reason why Cisco Unity Express (CUE) fails to turn on the Message Waiting Indicator (MWI) on phones connected to the remote Cisco CallManager Express (CME) and provides a solution in a Cisco CallManager Express and Cisco Unity Express environment.

Note: The configuration contained in this document is not a supported configuration. This document is written for customers who want to test this environment in the lab only.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Express
- Cisco Unity Express

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Express version 3.x
- Cisco Unity Express version 2.2

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

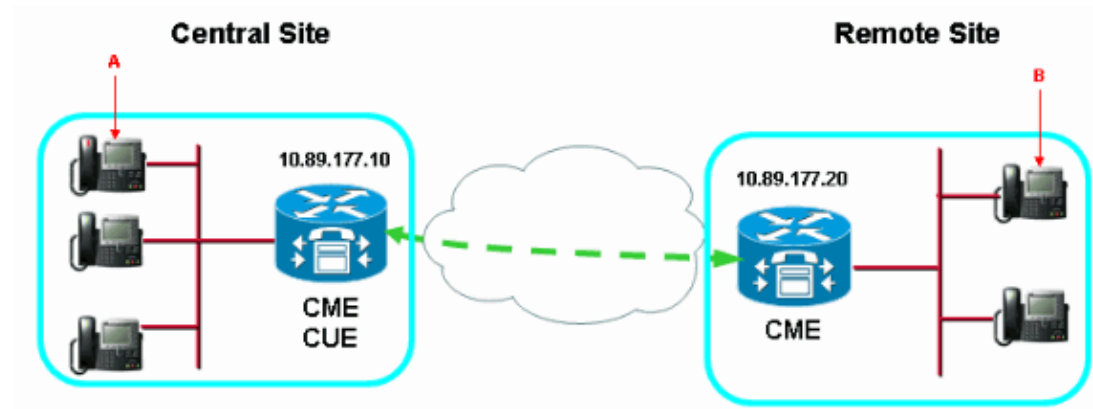
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Topology

In the central site, there is one Cisco CallManager Express and one Cisco Unity Express. In the remote site, there exists only one Cisco CallManager Express. Figure 1 shows the topology.

Figure 1 Topology



Problem

Cisco Unity Express is able to set the MWI for phones located in the central site (see arrow A in Figure 1), but fails to turn on or turn off the MWI for all phones located in the remote site (see arrow B in Figure 1).

Solution

This problem is caused by an incorrect Cisco CallManager Express and Cisco CallManager Express/Cisco Unity Express configuration. This output shows the correct configuration:

- Add this configuration on the remote Cisco CallManager Express:

```
!--- Enters telephony-service configuration mode.
telephony-service

!--- Enables the router to relay MWI information to remote Cisco IP phones.
mwi relay

!--- Enters ephone-dn configuration mode and configures
!--- the ephone-dns for the Cisco IP phone lines.
ephone-dn 2

!--- Configures a valid number to turn on MWI.
number 2000....

!--- Turns on MWI.
mwi on

!--- Enters ephone-dn configuration mode and configures
!--- the ephone-dns for the Cisco IP phone lines.
```

```
ephone-dn 3

!--- Configures a valid number to turn off MWI.

number 2001...

!--- Turns off MWI.

mwi off
```

- Add this configuration on the central Cisco CallManager Express/Cisco Unity Express:

```
!--- Enters VoIP voice-service configuration mode.

voice service voip

!--- Allows connections between H.323 and SIP endpoints in
!--- an IP-to-IP Gateway (IPIPGW).

allow connection H323 to sip

!--- Allows connections between SIP and H.323 endpoints in an IPIPGW.

allow connection sip to H323
dial-peer voice 10 voip

!--- Sends MWI on or off to the remote Cisco CallManager Express
!--- where 4... are the directory numbers in the remote site.

destination-pattern 200[0,1]4...

!--- Remote Cisco CallManager Express IP address.

session-target ipv4:10.89.177.20
```

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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