User Moves, Adds, and Changes Guide for Cisco Unity Connection

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User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x
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Preface

Audience and Use

The *User Moves, Adds, and Changes Guide for Cisco Unity Connection* contains information and instructions for setting up Cisco Unity Connection user accounts. It discusses settings relevant to the behavior of both end user and administrator accounts, and includes procedures for creating, modifying, and deleting accounts.

Documentation Conventions

Table 1 Conventions in the User Moves, Adds, and Changes Guide for Cisco Unity Connection

Convention	Description
boldfaced text	Boldfaced text is used for: • Key and button names. (Example: Select **OK**.) • Information that you enter. (Example: Enter **Administrator** in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In your browser, go to **https://<Cisco Unity Connection server IP address>/cuadmin**.)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press **Ctrl-Alt-Delete**.)
> (right angle bracket)	A right angle bracket is used to separate selections that you make in the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, select **Contacts > System Contacts**.)

The *User Moves, Adds, and Changes Guide for Cisco Unity Connection* also uses the following conventions:

Note Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

Tip Means the following information may help you solve a problem.

Caution Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Connection Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 10.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/roadmap/10xcucdg.html.

Documentation References to Cisco Unified Communications Manager Business Edition

In the Cisco Unity Connection 10.x documentation set, references to "Cisco Unified Communications Manager Business Edition" and "Cisco Unified CMBE" apply to Business Edition version 10.0. The references apply only to Business Edition 6000.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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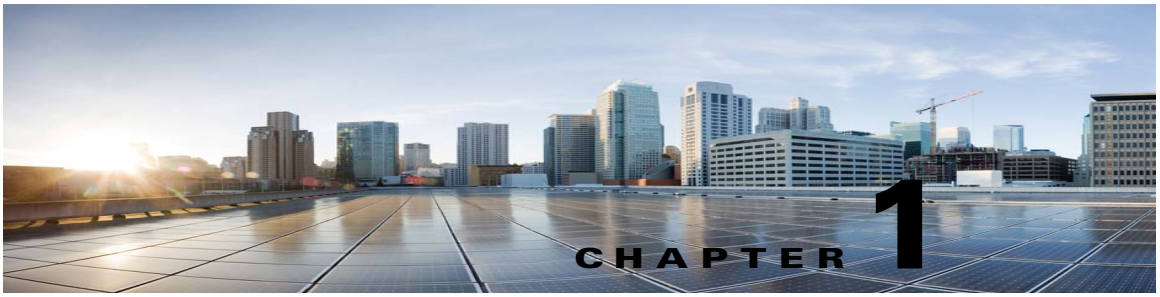


Introduction to Cisco Unity Connection 10.x Users and Contacts

See the following sections:

- Understanding User Accounts in Cisco Unity Connection 10.x, page 1-1
- Understanding Contacts in Cisco Unity Connection 10.x, page 1-2

Understanding User Accounts in Cisco Unity Connection 10.x

In Cisco Unity Connection there are two types of users:

Users With Voice Mailboxes	For users who need to send and receive voice messages, and who may be able to use other Unity Connection features such as personal call transfer rules and the Unity Connection Web Inbox or Messaging Inbox, depending on the class of service to which they are assigned. A user account that is set up with a voice mailbox has a phone extension and is counted as a voicemail licensed user.
Users Without Voice Mailboxes	For users who do not need to send or receive voice messages, but need to administer the system. You determine which tasks administrators can do by assigning their accounts to any of the predefined roles. An account that is set up without a voice mailbox does not have a phone extension and is not counted as a voicemail licensed user.

Cisco Unity Connection Default User Accounts

Cisco Unity Connection creates the following four default user accounts, which you use when setting up the system. These accounts are not included in your user license count.

Administrator	The Administrator user account has the highest level of administrative privileges (System Administrator role) and is used to access Cisco Unity Connection Administration. The alias and password for this account are specified during installation. This account is configured as a user without a voice mailbox. **Caution** The default Administrator account can be deleted. However, be sure that you have assigned the System Administrator role to at least one other user before you delete this account.
Operator	The Operator user account is the message recipient for the Operator call handler. When calls to the operator go unanswered, callers can leave a message, depending on the call transfer settings for the Operator call handler. We recommend that you assign someone to monitor the mailbox for the Operator user account, or reconfigure the Operator call handler to send messages to a different user or to a distribution list. This account cannot be deleted.
Undeliverable Messages Mailbox	By default, the Undeliverable Messages Mailbox user account is the only member of the Undeliverable Messages distribution list, which receives notification of undeliverable messages. We recommend that you assign someone to monitor this mailbox, or add a user to the Undeliverable Messages distribution list, to monitor and reroute (as appropriate) any messages that are delivered to the list. This account cannot be deleted.
Unity Connection Messaging System	The Unity Connection Messaging System user account is configured as a user without a voice mailbox. It acts as a surrogate sender for messages from outside callers. Thus, messages from outside callers are identified as coming from the Unity Connection Messaging System mailbox. This account cannot be deleted.

Understanding Contacts in Cisco Unity Connection 10.x

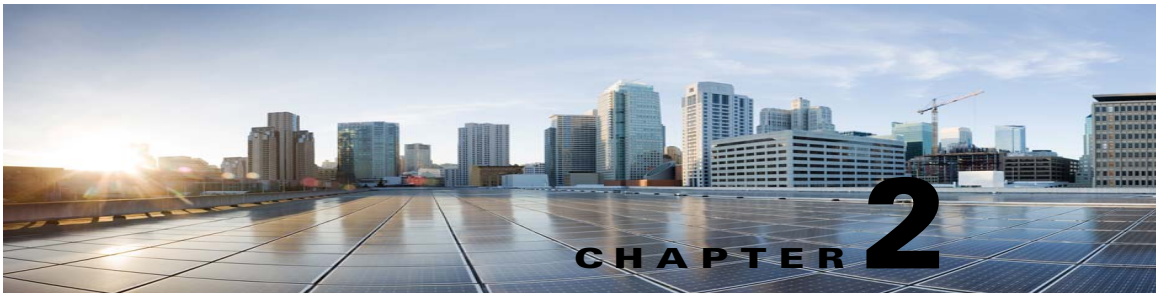
In Cisco Unity Connection there are two types of contacts:

Administrator-Defined Contacts	Administrator-defined contacts do not have access to any Unity Connection features such as voice messaging. These contacts may represent people in your company who have voicemail accounts on another system. They might also represent customers or vendors who do not need a voice mailbox, but who frequently communicate with Unity Connection users.
User-Defined Contacts	User-defined contacts are similar to administrator-defined contacts, but are created by individual users and are only accessible by the user who created them.

How Contacts Are Used

If you have staff, vendors, or partners who do not have mailboxes on the system, but need to communicate with users, we recommend that you create contacts for them. Administrator-defined contacts are available to all users, unlike user-defined contacts that would need to be set up individually for each user. In addition, users are able to add the administrator-defined contacts to their personal call routing rules and caller groups, and can use voice commands to call the contacts. Also, if the contact information changes, you update it in only one place. Note the following details:

- **VPIM Messaging—Administrator-defined contacts can be configured for VPIM messaging. These contacts represent users on other VPIM-compatible voice messaging systems. When contacts have been set up to represent the VPIM users, Unity Connection users can send and receive messages to and from the VPIM users on the other voice messaging systems.**
- **Directory Access**—When you create contacts in Cisco Unity Connection Administration and enable them to be listed in the corporate directory, they can then be accessed by users from the Unity Connection directory. This allows callers to transfer to the extension of the contact.
- **Name Dialing Access**—Users have the ability to quickly and easily place phone calls to contacts when using the voice-recognition conversation, as long as the contact has transfers enabled.
- **Personal Call Transfer Rules**—Users can add other users, administrator-defined contacts, and user-defined contacts to their personal call transfer rules and caller groups.



Preparing to Add User Accounts in Cisco Unity Connection 10.x

Before you add user accounts individually or in bulk, you need to select and define a template and class of service (COS) for each type of account that you plan to add. Templates and classes of service contain settings that determine which features are available to Cisco Unity Connection users and their callers, and define limits and permissions for using Unity Connection. It is also important to consider system partitions and search spaces, schedules, and mailbox stores before adding user accounts.

For administrator accounts, you need to select and define only a template. Administrator accounts are not assigned to a COS, schedule, partition, or search space. Instead, to determine which tasks administrators can do, you need to select the roles that are assigned to each account.

The following sections provide further information on templates, classes of service, partitions and search spaces, mailbox stores, schedules, and roles:

- Templates in Cisco Unity Connection 10.x, page 2-1
- Class of Service in Cisco Unity Connection 10.x, page 2-2
- Partitions and Search Spaces in Cisco Unity Connection 10.x, page 2-2
- Mailbox Stores in Cisco Unity Connection 10.x, page 2-3
- Schedules in Cisco Unity Connection 10.x, page 2-3
- Roles in Cisco Unity Connection 10.x, page 2-4

Templates in Cisco Unity Connection 10.x

Each user and administrator account that you add in Cisco Unity Connection is based on a user template. Settings from the template are applied to the accounts as the accounts are created. Unity Connection includes predefined templates, which you can modify. You can also create new templates.

Before you create the accounts, review the settings in the templates that you plan to use and determine whether you need to make changes or create new templates. For each template, consider which features you want to enable, specify a class of service, and set a schedule and time zone for the accounts that you create. When creating accounts on a Cisco Unity Connection system, you also need to select the authentication rule that dictates the password or PIN and account lockout policy for the accounts that you create. (Changes to template settings do not affect existing user accounts.)

Tip To minimize the number of modifications that you need to make to individual accounts later, use a separate template to specify settings that are applicable for each group of users that you plan to create. For example, if you plan to create accounts for the members of a sales department, create or modify an existing template to set up message notifications, specify that messages left for the sales employees will be encrypted for extra security, increase the length of messages that callers can leave, and make similar appropriate changes to settings that control the Unity Connection conversation that the sales employees hear.

If a particular setting must be unique for each user account, leave that setting blank on the user template, and then you can modify the setting for each account after the accounts are created.

For instructions on creating or modifying user templates, see the "Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 10.x" chapter. Review the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter to learn about the settings that affect how users interact with Unity Connection.

Class of Service in Cisco Unity Connection 10.x

Before you add user accounts, review the class of service (COS) specified for the template that you plan to use to determine whether you need to modify it, specify a different COS, or create a new one. Because a COS defines limits and permissions for using Cisco Unity Connection, its settings should be appropriate for the group of users that you are adding. For example, a COS:

- Controls access to features, such as Text to Speech email or live reply.
- Controls how users interact with Unity Connection. For example, a COS dictates the maximum length of user messages and greetings, whether users can choose to be listed in the corporate directory, and whether users can send messages to a system distribution list.
- Specifies the restriction table used to control the phone numbers that users can use for message notification, call transfer, and other tasks.

Keep in mind that if you change the COS that is specified on a user template page, any user accounts that have already been created based on that template are not reassigned to the new COS. In contrast, when you modify the settings in a COS, the changes affect both new and existing members, so you can update COS settings before and after you create user accounts. You can also reassign a user to a different COS at any time.

For instructions on creating or modifying classes of service, see the "Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 10.x" chapter. You can learn about the settings that make up each COS by reviewing the "Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x" chapter.

Partitions and Search Spaces in Cisco Unity Connection 10.x

In Cisco Unity Connection, you create partitions as a way to group objects to which callers and users can address messages or place calls while interacting with Unity Connection. Each user is a member of one or more partitions (for example, a user can have a primary extension in one partition and an alternate extension in a different partition). Extensions must be unique within a partition, but the names of objects do not have to be unique within a partition.

Search spaces are used to define the search scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Unity Connection. For example, the search scope that is applied to a user identifies which users, distribution lists, or VPIM contacts the user can address messages to. It also identifies which users and contacts the user can dial by name when using the voice-recognition conversation.

A search space is comprised of one or more ordered partitions. When Unity Connection searches for an object on behalf of a caller, it searches the partitions in the order in which they are arranged in the search space. While extensions must be unique within a partition, they do not need to be unique within a search space, so you can use search spaces to handle dial plans that have overlapping extensions.

Before you add user accounts, review the partition and search scope that are specified in the user template that you plan to use. You may need to modify the template or create a new one.

Keep in mind that if you change the partition or search space that is specified on a user template page, any already-created user accounts that were based on that template are not reassigned to the new partition or search space. In contrast, when you modify the partition membership of a search space, the changes affect both new and existing users of that search space. This means that you can update search space settings before and after you create user accounts. You can also reassign a user to a different partition or search space at any time.

For instructions on creating or modifying partitions and search spaces, see the "Managing Partitions and Search Spaces in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Mailbox Stores in Cisco Unity Connection 10.x

Cisco Unity Connection allows you to create multiple mailbox stores, which can be useful for customers with large installations, where the time required to complete a backup is an issue.

Before you add user accounts, review the mailbox store that is specified in the user template that you plan to use. You may need to modify the template to specify a different mail store, or create a new template.

Keep in mind that if you change the mailbox store that is specified on a user template page, any already-created user accounts that were based on that template are not reassigned to the new mailbox store. However, you can reassign a user to a different mailbox store at any time.

For instructions on creating or modifying mailbox stores, see the "Managing Mailbox Stores in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Schedules in Cisco Unity Connection 10.x

Cisco Unity Connection uses schedules to help determine which user transfer rule to apply and which user greeting to play.

Before you add user accounts, review the active schedule that is specified for the template that you plan to use. You may need to modify the template to specify a different schedule, or create a new template.

Keep in mind that if you change the active schedule that is specified on a user template page, any already-created user accounts that were based on that template are not reassigned to the new schedule. In contrast, when you modify a schedule, the changes affect both new and existing users of that schedule. This means that you can update schedule settings before and after you create user accounts. You can also reassign a user to a different schedule at any time.

For instructions on managing schedules, see the "Managing Schedules and Holidays in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Roles in Cisco Unity Connection 10.x

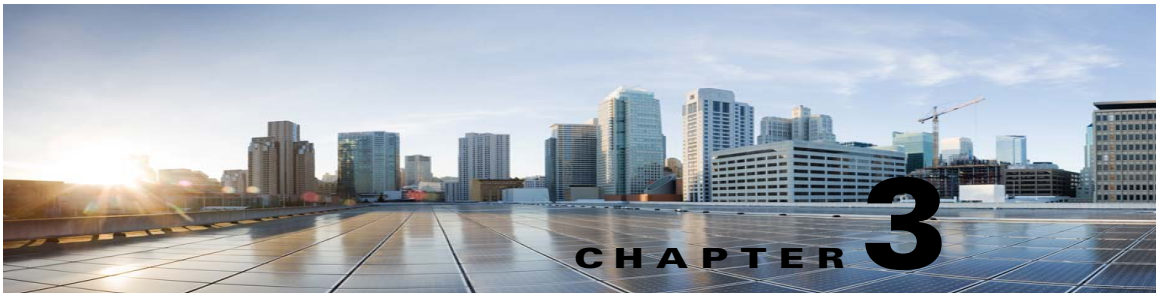
Cisco Unity Connection offers levels of privileges for administrator accounts, set according to a list of predefined roles. Roles specify which tasks administrators can do. Before you add administrator accounts, select the roles that are assigned to each account. You can change which roles are assigned to the accounts at any time.

Unity Connection comes with the following predefined roles. To see the specific privileges for each administrator role, in Cisco Unity Connection Administration, expand System Settings > Roles and select the name of each role. You cannot make changes to the permissions that are associated with each predefined role.

Audio Text Administrator	This role allows an administrator to manage call handlers, directory handlers, and interview handlers.
Audit Administrator	This role allows an administrator to enable or disable Cisco Unity Connection application and database auditing, to configure audit settings, and to view or delete audit logs.
Greeting Administrator	This role allows an administrator to access the Cisco Unity Greetings Administrator, a Unity Connection phone conversation that allows users to manage the recorded greetings for call handlers by phone. **Note** You need to assign this role to a User with Voice Mailbox account because the administrator must be able to access Unity Connection by phone.
Help Desk Administrator	This role allows an administrator to reset user passwords and PINs, unlock user accounts, and view user setting pages. **Note** The "Manage Call Handlers Belonging To Users Only - View Only" privilege refers to the primary call handler assigned to a user that include all greetings, transfer rules, and menu entries that you see on the User's page under the Roles section.
Mailbox Access Delegate Account	A user with this role has access to all messages. Remote applications such as Cisco Unified Mobility Advantage use the username and password of a user with this role for the purposes of retrieving messages on behalf of other users. Typically this role is assigned to only one user account, which does not represent a real user but exists to access mailboxes on behalf of other users.

Remote Administrator	This role allows an administrator to administer the database by using remote tools.
System Administrator	This is the top-level Unity Connection administration role. This role allows access to all Unity Connection administrative functions, including all user and system settings, all reports, and all administration and diagnostic tools. The default administrator account that the installer specified during initial setup of Unity Connection is set to this role. A System Administrator is the only role that has permission to create administrative accounts.
Technician	This role allows an administrator access to all functions that enable management of the Unity Connection server and phone system integration settings; administrators with this role can also run all reports, use diagnostic tools, and view all system and user settings pages.
User Administrator	This role allows an administrator to manage user accounts, access all user administration functions, and use user administration tools.

While you can assign roles to users with voice mailboxes, we do not recommend it except when allowing access to the Cisco Unity Greetings Administrator. As a best practice, make sure that administrators have two accounts: one without a voice mailbox for administering Unity Connection and another with a voice mailbox that they can use to access their personal mailbox.



Finding Users and Contacts in Cisco Unity Connection Administration 10.x

Cisco Unity Connection Administration lets you find users and contacts based on search criteria that you enter. You can enter all or part of a name, extension, and/or user alias (ID) to find a user or contact.

As a best practice, do not use wildcards such as * in search strings. When you want to find a user or contact, use Begins With, Contains, or Ends With to match part of a string, or leave the search string blank to return all results. Cisco Unity Connection attempts to match wildcard characters within the field you are searching; if no objects contain such characters in that field, no results are returned.

You can use the Search Limits fields on the search page to limit the results that are displayed to a particular partition in which user extensions are configured, or to a particular location if the directory contains users from other digitally-networked Connection locations. When you search for users and limit the results by partition, you can also choose whether to display only users whose primary extension is in the partition, or users whose primary extension and any alternate extensions appear in the partition. If you choose to display the primary extension and any alternate extensions, multiple records may display for a single user in the search results.

You can use the navigation buttons at the bottom of the search results table to move between pages, and use the Rows Per Page setting to display 25, 50, 100, 150, 200, or 250 rows per page. Connection saves your Rows Per Page setting so that on subsequent sign-ins you receive the same number of results per page for this search page.

To Find a User Account

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the **Search Users** page, in the **Search Results** table, select the user alias to display the user account.

If you do not see the user alias listed in the **Search Results** table, continue with Step 3.

Step 3 In the **Find Users Where** search fields, indicate whether to search by **Alias, Extension, First Name, Last Name**, or **Display Name**. You can further refine your search by setting additional parameters such as **Begins With** or **Ends With**. Enter the applicable characters to search for, and select **Find**.

Step 4 To limit the search results by partition or location, do the following:

a. In the **Limit Search To** list, select **Partition** or **Location**.

b. In the **Where Name Is** list, select the name of the partition or location in which to find the user.

When limiting the search to a partition, select whether to display only primary extensions in the partition or both primary and alternate extensions in the partition.

Note If you select to display both the primary extension and any alternate extensions, multiple records may display for a single user in the search results.

Step 5 In the **Search Results** table, select the user alias to display the user account.

To Find a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 If the applicable record is listed in the **Search Results** table, select the **Alias** to display the contact record.

If you do not see the record listed in the **Search Results** table, continue with Step 3.

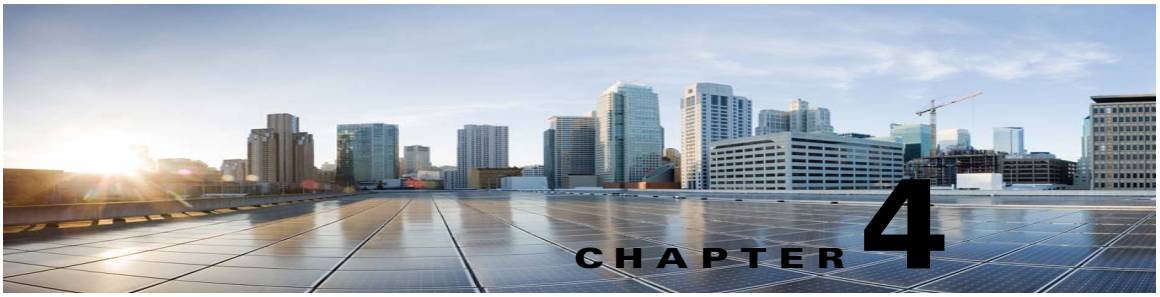
Step 3 In the search fields, set the search parameters, and enter the applicable characters to search for. Select **Find**.

Step 4 To limit the search results by partition or location, do the following:

a. In the **Limit Search To** list, select **Partition** or **Location**.

b. In the **Where Name Is** list, select the name of the partition or location in which to find the contact

Step 5 In the **Search Results** table, select the **Alias** to display the contact record.



Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x

Much of the functionality that affects how users interact with Cisco Unity Connection is controlled on user account pages. This chapter contains information on how to set up the features and functionality found on the account pages for individual users and user templates. As applicable, this chapter also offers information on using Bulk Edit to change user accounts for multiple users at once.

See the following sections:

- Passwords and PINs in Cisco Unity Connection 10.x, page 4-2
- Message Waiting Indicators in Cisco Unity Connection 10.x, page 4-5
- Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 10.x, page 4-8
- Personal Call Transfer Rules in Cisco Unity Connection 10.x, page 4-10
- Outside Caller Options in Cisco Unity Connection 10.x, page 4-11
- Mailbox-Size Quotas in Cisco Unity Connection 10.x, page 4-11
- Message Aging in Cisco Unity Connection 10.x, page 4-12
- Message Locator in Cisco Unity Connection 10.x, page 4-13
- Conversation and Phone Menu Options in Cisco Unity Connection 10.x, page 4-14
- Phone View in Cisco Unity Connection 10.x, page 4-27
- Message Playback Options in Cisco Unity Connection 10.x, page 4-29
- Message Addressing and Sending Options in Cisco Unity Connection 10.x, page 4-42
- Message Actions in Cisco Unity Connection 10.x, page 4-50
- Custom Recordings in Cisco Unity Connection 10.x, page 4-52
- Greetings in Cisco Unity Connection 10.x, page 4-53
- Notification Devices in Cisco Unity Connection 10.x, page 4-64
- Transcription Delivery with SpeechView in Cisco Unity Connection 10.x, page 4-77
- Alternate Extensions in Cisco Unity Connection 10.x, page 4-78
- Alternate Names in Cisco Unity Connection 10.x, page 4-82
- Private Distribution Lists in Cisco Unity Connection 10.x, page 4-83
- Access to Exchange Calendars and Contacts in Cisco Unity Connection 10.x, page 4-84

- Cisco Unity Connection 10.x Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express, page 4-84
- User Access to Email in an External Message Store in Cisco Unity Connection 10.0, page 4-85
- User Access to Exchange Email by Using Text to Speech (TTS) in Cisco Unity Connection, page 4-86
- SMTP Proxy Addresses in Cisco Unity Connection 10.x, page 4-88
- Voice Recognition in Cisco Unity Connection 10.x, page 4-90

For information on functionality that is controlled by class of service settings, see the "Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x" chapter.

The *System Administration Guide for Cisco Unity Connection* provides information on features and functionality that are available to users systemwide, including many conversation features and customizations. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Passwords and PINs in Cisco Unity Connection 10.x

Note In Cisco Unified Communications Manager Business Edition (CMBE), you can change user voice mail PINs and web application passwords either from the User Management pages in Cisco Unified CM Administration or from the **Edit > Change Password** page in Cisco Unity Connection Administration. However, you must use the User Management pages in Cisco Unified CM Administration to change password settings (the authentication rule, lockout and expiration settings, and so on). The **Edit > Password Settings** page is not available in Connection Administration on Cisco Unified CMBE.

Note If Cisco Unity Connection is integrated with an LDAP directory, the web application password and password settings (for example, password-complexity settings and whether the password expires) are controlled by the LDAP server.

For each user account, you can change user passwords and PINs and specify password and PIN settings from Cisco Unity Connection Administration. Password and PIN settings for individual users determine:

- Which authentication rule governs the account (authentication rules specify the password, PIN, lockout, and sign-in policies for Unity Connection)
- Whether the user password or PIN was locked by an administrator, and if so, the time of the lockout
- Whether the user is allowed to change the password or PIN, or must change the password or PIN the next time he or she signs in
- Whether the password or PIN ever expires
- The last time a password or PIN was changed
- The number of failed sign-in attempts, the time of the last failed sign-in attempt, and the time period that the lockout is enforced

You can change password and PIN settings on the **Edit > Password Settings** page for the applicable user or template.

To change a phone PIN or web password for a user, see the following sections:

- Securing and Changing User Phone PINs, page 4-3
- Securing and Changing the Web Application (Cisco PCA) Password, page 4-4

Users can also use the Unity Connection Messaging Assistant to change their passwords and PINs.

To learn about security implications when using default password and PIN settings, see the "Password and PIN Security Considerations for Template Defaults in Cisco Unity Connection 10.x" section on page 7-2.

Securing and Changing User Phone PINs

To help protect Cisco Unity Connection from unauthorized access and toll fraud, every user should be assigned a unique phone PIN. Additionally, each PIN should be six or more characters long and non-trivial.

Do the applicable procedure:

- To Change a Phone PIN for an Individual User or Template, page 4-3
- To Change a Phone PIN for Multiple User Accounts in Bulk Edit Mode, page 4-3

Note When you follow this procedure, you will assign an identical PIN to all of the user accounts. To assign unique PINs to Unity Connection end user accounts (users with mailboxes) after they have been created, use the **Bulk Password Edit** tool along with a CSV file that contains unique strings for the PINs to apply PINs in bulk. The **Bulk Password Edit** tool is a Windows-based tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html.

To Change a Phone PIN for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Change Password**.

Step 3 On the **Change Password** page, in the **Choose Password** list, select **Voicemail**.

Step 4 In the **Password** field, enter the new PIN, and then reenter it in the **Confirm Password** field.

Step 5 Select **Save**.

To Change a Phone PIN for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Change Password**.

Step 3 On the **Change Password** page, in the **Choose Password** field, select **Voicemail**.

Step 4 In the **Password** field, enter the new PIN, and then reenter it in the **Confirm Password** field.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Securing and Changing the Web Application (Cisco PCA) Password

Users must enter a password to sign in to the Cisco PCA. The Cisco PCA password is referred to as the "Web Application Password" in Cisco Unity Connection Administration.

Each user should be assigned a unique password. We recommend that you specify a long—eight or more characters—and nontrivial password. For the Cisco PCA, a nontrivial password has the following attributes:

- The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol.
- The password cannot contain the user alias or its reverse.
- The password cannot contain the primary extension or any alternate extensions.
- A character cannot be used more than three times consecutively (for example, !Cooool).
- The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Depending on how you set up user accounts, you can require users to change their Cisco PCA passwords the first time that they sign in. Encourage users to enter secure passwords whenever they change their Cisco PCA passwords, or set your secure password policy for the Cisco PCA to require them to do so. Sign-in, password, and lockout policies are defined on the Edit Authentication Rules page in Connection Administration.

Finally, when instructing users to secure their Cisco PCA passwords, convey the following:

- Users can change the Cisco PCA password only in the Unity Connection Messaging Assistant; they cannot change it by using the Unity Connection conversation.
- The Cisco PCA password is not related to the Cisco Unity Connection phone PIN, and the two are not synchronized. Users may assume that their phone PIN and Cisco PCA passwords are the same. As a result, they may think that they are changing both their PIN and password when the Unity Connection conversation prompts them to change their phone PIN during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.
- For users who are able to access voice messages in an IMAP client, make sure that they understand that whenever they change their Cisco PCA password in the Unity Connection Messaging Assistant, they also must update the password in their IMAP client. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client after having updated their Cisco PCA password in both applications, see the "Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 10.x" section in the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.

Do the applicable procedure:

- To Change a Web Application (Cisco PCA) Password for an Individual User or Template, page 4-5
- To Change a Web Application (Cisco PCA) Password for Multiple User Accounts in Bulk Edit Mode, page 4-5

Note When you follow this procedure, you will assign an identical password to all of the user accounts. To assign unique passwords to Unity Connection end user accounts (users with mailboxes) after they have been created, use the Bulk Password Edit tool along with a CSV file that contains unique strings for the passwords to apply passwords in bulk. The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html.

To Change a Web Application (Cisco PCA) Password for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Change Password**.

Step 3 On the **Change Password** page, in the **Choose Password** list, select **Web Application**.

Step 4 In the **Password** field, enter the new password, and then reenter it in the **Confirm Password** field.

Step 5 Select **Save**.

To Change a Web Application (Cisco PCA) Password for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Change Password**.

Step 3 On the **Change Password** page, in the **Choose Password** field, select **Web Application**.

Step 4 In the **Password** field, enter the new password, and then reenter it in the **Confirm Password** field.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Message Waiting Indicators in Cisco Unity Connection 10.x

Cisco Unity Connection can set message waiting indicators (MWIs) at up to 10 extensions for a user when new voice messages arrive.

When a user account is added, Unity Connection automatically enables the MWI at the primary extension for the user.

You can change MWI settings, and add or delete MWI extensions in Cisco Unity Connection Administration on the Message Waiting Indicators page for a user.

Note Depending on the phones and phone systems, some additional phone system programming may be necessary. Refer to the manufacturer documentation for the phone system.

Unity Connection can also send message counts to supported Cisco IP phones in a SCCP integration with Cisco Unified Communications Manager, or in a SIP trunk integration with Cisco Unified CM 7.1 and later.

Do the applicable procedure to change MWI settings, or add or delete MWIs:

- To Add MWIs for Other Extensions, page 4-6
- To Change MWI Settings, page 4-6
- To Change MWI Settings for Multiple User Accounts in Bulk Edit Mode, page 4-7
- To Delete an MWI, page 4-7
- To Enable Message Counts, page 4-8

To Add MWIs for Other Extensions

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to add another MWI.

Step 2 On the **Edit** menu, select **Message Waiting Indicators**.

Step 3 On the **Message Waiting Indicators** page, select **Add New**.

Step 4 On the **New Message Waiting Indicator** page, check the **Enabled** check box.

Step 5 In the **Display Name** field, enter a description for the MWI.

Step 6 Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Step 7 In the **Extension** field, enter the extension for the MWI. When entering characters, consider the following:

- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
- Enter , (comma) to insert a one-second pause.
- Enter # and * to correspond to the # and * keys on the phone.

Step 8 In the **Phone System** field, select the name of the phone system that the extension is assigned to.

Step 9 Select **Save**.

Step 10 Repeat Step 2 through Step 9 as necessary.

To Change MWI Settings

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to change the MWI settings.

Step 2 On the **Edit** menu, select **Message Waiting Indicators**.

Step 3 On the **Message Waiting Indicators** page, select the MWI for which you want to change the settings.

Step 4 On the **Edit Message Waiting Indicator** page, check or uncheck the **Enabled** check box, as applicable.

Step 5 In the **Display Name** field, revise the description for the MWI.

Step 6 Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Step 7 In the **Extension** field, revise the extension for the MWI. When entering characters, consider the following:

- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
- Enter , (comma) to insert a one-second pause.
- Enter # and * to correspond to the # and * keys on the phone.

Step 8 In the **Phone System** field, select the name of the phone system that the extension is assigned to.

Step 9 Select **Save**.

Step 10 Repeat Step 2 through Step 9 as necessary.

To Change MWI Settings for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Message Waiting Indicators**.

Step 3 On the **Edit Message Waiting Indicator** page, check the left-most check box to select the **Enabled** field, and then check or uncheck the **Enabled** check box, as applicable.

Step 4 Optionally, check the left-most check box to select the **Inherit User's Extension** field, and then check the **Inherit User's Extension** check box to use the primary extension for each user as the extension on which the message waiting indicator appears.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

To Delete an MWI

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to delete an MWI.

Step 2 On the **Edit** menu, select **Message Waiting Indicators**.

Step 3 On the **Message Waiting Indicators** page, check the check boxes next to the MWIs that you want to delete.

Step 4 Select **Delete Selected**.

To Enable Message Counts

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to enable message counts.

Step 2 On the **Edit** menu, select **Message Waiting Indicators**.

Step 3 On the **Message Waiting Indicators** page, select the applicable MWI.

Step 4 On the **Edit Message Waiting Indicator** page, check the **Send Message Counts** check box.

Step 5 Select **Save**.

Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 10.x

Call Transfer settings specify how Cisco Unity Connection handles calls that are transferred from the automated attendant or a directory handler to user phones. These settings also specify the mechanism that Unity Connection uses to transfer the call: Unity Connection can either release the call to the phone system, or it can supervise the transfer.

When Unity Connection is set to supervise transfers, it can provide additional call control with call holding and call screening for indirect calls:

- With call holding, when the phone is busy, Unity Connection can ask callers to hold. Each caller on hold uses a Unity Connection port and a phone system port, so the total number of callers that can be holding in the queue at one time is limited by the number of available ports.

  The wait time in the call holding queue for the first caller in the queue defaults to 25 seconds. If the caller is still on hold after this amount of time, Unity Connection asks if the caller wants to continue holding, leave a message, or try another extension. If the caller does not press 1 to continue holding, or press 2 to leave a message, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options.

  If call holding is not selected, callers are sent to whichever user greeting is enabled—the busy, standard, closed, or alternate greeting.

- With call screening, Unity Connection can ask for the name of the caller before connecting to a user. The user can then hear who is calling and, when a phone is shared by more than one user, who the call is for. The user can then accept or refuse the call.

  If the call is accepted, it is transferred to the user phone. If the call is refused, Unity Connection plays the applicable user greeting.

Note Transfer, screening, and holding settings do not apply when an outside caller or another user dials a user extension directly. Refer to your phone system documentation for information on how it handles direct calls to user extensions. User desk phones may also offer similar features.

To control how Unity Connection handles indirect calls at different times of the day or for specified periods of time, you can define Standard, Closed, and Alternate transfer rules. The Standard transfer rule is always enabled and cannot be turned off; you determine when the Closed and Alternate transfer rules are enabled and for how long.

Do the applicable procedure:

- To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template, page 4-9
- To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts in Bulk Edit Mode, page 4-9

If users are assigned to a class of service that allows it, they can change their call screening and holding options in the Unity Connection Messaging Assistant web tool. To learn more, see the "Call Screening and Call Holding in Cisco Unity Connection 10.x" section on page 5-3.

To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Transfer Rules**.

Step 3 On the **Transfer Rules** page, select the applicable link to change **Standard, Closed**, or **Alternate** transfer rules.

Step 4 If the **When This Basic Rule Is Active** field is displayed at the top of page, select the applicable option:

Apply Basic Settings on This Page	Unity Connection applies the settings on this page when this transfer rule is active.
Apply Personal Call Transfer Rules	Unity Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active. **Note** This option is available only if the user has access to the Personal Call Transfer Rules web tool. When using this option, you must also configure personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls are transferred to the primary extension of the user.

Step 5 If you selected **Apply Basic Settings** on **This Page**, or if the **When This Basic Rule Is Active** field was not displayed at the top of page, change the remaining settings on the page, as applicable.

Note You can specify how you want **Closed** and **Alternate** transfer rules to work without enabling them.

Step 6 Select **Save**.

Step 7 Repeat Step 3 through Step 6 for the remaining transfer rules, as needed.

To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Transfer Rules**.

Step 3 On the **Transfer Rules** page, select the applicable link to change **Standard, Closed,** or **Alternate** transfer rules.

Step 4 On the **Edit Transfer Rule**s page, change settings as applicable.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Personal Call Transfer Rules in Cisco Unity Connection 10.x

Personal call transfer rules are available only to users who are assigned to a class of service for which the feature is enabled. Personal call transfer rules are used only if the active basic rule—the standard, alternate or closed transfer rule—is set to apply personal call transfer rules instead of the basic settings.

To turn on and modify personal call transfer rules for a user, do the following procedure.

To Turn On and Modify Personal Call Transfer Rules for an Individual User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the **Edit** menu, select **Transfer Rules**.

Step 3 On the **Transfer Rules** page, in the **Transfer Rule** table, select the basic transfer rule that you want to use with personal call transfer rules.

Step 4 Select **Apply Personal Call Transfer Rules**.

Step 5 Select **Save**.

Step 6 Repeat Step 2 through Step 5 for each additional basic transfer rule that you want to use with personal call transfer rules.

Step 7 On the **Edit Transfer Rule** page, select the link to the Cisco Unity Connection Personal Call Transfer Rules web tool.

This launches the **Personal Call Transfer Rules** web tool for the user.

Step 8 Change the applicable settings.

Note For detailed information about the available settings, see the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/pctr/b_10xcucugpctr.html.

Step 9 Select **Save**.

Outside Caller Options in Cisco Unity Connection 10.x

The options on the Edit Message Settings page control the experience that outside (unidentified) callers have when leaving messages for a user. For example, you can specify:

- The maximum recording length for messages left for a user by outside callers. (Note that for some integrations, you can set Cisco Unity Connection so that when a caller records a message, a warning tone is played before the caller reaches the maximum allowable message length.)
- What outside callers can do when leaving messages for a user—for example, mark messages urgent or private, or rerecord their messages.
- Whether messages left by outside callers are secure. (See the "Securing User Messages in Cisco Unity Connection 10.x" chapter of the *Security Guide for Cisco Unity Connection Release 10.x* to learn how Unity Connection handles secure messages. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/security/guide/10xcucsecx.html.)
- The language of the Unity Connection prompts that callers hear when leaving messages for a user.

You specify message settings for a specific user on the Edit Message Settings page for the user or for a template that you can use to create user accounts.

Mailbox-Size Quotas in Cisco Unity Connection 10.x

Cisco Unity Connection lets you specify the maximum size, or quota, for every mailbox in a Unity Connection system. You can configure quotas so that Unity Connection:

- Issues a warning when a mailbox reaches a specified size.
- Prevents a user from sending messages when the mailbox reaches a larger size.
- Prevents a user from sending or receiving messages when the mailbox reaches the largest size that you want to allow.

To handle the varying needs of users in your organization, you can override the systemwide quotas for individual mailboxes and for user templates. For example, you may want to allow employees in the sales department to have larger mailboxes than other employees. If you create user accounts for all sales employees by using the same template, you can specify higher quotas for the template. Or you can specify higher quotas for individual user accounts.

Caution Quotas are not enforced for messages left by outside callers if the "**Full Mailbox Check for Outside Caller Messages**" check box is not checked. This check box appears on the **System Settings > Advanced > Conversations** page. For more information, see the Help for that page.

Do the applicable procedure:

- To Specify Custom Mailbox Size Quotas for an Individual User or Template, page 4-12
- To Specify Custom Mailbox Size Quotas for Multiple User Accounts in Bulk Edit Mode, page 4-12

For details on how each quota works, and on how to change quotas for the entire system, see the "Specifying Mailbox Size Quotas in Cisco Unity Connection 10.x" section in the "Controlling the Size of Mailboxes in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Specify Custom Mailbox Size Quotas for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Mailbox**.

Step 3 On the **Edit Mailbox** page, set values for the applicable settings by selecting **Custom** and then entering a value (in megabytes) in the adjacent field:

- **Warning Quota**
- **Send Quota**
- **Send/Receive Quota**

Note The value for **Warning Quota** must be smaller than or equal to the value for **Send Quota**, and the value for **Send Quota** must be smaller than or equal to the value for **Send/Receive Quota**.

Step 4 Select **Save**.

To Specify Custom Mailbox Size Quotas for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Mailbox**.

Step 3 On the **Edit Mailbox** page, check the check box to the left of the **Custom** field to select it. Select **Custom**, and then enter a value (in megabytes) in the adjacent field:

- **Warning Quota**
- **Send Quota**
- **Send/Receive Quota**

Note that the value for **Warning Quota** must be smaller than or equal to the value for **Send Quota**, and the value for **Send Quota** must be smaller than or equal to the value for **Send/Receive Quota**.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Message Aging in Cisco Unity Connection 10.x

To help ensure that the hard disk where voice messages are stored does not fill up, you can configure Cisco Unity Connection message aging rules to automatically move read messages to the Deleted Items folder after a specified number of days and to permanently delete messages in the Deleted Items folder after a specified number of days.

To help enforce a message retention policy, you can configure Unity Connection message aging rules to permanently delete secure messages that are older than a specified number of days based on whether or not users have touched the messages in some way.

For more information on how message aging policies work, how to add policies, change policy settings, and delete policies, see the "Managing Message Aging Policies in Cisco Unity Connection 10.x" section in the "Controlling the Size of Mailboxes in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure:

- To Select a Message Aging Policy for Users or Templates, page 4-13
- To Select a Message Aging Policy for Multiple User Accounts in Bulk Edit Mode, page 4-13

To Select a Message Aging Policy for Users or Templates

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Mailbox**.

Step 3 On the **Edit Mailbox** page, in the **Message Aging Policy** list, select a policy.

Step 4 Select **Save**.

To Select a Message Aging Policy for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Mailbox**.

Step 3 On the **Edit Mailbox** page, check the check box to the left of the **Message Aging Policy** field to select it, and then select a policy from the list.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Message Locator in Cisco Unity Connection 10.x

The Message Locator feature allows users to find voice messages from other users and outside callers when they check messages by phone. When the feature is enabled, Unity Connection users can search their new and saved messages for messages from a particular user, extension, or phone number (ANI or caller ID information).

Note that when you enable Message Locator for an individual user account or a template, you can also specify playback order for messages found by Message Locator.

Do the applicable procedure.

- To Enable Message Locator and Specify Playback Order for an Individual User or Template, page 4-14
- To Enable Message Locator for Multiple User Accounts in Bulk Edit Mode, page 4-14

To Enable Message Locator and Specify Playback Order for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **Finding Messages with Message Locator**, check the **Enable** check box.

Step 4 In the **Message Locator Sort Order** list, select **Last In, First Out** or **First In, Last Out** to specify the playback order.

Step 5 Select **Save**.

To Enable Message Locator for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **Finding Messages with Message Locator**, check the left-most check box to select the **Enable** field, and then check the **Enable** check box.

Step 4 Check the check box to the left of the **Message Locator Sort Order** field to select it, and then select **Last In, First Out** or **First In, Last Out** to specify the playback order.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Conversation and Phone Menu Options in Cisco Unity Connection 10.x

In addition to the basics of specifying how loudly or quickly Cisco Unity Connection plays prompts, there are several other ways that you can customize the Unity Connection conversation and its menus.

See the following topics for details and procedures:

- Allowing Users to Access Cisco Unity Connection by Phone Without Entering a PIN, page 4-15

- Touchtone and Voice-Recognition Conversations, page 4-16
- Full or Brief Menu Style for Touchtone Conversations, page 4-18
- How Long Cisco Unity Connection Waits for User Responses, page 4-19
- Phone Language That Users and Callers Hear, page 4-21
- Selecting a Destination When Cisco Unity Connection Exits the Conversation, page 4-23
- Speed and Volume for the Conversation, page 4-24
- Greeting Users By Name Upon Sign-In, page 4-25
- Playing New Messages Automatically, page 4-26

Users can also use the Unity Connection Messaging Assistant to change many conversation and phone menu options for themselves.

Allowing Users to Access Cisco Unity Connection by Phone Without Entering a PIN

By default, users are prompted for a PIN before they can sign in to Cisco Unity Connection to check messages or change their personal settings. As a convenience to users who often access Unity Connection from a mobile phone, home phone, or phone in a secured office within your organization, you may consider specifying that Unity Connection should not prompt them to enter a PIN when they call Unity Connection to access their mailbox from their primary extension or alternate devices. (When they call Unity Connection from an unknown extension, Unity Connection prompts them for their PINs as usual.)

For security reasons, it may not be appropriate to allow users who work in shared workspaces, cubicles, or other public areas in your organization (such as a lobby or reception area) to access Unity Connection by phone without first entering a PIN.

Users who do not have to enter a PIN to sign in to Unity Connection are still prompted to renew their phone PINs when they expire.

To Allow Users to Access Cisco Unity Connection By Phone Without Entering a PIN

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit User Basics** or **User Template Basics** page (as applicable), check the **Skip PIN When Calling From a Known Extension** check box.

Step 3 Select **Save**.

Touchtone and Voice-Recognition Conversations

Cisco Unity Connection offers several versions of the phone conversation that users hear and use. The version you select determines whether Unity Connection responds only to phone keypad input or also uses voice recognition to interpret spoken commands:

Touchtone Conversations	Users press keys to tell Unity Connection what they want to do. There are several touchtone conversations to choose from. Each one offers a unique keypad mapping for the message retrieval menus. For some, the keys assigned to options in the Main menu are also unique.
Voice-Recognition Conversation	Users say voice commands to interact with Unity Connection. Even when assigned to the voice-recognition conversation, users can also press keys on the phone to tell Unity Connection what they want to do; in this case, the touchtone conversation setting is used to determine which keys are mapped to which options. This allows the touchtone conversation setting to serve as a backup if the voice-recognition services are unavailable, and also when users simply choose to use the keypad instead of voice commands to interact with Unity Connection. **Note** In order to assign users to the voice-recognition conversation , the user account or template must be assigned to a class of service that enables a license and the voice-recognition feature. See the "Voice Recognition in Cisco Unity Connection 10.x" section on page 5-27. In case of a video call, Unity Connection will play the touchtone conversation only, even if: • The user is enabled for voice-recognition conversation (Use Voice Recognition Input Style). For more information, see the Phone Menu, page 1-29 section in the Cisco Unity Connection 10.x User Settings chapter. • The user selects the applicable key to switch to voice-recognition conversation (Switch Between Using the Phone Keypad and Using Voice Commands) using custom keypad mapping. For more information on custom keypad mapping, see the Main Menu Tab, page 17-3 section in the Custom Keypad Mapping Tool in Cisco Unity Connection 10.x chapter.

For those in your organization who use a touchtone conversation, you can provide an easier transition from a former voice messaging system by choosing the version that offers the keypad mapping and menu options that they are already familiar with. Alternatively, choosing an unfamiliar touchtone conversation may offer an improved user experience and an opportunity to increase user productivity after a short transition period. If you choose the latter approach, provide users with a list of the phone menu differences between Unity Connection and the former voice messaging system.

For information on routing users to either the touchtone or voice-recognition conversations, see the "Routing Users to the Voice-Recognition or Touchtone Conversation Style" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure:

- To Specify the Conversation Version for an Individual User or Template, page 4-17
- To Specify the Conversation Version for Multiple User Accounts in Bulk Edit Mode, page 4-17

In the Unity Connection Messaging Assistant, users can specify whether they hear a voice-recognition conversation or the touchtone conversation that you specify. (They cannot choose the touchtone conversation that they hear.)

To Specify the Conversation Version for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, do the following to enable the voice-recognition conversation (when allowed by class of service):

a. Check the **Use Voice Recognition Input Style** check box.

b. In the **Touchtone Conversation** list, select the touchtone conversation that Unity Connection offers in the event that voice-recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the voice-recognition conversation.)

Step 4 To enable the touchtone conversation, do the following:

a. Confirm that the **Use Voice Recognition Input Style** check box is not checked.

b. In the **Touchtone Conversation** list, select the touchtone conversation with the keypad mapping that you want users to hear.

Step 5 Select **Save**.

To Specify the Conversation Version for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, do the following to enable the voice-recognition conversation (when allowed by class of service):

a. Check the left-most check box to select the **Use Voice Recognition Input Style** field, and then check the **Use Voice Recognition Input Style** check box.

b. Check the check box to the left of the **Touchtone Conversation** field to select it, and then select the touchtone conversation that Unity Connection offers in the event that voice-recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the voice-recognition conversation.)

Step 4 To enable the touchtone conversation, do the following:

a. Check the left-most check box to select the **Use Voice Recognition Input Style** field, and then uncheck the **Use Voice Recognition Input Style** check box.

b. Check the check box to the left of the **Touchtone Conversation** field to select it, and then select the touchtone conversation with the keypad mapping that you want users to hear.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Full or Brief Menu Style for Touchtone Conversations

You can specify that users hear either full or brief menus when they use a touchtone conversation:

Full	Users hear comprehensive instructions. Consider selecting for a new user. This is the default selection.
Brief	Users hear abbreviated versions of the full menus. Select for a more experienced user.

Do the applicable procedure:

- To Specify the Touchtone Conversation Menu Style for an Individual User or Template, page 4-18
- To Specify the Touchtone Conversation Menu Style for Multiple User Accounts in Bulk Edit Mode, page 4-18

Users can also use the Unity Connection Messaging Assistant to change the menu style for touchtone conversations.

To Specify the Touchtone Conversation Menu Style for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, in the **Touchtone Conversation Menu Style** list, select **Full** or **Brief**.

Step 4 Select **Save**.

To Specify the Touchtone Conversation Menu Style for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, check the check box to the left of the **Touchtone Conversation Menu Style** field to select it, and then select **Full** or **Brief**.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

How Long Cisco Unity Connection Waits for User Responses

For each user, you can specify the amount of time that Cisco Unity Connection waits after a user response (or non-response) before taking an action:

Times to Repeat Menu When User Does Not Respond	Specify how many times Unity Connection repeats a menu if a user has not responded to a menu. **Note** This setting is not available for the voice-recognition conversation.
Wait for First Touchtone or Voice Command	Specify how long Unity Connection waits for a user to press a first key or say a voice command after playing a menu.
Wait for Additional Key Presses When Entering Names, Extensions, and PINs	Specify how long Unity Connection waits for additional key presses after the user has pressed a key when entering user names or extensions to address a message, update PINs, change call transfer or message notification numbers, and so on.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options	Specify how long Unity Connection waits for additional key presses after the user has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu. (For example, in the After Message menu, users can press 4 to reply to a message, 42 to reply to all, or 44 to call the user.) This also applies when using ## to switch addressing modes. If there is no input within the time that you specify, Unity Connection performs the action assigned to the single key.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout)	Specify how long Unity Connection waits for a user to say additional words before acting on the words already spoken. For example, a user might say “Play new messages,” pause for a moment, and then add, “from Harriet Smith.” In such cases, the value you enter here determines how long Unity Connection waits for the user to finish speaking before playing new messages.
Voice Recognition Confirmation Confidence Threshold	Specify the likelihood that Unity Connection will prompt the voice-recognition user to confirm their intentions. For example, if users complain that the system mistakenly hears them say “cancel” or “hang up,” you may want to try increasing this setting to prevent users from accidentally committing actions they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value. The default value for this setting should reliably filter out most errors and provide confirmation when necessary for most systems. If you decide to change the value for this setting, consider that: • A realistic range of values for this setting is 30 to 90, as setting this value to 0 always disables confirmation and setting it to 100 always enables it. • If the value is set too low, the system may improperly recognize and act on commands, resulting in the accidental deletion of messages or exiting users from the system before they are ready to hang up.

Voice Recognition Speech Sensitivity	Use this setting to compensate for potential background noise. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event.

Note that you cannot use Bulk Edit to change the Time to Wait Between Spoken Words and the Voice Recognition Confirmation Confidence Threshold settings. However, users can adjust both voice-recognition settings in the Unity Connection Messaging Assistant.

Do the applicable procedure:

- To Set Conversation Response Times for an Individual User or a Template, page 4-20
- To Set Conversation Response Times for Multiple User Accounts in Bulk Edit Mode, page 4-20

Users can also use the Unity Connection Messaging Assistant to change the response times for the voice-recognition conversation.

To Set Conversation Response Times for an Individual User or a Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **When Responding to Menus**, update the applicable settings:

- In the **Times to Repeat Menu When User Does Not Respond** field, enter a value between 0 and 10.
- In the **Wait for First Touchtone or Voice Command** field, enter a value between 500 and 10,000 milliseconds.
- In the **Wait for Additional Key Presses When Entering Names, Extensions, and PINs** field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- In the **Wait for Additional Key Presses When Entering Multiple Digit Menu Options** field, enter a value between 250 and 5,000 milliseconds. We recommend a value of 1,500 (one and a half seconds).
- In the **Wait Between Words in Voice Commands (Phrase Incomplete Timeout)** field, enter a value between 300 and 10,000 milliseconds.
- In the **Voice Recognition Confirmation Confidence Threshold** field, enter a value between 0 and 100 percent. A value of 0 always disables confirmation and 100 always enables it.
- In the **Voice Recognition Speech Sensitivity** field, enter a value between 0 and 100. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event. We recommend a value of 50.

Step 4 Select **Save**.

To Set Conversation Response Times for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **When Responding to Menus**, update the applicable settings:

- Check the check box to the left of the **Times to Repeat Menu When User Does Not Respond** field to select it, and then enter a value between 0 and 10.
- Check the check box to the left of the **Wait for First Touchtone or Voice Command** field to select it, and then enter a value between 500 and 10,000 milliseconds.
- Check the check box to the left of the **Wait for Additional Key Presses When Entering Names, Extensions, and PINs** field to select it, and then enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- Check the check box to the left of the **Wait for Additional Key Presses When Entering Multiple Digit Menu Options** field to select it, and then enter a value between 250 and 5,000 milliseconds. We recommend a value of 1,500 (one and a half seconds).
- Check the check box to the left of the **Wait Between Words in Voice Commands (Phrase Incomplete Timeout)** field to select it, and then enter a value between 300 and 10,000 milliseconds.
- Check the check box to the left of the **Voice Recognition Confirmation Confidence Threshold** field to select it, and then enter a value between 0 and 100 percent. A value of 0 always disables confirmation and 100 always enables it.
- Check the check box to the left of the **Voice Recognition Speech Sensitivity** field to select it, and then enter a value between 0 and 100. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event. We recommend a value of 50.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Phone Language That Users and Callers Hear

Phone languages are the languages in which Cisco Unity Connection can play system prompts to users and callers. For each user account, you can specify the language in which system prompts are played to callers (this affects prompts such as “Record your message at the tone”), and you can change the language that users hear when listening to the user conversation.

Consider that if the class of service for a user offers Text to Speech (TTS), the language you select also controls the language that the TTS email reader uses. Before changing the phone and TTS language for a user, verify that you have the applicable languages installed.

Note Depending on your license settings, U.S. English may not be available.

Do the applicable procedure:

- To Change the Phone Language Settings for an Individual User or Template, page 4-22
- To Change the Phone Language Settings for Multiple User Accounts in Bulk Edit Mode, page 4-22

Users can also use the Unity Connection Messaging Assistant to select the language that they hear when they sign in to Unity Connection by phone.

Note Customizing the phone language setting for Unity Connection users and their callers does not change the default language settings for the rest of the system. The **System Default Language** is specified on the **System Settings > General Configuration** page.

To Change the Phone Language Settings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 To change the phone language that users hear, on the **Edit User Basics** or **User Template Basics** page (as applicable), in the **Language** field, select either the **Use System Default Language** option, or select a language in the list of language options.

Step 3 Select **Save**.

Step 4 To change the phone language that callers hear, on the Edit menu, select **Message Settings**.

Step 5 On the **Edit Message Settings** page, in the **Language That Callers Hear** field, select **Use System Default Language** or **Inherit Language from Caller**, or select the language list and select one of the listed languages.

Step 6 Select **Save**.

Step 7 If applicable, ask the user to rerecord the greeting in the new language.

To Change the Phone Language Settings for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 To change the phone language that users hear, on the **Edit User Basics** page, check the check box to the left of the **Language** field to select it, and then select either the **Use System Default Language** option, or select a language in the list of language options.

Step 3 To change the phone language that callers hear, on the **Edit** menu, select **Message Settings**.

Step 4 On the **Edit Message Settings** page, check the check box to the left of the **Language That Callers Hear** field to select it, and then select **Use System Default Language** or **Inherit Language from Caller**, or select the language list and select one of the listed languages.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Selecting a Destination When Cisco Unity Connection Exits the Conversation

You can select the destination to which Cisco Unity Connection sends the user when exiting the conversation. For example, you can tell Unity Connection to hang up, or send the user to another call handler or to another Unity Connection user.

Do the applicable procedure:

- To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template, page 4-23
- To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts in Bulk Edit Mode, page 4-23

To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **When Exiting the Conversation**, select one of the following:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the user exits the conversation.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the handler greeting.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.

Step 4 Select **Save**.

To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, check the check box to the left of the **When Exiting the Conversation** field to select it, and then select one of the following:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the user exits the conversation.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the handler greeting.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Speed and Volume for the Conversation

You can specify the speed and volume at which Cisco Unity Connection plays prompts, recorded names, receipts, and user greetings.

Do the applicable procedure:

- To Change Conversation Speed or Volume Settings for an Individual User or Template, page 4-24
- To Change Conversation Speed or Volume Settings for Multiple User Accounts in Bulk Edit Mode, page 4-25

Users can also use the Unity Connection Messaging Assistant to specify speed and volume levels, and they can use voice commands to change the speed and volume of the Unity Connection conversation at any point while Unity Connection is playing prompts. The voice-recognition conversation is the only conversation that allows users to change the Unity Connection conversation speed or volume by phone; users cannot use the phone keypad to adjust the conversation speed.

Note that changes users make by phone are in effect only until they hang up the phone. The next time that they call Unity Connection, the speed and volume are reset to the default setting. However, if you want changes that users make by phone to be saved as their default conversation speed or volume, see the "Saving Speed and Volume Changes Made by Users in Cisco Unity Connection 10.x" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Change Conversation Speed or Volume Settings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** Menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, in the **Conversation Volume** list, select the volume level at which users hear the Unity Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 In the **Conversation Speed** list, select the speed at which Unity Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 Select **Save**.

To Change Conversation Speed or Volume Settings for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, check the check box to the left of the **Conversation Volume** field to select it, and then select the volume level at which users hear the Unity Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 Check the check box to the left of the **Conversation Speed** field to select it, and then select the speed at which Unity Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Greeting Users By Name Upon Sign-In

You can choose whether Cisco Unity Connection plays the recorded name of the user after a user signs in by phone. By default, Unity Connection does not play the recorded name.

Do the applicable procedure:

- To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template, page 4-26
- To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts in Bulk Edit Mode, page 4-26

Users can also use the Unity Connection Messaging Assistant to choose whether they want to hear their recorded name upon sign-in.

To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **After Sign-In Play**, check the **User's Recorded Name** check box.

Step 4 Select **Save**.

To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **After Sign-In Play**, check the left-most check box to select the **User's Recorded Name** field, and then check the **User's Recorded Name** check box.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Playing New Messages Automatically

By default, users hear the Main Menu after they sign in to Cisco Unity Connection. You can customize the conversation so that Unity Connection plays new messages instead. When you do, users no longer have to press a key to play new messages because Cisco Unity Connection begins playing them automatically.

Otherwise, the conversation that users hear sounds and acts as usual:

- Unity Connection plays the recorded name of the user, alternate greeting notification, new message counts, and the **Message Type** menu as specified.
- System broadcast messages, full mailbox warnings, reminders to reset PINs, and other such prompts are likewise played before Unity Connection begins playing new messages.

- Users must indicate whether they want to save or delete a message before Unity Connection plays the next new message.
- Users can exit message playback to hear the Main menu at any time. If users have no new messages, the Main menu is played as usual.

Do the applicable procedure:

- To Specify That Cisco Unity Connection Plays New Messages Automatically, page 4-27
- To Specify That Cisco Unity Connection Plays New Messages Automatically for Multiple User Accounts in Bulk Edit Mode, page 4-27

To Specify That Cisco Unity Connection Plays New Messages Automatically

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, select **Phone Menu**.

Step 3 On the Phone Menu page, under After Sign-In Play, check the **User's New Messages Automatically** check box.

Step 4 Select **Save**.

To Specify That Cisco Unity Connection Plays New Messages Automatically for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **After Sign-In Play**, check the left-most check box to select the **User's New Messages Automatically** field, and then check the **User's New Messages Automatically** check box.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Phone View in Cisco Unity Connection 10.x

The Phone View feature allows users to see search results on the LCD screens of their Cisco IP phones when they use the Find Message or the Display Message menu. When it is enabled, Cisco Unity Connection users can search for the following types of messages:

- All new voice messages
- All voice messages
- Messages from a particular user

- Messages from all outside callers
- Messages from a particular outside caller

Phone View can be used with either the touchtone or the voice-recognition conversation. For use with voice recognition, the voice-recognition feature must be enabled, and users must be assigned to a class of service that allows them to use it. For details on setting up voice recognition for users, see the "NoteIn case of a video call, when a remote user is connected via intersite, intrasite, or HTTPS link to an internal or remote user, the calling user is considered as an unidentified caller by the called user. If the calling user receives unanswered call (ring-no answer) by the the called user, Unity Connection plays video greeting to the called user only when the Outside Caller option is enabled in the Edit Class of Service page." section on page 5-26.

Use the following Task List to enable Phone View for users:

1. First create an application CTI user in Cisco Unified Communications Manager and associate the applicable subscriber devices with this user. Then enable Phone View for the phone system. For details, see the "Setting Up Phone View in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.
2. Do the applicable procedure. When you enable Phone View for users who use the touchtone conversation version, you can also specify playback order for messages found by Message Locator searches.
   - To Enable Phone View and Specify Playback Order for an Individual User or Template (Touchtone Conversation), page 4-28
   - To Enable Phone View for an Individual User or Template (Voice-Recognition Conversation), page 4-28

To Enable Phone View and Specify Playback Order for an Individual User or Template (Touchtone Conversation)

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **Finding Messages with Message Locator**, check the **Enable** check box.

Step 4 In the **Message Locator Sort Order** list, select **Last In, First Out** or **First In, Last Out** to specify the playback order.

Step 5 Check the **Enable Phone View** check box.

Note The **Enable Phone View** check box will not appear unless the CTI application user for Phone View has been created in Cisco Unified CM Administration.

Step 6 Select **Save**.

To Enable Phone View for an Individual User or Template (Voice-Recognition Conversation)

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **Conversation Style**, check the **Use Voice Recognition Input Style** check box.

Step 4 Under **Finding Messages with Message Locator**, check the **Enable** check box.

Step 5 Select **Save**.

Message Playback Options in Cisco Unity Connection 10.x

You can dictate how messages are presented to users by phone. For example, you can specify whether users hear the Message Type menu, message counts, and time stamps when they check messages, and you can specify the order in which Unity Connection plays messages.

See the following sections:

- Including External Messages in Message Counts, page 4-29
- Time Format Used for Message Time Stamps, page 4-30
- Message Playback Speed and Volume, page 4-31
- Message Counts, page 4-33
- Message Playback Order, page 4-34
- What Cisco Unity Connection Plays Before and After Each Message, page 4-36
- Mark Messages Saved When Users Hang Up or Are Disconnected, page 4-38
- Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages, page 4-39
- Automatically Moves to the Next Message, page 4-40
- Confirm Deletions of New and Saved Messages, page 4-41

Including External Messages in Message Counts

All of the settings on the Playback Message Settings page—with the exception of the For Draft Messages, Play field—are applicable both to Cisco Unity Connection messages and to messages stored externally, depending on whether users are enabled to access email in third party message stores, and/or are enabled to use the single inbox feature.

To ensure that external messages are included in message counts, do the following tasks:

1. Configure Unity Connection and Exchange for unified messaging or external services, and configure user accounts to enable access to the applicable features:
   - Follow the instructions (as applicable) in the "Task List for Configuring Cisco Unity Connection and Exchange for Unified Messaging" section in the "Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.
   - Follow the instructions (as applicable) in the "Configuring Text-to-Speech Access to Exchange 2007 Emails in Cisco Unity Connection 10.x" section or the "Configuring Text-to-Speech Access to Exchange 2003 Emails in Cisco Unity Connection 10.x" section in the "Configuring Text-to-Speech Access to Exchange Emails in Cisco Unity Connection 10.x" chapter of the

System Administration Guide for Cisco Unity Connection Release 10.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

2. Do the "To Include External Messages in User Message Counts" procedure on page 4-30.
3. Instruct users how they can hear message counts for external messages (from the main conversation, users can press 7, or if using voice recognition, say "play external messages"). Refer users to the "Cisco Unity Connection Phone Menus and Voice Commands" chapter of the *User Guide for the Cisco Unity Connection Phone Interface (Release 10.x)*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/phone/b_10xcucugphone.html.

To Include External Messages in User Message Counts

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, select the applicable user accounts, and select **Bulk Edit**.

Step 2 On the **Edit User Basics** page, verify that the users are assigned to an applicable class of service:

- A class of service for which the **Allow Access to Exchange Email by Using Text to Speech (TTS)** check box is checked.
- A class of service for which the **Allow Access to Email in Third-Party Message Stores** check box is checked.

Step 3 Select **Submit**.

Step 4 On the **Edit** menu, select **Playback Message Settings**.

Step 5 Check the check box to the left of the **Email Message Count** field to select it, and then check the check box.

Step 6 Select **Submit**.

Time Format Used for Message Time Stamps

By default, users hear message time stamps in a 12-hour clock format when they listen to their messages by phone. For example, they hear "1:00 p.m." when listening to the time stamp for a message left at 1:00 p.m.

Alternatively, you can change the time format setting so that users hear message time stamps in a 24-hour clock format. For example, they hear "13:00" when listening to the time stamp for a message left at 1:00 p.m.

Do the applicable procedure.

- To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template, page 4-31
- To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts in Bulk Edit Mode, page 4-31

Users can also use the Unity Connection Messaging Assistant to set their own time format preferences.

To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, under **Time Format**, select either **12-Hour Clock** or **24-Hour Clock**.

Step 4 Select **Save**.

To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Phone Menu**.

Step 3 On the **Phone Menu** page, check the check box to the left of the **Time Format** field to select it, and then select either **12-Hour Clock** or **24-Hour Clock**.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Message Playback Speed and Volume

You can specify the speed and volume at which Cisco Unity Connection plays messages.

Users can also use the Unity Connection Messaging Assistant to specify speed and volume levels, and they can adjust the volume from their phones. Changes in playback speed or volume that a user makes by phone while playing messages are saved as the new default playback settings for the user. To disable this behavior, see the "Saving Speed and Volume Changes Made by Users in Cisco Unity Connection 10.x" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure. Note that when you update an individual user account or template, you can also adjust conversation speed and volume.

- To Change Message Playback Speed or Volume for an Individual User Account or Template, page 4-32
- To Change Message Playback Speed or Volume for Multiple User Accounts in Bulk Edit Mode, page 4-32

To Change Message Playback Speed or Volume for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, in the **Message Volume** list, select the volume level at which users hear the Unity Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 In the **Message Speed** list, select the speed at which Unity Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 Select **Save**.

To Change Message Playback Speed or Volume for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, check the check box to the left of the **Message Volume** field to select it, and then select the volume level at which users hear the Unity Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 Check the check box to the left of the **Message Speed** field to select it, and then select the speed at which Unity Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Message Counts

You can specify the types of messages for which Cisco Unity Connection announces count totals when users check messages by phone.

Do the applicable procedure.

- To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template, page 4-33
- To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts in Bulk Edit Mode, page 4-33

Users can also use the Unity Connection Messaging Assistant to specify the message counts that they want to hear.

To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **For New Messages Play**, check any or all of the following check boxes to specify which message counts Unity Connection plays before each new message:

Total of All Message Count	Unity Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Count	Unity Connection announces the number of voice messages.
Email Message Count	Unity Connection announces the number of email messages.
Fax Message Count	Unity Connection announces the number of fax messages.
Receipt Message Count	Unity Connection announces the number of receipts.

Step 4 In the **For Saved Messages Play** section, check the **Saved Message Count** check box to have Unity Connection announce the total number of all saved messages (voice, email, and receipt messages).

Step 5 Select **Save**.

To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **For New Messages Play,** check any or all of the left-most check boxes of these settings to select them, and then check the check box of the field to specify which message counts Unity Connection plays before each new message:

Total of All Message Count	Unity Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Count	Unity Connection announces the number of voice messages.
Email Message Count	Unity Connection announces the number of email messages.
Fax Message Count	Unity Connection announces the number of fax messages.
Receipt Message Count	Unity Connection announces the number of receipts.

Step 4 In the **For Saved Messages Play** section, check the left-most check box to select the **Saved Message Count** field, and then check the **Saved Message Count** check box to have Unity Connection announce the total number of all saved messages (voice, email, and receipt messages).

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Message Playback Order

You can customize the order in which messages are played for new, saved, and deleted messages. For new and saved messages, you use the playback settings to sort messages in order by message type (for example, voice or email) and by message urgency. In this way, you can specify that Cisco Unity Connection plays urgent voice messages first, followed by normal voice messages.

By default, new and saved messages are sorted by type in the following order:

- Urgent voice messages
- Normal voice messages
- Urgent emails
- Normal emails
- Receipts and notices

Note that except for receipts, messages are sorted so that Unity Connection plays urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

For each message type, Unity Connection plays the messages according to the time a message was sent, so that either the newest or oldest messages are presented first. Because deleted messages are not sorted by type, you can indicate only whether Unity Connection plays newest or oldest messages first.

Table 4-1 lists the default order for new, saved, and deleted messages, regardless of message type.

Table 4-1 Message Playback Order

Message State	Default Order
New	Oldest message first
Saved	Newest message first
Deleted	Newest message first

Do the applicable procedure.

- To Change Message Playback Order for an Individual User Account or Template, page 4-35
- To Change Message Playback Order for Multiple User Accounts in Bulk Edit Mode, page 4-35

Users can also use the Unity Connection Messaging Assistant to customize message playback order.

To Change Message Playback Order for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **New Message Play Order**, use the **Move Up** and **Move Down** arrows to put the **Sort by Message Type** list in the order in which you want the messages played.

Step 4 In the **Then By** list, select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)

Step 5 Under **Saved Message Play Order**, use the **Move Up** and **Move Down** arrows to put the **Sort by Message Type** list in the order in which you want the messages played.

Step 6 In the **Then By** list, select **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 7 In the **Deleted Message Play Order** list, select **Newest First** or **Oldest First** to specify the message order for deleted messages.

Step 8 Select **Save**.

To Change Message Playback Order for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **New Message Play Order,** check the check box to the left of the **Sort by Message Type** field to select it, and then use the **Move Up** and **Move Down** arrows to put the list in the order in which you want the messages played.

Step 4 Check the check box to the left of the **Then By** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)

Step 5 Under **Saved Message Play Order,** check the check box to the left of the **Sort by Message Type** field to select it, and then use the **Move Up** and **Move Down** arrows to put the list in the order in which you want the messages played.

Step 6 Check the check box to the left of the **Then By** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 7 Check the check box to the left of the **Deleted Message Play Order** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for deleted messages.

Step 8 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 9 Select **Submit**.

What Cisco Unity Connection Plays Before and After Each Message

Before playing each message, you can specify whether you want Cisco Unity Connection to play information about the message and the message sender, including the recorded name and/or extension of a user, the phone number (ANI or caller ID) of an outside caller, a time stamp, the message number and the message duration. After playing each message, you can specify whether Unity Connection plays the time stamp. Unity Connection can play all, none, or a combination of the available information about a message and its sender before and after each message.

In Cisco Unity Connection, you may configure the same options after playing each message as you may configure before playing each message. You can specify whether Unity Connection can play information about the message and the message sender, including the recorded name and/or extension of a user, the phone number (ANI or caller ID) of an outside caller, a time stamp, the message number, and the message duration.

For receipts, you cannot modify what Unity Connection plays, and the information that Unity Connection plays differs slightly. Whether Unity Connection plays the time stamp and reason for a receipt before or after the list of recipients depends on how many recipients are associated with the receipt, as follows:

One recipient	Time stamp and reason are played after the recipient name.
More than one recipient	Time stamp and reason are played before the recipient list.

Do the applicable procedure. Note that when you update an individual user account or a template, you can also specify what Unity Connection plays after a message.

- To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template, page 4-36
- To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts in Bulk Edit Mode, page 4-37

Users can also use the Unity Connection Messaging Assistant to specify what Unity Connection plays before and after a message.

To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **Before Playing Each Message Play**, check or uncheck any or all of the following check boxes:

Sender's Information	For messages left by an identified user, check this check box to have Unity Connection play the recorded name of the user. If the user does not have a recorded name, Unity Connection plays the primary extension that is associated with the user instead.
Include Extension	Check this check box to have Unity Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Unity Connection announce the sequential number of a message. (For example, "Message 1, a voice message… Message 2, a voice message….")
Time the Message Was Sent	Check this check box to have Unity Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside caller, check this check box to have Unity Connection provide the phone number (ANI or caller ID) information before playing the message.
Message Duration	Check this check box to have Connection announce the message duration as part of the message header.

Step 4 Under **After Playing Each Message Play**, check or uncheck the **Time the Message Was Sent** check box to specify whether Unity Connection plays the message time stamp after playing each message.

In Unity Connection, under **After Playing Each Message,** check or uncheck any or all of the following check boxes:

- **Sender Information**
- **Include Extension**
- **Message Number**
- **Time the Message was sent**
- **Sender's ANI**
- **Message Duration**

Step 5 Select **Save**.

To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings.**

Step 3 On the **Playback Message Settings** page, under **Before Playing Each Message Play**, check the left-most check boxes to select any or all of the following fields, and then check the check box of the field to specify what Unity Connection plays before a message:

Sender's Information	For messages left by an identified user, check this check box to have Unity Connection play the recorded name of the user. If the user does not have a recorded name, Unity Connection plays the primary extension that is associated with the user instead.
Include Extension	Check this check box to have Unity Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Unity Connection announce the sequential number of a message. (For example, "Message 1, a voice message… Message 2, a voice message….")
Time the Message Was Sent	Check this check box to have Unity Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside caller, check this check box to have Unity Connection provide the phone number (ANI or caller ID) information before playing the message.
Message Duration	Check this check box to have Connection announce the message duration as part of the message header.

Step 4 Under After Playing Each Message Play, check the left-most check box to select the **Time the Message Was Sent** field, and then check or uncheck the **Time the Message Was Sent** check box to specify whether Unity Connection plays the message time stamp after playing each message.

In Unity Connection, under **After Playing Each Message**, check or uncheck any or all of the following check boxes:

- **Sender Information**
- **Include Extension**
- **Message Number**
- **Time the Message was sent**
- **Sender's ANI**
- **Message Duration**

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Mark Messages Saved When Users Hang Up or Are Disconnected

By default, when users listen to a message by phone, Cisco Unity Connection retains the message as-is—either as a new or saved message—unless users indicate otherwise before hanging up or being disconnected. However, some users may prefer that Unity Connection marks all messages saved as soon as they access the message.

Do the applicable procedure:

- To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected, page 4-39

- To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected in Bulk Edit Mode, page 4-39

To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **While Playing Each Message**, change the value of the **When a Call Is Disconnected** or the **User Hangs Up** field to **Save Message**.

Step 4 Select **Save**.

To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings.**

Step 3 On the **Playback Message Settings** page, under **While Playing Each Message**, check the check box to the left of the **When a Call Is Disconnected or the User Hangs Up** field to select it, and then change the value to **Save Message**.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

By default, when users are listening to messages and they rewind or fast-forward a message, Cisco Unity Connection skips back or ahead in the message by five seconds. To change the number of seconds that Unity Connection skips back or ahead in a message, do the following procedure.

Users can also use the Phone Menu Preferences page in the Unity Connection Messaging Assistant to enable and adjust the settings themselves.

Do the applicable procedure:

- To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages, page 4-40
- To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages in Bulk Edit Mode, page 4-40

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **While Playing Each Message,** change the value of the **Fast Forward Message By** and the **Rewind Message By** fields, depending on the desired behavior.

Step 4 Select **Save**.

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings.**

Step 3 On the **Playback Message Settings** page, under **While Playing Each Message**, check the check box to the left of the **Fast Forward Message By** and the **Rewind Message By** fields to select them, and then change the value, depending on the desired behavior.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Automatically Moves to the Next Message

In Cisco Unity Connection, you may configure users to quickly listen to their messages without responding to the After Message Menu options.

To set Unity Connection to automatically move to the next message for an individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, select Playback Message Settings.

Step 3 On the Playback Message Settings page, under After Playing the After Message Menu, check or uncheck the following check box.

Automatically Advance to the Next Message	Check this check box to set Unity Connection to automatically play the next message in the message stack without requiring the user to perform any action in the After **Message Menu** options, such as **Save** or **Delete**. When this settings is enabled and invoked, Unity Connection waits for the user response, however, if there is a response timeout, Unity Connection marks the read message as Saved and moves to the next message. Default Setting is not checked.

Note

- When the **Automatically Advance to the Next Message** setting is enabled, Unity Connection still uses the **Wait for First Touchtone** or **Voice Command** setting on the **Phone Menu** page to follow how long to wait before playing the next message.
- The **Times to Repeat Menu When User Does Not Respond** setting on the **Phone Menu** page for menu retries will not apply.
- Both touchtone and voice recognition users can use this option only for the **New, Saved**, and **Deleted** message stacks.

Step 4 Select **Save**.

Confirm Deletions of New and Saved Messages

By default, when users delete new and saved messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Some users may prefer that Unity Connection ask them to confirm the choice before deleting the messages. Confirming the deletion of messages is particularly useful to those users who do not have access to deleted messages.

Do the applicable procedure:

- To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages, page 4-41
- To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages in Bulk Edit Mode, page 4-42

To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Playback Message Settings**.

Step 3 On the **Playback Message Settings** page, under **When Deleting a Message,** check the **Confirm Deletions of New and Saved Messages** check box.

Step 4 Select **Save**.

To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Playback Message Settings.**

Step 3 On the **Playback Message Settings** page, under **When Deleting a Message**, check the left-most check box to select the **Confirm Deletions of New and Saved Messages** field, and then check the **Confirm Deletions of New and Saved Messages** check box.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Message Addressing and Sending Options in Cisco Unity Connection 10.x

There are several settings that customize how users address and send messages to other users. See the following sections:

- Broadcast Messages, page 4-42
- Addressing by Spelling Name or Entering Extension With Touchtone Conversations, page 4-44
- Prompting Users to Confirm Recipients by Name, page 4-45
- Prompting Users to Continue Addressing, page 4-46
- Specifying Whether Messages Are Sent Upon Hang-Up, page 4-47
- Adding Recipients to the Message Addressing Priority List, page 4-49

Broadcast Messages

System broadcast messages are recorded announcements that are sent to everyone in an organization. You specify whether users can send system broadcast messages to all users on the local Cisco Unity Connection server, and whether users can update system broadcast messages stored on the local Unity Connection server. (By default, Unity Connection users are not enabled to send or update broadcast messages.)

To determine which Unity Connection users can send and/or update system broadcast messages, consider how users in your organization might use system broadcast messaging. For example, you may want to enable Unity Connection administrators to send a welcome message to users on a new system or to remind all Unity Connection users to change their phone PINs. Administrators may also want to use system broadcast messages as a way to train users on how to use Unity Connection features or to summarize changes to Unity Connection after an upgrade. Other Unity Connection users—such as

network administrators, managers, Human Resources personnel, and facilities managers—may need to send system broadcast messages to announce planned network outages, organization-wide goals and personnel changes, branch office closures for holidays, security alerts, and the like.

After you have set up a way for users to access the Broadcast Message Administrator, you can enable users to use it to send or update system broadcast messages. Do the applicable procedure:

- To Enable Sending and Updating of Broadcast Messages for an Individual User or Template, page 4-43
- To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts in Bulk Edit Mode, page 4-43

For more information on broadcast messages, and to learn how to enable users to access the Broadcast Administrator, see the "Setting Up Broadcast Messaging in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Enable Sending and Updating of Broadcast Messages for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Send Message Settings**.

Step 3 On the **Send Message Settings** page, under **Broadcast Messages**, check the applicable check boxes:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Unity Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Unity Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 4 Select **Save**.

To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the **Send Message Settings** page, under **Broadcast Messages,** check the left-most check box to select a field, and then check the check box of the field:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Unity Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Unity Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Addressing by Spelling Name or Entering Extension With Touchtone Conversations

Cisco Unity Connection provides two ways for users to address messages to other users when they are using phone keypad keys:

- Spell a user name.
- Enter a user extension.

As they address messages by phone, users can always switch between addressing by name and addressing by extension by pressing the # key twice, unless spelled name searches are disabled for the system. When the Disable Spelled Name Searches check box is checked on the System Settings > Advanced > Conversations page, users can address messages by phone only by entering user extensions.

Do the applicable procedure:

- To Change Message Addressing Settings, page 4-44
- To Change Message Addressing Settings for Multiple User Accounts in Bulk Edit Mode, page 4-45

Users can also use the Unity Connection Messaging Assistant to change message addressing settings.

To Change Message Addressing Settings

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, select **Send Message Settings**.

Step 3 On the Send Message Settings page, under Message Addressing and Sending, select a setting in the Enter a Recipient By list to specify how the conversation prompts users to address messages to other users:

- **Spelling the Last Name Then First Name**
- **Entering the Extension**
- **Spelling the First Name Then Last Name**

Step 4 Select **Save**.

To Change Message Addressing Settings for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the **Send Message Settings** page, under **Message Addressing and Sending**, check the check box to the left of the **Enter a Recipient By** field to select it, and then select a setting from the list to specify how the conversation prompts users to address messages to other users:

- **Spelling the Last Name Then First Name**
- **Entering the Extension**
- **Spelling the First Name Then Last Name**

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Prompting Users to Confirm Recipients by Name

By default, when users send, forward, or reply to messages by phone, Cisco Unity Connection does not ask them to confirm each recipient that they add—even when they address a message by entering user extensions. For users who prefer that Unity Connection confirm each recipient by name (regardless of how they add the recipient), you can specify that Unity Connection announces "<user name> added" after each recipient is added.

Do the applicable procedure:

- To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name, page 4-45
- To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name for Multiple User Accounts in Bulk Edit Mode, page 4-46

To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Send Message Settings**.

Step 3 On the **Send Message Settings** page, check the **Confirm Recipient by Name** check box.

Step 4 Select **Save**.

To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the **Send Message Settings** page, check the left-most check box to select the **Confirm Recipient by Name** field, and then check the **Confirm Recipient by Name** check box.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Prompting Users to Continue Addressing

By default, when users address messages by phone (or when forwarding a message), Cisco Unity Connection allows them to add a single recipient and then prompts them to indicate what they want to do next ("To add another recipient, press 1. For message options, press 3. To record, press #."). Users who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. If this is an issue for users in your organization, you can specify that Unity Connection instead allows users to continue adding names after each recipient. In this way, you can streamline the addressing process when users send and forward messages to multiple recipients, which may be a welcome change for those who routinely send messages to more than one recipient.

However, if you make the change, consider that when users address messages to single recipients, they are now required to press an additional key to send a message in the following situations:

- When users forward messages to single recipients rather than multiple recipients, they are required to press one additional key.
- When users send messages to single recipients and Unity Connection is set up to prompt them to record messages before addressing them, they are required to press one additional key.

Do the applicable procedure:

- To Specify That Cisco Unity Connection Prompts Users to Continue Addressing, page 4-46
- To Specify That Cisco Unity Connection Prompts Users to Continue Addressing for Multiple User Accounts in Bulk Edit Mode, page 4-47

To Specify That Cisco Unity Connection Prompts Users to Continue Addressing

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Send Message Settings**.

Step 3 On the **Send Message Settings** page, check or uncheck the **Continue Adding Names After Each Recipient** check box, depending on how you want to change the setting, as shown in the following table.

Check Box Not Checked	When addressing messages, Unity Connection prompts users to indicate with a key press what they want to do next after adding a recipient. This is the default setting.
Check Box Checked	Streamlined message addressing is enabled. Users are able to enter recipient names or extensions (as applicable) until they indicate that they have completed addressing.

Step 4 Select **Save**.

To Specify That Cisco Unity Connection Prompts Users to Continue Addressing for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the **Send Message Settings** page, check the left-most check box to select the **Continue Adding Names After Each Recipient** field, and then either check or uncheck the **Continue Adding Names After Each Recipient** check box, depending on how you want to change the setting, as shown in the following table.

Check Box Not Checked	When addressing messages, Unity Connection prompts users to indicate with a key press what they want to do next after adding a recipient. This is the default setting.
Check Box Checked	Streamlined message addressing is enabled. Users are able to enter recipient names or extensions (as applicable) until they indicate that they have completed addressing.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Specifying Whether Messages Are Sent Upon Hang-Up

You can change how Cisco Unity Connection handles messages that are interrupted by disconnected calls while users are in the process of sending, replying to, or forwarding messages.

By default, Unity Connection sends a message when the call is disconnected in the following circumstances:

When a user is replying to or sending a message	As long as the message has at least one recipient and the recording is more than one second (1,000 milliseconds) in length. This means that Unity Connection sends the message even though the user may not have finished recording or addressing the message.
When a user is forwarding a message	As long as the message has at least one recipient. This means that Unity Connection sends the message even though the user may not have recorded an introduction or completely addressed the message.

By adjusting the default value of the setting, you can alter Unity Connection behavior so that Unity Connection does not send messages unless users have pressed # to confirm that they are ready to send the message. Thus, if the call is disconnected before a user has a chance to confirm, Unity Connection deletes the message rather than sending it.

Do the applicable procedure:

- To Specify Whether Messages Are Sent Upon Hang-Up, page 4-48
- To Specify Whether Messages Are Sent Upon Hang-Up for Multiple User Accounts in Bulk Edit Mode, page 4-48

Note This setting does not apply to messages left by outside callers.

To Specify Whether Messages Are Sent Upon Hang-Up

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Send Message Settings**.

Step 3 On the **Send Message Settings** page, in the **When a Call Is Disconnected** or the **User Hangs Up** field, select **Send Message**, **Discard Message**, or **Save Message as Draft**, depending on the desired behavior.

Step 4 Select **Save**.

To Specify Whether Messages Are Sent Upon Hang-Up for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the Send Message Settings page, check the check box to the left of the **When a Call Is Disconnected or the User Hangs Up** field to select it, and then select **Send Message**, **Discard Message**, or **Save Message as Draft**, depending on the desired behavior.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Adding Recipients to the Message Addressing Priority List

When a user attempts to address a message to a recipient by saying a name or spelling part of a name, Cisco Unity Connection may find multiple matching names. You can configure two mechanisms that direct Unity Connection to prioritize certain recipients, sorting the results and offering the names with higher weights first in the search results. Both mechanisms—a user-configurable "buddy list," and an automatic weighting of names based on usage—contribute to a single addressing priority list for the user. A user may have one or both mechanisms enabled at the same time. If neither mechanism is enabled for a user, or if the matches do not appear in the addressing priority list, Unity Connection sorts spelled name matches by last name (for users) or display name (for distribution lists) and presents them in alphabetical order; or Unity Connection sorts spoken name matches by the voice-recognition confidence level of the match.

Note that there are systemwide settings that determine how many names are stored in the addressing priority list for each user (the default value is 100 names) and how many days before a name is automatically removed from the list if the user has not recently addressed a message to the user (the default value is 90 days). For instructions, see the "Addressing Priority Lists in Cisco Unity Connection 10.x" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To enable users to access a setup conversation that allows them to review their addressing priority list and add or remove names, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Addressing Priority List conversation to a key in the Message Settings menu for that conversation. For instructions on assigning users to a custom conversation, see the "Touchtone and Voice-Recognition Conversations" section on page 4-16. For more information on using the Custom Keypad Mapping tool, see the "Custom Keypad Mapping Tool in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To enable automatic usage-based weighting of names, do the applicable procedure:

- To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template, page 4-49
- To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts in Bulk Edit Mode, page 4-50

To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Send Message Settings**.

Step 3 On the **Send Message Settings** page, check the **Automatically Add Recipients to Addressing Priority List** check box.

Step 4 Select **Save**.

To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Send Message Settings.**

Step 3 On the **Send Message Settings** page, check the left-most check box to select the **Automatically Add Recipients to Addressing Priority List** field, and then check the **Automatically Add Recipients to Addressing Priority List** check box.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Message Actions in Cisco Unity Connection 10.x

Message actions determine how Cisco Unity Connection handles different types of messages that it receives for a user. Unity Connection applies the configured action for all messages of a given type that are addressed to the user. For example, if the message action for voice messages is set to relay these types of messages to a user at an alternate SMTP address, Unity Connection relays all voice messages including VPIM messages, messages that are sent from an IMAP client, and messages that are recorded and sent by phone. By default, Unity Connection is configured to accept each type of message, meaning that it delivers the message to the user mailbox.

If you choose to relay voice messages to another address, you should consider the following:

- When messages are set to be relayed, users are no longer able to access relayed messages from the Unity Connection phone interface, from the Unity Connection Web Inbox or Messaging Inbox, or from other clients such as Phone View or Cisco Unified Personal Communicator. However, you can use the Accept and Relay the Message action to have Unity Connection save a copy of the message in the local user mailbox (where it is accessible by Unity Connection user interfaces) and also relay a copy to another address.
- Unity Connection relays dispatch messages as regular messages.
- Unity Connection does not relay broadcast messages.
- You can configure whether Unity Connection relays private messages and secure messages on the System Settings > Advanced > Messaging page. Private messages, if allowed, are relayed as regular messages with the private flag; secure messages, if allowed, are relayed as regular messages.
- If user accounts are configured to relay voice messages to an alternate SMTP address, their voice messages cannot be transcribed. If users want transcriptions as well as the relay feature, you can instead configure user accounts to accept and relay voice messages. This allows the copy of the message that is stored on the Connection server to be transcribed. Configure SMTP notification

devices for users so that the transcription is sent to their SMTP address. This means that users will receive two emails at their SMTP address. The first one is the relayed copy of the message WAV file. The second is the notification that includes the transcription. If users do not want two emails for each message, consider setting their account to accept messages so that they receive only the email with the transcription. If they need to access the original recording, users can call to Connection or use an IMAP client to access their Connection account.

To configure message actions, do the applicable procedure:

- To Configure Message Actions for an Individual User or Template, page 4-51
- To Configure Message Actions for Multiple User Accounts in Bulk Edit Mode, page 4-51

To Configure Message Actions for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the **Edit** menu, select **Message Actions**.

Step 3 On the **Edit Message Actions** page, select an action for each message type:

- **Accept the Message**—Unity Connection delivers the message to the user mailbox.
- **Reject the Message**—Unity Connection rejects the message. If possible, Unity Connection sends a non-delivery receipt to the sender.
- **Relay the Message**—Unity Connection forwards the message to the address you specify in the Relay Address field.
- **Accept and Relay the Message**—Unity Connection delivers the message to the user mailbox, and forwards a copy of the message to the address you specify in the **Relay Address** field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Unity Connection message store. If the user does not regularly manage new messages in the Unity Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.

Note Unity Connection does not allow you to save the page with a relay option (either **Relay the Message** or **Accept and Relay the Message**) selected for any message type unless you have already configured an SMTP smart host on the **System Settings > SMTP Configuration > Smart Host** page.

Step 4 If you chose a relay option for any message type in Step 3, in the Relay Address field, enter an SMTP address (for an individual user) or an SMTP address pattern (for a user template).

If you are configuring a user template, you can enter a combination of text and tokens that Unity Connection replaces with a value entered for the user profile when creating a user from the template. To add a token to the **Relay Address** field, select the name of the token in the **Replaceable Tokens** list, then select the arrow next to the **Replaceable Tokens** field.

Step 5 Select **Save**.

To Configure Message Actions for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit** menu, select **Message Actions**.

Step 3 On the **Edit Message Actions** page, check the check box to the left of the message type field (**Voicemail**, **Email**, **Fax**, or **Delivery Receipt**) to select it, and then select an action for each message type:

- **Accept the Message**—Unity Connection delivers the message to the user mailbox.
- **Reject the Message**—Unity Connection rejects the message. If possible, Unity Connection sends a non-delivery receipt to the sender.
- **Relay the Message**—Unity Connection forwards the message to the address you specify in the Relay Address field.
- **Accept and Relay the Message**—Unity Connection delivers the message to the user mailbox, and forwards a copy of the message to the address you specify in the **Relay Address** field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Unity Connection message store. If the user does not regularly manage new messages in the Unity Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.

Note Unity Connection does not allow you to save the page with a relay option (either **Relay the Message** or **Accept and Relay the Message**) selected for any message type unless you have already configured an SMTP smart host on the **System Settings > SMTP Configuration > Smart Host** page.

Step 4 If you chose a relay option for any message type in Step 3, in the **Relay Address** field, enter an SMTP address pattern.

You can enter a combination of text and tokens that Unity Connection replaces with a value entered for the user profile. To add a token to the **Relay Address** field, select the name of the token in the **Replaceable Tokens** list, then select the arrow next to the **Replaceable Tokens** field.

Step 5 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 6 Select **Submit**.

Custom Recordings in Cisco Unity Connection 10.x

Cisco Unity Connection allows you to play customized recordings after a message has been sent. You can also play customized recordings after a greeting has been played. A greeting is before callers are allowed to leave a message for a user or call handler.

Unity Connection allows you to add a new custom recording, modify the existing recording, and delete the existing recording. In addition, you can record multiple custom recordings in various languages that can be played after a message has been sent and after a greeting has been played. For more information on Custom Recordings, see “Managing Custom Recordings in Cisco Unity Connection 10.x” chapter in *System Administration Guide for Cisco Unity Connection*:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag180.html.

Greetings in Cisco Unity Connection 10.x

Users can have up to seven greetings, which they can enable and record in the Cisco Unity Connection Messaging Assistant and by phone. The greeting settings in Cisco Unity Connection Administration for the user account allow you to specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Cisco Unity Connection takes during and after each greeting.

When a greeting is enabled, Unity Connection plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely, which is useful for busy or closed greetings, or when an alternate greeting is enabled by a user during a leave of absence. Note that schedules affect when some greetings play and some greetings override other greetings when they are enabled.

To learn more about user greetings and options you can specify, see the following sections:

- Types of User Greetings, page 4-53
- Allowing Caller Input During Greetings, page 4-54
- Allowing Users to Record, Play, and Playback Video Greetings, page 4-57
- Alternate Greeting Notification Prompt, page 4-61
- Enabling a User Greeting, page 4-62
- Managing Calls to Users Who Have the Alternate Greeting Enabled, page 4-63
- Recording Greetings in Multiple Languages, page 4-64

Class of service settings allow you to specify the maximum recording length for user greetings. See the "Greeting Length in Cisco Unity Connection 10.x" section on page 5-8 for details.

Types of User Greetings

Cisco Unity Connection offers the following greetings:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting. Standard greetings play according to the days and times that you specify for the standard schedule.
Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule. Closed user greetings play according to the days and times that you specify for the closed schedule.
Holiday	Plays during the dates and times specified in the schedule of holidays that is associated with the active schedule. A holiday greeting overrides the standard and closed greetings. Holiday greetings play according to the dates and times you specify for holiday schedules.

Internal	Plays to internal callers only. It can provide information that only coworkers need to know. (For example, "I will be in the lab all afternoon.") An internal greeting overrides the standard, closed, and holiday greetings. Not all phone system integrations provide the support necessary for an internal greeting.
Busy	Plays when the extension is busy. (For example, "All of our operators are with other customers.") A busy greeting overrides the standard, closed, internal, and holiday greetings. Not all phone system integrations provide the support necessary for a busy greeting.
Alternate	Can be used for a variety of special situations, such as vacations or a leave of absence. (For example, "I will be out of the office until....") An alternate greeting overrides all other greetings.
Error	Plays if the caller enters invalid digits. You cannot disable the error greeting. The system default error recording is, "I did not recognize that as a valid entry." By default, after the error greeting plays, Unity Connection replays the greeting that was playing when the caller entered the invalid digits.

Allowing Caller Input During Greetings

Caller input settings define actions that Cisco Unity Connection takes in response to phone keypad keys pressed by callers during a user greeting. For each greeting that allows caller input, you can specify whether callers can skip the greeting, record a message, exit the greeting, transfer to numbers that are not associated with users or call handlers, or transfer to an alternate contact number, call handler, directory handler, or interview handler of your choice. You also use caller input settings to specify which keys users can press to interrupt a user greeting so that they can sign in to Unity Connection.

Only administrators can change caller input settings; users cannot change caller input for a greeting, nor can they specify what Unity Connection does when callers press specific keys; however, the greeting that mentions the key presses that are available to callers can be recorded either by the user or the administrator. (For example, "I am unable to take your call right now. To speak to my assistant, press 3. To leave a message, press 4. To speak to a sales representative, press 5.")

By default, for each user greeting, Unity Connection acts on certain keys and ignores others. Table 4-2 lists the default actions assigned to phone keypad keys.

Table 4-2 Default Actions Assigned to Phone Keypad Keys

When Callers Press This Key	Cisco Unity Connection Does This
#	Skips the greeting.
*	Prompts the caller to sign in.
0	Sends the caller to the Operator call handler.
1 through 9	Ignores the caller.

Do the applicable procedure:

- To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template, page 4-55

- To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts in Bulk Edit Mode, page 4-56

Note Assigning a key to transfer to an alternate contact number involves additional considerations. For instructions on setting user greetings to allow callers to transfer to an alternate contact number, see the "" section on page 4-58.

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Caller Input**.

Step 3 On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Unity Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 Select the action that Unity Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

Step 6 Repeat Step 3 through Step 5 for additional keys, as needed.

Step 7 Select **Save**.

Step 8 On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Caller Input.**

Step 3 On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the left-most check box to select the **Ignore Additional Input (Locked)** field, and then check the **Ignore Additional Input (Locked)** check box to instruct Unity Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 Check the **Action** check box to select it, and then select the action that Unity Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

Step 6 Repeat Step 3 through Step 5 for additional keys, as needed.

Step 7 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 8 Select **Submit**.

Step 9 On each applicable Greetings page for each user, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

Allowing Users to Record, Play, and Playback Video Greetings

Cisco Unity Connection 10.0(1) has enhanced the current greetings experience by providing the video greetings to the caller. Unity Connection allows the users to record and play video greetings using a video endpoint. Unity Connection 10.0(1) facilitates you to record and play all types of following greetings as video:

- Alternate
- Busy
- Internal
- Closed
- Standard
- Holiday

Note Error greetings are played audio only.

A user will be able to record and play video greetings only if all the pre-checks required for a video call are satisfied. The class of service settings is one of the important pre-check required to enable a video call. Only the administrator for that user can enable or disable the class of service settings to record and play video greetings. He or she can also allow the user to play video greeting for the outside callers. For more information on the pre-checks, see the Pre-checks Required for Video Greetings section of the Managing Video Greetings in Cisco Unity Connection 10.x chapter in the System Administration Guide.

Note When a user signs-in using the telephone user interface, the administrator verifies whether the class of service (COS) setting "**Playback and Record Greetings"** on the Edit Class of Service page is enabled for that user. For more information on class of service settings, see the "Video Greetings in Cisco Unity Connection" section on page 5-24 in the Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x chapter.

After configuring video greetings a user will be able to successfully record and play video greetings. Unity Connection users login via direct sign-in using the telephone user interface (touchtone conversation) to record and play video greetings, which is supported by the setup options and self-enrollment. A user can enable or disable video greeting settings using both the telephone user interface and Cisco Unity Connection Administration. You can also play and record standard video greetings, when signed-in using the self enrollment option. For more information on self enrollment, see the "Edit User Basics" section on page 1-5 of the Cisco Unity Connection 10.x User Settings chapter in the *Interface Reference Guide for Cisco Unity Connection Administration*.

Note In Unity Connection 10.0(1), TRAP calls and greetings upload will be audio only.

To allow the playback of video greetings for each user, enable the My Personal Recording option in the Callers See section. For more information on Callers See and Callers Hear settings, see the Allowing Users to Playback Video Greetings in Cisco Unity Connection 10.x, page 16-14 section in the Changing Conversation Settings for All Users in Cisco Unity Connection 10.x, page 16-1 chapter of *System Administration Guide for Cisco Unity Connection* and the Edit Greeting, page 1-48 Section of the Cisco Unity Connection 10.x User Settings chapter in the *Interface Reference Guide for Cisco Unity Connection Administration*.

Consider the following scenarios, when a user can play video greetings:

- Unanswered Call: When the calling user receives unanswered call (“ring-no-answer”) from the called user, then all calls are routed to the called user greeting (audio or video). The forwarded calls (audio or video) to Unity Connection are handled by Attempt Forward routing rule, which is applied to both the identified caller or from an extension that is not associated with a user account (such as a conference room). Attempt forward is the predefined forwarded routing rule used to play audio or video greetings. When the called user play video or audio greetings, Unity Connection enables the Attempt Forward option in Connection Administration, navigate to **Call Management-> Call Routing-> Forwarded Routing Rules -> Attempt Forward -> Conversation -> Attempt Forward**.

  To play video greetings, make sure that the user selects the User with Mailbox option in the “Forwarded Routing Rule” (Attempt Forward) page.

Note You can play video greetings to the called user, only after meeting all the pre-checks required to establish a video call.

- Attempt Sign-in: When a user record and play video greetings using telephone user interface, then the user needs to sign-in using Attempt Sign-In routing rule, which routes all calls (audio or video) to the user sign-in conversation. Attempt Sign-in is the predefined routing rule used to record and play video or audio greetings. When the user login through Attempt Sign-In to record and play greetings (audio or video), Unity Connection enables the Attempt Sign-in/Sign-in option in Connection Administration, navigate to **Call Management-> Call Routing-> Direct Routing Rules -> Attempt SignIn -> Conversation -> Attempt Sign-In/Sign-In.**

Note After meeting all the pre-checks required for a video call, if the administrator selects the **User with Mailbox** option in the Edit “Direct Routing Rule” (Attempt Sign-In) page, Unity Connection record and play video greeting when the user login through Attempt Sign-In.

For more information on call routing tables, see the Managing Call Routing Tables in Cisco Unity Connection 10.x chapter of *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

By default, for each user greeting (audio or video), Unity Connection acts on certain keys in the telephone user interface. Table 4-3 lists the default actions assigned to phone keypad keys.

Table 4-3 Default Action Assigned to Phone Keypad Keys

When Callers Press This Key	Cisco Unity Connection Does This
#	Skips the greeting.
4	Enters the setup options.
1	Rerecord video greeting.

Do the applicable procedure:

- To Enable the playback of Video Greetings for an Individual User or Template, page 4-59

- To Enable the playback of Video Greetings for Multiple User Accounts in Bulk Edit Mode, page 4-59

To Enable the playback of Video Greetings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Greetings**.

Step 3 On the Greetings page, select the greeting you want to edit.

Step 4 On the Edit Greeting page, select **My Personal Recording** in the Callers See field, depending on the desired behaviour.

My Personal Recording	Plays the video greeting recorded by the user.

Step 5 Select **Save**.

To Enable the playback of Video Greetings for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Greetings.**

Step 3 On the Greetings page, select the greeting you want to edit.

Step 4 On the Edit Greeting page, check the check the left-most check box to select the **Callers See** field, and then select **My Personal Recording**.

Step 5 Select **Submit**.

Enabling Callers to Transfer From User Greetings to an Alternate Contact Number

As a convenience to callers, you can set up Cisco Unity Connection so that callers can transfer to an alternate contact number by pressing a key during the greetings for a particular user or a group of users. An alternate contact number can be the extension for an operator or another user (such as a supervisor or coworker), or any other number where the user or another person can be reached. For each user, you can configure up to 12 alternate contact numbers (one for each key on the phone keypad). When transferring a caller to an alternate contact number, Unity Connection can either supervise the transfer or release the call to the phone system.

You can use Cisco Unity Connection Administration or Bulk Edit to specify the keys that callers press to transfer and the numbers that they transfer to. You can use Bulk Edit to specify the same key for multiple users at the same time (for example, to route calls to a phone in a lab or meeting room). Users can review and specify the alternate contact numbers by using the Unity Connection setup options conversation. (Note that Unity Connection presents the option to review alternate contact numbers only

if you have configured at least one key with the Transfer to Alternate Contact Number option.) The alternate contact number is limited to the numbers allowed by the restriction table for transfers that is associated with the user who specifies the number.

When you enable the feature, you may want to specify the keys that can be used to make the transfer and leave the alternate contact number unspecified, so that users can specify the number themselves. Until an alternate contact number is specified, Unity Connection ignores the key set to transfer the call if callers happen to press it during a user greeting. Let users know if there are trunk access codes or special number formatting that they should use when configuring alternate contact numbers.

Do the applicable procedure:

- To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template, page 4-60
- To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for Multiple User Accounts in Bulk Edit Mode, page 4-61

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Caller Input**.

Step 3 On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Unity Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 In the action section, select **Call Action** and then select **Transfer to Alternate Contact Number**.

Step 6 In the Extension field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

Step 7 Enter a description for the alternate contact number, if applicable.

Step 8 Repeat Step 3 through Step 7 for additional keys, as needed.

Step 9 Select **Save**.

Step 10 On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Caller Input.**

Step 3 On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the left-most check box to select the **Ignore Additional Input (Locked)** field, and then check the **Ignore Additional Input (Locked)** check box to instruct Unity Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 In the action section, check the **Action** check box to select it, select the **Call Action** field, and then select **Transfer to Alternate Contact Number** from the list.

Step 6 Check the check box to the left of the **Extension** field to select it, and then enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

Step 7 Optionally, check the check box to the left of the **Description** field to select it, and then enter a description for the alternate contact number.

Step 8 Repeat Step 3 through Step 7 for additional keys, as needed.

Step 9 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 10 Select **Submit**.

Step 11 On each applicable Greetings page for each user, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

Alternate Greeting Notification Prompt

You can enable Cisco Unity Connection to play a prompt to remind the user when an alternate greeting is enabled. The prompt plays immediately after the user sign in by phone. After playing the reminder, Unity Connection then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it.

Note The Cisco Personal Communications Assistant automatically displays a reminder when users have their alternate greeting turned on, and indicates which caller options you enabled for them.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to do the procedures.

- To Enable the Alternate Greeting Notification Prompt for an Individual User or Template, page 4-62
- To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts in Bulk Edit Mode, page 4-62

To Enable the Alternate Greeting Notification Prompt for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Phone Menu**.

Step 3 On the Edit Phone Menu page, under After Sign-In Play, check the **Alternate Greeting Notification** check box.

Step 4 Select **Save**.

To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Phone Menu**.

Step 3 On the Edit Phone Menu page, under After Sign-In Play, check the left-most check box to select the **Alternate Greeting Notification** field, and then check the **Alternate Greeting Notification** check box.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Enabling a User Greeting

You enable user greetings by checking the applicable check box on the Greetings page for the user account or template. Alternatively, in the Bulk Edit utility, you can enable greetings for multiple users at once on the applicable Greeting tab.

Note that you can record a greeting and set up greeting options without enabling the greeting.

Managing Calls to Users Who Have the Alternate Greeting Enabled

You can customize how Cisco Unity Connection handles calls to a user who has enabled the alternate greeting. For example, you can specify that for as long as the alternate greeting is enabled, Unity Connection:

- Transfers callers to the greeting without ringing the user extension when calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Unity Connection user dials a user extension directly.) This option is particularly well-received by users who share a phone.
- Prevents all callers from skipping the greeting. In this way, you can increase caller awareness of a user absence.
- Prevents all callers from leaving messages. By specifying that Unity Connection prevents all callers from leaving messages, you can help reduce mailbox size when a user is out of the office and does not plan to check messages regularly.

Note None of the above options apply when other Unity Connection users use the Unity Connection conversation (“Press 2 to send a message”) or another Unity Connection client application to send a message to a user.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to set caller options.

- To Specify Alternate Greeting Caller Options for an Individual User or Template, page 4-63
- To Specify Alternate Greeting Caller Options for Multiple User Accounts in Bulk Edit Mode, page 4-63

To Specify Alternate Greeting Caller Options for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Greetings**.

Step 3 On the Greetings page, select **Alternate**.

Step 4 On the Edit Alternate Greetings page, under Caller Options, check or uncheck any or all of the following check boxes to specify how Unity Connection handles calls to a user who has enabled the alternate greeting:

- **Transfer Callers to Greeting Without Ringing User’s Phone**
- **Prevent Callers From Skipping the User’s Greeting**
- **Prevent Callers From Leaving Messages**

Step 5 Select **Save**.

To Specify Alternate Greeting Caller Options for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Greetings**.

Step 3 On the Greetings page, select **Alternate**.

Step 4 On the Edit Alternate Greetings page, under Caller Options, check or uncheck the left-most check boxes for any or all of the following fields to select them, and then check the check box to specify how Unity Connection handles calls to a user who has enabled the alternate greeting:

- **Transfer Callers to Greeting Without Ringing User's Phone**
- **Prevent Callers From Skipping the User's Greeting**
- **Prevent Callers From Leaving Messages**

Step 5 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 6 Select **Submit**.

Recording Greetings in Multiple Languages

With a Cisco Unity Connection multilingual system, you can give users the option of providing greetings in multiple languages when the greeting language for the primary call handler of the user is inherited. For example, if Unity Connection is set up to provide prompts in French and Spanish, it is possible to record the standard greeting in both languages so that Spanish- and French-speaking callers can hear the greeting in their own language.

To enable this option for an individual user or a template, select the Language Callers Hear: Inherit Language From Caller setting on the Edit Message Settings page.

If a greeting is not recorded in a language that the system provides, Unity Connection plays the system default greeting for calls that are associated with that greeting. Note that this feature is not available with the voice-recognition conversation.

Notification Devices in Cisco Unity Connection 10.x

Cisco Unity Connection can be configured to call a phone or a pager or send text, or SMS messages to notify users of new messages and calendar events. You can configure the parameters for the call or notification message, the events that trigger the notification, and the schedule on which the notification occurs by setting up notification devices.

Unity Connection can also be configured with the SMTP settings to send the HTML notifications to email client from Connection Administration.

Unity Connection has the number of default notification devices that includes Pager, Work Phone, Home Phone, Mobile Phone, SMTP, and HTML. The administrators can add, configure, or delete notification devices by using Cisco Unity Connection Administration. The default notification devices cannot be deleted. Users can enable or disable notification devices and configure some of the device settings, the events that trigger the notification, and the schedule for the notification in Unity Connection Messaging Assistant. The administrators and users can also configure multiple notification devices to work together to either cascade or chain message notifications.

Note that the default notification device can be enabled or disabled by the administrator and the user. The user has the flexibility to override the settings through Cisco PCA.

See the following topics for details and procedures:

- Phone and Pager Notification Devices, page 4-65
- SMS-Compatible Notification Devices, page 4-67
- SMTP-Compatible Notification Devices, page 4-70
- HTML-Compatible Notification Devices, page 4-73
- Chaining Message Notification, page 4-77

Phone and Pager Notification Devices

Cisco Unity Connection can notify a user of new messages by calling a phone or pager. Message notification settings for each user account allow you to control how and when Unity Connection notifies a user of new messages.

By default, users and user templates include notification devices for a home phone, mobile phone, work phone, and one pager. You can modify the default devices and enable or disable them, but you cannot delete them. You can also add, modify, or delete additional notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template; later, you can use Bulk Edit to enable or disable a device and/or to change some settings for multiple users.

- To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template, page 4-65
- To Change Phone or Pager Notification Devices for Multiple User Accounts in Bulk Edit Mode, page 4-66

Users can also use the Unity Connection Messaging Assistant to set up phones and pagers to receive message notifications.

To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, select the applicable device in the Display Name list.

Step 4 On the Edit Notification Device page, check the **Enabled** check box.

Step 5 Under Notify Me Of, check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Unity Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Unity Connection calls this device when any new voice message is received (including dispatch messages).

Dispatch Messages	Unity Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Unity Connection calls this device when any new fax message is received.

Step 6 For each event type that you chose in Step 5, check the **Urgent Only** check box to have Unity Connection send the notification only when the new message of that type is marked urgent.

Step 7 In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Depending on how Unity Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.

Step 8 In the Extra Digits field, enter any extra digits that Unity Connection dials after the phone number.

For example, the extra digits could be used to include a callback number when sending notifications to numeric pager devices. Extra digits can also be used to reach an extension, where the notification is configured to dial a public 800 access number and the extra digits would be sent at the opening greeting in order to reach the target extension.

Step 9 In the Duration to Wait Before Dialing Extra Digits field, enter the number of seconds that Unity Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try six seconds, then increase or decrease the time as needed.)

Step 10 Enter other settings, as applicable.

Step 11 Select **Save**.

Step 12 Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Unity Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Unity Connection Messaging Assistant.

Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change Phone or Pager Notification Devices for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, select the applicable device in the Display Name list.

Step 4 On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.

Step 5 Under Notify Me Of, check the check box to select the **Event Type** field, and then check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Unity Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Unity Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Unity Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Unity Connection calls this device when any new fax message is received.

Step 6 For each event type that you chose in Step 5, check the **Urgent Only** check box to have Unity Connection send the notification only when the new message of that type is marked urgent.

Step 7 Check the **Phone Number** check box to select it, and then enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Depending on how Unity Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.

Step 8 Check the **Extra Digits** check box to select it, and then enter any extra digits that Unity Connection dials after the phone number.

For example, the extra digits could be used to include a callback number when sending notifications to numeric pager devices. Extra digits can also be used to reach an extension, where the notification is configured to dial a public 800 access number and the extra digits would be sent at the opening greeting in order to reach the target extension.

Step 9 Check the **Duration to Wait Before Dialing Extra Digits** check box to select it, and then enter the number of seconds that Unity Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try six seconds, then increase or decrease the time as needed.)

Step 10 Enter other settings, as applicable.

Step 11 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 12 Select **Submit**.

SMS-Compatible Notification Devices

When you have enabled Cisco Unity Connection to use SMPP for message notifications, you can enable users to receive the notifications on their mobile phones and other SMS-compatible devices when they receive a new voice, email, or fax message. Message notification settings for each user account allow

you to control how and when Unity Connection notifies a user of new messages. When a message arrives that matches the criteria selected in the message notification settings, the Unity Connection Messaging System sends a text message entered by you or the user, such as "Urgent message for Technical Support."

To enable users to receive SMS message notifications, first do the "To Set Up an SMS (SMPP) Message Notification Device" procedure on page 4-68. After you set up an SMS device to communicate with Unity Connection, you can enable the device to receive notifications by doing the "To Enable an SMS-Compatible Device to Receive Message Notifications" procedure on page 4-68, or you can tell users to do so in the Unity Connection Messaging Assistant.

To learn how to enable Unity Connection to use SMPP for message notification, see the "Setting Up SMTP and SMS (SMPP) Message Notifications in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Set Up an SMS (SMPP) Message Notification Device

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, if an SMS device exists, select the name of the device and skip to Step 5.

If an SMS device is not listed, select **Add New**, then continue with Step 4.

Step 4 On the New Notification Device page, in the Notification Device Type list, select **SMS**. Note that SMS is not listed as a device type until at least one SMPP provider has been configured.

Step 5 Enter or modify the display name for the device, as applicable.

Step 6 In the SMPP Provider field, select the name of the service provider.

Step 7 In the To field, enter the phone number of the SMS-compatible device.

Note Most SMSCs require that the phone number be entered in international format, which means omitting the + and 00, but including the country code and area code. For example, in the United States, 1 206 555 1234 would be formatted correctly.

Step 8 Enter additional settings, as applicable.

Step 9 Select **Save**.

Step 10 Continue with the following "To Enable an SMS-Compatible Device to Receive Message Notifications" procedure to enable SMS (SMPP) notifications for the user.

Alternatively, users can set up devices themselves in the Unity Connection Messaging Assistant.

To Enable an SMS-Compatible Device to Receive Message Notifications

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, select the display name of the SMS Device you set up in the preceding "To Set Up an SMS (SMPP) Message Notification Device" procedure.

Step 4 On the Edit Notification Device page, check the **Enabled** check box.

Step 5 Under Notification Rule Events, check the applicable check boxes for each type of message or event that should trigger the notification:

All Messages	Unity Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
Dispatch Messages	Unity Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
All Voice Messages	Unity Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Fax Messages	Unity Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Unity Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Unity Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

Step 6 For each message type that you chose in Step 5, check the **Urgent Only** check box to have Unity Connection send the notification only when the new message of that type is marked urgent.

Step 7 Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.

This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.

Step 8 If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.

Step 9 Check the **Limit the Number of SMS Messages Per Transcription To** check box and enter the maximum number of SMS messages you want for each message transcription.

This setting is useful for reducing costs if your mobile phone carrier or SMS service provider charges for each SMS message that you receive.

Step 10 Change other settings on the page, as applicable. Note that the Send Transcriptions of Voice Messages settings will be disabled if you check the Repeat Notification if There Are Still New Messages check box.

Step 11 Select **Save**.

Step 12 Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Unity Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.

Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

SMTP-Compatible Notification Devices

When you have enabled Cisco Unity Connection to use SMTP for message notifications, you can enable users to receive message notifications at an email address, on their text pagers and on text-compatible mobile phones by using SMTP. Message notification settings for each user account allow you to control how and when Unity Connection notifies a user of new messages. When a message arrives that matches the criteria set in the message notification settings, the Unity Connection Messaging System sends a text message entered by you or the user, such as "Urgent message for Technical Support."

To learn how to enable Unity Connection to use SMTP for message notification, see the "Setting Up HTML, SMTP, and SMS (SMPP) Message Notifications in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Note If the Unity Connection server has not been properly enabled to use SMTP for message notification, Unity Connection places SMTP notification messages in the Unity Connection SMTP server badmail folder.

By default, users and user templates include a single SMTP notification device. You can modify the default device, including enabling or disabling it, but you cannot delete it. You can also add, modify, or delete additional SMTP notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template. After setting up the default SMTP notification device, you can use Bulk Edit to enable or disable this device or to change some settings on this device for multiple users.

- To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template, page 4-70
- To Change the Default SMTP Notification Device for Multiple User Accounts in Bulk Edit Mode, page 4-72

Users can also use the Unity Connection Messaging Assistant to set up SMTP devices to receive message notifications.

To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, in the Display Name list, select **SMTP**.

Step 4 On the Edit Notification Device (SMTP) page, check the **Enabled** check box.

Step 5 Under Notify Me Of, check the applicable check boxes for each type of message or event that should trigger the notification:

All Messages	Unity Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Unity Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Unity Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Unity Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Unity Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Unity Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.

Step 6 For each message type that you chose in Step 5, check the **Urgent Only** check box to have Unity Connection send the notification only when the new message of that type is marked urgent.

Step 7 Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.

This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.

Step 8 If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.

Step 9 In the To field, enter the email address of the user text pager, mobile device, or other email address.

Step 10 In the From field, enter the phone number that the user calls to check messages.

Step 11 In the Message Header field, enter any text you want to be included at the top of every notification message.

Step 12 In the Message Text field, enter any text you want to be included with every transcription (for example, “You have voicemail”).

Step 13 In the Message Footer field, enter any text you want to be included at the bottom of every notification message. For example, you might enter a legal disclaimer that you want to be sent with every message.

Step 14 Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message. This information can include caller name and caller ID (if available) and the time that the message was received.

Tip If users have a text-compatible mobile phone, they may be able to initiate a callback function when the caller ID is included with the message.

Step 15 If the notifications will be delivered to a device that supports web browsing, check the **Include a Link to Full Inbox in Message Text** check box so that the user can select the link to open the Connection Web Inbox and listen to the message.

Step 16 Enter other settings, as applicable.

Step 17 Select **Save**.

Step 18 Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Unity Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.

Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change the Default SMTP Notification Device for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, in the Display Name list, select **SMTP**.

Step 4 On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.

Step 5 Under Notify Me Of, check the check box to select the **Event Type** field, and then check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Unity Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Unity Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Unity Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Unity Connection calls this device when any new fax message is received.
Calendar Appointments	Unity Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Unity Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.

Step 6 For each event type that you chose in Step 5, check the **Urgent Only** check box to have Unity Connection send the notification only when the new message of that type is marked urgent.

Step 7 Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.

This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.

Step 8 If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.

Step 9 Check the **To** check box to select it, and then enter the email address of the user text pager, mobile device, or other email address.

Step 10 Check the **From** check box to select it, and then enter the phone number that the user calls to check messages.

Step 11 If the notifications will be delivered to a device that supports web browsing, check the left-most check box to select the **Include a Link to Full Inbox in Message Text** field, and then check the **Include a Link to Full Inbox in Message Text** check box so that the user can select the link to open the Unity Connection Web Inbox and listen to the message.

Step 12 Enter other settings, as applicable.

Step 13 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 14 Select **Submit**.

HTML-Compatible Notification Devices

When a Unity Connection user receives a new voice message, the user is notified using the HTML-based notification. The HTML notification is triggered based on the HTML notification device settings and is received on the configured email address using SMTP.

The HTML notifications augments the display of template within an email. The message notification settings for each user account allow you to control how and when Unity Connection notifies a user about new voice messages. When a message that matches the criteria set in the HTML notification device settings arrives, the Unity Connection Messaging System sends a notification to the user.

To configure your Connection server for SMTP in order to receive the HTML notifications, see the "Setting Up HTML, SMTP and SMS (SMPP) Message Notifications in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Note If the SMTP smart host settings within the Unity Connection server has not been configured, Unity Connection places HTML notification messages in the Unity Connection SMTP server badmail folder.

By default, the users and user templates includes a single HTML notification device. You can modify the default HTML device, including enabling or disabling it, but you cannot delete it. You can also add, modify, or delete additional HTML notification devices.

Do the procedures in this section to configure the HTML notification devices for user accounts, or for an user template (which can be applied to users). You must set up an HTML notification device to receive notifications individually for a user. After setting up the default HTML notification device, you can also

use bulk edit to enable or disable this device or to change some settings on this device for multiple users. Along with Cisco Unity Connection Administration, the CUPI APIs can also be used to create, update, and delete an HTML notification device.

For more information on using CUPI API for updating the HTML notification devices, refer to the Notification Devices section of DocWiki.

- To Enable an HTML-Compatible Device to Receive Message Notifications for an Individual User or Template, page 4-74
- To Change the Default HTML Notification Device for Multiple User Accounts in Bulk Edit Mode, page 4-75

The users can also use the Unity Connection Messaging Assistant to set up the HTML devices to receive message notifications. Along with Unity Connection Messaging Assistant, the user can also use the CUPI APIs to create, update, and delete an HTML notification device.

For more information if the user wants to use CUPI API for updating the HTML notification devices, refer to the "HTML Notification Devices" section in doc wiki,

To Enable an HTML-Compatible Device to Receive Message Notifications for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or user template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, in the Display Name list, select **HTML**

Step 4 On the Edit Notification Device (HTML) page, check the **Enabled** check box.

Note The HTML notification device can be enabled or disabled by the administrator and the user. The user has the flexibility to override the settings through Cisco PCA.

Step 5 In the **Display Name** field, enter the name for a notification device.

Step 6 In the **Notify Me Of** field under the **Event Type** section, check the **Urgent Only** check box to enable Unity Connection to send the notification only when the new voice message of that type is marked urgent.

The **All Voice Messages** read-only option given under the **Notify Me Of** field under the **Event Type** section is selected by default as the HTML notifications are applicable only for voice messages.

Step 7 In the **To** field under the **HTML Template Mail Format** section, enter a valid email address.

Note You can add multiple email addresses that are separated by a comma.

Step 8 In the **Select HTML Template** drop down list, select a default or customized template.

Step 9 In the **Outdial Number** field, enter the phone number that the user will use to check the voice messages using telephone record and playback functionality. The number entered here can be E.164 compliance. For more information on the restriction rules refer to http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag110.html.

Step 10 Check the **Disable Outdial Number Change from Cisco PCA** option to disallow the users to change the outdial number from **Cisco PCA and Unity Connection** Mini Web Inbox.

Step 11 Check the **Disable HTML Template selection from Cisco PCA** option to disallow the users to change the HTML template from **Cisco PCA**. In this case, the administrator can assign a template for a user, thereby, restricting user to change the template from **Cisco PCA**.

Step 12 Select **Save**.

Step 13 Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to Edit Notification Device Details. The Unity Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.

Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change the Default HTML Notification Device for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit User Basics page, select **Edit > Notification Devices**.

Step 3 On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.

Step 4 Under **Notify Me Of**, check the check box to select the **Event Type** field.

Step 5 In the **Notify Me Of** field under the **Event Type** section, check the **Urgent Only** check box to enable Unity Connection to send the notification only when the new voice message of that type is marked urgent.

Step 6 In the **Select HTML Template** drop down list, select a default or customized template.

Step 7 Check the **Disable Outdial Number Change from Cisco PCA** option to disallow the users to change the outdial number from **Cisco PCA and Unity Connection** Mini Web Inbox.

Step 8 Check the **Disable HTML Template selection from Cisco PCA** option to disallow the users to change the HTML template from **Cisco PCA**.

Step 9 Select **Save**.

Step 10 Enter other settings, as applicable.

Step 11 If applicable, set the Bulk Edit Task Scheduling fields to schedule the bulk edit operation for a later date and/or time.

Step 12 Select **Submit**.

The administrator can also bulk edit by selecting the **Bulk Edit By CSV** option given under the **Related Links** drop down list given on the upper right hand corner. For more information refer to the “Using the Cisco Unity Connection 10.x Bulk Administration Tool to Manage User Accounts and Contacts” section

of the "Managing Cisco Unity Connection 10.x User Accounts in Bulk" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

Cascading Message Notification

Cascading message notification allows you to send notifications to a widening circle of recipients. Cisco Unity Connection continues to send notifications according to the devices you selected until the message has been saved or deleted by a recipient.

For example, to create a cascade of message notifications for your Technical Support department, set the first message notification to be sent immediately to the pager of the front-line technical support representative. If the message that triggered the first notification has not been saved or deleted after a delay of 15 minutes, the next notification can be sent to the pager of the department manager. A third notification can be set up to call an employee in the Problem Resolution Group if the message is not saved or deleted after 30 minutes, and so on.

Note that when a user receives a notification as part of the cascade, the notification prompts the user to sign in to the mailbox that is being monitored by the cascade.

An alternative to cascading message notification is to use dispatch messaging. For details, see the "Dispatch Messages in Cisco Unity Connection 10.x" section in the "Messaging in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Set Up Cascading Message Notification

Step 1 In Cisco Unity Connection Administration, find the user account whose mailbox you want to monitor with a cascading notification.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, select a notification device and enter the applicable settings so that it notifies a person in the recipient list for the cascading notification. For example, for the first recipient, you would enter the phone number for the pager that belongs to the front-line technical support representative.

Step 4 In the Delay Before First Notification Attempt field, enter the desired delay for the device, in minutes.

Space notifications between each device at regular intervals, such as every 15 minutes. For the first device you set up, consider specifying 0 as the delay so that the first recipient receives the notification immediately. For the device of the second recipient, specify 15 minutes. Specify 30 minutes for the device of the next recipient, and so on.

Step 5 If the notification device is a pager or phone, select a value for the Phone System field such that Unity Connection can dial out to the phone number of the user who receives the notification; this is not necessarily the same phone system used by the user whose mailbox is being monitored as part of the cascade.

Step 6 Select **Save**.

Step 7 Repeat Step 2 through Step 6 to set up another device for the next person on the recipient list for the cascading notification. Note that in order for the cascading notification to work properly, the same Notification Rule Events check boxes must be checked on all of the devices in the cascade.

Chaining Message Notification

Message notification can be set to "chain" to a series of notification devices if an attempt to send notification to the first selected device fails. The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.

Do not configure SMTP devices for chaining message notification, except as the last device in the chain; Unity Connection does not detect notification failure for SMTP devices.

To Set Up Chaining Message Notification

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Notification Devices**.

Step 3 On the Notification Devices page, select the notification device that you want Unity Connection to contact first.

Step 4 Enter settings for this device, as applicable. For On Notification Failure, select **Send To**, and select the device that you want Unity Connection to notify next if notification to this device fails.

Step 5 On the Edit menu, select **Notification Devices** again.

Step 6 Select the device that you specified for Send To in Step 4. Enter settings for this device, as applicable. Note the following:

- Uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for this device starts immediately and does not wait for the notification failure of the previous device. Your notifications will not chain, they will all trigger at once.
- If you want to chain to a third device if notification to this device fails, select **Send To**, and select the device that you want Unity Connection to notify next if notification to this device fails. If not, select **Do Nothing**.

Step 7 If you want to chain additional devices:

a. On the Edit menu, select **Notification Devices** again.

b. Select the device that you specified for Send To for the previous device.

c. Enter settings for that device as described in Step 6.

Step 8 Select **Save**.

Transcription Delivery with SpeechView in Cisco Unity Connection 10.x

When you are licensed to use the SpeechView feature, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text.

To use SpeechView, users must belong to a class of service that includes SpeechView transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client that is configured to access their Unity Connection messages. The original voice message is attached to the transcribed text message.

To learn how to enable Unity Connection to use the SpeechView feature, see the "Configuring Transcription (SpeechView) in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Unity Connection can be configured to deliver transcriptions to an SMS device as a text message or to an SMTP address as an email message. The fields to turn on transcription delivery are located on the SMTP and SMS Notification Device pages where you set up message notification. For more details on notification devices, see the "Notification Devices in Cisco Unity Connection 10.x" section on page 4-64.

Note the following considerations for the most effective use of transcription delivery:

- In the From field, enter the number users dial to reach Connection when they are not dialing from their desk phone. If users have a text-compatible mobile phone, they may be able to initiate a callback to Unity Connection in the event that they want to listen to the message.
- Check the Include Message Information in Message Text check box to include call information such as caller name and caller ID (if available) and the time that the message was received. Otherwise, there will be no indication in the message of when it was received.

  In addition, if they have a text-compatible mobile phone, they may be able to initiate a callback when the caller ID is included with the transcription.
- In the Notify Me Of section, if you turn on notification for voice or dispatch messages, users will be notified when a message arrives. The transcription will soon follow. If you do not want notification before the transcription arrives, do not select the voice or dispatch message options.
- Email messages that contain transcriptions have a subject line that is identical to notification messages. So if you have notification for voice or dispatch messages turned on, users will have to open the messages to determine which one contains the transcription.

Alternate Extensions in Cisco Unity Connection 10.x

In addition to the primary extension for each user, you can set up alternate extensions. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can also make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient.

When you specify the phone number for an alternative extension, Unity Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Unity Connection from the phone system). This means that Unity Connection associates the alternate phone number with the user account, and when a call comes from that number, Unity Connection prompts the user to enter a PIN and sign in.

If users set an alternate device to forward to Unity Connection, callers can hear the user greeting and leave messages for the user, just as they would when dialing the primary extension of the user. (Callers can also be transferred to the alternate extension for a user from the automated attendant.) Users need to set forwarding from the device itself, not in Unity Connection. Note that the phone number must be passed to Unity Connection for the system to recognize the device.

Users can also address messages to an alternate extension that is associated with another user.

Alternate extensions are grouped into two categories: administrator-defined alternate extensions and user-defined alternate extensions. Administrators can add up to 9 alternate extensions. Users can add up to 10 alternate extensions if they belong to a class of service that allows them to manage user-defined alternate extensions. Administrators can view and edit both administrator-defined and user-defined alternate extensions. Users can view administrator-defined alternate extensions if they belong to a class of service that allows them to.

Class of service settings allow you to determine whether users can view or manage alternate extensions and whether they can use the Unity Connection Messaging Assistant to manage a set of their own alternate extensions. See the "Alternate Extensions in Cisco Unity Connection 10.x" section on page 5-2 for details.

Users who belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled will be offered the option to automatically add alternate extensions. To learn more about this feature, see the "Automatically Adding Alternate Extensions in Cisco Unity Connection 10.x" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

By using the Custom Keypad Mapping tool in Cisco Unity Connection Administration, you can provide users with the option to edit their alternate extensions from the Preferences menu in the phone interface. When a user selects the option to edit their alternate devices, Unity Connection will offer to list or delete the existing alternate extensions. If the user signs in from a phone number that is not their primary extension or an existing alternate extension or in the Excluded Extensions for Automatically Added Alternate Extensions restriction table, when they select the option to edit their alternate devices, Unity Connection will offer to add the phone number as a new alternate extension.

See the following sections for additional details:

- Adding Alternate Extensions, page 4-79
- Editing Alternate Extensions, page 4-80
- Deleting Alternate Extensions, page 4-81
- Alternate Extension Custom Settings, page 4-82

Adding Alternate Extensions

You can add alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. Do the applicable procedure. Note that you cannot add alternate extensions on a user template.

- To Add an Alternate Extension to an Individual User Account, page 4-79
- To Add Alternate Extensions to Multiple User Accounts in Bulk Edit Mode, page 4-80

To Add an Alternate Extension to an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to add an alternate extension.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Alternate Extensions page, select **Add New**.

Step 4 On the New Alternate Extension page, in the Phone Type list, select the applicable phone.

Step 5 In the Display Name field, enter a description of the alternate extension.

Step 6 In the Phone Number field, enter the phone number of the alternate extension.

Step 7 Select **Save**.

To Add Alternate Extensions to Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Edit Alternate Extension page, select **Add or Modify Alternate Extension**, and then select the applicable phone from the list.

Step 4 Enter additional settings as applicable to set the value for the alternate extensions.

Step 5 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 6 Select **Submit**.

Editing Alternate Extensions

You can edit existing alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. Do the applicable procedure. Note that you cannot edit alternate extensions on a user template.

- To Edit an Alternate Extension for an Individual User Account, page 4-80
- To Edit Alternate Extensions for Multiple User Accounts in Bulk Edit Mode, page 4-81

To Edit an Alternate Extension for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Alternate Extensions page, select the alternate extension that you want to edit.

Step 4 On the Edit Alternate Extensions page, change the applicable settings.

Step 5 Select **Save**.

To Edit Alternate Extensions for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Edit Alternate Extension page, change the applicable settings.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Deleting Alternate Extensions

You can delete alternate extensions by updating user accounts one at a time. Or you can update multiple user accounts at once. As applicable, do the procedures in this section.

- To Delete an Alternate Extension for an Individual User Account, page 4-81
- To Delete Alternate Extensions for Multiple User Accounts in Bulk Edit Mode, page 4-81

To Delete an Alternate Extension for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to delete an alternate extension.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Alternate Extensions page, check the check boxes next to the alternate extensions that you want to delete.

Step 4 Select **Delete Selected**.

To Delete Alternate Extensions for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Edit Alternate Extension page, select **Delete Alternate Extension**.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Alternate Extension Custom Settings

There are several conversation settings that can be customized for alternate extensions. By default, each alternate extension uses the same settings that have been configured for the primary extension of the user. You can use custom settings for alternate extensions to base conversation settings on the phone number that the user is calling from. For example, a user calling from a mobile phone may want to use the voice-recognition input style and not be asked for a PIN. But a user calling from a work phone may want to use the touchtone input style and be required to enter a PIN.

To Customize Conversation Settings for an Alternate Extension

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.

Step 2 On the Edit menu, select **Alternate Extensions**.

Step 3 On the Alternate Extensions page, select the alternate extension that you want to edit.

Step 4 On the Edit Alternate Extensions page, select **Show Advanced Settings**.

Step 5 In the Setting column, check the check boxes to the left of the settings that you want to customize.

Step 6 In the Alternate Extension Value column, modify the value of the settings to the desired behavior for this alternate extension. Select **Help > This Page** to see descriptions of each setting.

Step 7 Select **Save**.

Alternate Names in Cisco Unity Connection 10.x

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Unity Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Unity Connection can reference this information and connect the caller to the correct user.

In addition to recognizing alternate names when users and outside callers use voice recognition to place a call, Unity Connection recognizes alternate names when callers and users use voice recognition to address voice messages. Alternate names can be created for users, VPIM contacts, administrator-defined contacts, system distribution lists, private lists, and user-defined contacts.

While Unity Connection already recognizes hundreds of common shortened names (Bill in place of William, for example), you might want to add another version of an uncommon name, unusual nicknames, or maiden names. You could also use alternate names to add phonetic spellings of hard-to-pronounce names. For example, you could add “Goolay” as an alternate name for the last name “Goulet.”

From the Cisco PCA, Unity Connection users can edit or change their alternate names, and can also create alternate names for customers, suppliers, family members, and friends who are not included in the Unity Connection directory, or for private lists. Doing so makes it easier for them to dial these contacts or address to these lists when using voice commands.

See the following procedures:

- To Add Alternate Names a User, page 4-83
- To Edit Alternate Names for a User, page 4-83

Note that you cannot add or edit alternate names on a user template, nor can you use the Bulk Edit utility to add or edit alternate names for multiple user accounts.

To Add Alternate Names a User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, select **Alternate Names**.

Step 3 In the First Name and Last Name fields, enter the alternate names.

Step 4 Select **Add New**.

Step 5 Repeat Step 3 and Step 4 until all alternate names have been added.

Step 6 Select **Save**.

To Edit Alternate Names for a User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, select **Alternate Names**.

Step 3 Do any of the following:

- In the Edit Alternate Names fields, enter changes to the already-existing alternate names.
- If you want to delete an alternate name, check the check box next to the name, and select **Delete Selected**.
- If you want to add another alternate name, in the Add New Alternate Names fields, enter an alternate name for the user and select **Add New**.

Step 4 Select **Save**.

Private Distribution Lists in Cisco Unity Connection 10.x

Users can use the private distribution lists that are associated with their accounts to send voice messages to more than one user at a time. They can set up and manage their private lists by using the Cisco Unity Connection Messaging Assistant or the phone. While you can also set up, manage, and delete private lists for users, the user who owns a private list is the only person who can send voice messages to it.

Class of service settings allow you to specify the maximum number of lists available to users and the maximum number of members that users can add to each list. See the "Private Distribution Lists in Cisco Unity Connection 10.x" section on page 5-15 for details.

Do the procedure in this section to manage a private list for a user. Note that you cannot specify private lists on a user template, or for multiple user accounts at once.

To Manage a Private Distribution List for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to change private distribution list settings.

Step 2 On the Edit menu, select **Private Distribution List**. (This launches the Unity Connection Messaging Assistant web tool for the user.)

Step 3 On the Private List page, select the applicable icon to create a new list or to change an existing one. See Help for detailed procedures for creating a private list, changing the name of a private list, changing members of a private list, and deleting a private list.

Step 4 Select **Save**.

Access to Exchange Calendars and Contacts in Cisco Unity Connection 10.x

You can integrate Cisco Unity Connection with Exchange 2010, Exchange 2007, or Exchange 2003 so that users can review upcoming meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA). Users can also use the Unity Connection Messaging Assistant web tool to import their Exchange contacts. The contact information can then be used in rules that users create in the Cisco Unity Connection Personal Call Transfer Rules web tool and when users place outgoing calls by using voice commands.

To learn how to set up Unity Connection 10.0 and user accounts for the feature, see the "Creating Calendar and Contact Integrations in Cisco Unity Connection 10.0" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To learn how to set up Unity Connection and user accounts for the feature, see the "Task List for Configuring Cisco Unity Connection and Exchange for Unified Messaging" section in the "Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.

To learn how to assign the user account or the template to a class of service that enables them to use the personal call transfer rules feature, see the "Personal Call Transfer Rules in Cisco Unity Connection 10.x" section on page 5-13.

Cisco Unity Connection 10.x Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

If you have Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express installed, you can integrate Cisco Unity Connection with MeetingPlace or MeetingPlace Express so that users can review upcoming meetings and join active meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA).

To learn how to set up Unity Connection 10.0 and user accounts for the feature, see the "Creating Calendar and Contact Integrations in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To learn how to set up Unity Connection and user accounts for the feature, see the "Configuring Cisco Unity Connection and Cisco Unified MeetingPlace for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.

User Access to Email in an External Message Store in Cisco Unity Connection 10.0

When integrated with an external message store, Cisco Unity Connection allows touchtone and voice-recognition conversation users to hear their emails read to them when they sign in to Cisco Unity Connection by phone. Text to Speech (TTS) playback is available provided that the text portion of the message does not exceed 1 MB in size and the text format of the message is supported by Unity Connection. Supported formats include plain text, quoted-printable text, HTML, and XML.

Unity Connection does not offer users the ability to send, reply to, or forward email messages.

To enable users to access email in an external message store, complete the following tasks in the order presented:

1. Configure the Unity Connection server to access email messages that are stored on the external message store, as described in the "Configuring Access to Emails in an External Message Store in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.
2. For each user, create an external service account in Unity Connection that specifies the external message store on which the mailbox for the user is stored. This enables users to access their email when they sign in to Unity Connection by phone. Do the following "To Add an External Service Account for an Individual User to Access Email in an External Message Store" procedure.

Note that when there is no recorded name for a user, Unity Connection uses TTS to say the user name. This is default functionality, and does not need to be set up or enabled.

For information on setting up user access to Exchange email by using TTS in Unity Connection see the "User Access to Exchange Email by Using Text to Speech (TTS) in Cisco Unity Connection" section on page 4-86.

To Add an External Service Account for an Individual User to Access Email in an External Message Store

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **External Service Accounts**.

Step 3 On the External Service Accounts page, select **Add New**.

Step 4 On the New External Service Accounts page, in the External Service list, select the display name of the external service that you set up for accessing email in an external message store.

Step 5 In the Email Address field, enter the email address for the user.

Step 6 In the Sign-In Type field, select the applicable option:

- **Use Unity Connection Alias**—This option is useful when the User ID setting in Exchange is the same as the Unity Connection user alias. Unity Connection signs in the user with the Unity Connection user alias.
- **Use User ID Provided Below**—Enter the User ID setting from Exchange (useful when the User ID setting is different from the Unity Connection user alias). Unity Connection signs in the user with the setting in this field.

Step 7 *(Only when the Use User ID Provided Below option is selected)* In the User ID field, enter the User ID of the Exchange alias (often the same as the Active Directory user sign-in name) for the Exchange mailbox that you want this Unity Connection user to be able to access.

Enter only the Exchange alias; do not prefix the alias with the Windows domain name.

Step 8 *(Only for Exchange 2007)* In the Password field, enter the password from Exchange. Unity Connection signs in the user with the setting in this field.

Step 9 Under Service Capabilities, check the **User Access to Email in Third-Party Message Store** check box.

Step 10 Select **Save**.

Step 11 To check the Exchange configuration for the user, select **Test**. The Task Execution Results window appears with the test results.

If any part of the test fails, verify the configuration for Exchange, Unity Connection, and the user.

Step 12 Repeat Step 2 through Step 11 for each user for whom you want to enable access to email in an external message store.

User Access to Exchange Email by Using Text to Speech (TTS) in Cisco Unity Connection

When integrated with Exchange, Cisco Unity Connection allows touchtone and voice-recognition conversation users to hear their emails read to them when they sign in to Cisco Unity Connection by phone. Text to Speech (TTS) playback is available provided that the text portion of the message does not exceed 1 MB in size and the text format of the message is supported by Unity Connection. Supported formats include plain text, quoted-printable text, HTML, and XML.

Note Text to Speech (TTS) over Exchange 2007 and 2010 supports both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrug051.html.

Unity Connection does not offer users the ability to send, reply to, or forward email messages.

To enable users to access email in Exchange, configure unified messaging and select the options applicable to text to speech. For more information, see the "Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.

For information on setting up user access to an external message store in Unity Connection 10.x, see the "User Access to Email in an External Message Store in Cisco Unity Connection 10.0" section on page 4-85.

To Add a Unified Messaging Account for an Individual User to Access Exchange Email by Using Text to Speech

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, select **Unified Messaging Accounts**.

Step 3 On the Unified Messaging Accounts page, select **Add New**.

Step 4 On the New Unified Messaging Accounts page, in the Unified Messaging Service list, select the display name of the service that you set up for accessing email in Exchange.

Step 5 In the Use This Email Address field, enter the email address for the user.

Step 6 *(Only for Exchange 2003)* In the Sign-In Type field, select the applicable option:

- **Use Unity Connection Alias**—This option is useful when the User ID setting in Exchange is the same as the Unity Connection user alias. Unity Connection signs in the user with the Unity Connection user alias.
- **Use User ID Provided Below**—Enter the User ID setting from Exchange (useful when the User ID setting is different from the Unity Connection user alias). Unity Connection signs in the user with the setting in this field.

Step 7 *(Only when the Use User ID Provided Below option is selected)* In the User ID field, enter the User ID of the Exchange alias (often the same as the Active Directory user sign-in name) for the Exchange mailbox that you want this Unity Connection user to be able to access.

Enter only the Exchange alias; do not prefix the alias with the Windows domain name.

Step 8 Under Service Capabilities, check the **Access Exchange Email by Using Text to Speech (TTS)** check box.

Step 9 Select **Save**.

Step 10 To check the Exchange configuration for the user, select **Test**. The Task Execution Results window appears with the test results.

If any part of the test fails, verify the configuration for Exchange, Unity Connection, and the user.

Step 11 Repeat Step 2 through Step 11 for each user for whom you want to enable TTS access to Exchange email.

SMTP Proxy Addresses in Cisco Unity Connection 10.x

You can send SMTP messages to Cisco Unity Connection by using an IMAP email client. For Unity Connection, when single inbox is configured, you also can send messages from a Microsoft Outlook profile that accesses Unity Connection voice messages in Exchange and for which the reply-to address is an Exchange email address.

Unity Connection uses SMTP proxy addresses to map the sender of an SMTP message that is sent from an IMAP client to the appropriate Unity Connection user, and to map each recipient to the appropriate Unity Connection user or VPIM contact. For Unity Connection, when single inbox is configured, Unity Connection uses SMTP proxy addresses to map the sender of a message that is sent from Cisco Unity Connection ViewMail for Microsoft Outlook to the appropriate Unity Connection user, and to map recipients to Unity Connection users or VPIM contacts.

For example, when Robin Smith, whose email client is configured to access Unity Connection with the email address robin.smith@example.com, records a voice message in ViewMail for Outlook and sends it to chris.jones@example.com, Unity Connection searches the list of SMTP proxy addresses for robin.smith@example.com and chris.jones@example.com. If these addresses are defined as SMTP proxy addresses for the Unity Connection users Robin Smith and Chris Jones respectively, Unity Connection delivers the message as a voice message from the Unity Connection user Robin Smith to the Unity Connection user Chris Jones.

See the "Configuring IMAP Settings in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* for instructions on configuring the Unity Connection server, user accounts, and user workstations for IMAP client access. (The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.)

Note At a minimum, we recommend that you configure each user with an SMTP proxy address for the corporate email address of the Unity Connection user.

You can add proxy addresses in several ways:

- For a small number of users, you can add proxy addresses one at a time by using Cisco Unity Connection Administration.
- When you create Unity Connection users, if you include a value for the Corporate Email Address field, you can have Unity Connection automatically create an SMTP proxy address by checking the Generate SMTP Proxy Address From Corporate Email Address check box on the User Template Basics page.
- To add proxy addresses for a larger number of users:
  - If all user addresses follow a consistent pattern (for example, firstname.lastname@domain) you can use Bulk Edit to generate the address for each user by using rules that you define with text and tokens that Unity Connection replaces with values from the user profile.
  - If user addresses do not follow a consistent format, you can use the Cisco Unity Connection Bulk Administration Tool to create proxy addresses from a comma separated value (CSV) file.

Do one or more of the following procedures, depending on whether you want to configure users individually or in bulk.

- To Configure SMTP Proxy Addresses For an Individual User, page 4-89
- To Configure SMTP Proxy Addresses for Multiple Users in Bulk Edit Mode, page 4-89

For information on using the Bulk Administration Tool to update multiple user accounts, see Appendix A, "Using the Cisco Unity Connection 10.x Bulk Administration Tool."

You cannot configure proxy addresses for user templates.

To Configure SMTP Proxy Addresses For an Individual User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, select **SMTP Proxy Addresses**.

Step 3 On the SMTP Proxy Addresses page, select **Add New**.

Step 4 Enter an address in the SMTP Proxy Address field.

Step 5 Repeat Step 3 and Step 4 for each address that you want to add.

Note If the user has a relay address configured on the Message Actions page, you should add that relay address as an SMTP proxy address for the user.

Step 6 When you are done adding addresses, select **Save**.

To Configure SMTP Proxy Addresses for Multiple Users in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit menu, select **SMTP Proxy Addresses**.

Step 3 To add one or more SMTP proxy addresses to the addresses that are already configured for the users you are editing, select **Append SMTP Proxy Addresses**; to delete all existing proxy addresses and replace them with one or more new addresses, select **Override SMTP Proxy Addresses**.

Step 4 Select **Add New**.

Step 5 In the SMTP Proxy Address field that opens, enter a pattern for the SMTP proxy address. You can enter a combination of text and tokens that Unity Connection replaces with a value from the user profile. (For example, Unity Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) The available tokens are:

- %FirstName%
- %LastName%
- %Alias%
- %Extension%

Step 6 Repeat Step 4 and Step 5 for each SMTP proxy address pattern you want to add.

Step 7 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 8 Select **Submit**.

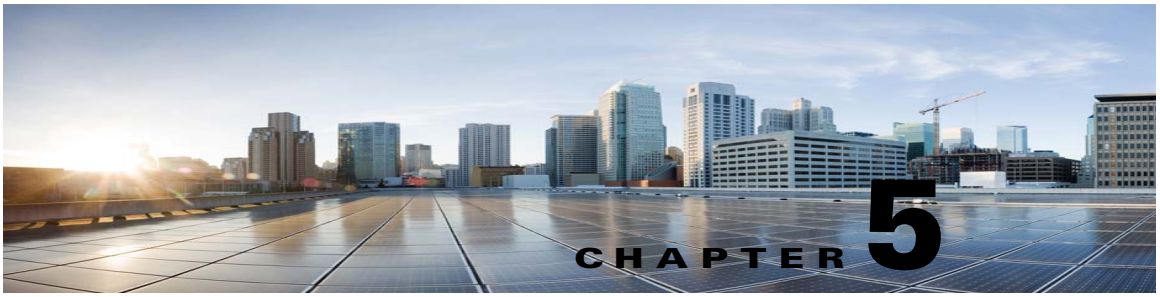
Voice Recognition in Cisco Unity Connection 10.x

Access to the voice-recognition conversation allows users to interact with Cisco Unity Connection by speaking commands rather than by using keys on the phone.

To enable users to use the voice-recognition conversation, complete the following tasks in the order presented:

1. Assign users or the template to a class of service that offers a license to access the voice-recognition feature, and enables users to use it. See the "NoteIn case of a video call, when a remote user is connected via intersite, intrasite, or HTTPS link to an internal or remote user, the calling user is considered as an unidentified caller by the called user. If the calling user receives unanswered call (ring-no answer) by the the called user, Unity Connection plays video greeting to the called user only when the Outside Caller option is enabled in the Edit Class of Service page." section on page 5-26.
2. Specify that each user account or template is assigned to the voice-recognition conversation. See the "Touchtone and Voice-Recognition Conversations" section on page 4-16.

Once enabled to use voice-recognition conversation, users can use the Unity Connection Messaging Assistant to turn the feature on and off.



Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x

In Cisco Unity Connection, some of the features that are available to users with voice mailboxes are controlled by class of service (COS), including features for which you need user licenses. You can update the settings in a COS to enable or disable features and functionality at any time. The changes that you make affect all COS members.

Note When a COS includes access to a feature that requires individual licenses, you can offer the feature to the members of the COS only if enough licenses are available.

See the following sections for information and procedures for setting up features and functionality that are controlled by COS:

- Access to Voice Messages in Cisco Unity Connection 10.x from the Cisco Unified Personal Communicator, page 5-2
- Alternate Extensions in Cisco Unity Connection 10.x, page 5-2
- Call Screening and Call Holding in Cisco Unity Connection 10.x, page 5-3
- Cisco Unity Connection 10.x Messaging Assistant, page 5-4
- Cisco Unity Connection 10.x Web Inbox, Messaging Inbox, and RSS Feeds, page 5-5
- Deleted Message Access in Cisco Unity Connection 10.x, page 5-7
- Directory Listing in Cisco Unity Connection 10.x, page 5-8
- Greeting Length in Cisco Unity Connection 10.x, page 5-8
- IMAP Client Access to Voice Messages in Cisco Unity Connection 10.x, page 5-9
- Live Reply in Cisco Unity Connection 10.x, page 5-11
- Message Recording Length in Cisco Unity Connection 10.x, page 5-12
- Personal Call Transfer Rules in Cisco Unity Connection 10.x, page 5-13
- Private Distribution Lists in Cisco Unity Connection 10.x, page 5-15
- Recorded Name and Length in Cisco Unity Connection 10.x, page 5-17
- Restriction Tables in Cisco Unity Connection 10.x, page 5-19
- Secure Messages in Cisco Unity Connection 10.x, page 5-20

- Sending Messages to System Distribution Lists in Cisco Unity Connection 10.x, page 5-21
- Single Inbox, page 5-22
- SpeechView Transcriptions of Voice Messages in Cisco Unity Connection 10.x, page 5-23
- Video Greetings in Cisco Unity Connection, page 5-24
- Voice Recognition in Cisco Unity Connection 10.x, page 5-27

Access to Voice Messages in Cisco Unity Connection 10.x from the Cisco Unified Personal Communicator

To enable Cisco Unity Connection users to play, sort, and delete voice messages from within the Cisco Unified Personal Communicator application, complete the following tasks in the order presented:

1. Configure the applicable servers, assign Connection users to a COS in Cisco Unity Connection Administration that offers the feature, and set up the client applications, as described in the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
2. *Optional but recommended:* Configure the Connection server to provide a secure IMAP connection, as described in the "Configuring SSL in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.
3. For information on configuring the Cisco Unified Personal Communicator to access Connection voice messages, refer users to the *User Guide for Cisco Unified Personal Communicator* at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html, or the Cisco Unified Personal Communicator Help.

Alternate Extensions in Cisco Unity Connection 10.x

While you specify alternate extensions for individual users on their account pages, COS settings allow you to determine whether users can view and/or manage alternate extensions, and whether they can use the Cisco Unity Connection Messaging Assistant and phone interface to manage a set of their own alternate extensions. Consider allowing users to specify their own set, so that you can reduce the number of requests to enter extensions for user mobile phones, home phones, and other phones. When you enable users to manage their own alternate extensions, they can specify up to ten alternate extensions in addition to those already specified for them by you.

Do the applicable procedure:

- To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant, page 5-3
- To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode, page 5-3

To learn how alternate extensions work and why you use them, see the "Alternate Extensions in Cisco Unity Connection 10.x" section on page 4-78.

To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Alternate Extensions, check either or both of the following check boxes:

- **Allow Users to View Administrator-Defined Alternate Extensions**
- **Allow Users to Manage Their User-Defined Alternate Extensions**

Step 3 Select **Save**.

To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Alternate Extensions, check the left-most check box of either or both of the following check boxes to select them, and then check the check boxes:

- **Allow Users to View Administrator-Defined Alternate Extensions**
- **Allow Users to Manage Their User-Defined Alternate Extensions**

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Call Screening and Call Holding in Cisco Unity Connection 10.x

The Call Transfer settings in a COS specify whether users can use the Cisco Unity Connection Messaging Assistant or the Cisco Unity Connection Personal Call Transfer Rules web tool (as applicable) to change call screening and call holding options. (If users are enabled to use personal call transfer rules, they find screening and holding options in the Cisco Unity Connection Personal Call Transfer Rules web tool, not the Messaging Assistant.)

Screening and holding options allow users to specify how Cisco Unity Connection handles calls that are transferred from the automated attendant or a directory handler to user phones. The options that are potentially available to users differ depending on how you set up call transfers to work for each user account. (See the "Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 10.x" section on page 4-8 for information on how call transfers work.)

Do the applicable procedure:

- To Specify Whether COS Members Can Manage Call Screening and Call Holding Options, page 5-4

- To Specify Whether COS Members Can Manage Call Screening and Call Holding Options for Multiple Classes of Service in Bulk Edit Mode, page 5-4

To Specify Whether COS Members Can Manage Call Screening and Call Holding Options

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Call Transfer, check one or both of the following check boxes:

- **Allow Users to Change Call Screening Options**
- **Allow Users to Change Call Holding Options**

Step 3 Select **Save**.

To Specify Whether COS Members Can Manage Call Screening and Call Holding Options for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Call Transfer, check the left-most check box of either or both of the following check boxes to select them, and then check the check boxes:

- **Allow Users to Change Call Screening Options**
- **Allow Users to Change Call Holding Options**

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Cisco Unity Connection 10.x Messaging Assistant

The Cisco Unity Connection Messaging Assistant is a web tool available on the Cisco Personal Communications Assistant (PCA) website. The Messaging Assistant allows users to personalize their Connection settings—including their greetings and message-delivery options—and to set up message-notification devices and to create private lists.

Do the applicable procedure:

- To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant, page 5-5
- To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode, page 5-5

For steps on configuring the browsers on user workstations to access any of the Cisco PCA web tools, see the “Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 10.x” section in the “Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection

10.x" chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html..

To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Features, check the **Allow Users to Use the Messaging Assistant** check box.

Step 3 Select **Save**.

To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Features, check the left-most check box of the **Allow Users to Use the Messaging Assistant** field to select it, and then check the **Allow Users to Use the Messaging Assistant** check box.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Cisco Unity Connection 10.x Web Inbox, Messaging Inbox, and RSS Feeds

As a convenience to users who are not always able to check messages by phone, you can enable users to access the Cisco Unity Connection Web Inbox, Messaging Inbox, or RSS Feeds on their computers.

Note Web Inbox and RSS Feeds support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrug051.html.

Web Inbox allows users to play, compose, reply to or forward, and manage Connection voice messages by using a web browser. Note that users can address voice messages only to entries within their search scopes.

In Connection, the Messaging Inbox is a web tool available on the Cisco Personal Communications Assistant (PCA) website. For steps on configuring the browsers on user workstations to access any of the Cisco PCA web tools, see the "Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 10.x" section in the "Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 10.x" chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html .

RSS Feeds allow users to retrieve voice messages by using an RSS reader. For details on configuring the Connection server for RSS Feeds, see the "Configuring Access to RSS Feeds of Voice Messages in Cisco Unity Connection 10.x" section in the "Messaging in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure:

- To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds, page 5-6
- To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds for Multiple Classes of Service in Bulk Edit Mode, page 5-6

Note You can offer the Web Inbox, Messaging Inbox, and RSS Feeds to members of the COS only if enough licenses are available.

To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Use the Web Inbox, Messaging Inbox, and RSS Feeds** check box.

Step 3 Select **Save**.

To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Licensed Features, check the left-most check box of the **Allow Users to Use the Messaging Inbox and RSS Feeds** field to select it, and then check the **Allow Users to Use the Messaging Inbox and RSS Feeds** check box.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Deleted Message Access in Cisco Unity Connection 10.x

You specify whether users can access the messages that they delete, or whether messages are permanently deleted at the time that users delete them. If you have concerns about storing deleted messages on the server, you may want to consider preventing users from accessing deleted messages.

Do the applicable procedure:

- To Enable or Disable Access to Deleted Messages, page 5-7
- To Enable or Disable Access to Deleted Messages for Multiple Classes of Service in Bulk Edit Mode, page 5-7

To Enable or Disable Access to Deleted Messages

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Options, check or uncheck the **Delete Messages Without Saving to Deleted Items Folder** check box, as follows:

- To allow users to access deleted messages, uncheck the check box.
- If you want messages permanently deleted when users delete them, check the check box.

Step 3 Select **Save**.

To Enable or Disable Access to Deleted Messages for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Message Options, check the left-most check box of the **Delete Messages Without Saving to Deleted Items Folder** field to select it, and then check or uncheck the **Delete Messages Without Saving to Deleted Items Folder** check box, as follows:

- To allow users to access deleted messages, uncheck the check box.
- If you want messages permanently deleted when users delete them, check the check box.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Directory Listing in Cisco Unity Connection 10.x

You specify whether users in a COS can choose to be listed in the corporate directory. The corporate directory is the audio listing that users and outside callers use to reach users and to leave messages for them.

Do the applicable procedure:

- To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory, page 5-8
- To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory for Multiple Classes of Service in Bulk Edit Mode, page 5-8

To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Directory Listing, check the **Allow Users to Choose to Be Listed in the Directory** check box.

Step 3 Select **Save**.

To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Directory Listing, check the left-most check box of the **Allow Users to Choose to Be Listed in the Directory** field to select it, and then check the **Allow Users to Choose to Be Listed in the Directory** check box.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Greeting Length in Cisco Unity Connection 10.x

Do the applicable procedure to specify how long the recorded greeting of a user can be:

- To Specify the Maximum Length of User Greetings, page 5-9
- To Specify the Maximum Length of User Greetings for Multiple Classes of Service in Bulk Edit Mode, page 5-9

To Specify the Maximum Length of User Greetings

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Greetings, in the Maximum Length field, enter the maximum length for greetings, in seconds.

Step 3 Select **Save**.

To Specify the Maximum Length of User Greetings for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Greetings, check the **Maximum Length** field to select it, and then enter the maximum length for greetings, in seconds.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

IMAP Client Access to Voice Messages in Cisco Unity Connection 10.x

As a convenience to users who are not always able to check messages by phone or from the Cisco Unity Connection Web Inbox or Messaging Inbox, you can enable users to use an IMAP client application on their computers to access their voice messages. Access to messages is limited according to the option you select:

Allow IMAP Users to Access Message Bodies	Users can access the entire voice message.
Allow IMAP Users to Access Message Bodies Except on Private Messages	Users can access the entire voice message, unless the message is marked private. For private messages, they can access only the message header. (Secure messages can never be accessed in an IMAP client.) This option also ensures that private messages are never saved as WAV files to locations outside of the Cisco Unity Connection server.
Allow IMAP Users to Access Message Headers Only	Users can access message headers only.

Do the applicable procedure:

- To Enable IMAP Client Access to Voice Messages for COS Members, page 5-10

- To Enable IMAP Client Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-10

See the "Configuring IMAP Settings in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* for instructions on configuring the Connection server, user accounts, and user workstations for IMAP client access. (The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.)

Note that you can offer IMAP client access to voice messages to members of the COS only if enough licenses are available.

For information on the single inbox functionality, see the "Single Inbox" section on page 5-22.

To Enable IMAP Client Access to Voice Messages for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box, and then select one of the following options:

- **Allow IMAP Users to Access Message Bodies**
- **Allow IMAP Users to Access Message Bodies Except on Private Messages**
- **Allow IMAP Users to Access Message Headers Only**

Note In Cisco Unity Connection, the field name is **Allow Users to Access Voicemail Using an IMAP Client**; the single inbox feature is available in Connection.

Step 3 Select **Save**.

To Enable IMAP Client Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** field, and then select one of the following options:

- **Allow IMAP Users to Access Message Bodies**
- **Allow IMAP Users to Access Message Bodies Except on Private Messages**
- **Allow IMAP Users to Access Message Headers Only**

Note In Cisco Unity Connection, the field name is **Allow Users to Access Voicemail Using an IMAP Client**; the single inbox feature is available in Connection.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Live Reply in Cisco Unity Connection 10.x

When live reply is enabled, users who are listening to messages by phone can reply to a message by having Cisco Unity Connection call the sender. You can use COS settings to specify whether users can live reply only to messages from other users, or to messages from both users and unidentified callers (unidentified callers are outside callers or users who are forwarded to Connection but who cannot be identified by the calling extension).

Users can live reply to a message by using the touchtone conversation or the voice-recognition conversation. Consider informing users when you enable this feature, because even when it is enabled, the live reply option is not mentioned in the main Connection phone menus for some phone conversation types. (It is, however, mentioned in the *User Guide for the Cisco Unity Connection Phone Interface*.)

Note the following considerations for live reply to users:

- Connection dials the extension of the user who left the message only when the Transfer Incoming Calls to User's Phone setting for the user who left the message is set to ring an extension or another number.

Note The Transfer Incoming Calls to User's Phone field is on the Call Transfer page.

- The call transfer settings for the user who left the message dictate what Connection does when the user phone is busy, and whether Connection screens the call.
- If a user attempts to live reply to a message but the sender is unavailable to take the call, a reply message left for the sender is only correctly identified as having been sent by the user if the user called from his or her own extension or an alternate extension. This is because Connection releases the live reply call to the phone system, and the user is no longer signed in to Connection when leaving the reply message.

Note the following considerations for live reply to unidentified callers:

- Connection uses the calling number provided by the phone system in the Automatic Number Identification (ANI) string. To initiate the live reply, Connection checks the ANI digits against the transfer restriction table associated with the class of service of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system.
- You can configure a prefix that Connection prepends to the ANI string, and the minimum length of the ANI string before the prefix is applied; you can use this, for example, to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system. For instructions, see the "Dial Prefix Settings for Live Reply to Unidentified Callers in Cisco Unity Connection 10.x" section in the "Changing Conversation Settings for All Users in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure:

- To Enable Live Reply for COS Members, page 5-12
- To Enable Live Reply for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-12

To Enable Live Reply for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Options, check either or both of the following check boxes:

- **Users Can Reply to Messages from Other Users by Calling Them**
- **Users Can Reply to Messages from Unidentified Callers by Calling Them**

Step 3 Select **Save**.

To Enable Live Reply for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Message Options, check the left-most check box of either or both of the following check boxes to select them, and then check the check box:

- **Users Can Reply to Messages from Other Users by Calling Them**
- **Users Can Reply to Messages from Unidentified Callers by Calling Them**

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Message Recording Length in Cisco Unity Connection 10.x

You can specify the maximum recording length for messages that users who are assigned to a COS can leave for other users. The default setting is 300 (5 minutes).

Note The maximum length for messages that are left by outside callers is set on the Message Settings page for each user account. See the "Outside Caller Options in Cisco Unity Connection 10.x" section on page 4-11 for details.

Do the applicable procedure:

- To Specify the Maximum Recording Length for User Messages, page 5-13

- To Specify the Maximum Recording Length for User Messages for Multiple Classes of Service in Bulk Edit Mode, page 5-13

To Specify the Maximum Recording Length for User Messages

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Length, enter the maximum recording length in seconds.

Step 3 Select **Save**.

To Specify the Maximum Recording Length for User Messages for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Message Length, check the check box to the left of the **Message Length** field to select it, and then enter the maximum recording length in seconds.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Personal Call Transfer Rules in Cisco Unity Connection 10.x

By using the Personal Call Transfer Rules web tool, Cisco Unity Connection users can create call transfer rules that forward and screen direct and indirect calls according to any or all of the following criteria:

- Identity of caller
- Time of day
- Meeting schedule

Connection users can specify that calls are forwarded to voicemail, to another phone number, or to a series of destinations (which must include at least one phone number and which can include SMS and SMTP notification devices).

See the following sections:

- About the Personal Call Transfer Rules Web Tool, page 5-14
- Enabling and Disabling the Personal Call Transfer Rules Feature, page 5-14

Optionally, you can configure Connection so that users can base personal call transfer rules on their Exchange calendar and contacts. See the "Access to Exchange Calendars and Contacts in Cisco Unity Connection 10.x" section on page 4-84 for more information and a task list.

About the Personal Call Transfer Rules Web Tool

Personal Call Transfer Rules is a web tool available on the Cisco Personal Communications Assistant (PCA) website. In addition to allowing users to create call transfer rules, it offers the following additional features to Cisco Unity Connection users:

Contacts list	Connection users can set up a directory of contacts that supplements the information in the Connection directory. Connection uses the contacts list to forward incoming calls, and also to place outgoing calls when the Connection user uses the speech recognition conversation. **Note** Users manage their contacts list in the Connection Messaging Assistant web tool.
Caller groups	Connection users can organize callers into groups so that they can apply one rule to multiple callers without having to recreate the rule multiple times. Caller groups can contain other Connection users, or administrator-defined and user-defined contacts.
Personal destinations	In addition to notification devices, Connection users can create a directory of contact phone numbers to which Connection can direct incoming calls, according to rules that users set up.
Destination groups	Connection users can create groups of personal destinations and notification devices. When transferring a call to a destination group, Connection forwards the call to each destination in the group in the order listed until the phone is answered, the caller hangs up, or the last destination in the group is reached. Connection users can specify the ordering of destinations in the series, and the number of rings that Connection waits for the phone to be answered at each destination.
Call transfer rule tester	The call transfer rule tester is used by users and administrators to see how Connection would forward an incoming call based on an actual rule.
Transfer All rule	The Transfer All rule is a single rule that forwards all calls to a specific destination for a specified time. This rule can be created and turned on only by phone.
Forward all calls to Cisco Unity Connection	Connection users can forward all calls to Connection in order to automatically apply personal call transfer rules to incoming calls, rather than having the call ring the primary extension.

To learn more about how users can use personal call transfer rules and the web tool, see "The Cisco Unity Personal Call Transfer Rules Web Tool" chapter of the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/pctr/b_10xcucugpctr.html.

Enabling and Disabling the Personal Call Transfer Rules Feature

Do the applicable procedure to enable or disable the personal call transfer rules feature for users in a COS:

- To Enable or Disable Personal Call Transfer Rules for COS Members, page 5-15

- To Enable or Disable Personal Call Transfer Rules for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-15

To Enable or Disable Personal Call Transfer Rules for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Features, do one of the following:

- To enable personal call transfer rules, check the **Allow Users to Use Personal Call Transfer Rules** check box.
- To disable personal call transfer rules, uncheck the **Allow Users to Use Personal Call Transfer Rules** check box.

Step 3 Select **Save**.

To Enable or Disable Personal Call Transfer Rules for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Features, do one of the following:

- To enable personal call transfer rules, check the left-most check box to select the **Allow Users to Use Personal Call Transfer Rules** field, and then check the check box.
- To disable personal call transfer rules, check the left-most check box to select the **Allow Users to Use Personal Call Transfer Rules** field, and then uncheck the check box.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Private Distribution Lists in Cisco Unity Connection 10.x

COS settings allow you to specify the maximum number of lists that are available to users, and the maximum number of members that users can add to each list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant to manage their lists.

See the following sections:

- Maximum Number of Private Lists Available to Users, page 5-16
- Maximum Number of Members Per Private List, page 5-17

Maximum Number of Private Lists Available to Users

You can set the maximum number of lists—up to 99—available to each user who is assigned to the COS.

While both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this COS setting to determine when a user has reached the maximum number of lists, each application calculates differently the number of lists that a user owns:

- When a user uses the phone to create a new list by adding members, the Cisco Unity Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names or text names.
- When a user uses the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name, or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names or text names.

This means that if a user belongs to a COS that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit:

- When the user uses the Cisco Unity Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted.
- When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists.

Do the applicable procedure:

- To Change the Maximum Number of Private Lists Available to COS Members, page 5-16
- To Change the Maximum Number of Private Lists Available to COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-16

To Change the Maximum Number of Private Lists Available to COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Private Distribution Lists, enter a number from 1 to 99 in the **Maximum Lists Per User** field.

Step 3 Select **Save**.

To Change the Maximum Number of Private Lists Available to COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Private Distribution Lists, check the check box to the left of the **Maximum Lists Per User** field to select it, and then enter a number from 1 to 99.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Maximum Number of Members Per Private List

Do the applicable procedure to specify the maximum number of members—up to 999—that users who are assigned to a COS can add to a private list:

- To Change the Maximum Number of Members Per Private List, page 5-17
- To Change the Maximum Number of Members Per Private List for Multiple Classes of Service in Bulk Edit Mode, page 5-17

To Change the Maximum Number of Members Per Private List

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Private Distribution Lists, enter a number from 1 to 999 in the **Maximum Members Per List** field.

Step 3 Select **Save**.

To Change the Maximum Number of Members Per Private List for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Private Distribution Lists, check the check box to the left of the **Maximum Members Per List** field to select it, and then enter a number from 1 to 999.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Recorded Name and Length in Cisco Unity Connection 10.x

For each COS, you specify whether users are allowed to record their own names, and how long a recorded name can be.

Hearing a name recorded in the voice of the user can help callers distinguish between users who have similar names. When allowed to record their names, users can use either the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to make the recording, and they are prompted to complete the task during first-time enrollment.

Note Connection does not prevent users from completing the enrollment process if they do not record a name.

When Connection users have no recorded name, Connection uses Text to Speech to play the username (either the display name or the concatenated first and last name, depending on which name is entered in Connection Administration). However, recorded names can give callers an extra level of assurance that they are reaching the person or mailbox they intended to reach. We highly recommend that you have user names recorded at the first time enrolment. This will assist callers in understanding names

Do the applicable procedure:

- To Specify Whether COS Members Can Record Their Names, and the Length for a Name, page 5-18
- To Specify Whether COS Members Can Record Their Names, and the Length for a Name for Multiple Classes of Service in Bulk Edit Mode, page 5-18

To Specify Whether COS Members Can Record Their Names, and the Length for a Name

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Recorded Name, check the **Allow Recording of Voice Name** check box.

Step 3 In the Maximum Length field, enter the maximum length in seconds.

Step 4 Select **Save**.

To Specify Whether COS Members Can Record Their Names, and the Length for a Name for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Recorded Name, check the left-most check box to select the **Allow Recording of Voice Name** field, and then check the check box.

Step 3 In the Maximum Length field, enter the maximum length in seconds.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Restriction Tables in Cisco Unity Connection 10.x

For each COS, you specify the restriction table that is used for call transfers and message notifications. The restriction table that you specify can be the same for both, or different for each.

To learn more about how restriction tables work, see the "Managing Restriction Tables in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure to specify the restriction tables that control the numbers that users can use for call transfers and message notifications:

- To Specify a Restriction Table for Call Transfers and Message Notifications, page 5-19
- To Specify a Restriction Table for Call Transfers and Message Notifications for Multiple Classes of Service in Bulk Edit Mode, page 5-19

To Specify a Restriction Table for Call Transfers and Message Notifications

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Restriction Tables, do the following:

- In the Outcalling list, select the restriction table that you want used for message notifications.
- In the Transfer list, select the restriction table that you want used for call transfers.

Step 3 Select **Save**.

To Specify a Restriction Table for Call Transfers and Message Notifications for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Restriction Tables, do the following:

- Check the check box to the left of the **Outcalling** field to select it, and then select the restriction table that you want used for message notifications.
- Check the check box to the left of the **Transfer** field to select it, and then select the restriction table that you want used for call transfers.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Secure Messages in Cisco Unity Connection 10.x

You determine how Cisco Unity Connection handles message security for messages that are sent by members of the COS. You can specify that:

- Messages are always marked secure.
- Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.
- Messages are never marked secure.
- Messages are marked secure only when users mark them private (this is the default).

Note that users are always able to mark a message private when they send it—regardless of the option you specify. See the "Securing User Messages in Cisco Unity Connection 10.x" chapter of the *Security Guide for Cisco Unity Connection Release 10.x* to learn more about the message security options available in Connection. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/security/guide/10xcucsecx.html.

Do the applicable procedure:

- To Specify Message Security for COS Members, page 5-20
- To Specify Message Security for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-20

To Specify Message Security for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Options, select from the following options in the **Require Secure Messaging** list:

- **Always**—Messages are always marked secure.
- **Never**—Messages are never marked secure.
- **Ask**—Messages are marked secure only when users mark them secure by choosing the secure message option from the Special Delivery Options phone menu.
- **Private**—Messages are marked secure only when users mark them private from the Special Delivery Options phone menu.

Step 3 Select **Save**.

To Specify Message Security for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Message Options, check the check box to the left of the **Require Secure Messaging** field to select it, and then select from the following options:

- **Always**—Messages are always marked secure.

- **Never**—Messages are never marked secure.
- **Ask**—Messages are marked secure only when users mark them secure by choosing the secure message option from the Special Delivery Options phone menu.
- **Private**—Messages are marked secure only when users mark them private from the Special Delivery Options phone menu.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Sending Messages to System Distribution Lists in Cisco Unity Connection 10.x

Do the applicable procedure to specify whether users can send messages to system distribution lists:

- To Specify Whether COS Members Can Send Messages to System Distribution Lists, page 5-21
- To Specify Whether COS Members Can Send Messages to System Distribution Lists for Multiple Classes of Service in Bulk Edit Mode, page 5-21

To Specify Whether COS Members Can Send Messages to System Distribution Lists

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Options, check or uncheck the **Allow Users to Send Messages to System Distribution Lists** check box.

Step 3 Select **Save**.

To Specify Whether COS Members Can Send Messages to System Distribution Lists for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Message Options, check the left-most check box to select the **Allow Users to Send Messages to System Distribution Lists** field, and then check or uncheck the check box as applicable.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Single Inbox

The single inbox feature synchronizes voice messages in Cisco Unity Connection and Exchange mailboxes. Voice messages appear in the Outlook Inbox folder of the user, alongside email and faxes; the voice messages also appear in the Connection mailbox of the user.

Enabling single inbox in classes of service is one step in the process of configuring single inbox. For additional information, see the "Configuring Cisco Unity Connection 10.x and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.

Do the applicable procedure:

- To Enable Single Inbox Access to Voice Messages for COS Members, page 5-22
- To Enable Single Inbox Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-22

To Enable Single Inbox Access to Voice Messages for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box.

Note The radio buttons underneath the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box are applicable only to IMAP client access.

Step 3 Select **Save**.

To Enable Single Inbox Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** field.

Note The radio buttons underneath the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box are applicable only to IMAP client access.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

SpeechView Transcriptions of Voice Messages in Cisco Unity Connection 10.x

When the SpeechView feature is enabled, Connection uses a third-party external transcription service to convert voice messages into text.

To use SpeechView, users must belong to a class of service that provides transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client configured to access their Connection messages. The original voice message is still attached to the transcribed text message. Users can optionally configure an SMS or SMTP notification device so that Connection sends the transcription to a phone or external email address.

See the "Configuring Transcription (SpeechView) in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* for instructions on configuring the Connection server to communicate with the external transcription service. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure to enable transcriptions for members of a particular class of service:

- To Enable SpeechView Transcriptions of Voice Messages for COS Members, page 5-23
- To Enable SpeechView Transcriptions of Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-24

Note that SpeechView is a licensed feature, so confirm there are enough licenses available for all members of the COS.

To Enable SpeechView Transcriptions of Voice Messages for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, select the **Use Standard SpeechView Transcription Service** option to enable standard transcription service, and then select one of the following options:

- **Do Not Transcribe Secure Messages—**Secure messages are not sent to the external transcription service.
- **Allow Transcriptions of Secure Messages—**Secure messages are sent to the external transcription service. Users can view the transcription by using a client that supports viewing transcriptions of secure messages. However, users cannot configure a notification device to receive transcriptions.
- **Allow Transcriptions of Secure Messages to Be Sent to Notification Devices**—Secure messages are sent to the external transcription service. Users can configure SMS and SMTP notification devices to receive transcriptions. However, users cannot view transcriptions of secure messages by using an IMAP client or ViewMail.

Note Similarly, you can select **Use SpeechView Pro Transcription Service** option to enable Professional transcription service.

Step 3 Select **Save**.

To Enable SpeechView Transcriptions of Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Licensed Features, select the **Use Standard SpeechView Transcription Service** option to enable standard transcription service, and then select one of the following:

- **Do Not Transcribe Secure Messages**
- **Allow Transcriptions of Secure Messages**
- **Allow Transcriptions of Secure Messages to Be Sent to Notification Devices**

Note Similarly, you can select the **Use SpeechView Pro Transcription Service** option to enable professional transcription service.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Video Greetings in Cisco Unity Connection

In Cisco Unity Connection 10.0(1) and later, for each COS, the administrator can specify whether the users are allowed to record and play video greetings. The administrator allows to play video greetings for both the identified and outside callers. He or she allows the identified callers to record video greetings too. To enable class of service settings for video greetings, navigate to **Cisco Unity Connection Administration> Class of Service> Edit Class of Service> Enable Video**.

Playback and Record Greetings	Enables the user to record and play video greetings.
Outside Caller	Enables the user to play video greetings to the outside callers.

Note Enabling class of service settings for video greetings is one of the pre-checks required to establish a video call. For more information on pre-checks, see Pre-checks Required for Video Greetings, page 11-9.

When a Connection user sign-in via telephone user interface, the administrator verify the Playback Message/Greetings and Record Greetings option. If this option is:

- Enabled: The Connection user is allowed to play and record video greetings.
- Disabled: The Connection user is not allowed to play and record video greetings.

When the calling user recieves unanswered call (“ring-no-answer”) from the called user, then before allowing a Connection user to play video greetings, Unity Connection verifies the class of service settings for both the calling and called users. Consider the scenarios in the table below, when the COS settings are enabled or disabled.

Table 5-1 Video Settings in Class of Service

Type of Calling User	Calling User COS setting	Called User COS Settings	Type of Greeting that Called User plays
Identified Caller	• Playback Message/Greetings and Record Greetings: enabled • Outside Callers: disabled	• Playback Message/Greetings and Record Greetings: enabled • Outside Callers: disabled	Connection can play the video greeting to the calling user.
Identified Caller	• Playback Message/Greetings and Record Greetings: disabled • Outside Callers: disabled	• Playback Message/Greetings and Record Greetings: enabled • Outside Callers: disabled	Connection cannot play the video greeting to the calling user.
Undentified Caller	COS settings are not applicable	• Playback Message/Greetings and Record Greetings: enabled • Outside Callers: enabled	Connection can play the video greeting to the calling user.
Undentified Caller	COS settings are not applicable	• Playback Message/Greetings and Record Greetings: enabled • Outside Callers: disabled	Connection cannot play the video greeting to the calling user.
Undentified Caller	COS settings are not applicable	• Playback Message/Greetings and Record Greetings: disabled • Outside Callers: enabled	Connection cannot play the video greeting to the calling user.

Note In case of a video call, when a remote user is connected via intersite, intrasite, or HTTPS link to an internal or remote user, the calling user is considered as an unidentified caller by the called user. If the calling user receives unanswered call (ring-no answer) by the the called user, Unity Connection plays video greeting to the called user only when the **Outside Caller** option is enabled in the Edit Class of Service page.

For more details on enabling video greetings feature, see the Edit Class of Service, page 2-9 section of "Cisco Unity Connection 10.x Class of Service Settings" chapter in the *Interface Reference Guide for Cisco Unity Connection Administration*http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/gui/guide/10xcucguix.html.

Do the applicable procedure to enable video greetings for the members of a particular class of service:

- To Enable Greetings for COS Members, page 5-26
- To Enable Greetings for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-26

To Enable Greetings for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under **Enable Video**, select the following options depending on the desired behaviour:

- **Playback and Record Greetings—**Users can play video greetings. They can also record video greetings.
- **Outside Caller**—Users can play and record video greetings to the outside callers.

Step 3 Select **Save**.

To Enable Greetings for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the class of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, select the **Enable Video** option to enable video messaging service, and then select the following options depending on the desired behavior:

- **Playback and Record Greetings**
- **Outside Caller**

Select **Submit**.

Voice Recognition in Cisco Unity Connection 10.x

Access to the voice-recognition conversation allows users to interact with Cisco Unity Connection by saying commands rather than by using keys on the phone. To enable users to use it, complete the following tasks in the order presented:

1. Assign users or a user template to a class of service that offers a license to access the voice-recognition feature and enables users to use it. Do the applicable procedure:
   - To Allow COS Members a License to Access and Use the Voice-Recognition Feature, page 5-27
   - To Allow COS Members a License to Access and Use the Voice-Recognition Feature for Multiple Classes of Service in Bulk Edit Mode, page 5-27
2. Specify that each user account or template is assigned to the voice-recognition conversation. See the "Touchtone and Voice-Recognition Conversations" section on page 4-16 for instructions.

Note that you can offer voice recognition to members of the COS only if enough licenses are available.

To Allow COS Members a License to Access and Use the Voice-Recognition Feature

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, check the **Allow Access to Advanced Features** check box, and then check the **Allow Users to Use Voice Recognition** check box.

Step 3 Select **Save**.

To Allow COS Members a License to Access and Use the Voice-Recognition Feature for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

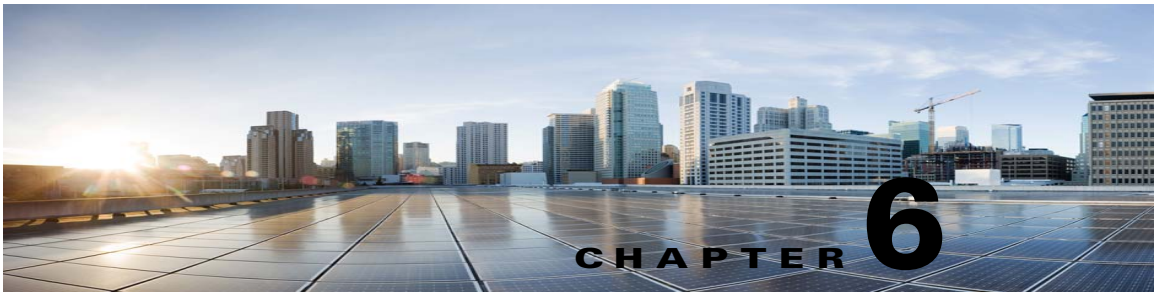
If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Access to Advanced Features** field, and then check the check box.

Step 3 Check the left-most check box to select the **Allow Users to Use Voice Recognition** field, and then check the check box.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.



Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 10.x

A class of service (COS) defines limits and permissions for accounts with voice mailboxes. For example, a COS:

- Controls user access to licensed features such as the Cisco Unity Connection Web Inbox or Messaging Inbox . (When a COS includes access to a feature that requires individual licenses, you can assign groups of users to the COS only if enough licenses are available.)
- Controls user access to non-licensed features such as personal call transfer rules.
- Controls how users interact with Unity Connection. For example, a COS dictates the maximum length of user messages and greetings, and whether users can choose to be listed in the corporate directory.
- Controls call transfer options.
- Specifies the number of private distribution lists allowed to users, and the number of members allowed on each list.
- Specifies the restriction tables used to control the phone numbers that users can use for transfers and when placing calls.

A COS is not specified for the individual accounts or templates that are associated with users without voice mailboxes (typically, these are administrator accounts). Permissions associated with administrator accounts are instead controlled by roles in Connection Administration. (See the "Roles in Cisco Unity Connection 10.x" section on page 2-4 for more details.)

See the following sections:

- Default Classes of Service in Cisco Unity Connection 10.x, page 6-2
- Adding a Class of Service in Cisco Unity Connection 10.x, page 6-2
- Modifying the Settings for a Class of Service in Cisco Unity Connection 10.x, page 6-2
- Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 10.x, page 6-3
- Deleting a Class of Service in Cisco Unity Connection 10.x, page 6-4

Default Classes of Service in Cisco Unity Connection 10.x

Cisco Unity Connection includes the following predefined classes of service, which you can modify but not delete:

Voicemail User COS	Contains settings that are applicable to end users. By default, this COS is associated with the default Voicemail User template.
System	A COS that special default user accounts are members of. This COS is read-only and cannot be modified or deleted.

Adding a Class of Service in Cisco Unity Connection 10.x

To Create a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.

Step 2 On the Search Class of Service page, select **Add New**.

Step 3 On the New Class of Service page, enter settings as applicable.

Note Fields marked with an * (asterisk) are required.

Step 4 Select **Save**.

Modifying the Settings for a Class of Service in Cisco Unity Connection 10.x

You can modify the settings for a COS at any time. Changes to the settings in a COS—including features for which you need user licenses—affect new and existing members of the COS. For example, if members of the COS currently have access to a licensed feature and you change the COS to remove access to the feature, the next time those users sign in to Cisco Unity Connection, they are unable to access the feature.

To make changes to a COS, do the applicable procedure:

- To Modify the Settings for a Class of Service, page 6-2
- To Modify Class of Service Settings in Bulk Edit Mode, page 6-3

To Modify the Settings for a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.

Step 2 On the Search Class of Service page, select the display name of the applicable class of service.

Note If the class of service does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit Class of Service page, change settings as applicable.

Step 4 Select **Save**.

For details on the features and functionality available for classes of service, see the "Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x" chapter.

To Modify Class of Service Settings in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.

Step 2 On the Search Class of Service page, check the applicable class of service check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 3 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual.

Select **Help > This Page** to see detailed information about the settings for each field.

Note The Status message at the top of the Edit Class of Service page tells you how many classes of service are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 10.x

A COS is specified in each user template; thus, a user is assigned to the COS that is specified in the template on which the user account is based. If you find that the settings for a particular COS are no longer appropriate for an individual user or several users, you can reassign the users to another COS at any time. (Changing the COS that is specified in a template does not affect user accounts that have already been created.)

Note When a COS includes access to a feature that requires individual licenses, you can assign groups of users to the COS only if enough licenses are available.

If you want to reassign users to a COS, do one of the following procedures:

- To Assign or Reassign a User to a Class of Service, page 6-4—Do this procedure to make a COS change for a single user account.
- To Reassign Multiple Users to a Class of Service, page 6-4—Do this procedure to reassign up to 25 users at one time to another COS.

To Assign or Reassign a User to a Class of Service

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the Search Users page, in the Search Results table, select the alias of the applicable user.

Note If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit User Basics page, in the Class of Service list, select the applicable class of service.

Step 4 Select **Save**.

To Reassign Multiple Users to a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service Membership**.

Step 2 On the Search Class of Service Members page, set parameters in the Find Class of Service Members fields according to the COS from which you want to move users, then select **Find**.

Step 3 In the Class of Service Members Search Results table, check the check boxes to the left of the user aliases that you want to move to another COS. You can move up to 25 users at one time.

Step 4 In the To list, select the name of the COS to which you want to move the users that you selected in Step 3.

Step 5 Select **Move Selected User**.

Deleting a Class of Service in Cisco Unity Connection 10.x

Before you can delete a COS, you first must reassign any members of that COS to another COS. Do the following "To Delete a Class of Service" procedure.

To Delete a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service Membership**.

Step 2 On the Search Class of Service Members page, set parameters in the Find Class of Service Members fields according to the class of service you want to delete, then select **Find**.

Step 3 In the Class of Service Members Search Results table, check the check boxes to the left of the user aliases that you want to move to another class of service.

Step 4 In the To list, select the name of the class of service to which you want to move the users that you selected in Step 3.

Step 5 Select **Move Selected User**.

Step 6 Repeat Step 3 through Step 5 until the Class of Service Members Search Results table shows there are no members in the class of service that you want to delete.

Note You may need to select **Refresh** for changes to be reflected in the Search Results table.

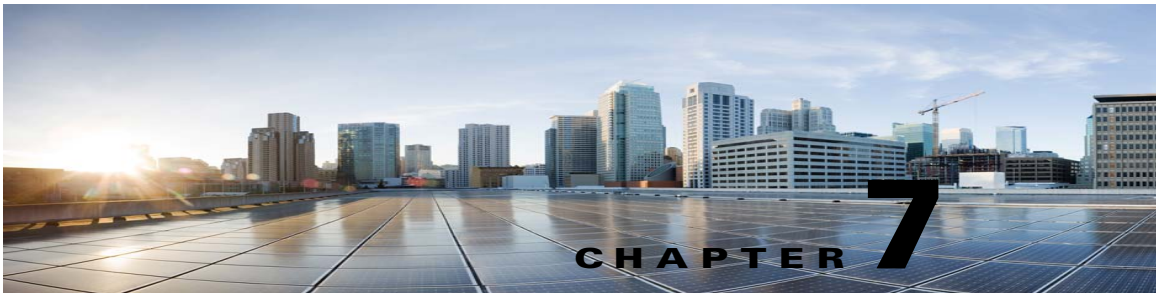
Step 7 Expand **Class of Service**, then select **Class of Service**.

Step 8 On the Search Class of Service page, check the check box to the left of the display name of the class of service that you want to delete.

Note If the class of service does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 9 Select **Delete Selected**.

Step 10 Select **OK** to confirm the deletion.



Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 10.x

Each account that you add in Cisco Unity Connection is based on a user template. Settings from the template are applied to the accounts as the accounts are created. Connection includes predefined templates, which you can modify. You can also create an unlimited number of additional templates.

See the following sections:

- Cisco Unity Connection 10.x Default Templates, page 7-1
- Password and PIN Security Considerations for Template Defaults in Cisco Unity Connection 10.x, page 7-2
- Single Inbox Considerations for Template Defaults in Cisco Unity Connection, page 7-2
- Adding a User Template in Cisco Unity Connection 10.x, page 7-2
- Modifying a User Template in Cisco Unity Connection 10.x, page 7-4
- Deleting a User Template in Cisco Unity Connection 10.x, page 7-5

Cisco Unity Connection 10.x Default Templates

Cisco Unity Connection comes with the following predefined user templates, which you can modify but not delete:

Voicemail User Template	The settings on this template are suitable for most users.
Administrator Template	The settings on this template are suitable for users who administer Connection. User accounts that are based on this template do not have voice mailboxes. By default, the template specifies the System Administrator role, which is the administrator role with the highest privileges.

Password and PIN Security Considerations for Template Defaults in Cisco Unity Connection 10.x

Consider the following as you prepare your templates for creating Connection end user and administrator accounts:

Users with Voice Mailbox Accounts

Default phone PINs and web application passwords are applied to each user account that you create. These PINs and passwords are either the defaults set for the default Voicemail User Template during installation, or defaults that are set on the Change Password page for the user template that you select when creating the accounts. You need to give these PINs and passwords to users so that they can sign in to the Connection conversation and to the Cisco Personal Communications Assistant (PCA). To increase system security, we recommend that you instruct users to change both PIN and password as soon as possible, and that you enforce PIN and password complexity rules.

Alternatively, you can use the Bulk Password Edit tool to assign unique passwords and PINs to Connection end user accounts after they have been created. You use the Bulk Password Edit tool along with a CSV file that contains unique strings for the passwords and PINs to apply the passwords/PINs in bulk. The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html.

Users Without Voice Mailbox Accounts

A default web application password is applied to each administrative account that you create. If you base the new account on the default Administrator Template, keep in mind that the default password associated with the account is a randomly-generated string. Therefore, if you base new administrative accounts on the default Administrator Template, be sure to first enter a new default password for the template to replace the randomly-generated string, or make sure that you change the password for each new account as you create it. To increase system security, we recommend that you instruct administrators to change the password as soon as possible, and that you enforce password complexity rules.

Single Inbox Considerations for Template Defaults in Cisco Unity Connection

When you are configuring single inbox for Connection , check the Generate SMTP Proxy Address From Corporate Email Address check box. When you check this check box, Connection automatically creates a new SMTP proxy address for the value in the Corporate Email Address field. An SMTP proxy address allows Connection to map the sender to a user, and to map the message recipients to users or contacts, by comparing the SMTP addresses in the message header to its list of SMTP proxy addresses. Applicable SMTP proxy addresses are necessary when using Cisco Unity Connection ViewMail for Microsoft Outlook with the single inbox feature to send messages.

Adding a User Template in Cisco Unity Connection 10.x

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Do the applicable procedure to create a user template:

- To Create an End User Template (for Users with Voice Mailboxes), page 7-3

- To Create an Administrator Template (for Users Without Voice Mailboxes), page 7-3

To Create an End User Template (for Users with Voice Mailboxes)

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, select **Add New**.

Step 3 On the New User Template page, in the User Template Type list, select **User Template with Voice Mailbox**.

Step 4 In the Based on Template list, select a template on which to base the new template.

Note All settings are copied from the base template to the new template, except for the settings that you choose on the New User Template page (Alias, Display Name, and so on). System distribution list membership is also copied from the base template. For example, all new user templates based on the default voicemailusertemplate are automatically added to the allvoicemailusers system distribution list and to any other lists to which voicemailusertemplate has been manually added.

Step 5 Enter an alias and display name.

Step 6 In the Phone System list, select the applicable phone system.

Step 7 Select **Save**.

Step 8 On the Edit User Template Basics page, enter additional settings, as applicable.

Step 9 When you have finished entering basic settings, select **Save**.

Step 10 On the Edit menu, select the applicable pages to continue customizing settings for the new user template. If you change settings on a page, select **Save** before leaving the page.

To Create an Administrator Template (for Users Without Voice Mailboxes)

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, select **Add New**.

Step 3 On the New User Template page, in the User Template Type list, select **User Template Without Voice Mailbox**.

Step 4 In the Based on Template list, select a template on which to base the new template.

Step 5 Enter an alias for the account.

Step 6 Enter additional information, as applicable, then select **Save**.

Step 7 On the Edit User Template Basics page, enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 8 On the Edit menu, select **Roles**.

Step 9 On the Edit Roles page, select a role name in the Assigned Roles or Available Roles fields, then select the **Up** arrow or **Down** arrow to move the role to the applicable field. (Note that by default, the template specifies the System Administrator role, which is the administrator role with the highest privileges.)

Step 10 When the Assigned Roles field contains all of the applicable roles for the administrator, select **Save**.

Step 11 On the Edit menu, select **Password Settings**.

Step 12 On the Edit Password Settings page, enter settings for the password that the administrator use when accessing Connection Administration:

a. Verify that the **User Must Change at Next Sign-In** check box is checked. When this check box is checked, the administrator is required to change the password when signing in for the first time.

b. In the Authentication Rule field, select an applicable rule.

Step 13 Select **Save**.

Step 14 For Cisco Unified Communications Manager Business Edition (CMBE) configurations, skip to Step 17.

For Cisco Unity Connection configurations, on the Edit Menu, select **Change Password**.

Caution Do not skip the steps for entering a password for the new template (Step 15 and Step 16). If you do not enter a password, a randomly-generated string is entered as the default password. You will then be unable to sign in to the account, and will be forced to sign in to a different administrative account and change the password of the new account to remove the randomly-generated string.

Step 15 On the Change Password page, enter a password in the Password field. Note that the password must meet the following requirements for password complexity:

- A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)
- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # $ % ^ & * “ ‘ , . : ; ? - _ ( ) [ ] < > { } + = / \ |)
- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)
- No inclusion of the alias or name of the administrator

Step 16 Enter the password again in the Confirm Password field.

Step 17 Select **Save**.

Modifying a User Template in Cisco Unity Connection 10.x

Before you create Cisco Unity Connection accounts, review the settings in the templates that you plan to use and determine whether you need to make any changes. Changes to template settings do not affect existing user accounts.

To Modify a User Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, select the alias of the user template that you want to modify.

Note If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit User Template Basics page, change settings as applicable.

Step 4 When you have finished changing settings, select **Save**.

Step 5 From the Edit menu, you may also want to change settings on any (or all) of the available pages. If you change settings on a page, select **Save** before leaving the page.

Deleting a User Template in Cisco Unity Connection 10.x

Note that you cannot delete the default templates (Voicemail User Template and Administrator Template).

Deleting a user template does not affect any user accounts that were based on that template when they were created.

To Delete a User Template

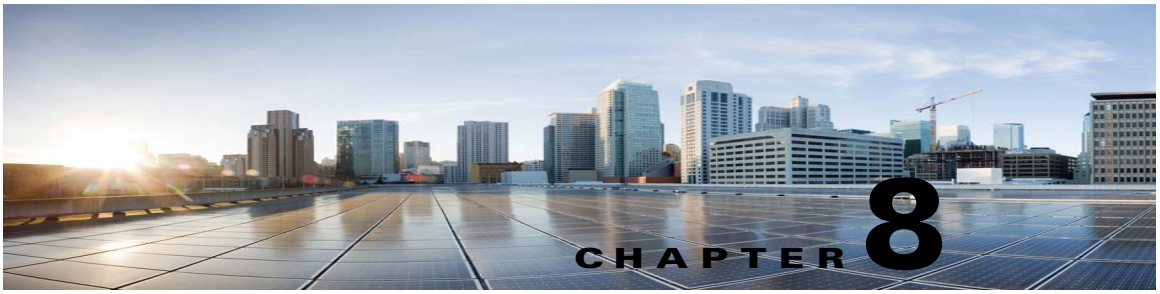
Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, check the check box to the left of the alias of the user template that you want to delete.

Note If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.



Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 10.x

All the HTML notifications in Cisco Unity Connection require the HTML-based notification templates. The administrator can define any number of customized HTML templates. The administrator can assign a template to the users or can allow the users to select a template. However, the users do not have the permissions to create or modify a template.

The template selected can either be a default or a custom template that the administrator has created. The default templates are Default_Dynamic_Icons and Default_Actionable_Links_Only. Note that you cannot edit or delete the content of the default templates. The Default_Dynamic_Icons template has the HTML tags along with the custom graphics and the status items. The Default_Actionable_Links_Only template has the HTML tags along with the actionable links without any images, custom graphics, or status items.

Note The default templates are only examples and are available only in the English language. The administrator can create templates in any required language and save them.

The HTML notification template provides the user an enhanced notification experience that includes the following:

- Free flow HTML text
- HTML tags, where in support of HTML tags depend on the email client that the user is using.
- Custom Variables and Custom Graphics
- Status Items for Voice Message - MWI, Message Status as Icons within an HTML template.
- Embedded links to the external URIs/URLs

For example, the administrators can configure the HTML templates to include header, footer, logos, images, MWI status, and hyperlinks to the Unity Connection Mini Web Inbox.

The examples of default templates and other customized templates are available on Cisco Unity Tools.

Note

- The use of images, MWI status, and Message status is not mandatory. However, if used, the administrators need to ensure that the image rendering when used with the HTML tags and the APIs is supported by their respective email clients.
- Make sure the signed SSL certificates are installed in order to access the notifications via email and the voice message via Connection Mini Web Inbox. For more information on how to configure SSL on Cisco Unity Connection, refer to the "Securing Cisco Unity Connection Administration, Cisco

PCA, and IMAP Email Client Access to Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 10.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Checklist for Creating and Rendering a Template - Must Haves

Table 8-1 Checklist for Creating and Rendering a Template

Configuration Steps		Related Topics and Documentation
Step 1	Ensure to use valid HTML tags, text, and variables.	In case of rendering the HTML templates on Microsoft Outlook, refer to MSDN documentation: • "Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 1" and • "Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 2".
Step 2	Ensure that a notification template is assigned to an HTML notification device.	• The "Notification Devices in Cisco Unity Connection 10.x" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.
Step 3	Ensure that the HTML notification device is enabled for the user.	• The "Notification Devices in Cisco Unity Connection 10.x" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

Table 8-1 Checklist for Creating and Rendering a Template

Configuration Steps		Related Topics and Documentation
Step 4	Ensure that the desired authentication mode is selected. There are two modes supported, Authentication and Non-authentication mode.	For more information refer to "Configuring Cisco Unity Connection 10.x for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.
Step 5	Ensure that if your HTML templates include images, icons using custom graphics, or status items for an email notification, the images being rendered on an HTML email is supported by your email client. The script utility for regedit and hotfixes for your Microsoft Outlook configuration is also available over Cisco Unity Tools.	For more information refer to "Configuring Cisco Unity Connection 10.x for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.

For more information on 'Must Haves' for Cisco Unity Connection Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsgminiinbox.html.

HTML Notifications Support for the IPv6 and IPv4 Modes

The SMTP outbound proxy is supported over the IPv4 mode only. Therefore, Cisco Unity Connection will send the HTML notifications to an Email server over SMTP in the IPv4 mode only. The administrator must ensure that the HTML notifications are working over IPv4.

The users can receive the notifications and play the voice messages on supported email clients for both the IPV4 and IPv6 mode. The Unity Connection Mini Web Inbox URLs sent over an HTML email, can be accessed through the IPv6 or IPv4 mode, depending upon the DNS domain entry configured in the DNS Server to resolve Cisco Unity Connection in either IPv6 or IPv4.

Note The Unity Connection Mini Web Inbox over computer is supported for both, the IPv4 and IPv6 mode. However, the Connection Mini Web Inbox over mobile supports only the IPv4 mode. For more information on how to configure the IPv6 address, refer to http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrug051.html.

See the following sections:

- Adding a Notification Template in Cisco Unity Connection 10.x, page 8-4
- Modifying a Notification Template in Cisco Unity Connection 10.x, page 8-11

- Deleting a Notification Template in Cisco Unity Connection 10.x, page 8-12
- Adding a Custom Variable in Cisco Unity Connection 10.x, page 8-12
- Modifying a Custom Variable in Cisco Unity Connection 10.x, page 8-13
- Deleting a Custom Variable in Cisco Unity Connection 10.x, page 8-14
- Adding a Custom Graphic in Cisco Unity Connection 10.x, page 8-14
- Modifying a Custom Graphic in Cisco Unity Connection 10.x, page 8-15
- Deleting a Custom Graphic in Cisco Unity Connection 10.x, page 8-16
- Modifying a Replaceable Image in Cisco Unity Connection 10.x, page 8-16

Adding a Notification Template in Cisco Unity Connection 10.x

The content and format of the HTML notifications received via an email can be customized through a notification templates that include status items, action items, static items, custom variables, and custom graphics. Only the administrator has the rights to create and modify the notification templates, custom variables, and custom graphics. Cisco Unity Connection Administration and the Cisco Unity Connection Provisioning Interface (CUPI) APIs can be used to create, update, and delete the customized notification templates.

For more information on how to create a notification template, refer to Cisco Unity Connection Provisioning Interface (CUPI) API -- Notification Devices.

To Create a Notification Template

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.

Step 2 Select **Add New** on the **Search Notification Templates** page.

Step 3 Enter a display name on the **New Notification Template** page.

Step 4 Enter the HTML content on the right panel. The HTML5 tags can also be added in the content of the notification template, however, the support of all the HTML tags depends on the email client that the user is using.

Note When the administrator creates or updates an HTML notification template, Unity Connection validates the HTML content given in the template.

Step 5 (Optional) Select and copy the required status, action, and/or static items from the left panel of the HTML field and paste the items on the right panel. The description of the items are given below:

Table 8-2 HTML Variables

Items	Description
%MWI_STATUS%	Displays the image based on MWI status. The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to Modifying a Replaceable Image in Cisco Unity Connection 10.x, page 8-16. To insert the status items directly in the notification template, you can use the <img src="%MWI_STATUS%"> </img> tag.
%MESSAGE_STATUS%	Displays the message status as unread, read, unread urgent, read urgent, or deleted. The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to Modifying a Replaceable Image in Cisco Unity Connection 10.x, page 8-16. To insert the status items directly in the notification template, you can use the <img src="%MESSAGE_STATUS%"> </img>tag.
%LAUNCH_MINI_INBOX%	Launches the Unity Connection Mini Web Inbox. To insert this item directly in the notification template, you can use the Text tag.
%LAUNCH_WEB_INBOX%	Launches the Cisco Unity Connection Web Inbox only on computer. To insert this item directly in the notification template, you can use the Text tag.
%MESSAGE_PLAY_MINI_INBOX%	Launches the Unity Connection Mini Web Inbox for a specific message and auto plays the message. To insert this item directly in the notification template, you can use the Text tag.
%MESSAGE_DELETE%	Deletes the voice message. To insert this item directly in the notification template, you can use the Text tag.
%MESSAGE_FORWARD%	Forwards a particular voice message. To insert this item directly in the notification template, you can use the Text tag.

Table 8-2 HTML Variables

Items	Description
%MESSAGE_REPLY%	Launches the Unity Connection Mini Web Inbox with the **Reply to Message** window to reply to a voice message. To insert this item directly in the notification template, you can use the Text tag.
%MESSAGE_REPLY_ALL%	Launches the Unity Connection Mini Web Inbox with the **Reply to Message** window. The **To** and **Subject** fields get populated automatically with multiple recipients. To insert this item directly in the notification template, you can use the Text tag.
%MESSAGE_MARKUNREAD%	Launches the Unity Connection Mini Web Inbox with marking the message as unread and increasing the unread message count. To insert this item directly in the notification template, you can use the Text tag.
Custom Variables	The administrator can store values in the form of text and numbers in custom variables. For example, the administrator can use custom variables for headers and footers. It replaces the value of the selected custom variable by the content as specified by the administrator under the **Templates > Notification Templates > Custom Variables** page. To insert a variable directly in the notification template, as specified by the administrator under the **Templates > Notification Templates > Custom Variables** page, you can use the %Var1%. For more information on custom variables, refer to Adding a Custom Variable in Cisco Unity Connection 10.x, page 8-12.
Custom Graphics	The administrator can use custom graphics for adding logos, images, within an HTML template. The images could also be used to define Image based Template Structure. For example - See Default_Dynamic_Icons. To insert a graphic directly in the notification template as specified by the administrator under the **Templates > Notification Templates > Custom Graphics** page, you can use the <img src="%GRAPHIC1%"></img> tag. For more information on custom graphics, refer to Adding a Custom Graphic in Cisco Unity Connection 10.x, page 8-14.
%CALLER_ID%	Displays the alias name of the caller who has received a voice message.

Table 8-2 HTML Variables

Items	Description
%SENDER_ALIAS%	Displays the alias of the sender who has sent a voice message. In case, the user dials from an extension other than itself to send a voice message, the display name of the sender is displayed. If the display name of the sender is not mentioned, then the SMTP address of the sender is displayed. In addition, if an unknown caller calls then 'Unknown' is displayed.
%RECEIVER_ALIAS%	Displays the alias name of the receiver who has received a voice message.

The above action items are displayed as icons, images, or links in the email notification that is sent to the user. As a link is clicked from an email notification, it opens the Cisco Unity Connection Mini Web Inbox player and performs the specific action accordingly.

Step 6 Click **Validate** to verify the HTML content. Unity Connection validates the HTML content given in the template.

Note
- The notification template does not get saved if any error is returned in the HTML validation. You must remove the error(s) returned by validation before saving the notification template. However, an HTML template with warnings can be saved successfully.
- The validator only validates HTML content not CSS.

Step 7 Click **Save**.

You can also preview the template by clicking **Preview**. This option is available only when the new notification template is saved.

Note that the **Preview** option displays the view as per your default browser, however, the display may vary on the various email clients.

Notification Template Suggestions

- Table, image, div tags in HTML works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML content with plain text and hyperlinks within a template works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML background image tag is not supported while creating a notification template.
- Image overlaying other image is not supported while creating a template. For example, an image over a background image.
- Use of images, custom graphics, icons for status items - MWI, Message Status are not mandatory for HTML-based notifications. If images, custom graphics, and icons for status items are used, it is recommended for administrators to check the support or documentation of email clients being used.

- Use minimal CSS within an HTML template. You can use only the inline CSS that is supported in an HTML template, whereas the external CSS is not supported in the notification templates. In addition, the HTML editor that is used to create templates validates only the HTML content and not the CSS.
- There is no support for Java Script or other scripting languages with-in HTML.
- To troubleshoot any issue while creating templates or launching the Unity Connection Mini Web Inbox, refer to the "Troubleshooting the HTML Notifications in Cisco Unity Connection" chapter of the *Troubleshooting Guide for Cisco Unity Connection* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html.

Example 1 of a Default Notification Template - Default_Actionable_Links_Only

```
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>Untitled Document</title>
</head>

<body topmargin="0" leftmargin="0" marginheight="0" marginwidth="0" bgcolor="#F4F4F4">
<table width="100%" cellpadding="0" cellspacing="0" bgcolor="F4F4F4"
style="font-family:Arial, Helvetica, sans-serif;font-size:13px;color:#828282;">
<tr>
<td>
<table align="center" width="500" cellpadding="0" cellspacing="0" border="0">
<tr>
<td style="color:#9DA8B7; font-size:11px;padding: 10px 0 10px 28px;"><br/></td>
</tr>
<tr>
<td>
<table align="center" width="500" cellpadding="0" cellspacing="0" border="0">
<tr>
<td>
<table cellspacing="0" cellpadding="10" border="0">
<tr>
<td width="500" align="left" valign="top" bgcolor="#CBDDFF">
<div style="font-size:18px; color:#3573AD;">Voice Message from %SENDER_ALIAS% </div> <br>
</td>
</tr>
<tr>
<td width="500" align="right" valign="top" bgcolor="#CBDDFF">

<div style="font-size:11px;color:#3573AD;"><a href = "%MESSAGE_PLAY_MINI_INBOX%">Play</a>
<a href ="%MESSAGE_FORWARD%"> Forward</a> | <a href ="%MESSAGE_REPLY%"> Reply</a> | <a
href ="%MESSAGE_DELETE%"> Delete</a></div>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td height="1" bgcolor="#0066FF"></td>
</tr>
<tr>
<td>
<table align="center" width="500" cellspacing="0" cellpadding="0">
```

```
<tr>
<td>
<table cellspacing="0" cellpadding="10" border="0" bgcolor="#CBDDFF">
<tr>
<td align="left" style="font-size:12px; color:#65788A;text-align:justify;" width="500"
valign="top">
<div style="font-size:12px; color:#65788A;">
<strong>Intelligent Notifications </strong>
<br /> <br /> Intelligent Notifications deliver rich, customizable, and actionable voice
message notifications.  When connected to the corporate network, they provide users the
ability to play, reply, forward, mark unread, and delete a specific message.
</div>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td align="left" style="font-size:11px; color:#9DA8B7; padding: 15px 11px 0 11px;
text-align:justify;">
<b> Disclaimer: </b>This message contains confidential information and is intended only
for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. Please notify the sender immediately by e-mail. If you
have received this e-mail by mistake and delete this e-mail from your system. If you are
not the intended recipient you are notified that disclosing, copying, distributing or
taking any action in reliance on the contents of this information is strictly prohibited.
</b>
<hr size="1" color="#D4D4D4">
<p style="padding-top: 0pt; " class="paragraph_style"> <font size="1" align = "right" face
= "Arial" color="black"> Â© 2012 Cisco Systems, Inc. <br /> <a
title="http://www.cisco.com/" href="http://www.cisco.com/">Cisco.com</a> <span
class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html">Privacy
Statement</a> <span class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html">Trademarks</a><b
r /> </font> </p>
</td>
</tr>
</table>
</td>
</tr>
</table>
</body>
</html>
```

Example 2 of a Default Notification Template - Default_Dynamic_Icons

```
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>Untitled Document</title>
</head>

<body topmargin="0" leftmargin="0" marginheight="0" marginwidth="0" bgcolor="#F4F4F4">
```

```
<table width="100%" cellpadding="0" cellspacing="0" bgcolor="F4F4F4"
style="font-family:Arial, Helvetica, sans-serif;font-size:13px;color:#828282;">
<tr>
<td>
<table align="center" width="552" cellpadding="0" cellspacing="0" border="0">
<tr>
<td style="color:#9DA8B7; font-size:11px;padding: 10px 0 10px 28px;"><br/></td>
</tr>
<tr> <td><img src="%DEFAULT_TOP%" width="552" height="76px" /></td></tr>
<tr>
<td>
<table align="center" width="552" cellpadding="0" cellspacing="0" border="0">
<tr>
<td>
<table cellspacing="0" cellpadding="10" border="0">
<tr>
<td width="552" align="right" valign="top" bgcolor="#CBDDFF">
<div style="font-size:18px; color:#3573AD;">Voice Message from %SENDER_ALIAS% </div> <br>
<div style="font-size:11px;color:#3573AD;"><a href = "%MESSAGE_PLAY_MINI_INBOX%">Play</a>
<a href ="%MESSAGE_FORWARD%"> Forward</a> | <a href ="%MESSAGE_REPLY%"> Reply</a> | <a
href ="%MESSAGE_DELETE%"> Delete</a> </div>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td height="1" bgcolor="#0066FF"></td>
</tr>
<tr>
<td>
<table align="center" width="552" cellspacing="0" cellpadding="0">
<tr>
<td>
<table cellspacing="0" cellpadding="2" border="0" bgcolor="#CBDDFF">
<tr>
<td align="left" style="padding:13px 0 13px 0;font-size:12px; color:#65788A;" valign="top"
width="170">

<div style="padding:0 13px 0 13px;font-size:12px;
color:#65788A;">  <strong>Message Status </strong></div> <br>
<div  style="font-size:11px;color:#3573AD;padding:0 13px 0 13px; margin-left: 0.5em;">
<a href= "%MESSAGE_PLAY_MINI_INBOX%"> <img src="%MWI_STATUS%"
border="0"></img></a>  
<img src="%MESSAGE_STATUS%"></img>

</div>
</td>
<td align="left" style="padding:13px 0 13px 0;font-size:12px;
color:#65788A;text-align:justify;" valign="top">

<strong>Intelligent Notifications </strong> <br /> <br /> Intelligent Notifications
deliver rich, customizable, and actionable voice message notifications.  When connected to
the corporate network, they provide users the ability to play, reply, forward, mark
unread, and delete a specific message.
</td>
<td width="25" height="41" valign="top"></td>
</tr>
</table>
</td>
</tr>
```

```
</table>
</td>
</tr>
<tr> <td><img src="%DEFAULT_BOTTOM%" width="552" height="76px" /></td>       </tr>
<tr>
<td align="left" style="font-size:11px; color:#9DA8B7; padding: 15px 28px 0 28px;
text-align:justify;">
<b> Disclaimer: </b>This message contains confidential information and is intended only
for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. Please notify the sender immediately by e-mail. If you
have received this e-mail by mistake and delete this e-mail from your system. If you are
not the intended recipient you are notified that disclosing, copying, distributing or
taking any action in reliance on the contents of this information is strictly prohibited.
</b>
<hr size="1" color="#D4D4D4">
<p style="padding-top: 0pt; " class="paragraph_style"> <font size="1" align = "right" face
= "Arial" color="black">  Â© 2012 Cisco Systems, Inc. <br /> <a
title="http://www.cisco.com/" href="http://www.cisco.com/">Cisco.com</a> <span
class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html">Privacy
Statement</a> <span class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html">Trademarks</a><b
r /> </font> </p>
</td>
</tr>
</table>
</td>
</tr>
</table>
</body>
</html>
```

Modifying a Notification Template in Cisco Unity Connection 10.x

To Modify a Notification Template

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.

Step 2 On the **Search Notification Templates** page, select the display name of the notification template that you want to modify.

Note If the notification template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Notification Template** <device> page, change the settings, as applicable. You can update the template by adding new items or your own static content.

Note For field information, in the **Help** menu, select **This Page**.

Step 4 Click **Validate** to verify the HTML content. Unity Connection validates the HTML4 and HTML5 content given in the template.

Note
- The notification template does not get saved if any error is returned in the HTML validation. You must remove the error(s) returned by validation before saving the notification template. However, an HTML template with warnings can be saved successfully.
- The validator only validates HTML content not CSS.

Step 5 After changing the settings on the **Edit Notification Template** page, select **Save**.

Deleting a Notification Template in Cisco Unity Connection 10.x

Note that you cannot delete the system-defined default templates (Default_Dynamic_Icons and Default_Actionable_Links_Only).

In addition, if a template is assigned to an HTML notification device, then you cannot delete the template unless all the existing associations with the template are removed.

To Delete a Notification Template

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.

Step 2 On the **Search Notification Templates** page, check the check box next to the display name of the notification template that you want to delete.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.

Adding a Custom Variable in Cisco Unity Connection 10.x

Custom variables provide flexibility to populate content in an HTML notification. The administrators are allowed to create different custom variables that can be used while creating the HTML-based notification templates. For example, the custom variables can be used in case of defining a particular company's name, address, any numbers, or URLs.

The administrator has rights to view, edit, and delete the existing custom variables. We recommend that you do not create more than 20 custom variables.

To Create a Custom Variable

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

Step 2 Select **Add New** on the **Search Custom Variables** page.

Step 3 Enter a display name on the **New Custom Variables** page. The maximum length allowed is 128 characters with alphanumeric and underscore only.

Note The display name must be unique and should have not been used in custom graphics or system defined tags.

Step 4 Enter the value of the new custom variable in the form of the text or numbers. The max size can be 1000 characters.

Step 5 Select **Save**.

The new custom variables also get added in the **Custom Variables** list given on the **Notification Template** page. To insert these variables in the notification templates, refer to Adding a Notification Template in Cisco Unity Connection 10.x, page 8-4.

Modifying a Custom Variable in Cisco Unity Connection 10.x

To Modify a Custom Variable

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

Step 2 On the **Search Custom Variables** page, select the display name of the custom variable that you want to modify.

Note If the custom variable that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Custom Variables** page, change the settings, as applicable.

Note For field information, in the **Help** menu, select **This Page**.

Step 4 After changing the settings on the **Edit Custom Variables** page, select **Save**.

Deleting a Custom Variable in Cisco Unity Connection 10.x

Note that Unity Connection does not prompt if a variable is used in any HTML-based notification template. The administrator must manually update the content of the notification template wherever the deleted custom variables are used. If the deleted variable is not removed from the notification template then the variable will get displayed in the notification instead of its value.

To Delete a Custom Variable

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

Step 2 On the **Search Custom Variables** page, check the check box next to the display name of the custom variable that you want to delete.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.

Adding a Custom Graphic in Cisco Unity Connection 10.x

Custom graphics give flexibility to populate graphic in an HTML notification. The administrators are allowed to create different custom graphics that can be used while creating the HTML-based notification templates. For example, the custom graphics can be used in case of defining a particular company's logo, or product images.

The administrator has rights to view, edit, and delete the existing custom graphics. We recommend that you do not create more than 20 custom graphics.

The graphic can either be a default or a custom graphic that the administrator has created. The default custom graphics are DEFAULT_BOTTOM and DEFAULT_TOP. Note that you cannot edit or delete the default custom graphics.

Ensure the following points while creating and rendering the custom graphics:

- The Authentication/Non-authentication mode is selected as desired. For more information refer to "Configuring Cisco Unity Connection 10.x for HTML-based Message Notification" section of the Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.
- Note that the images or icons given using custom graphics or status items are rendered using APIs to your email client. Therefore, you must make sure that you have required settings/configuration done for your desktop or Web based email clients. link to outlook configuration. For more information refer to "Configuring Cisco Unity Connection 10.x for HTML-based Message Notification" section of the Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.

To Create a Custom Graphic

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.

Step 2 Select **Add New** on the **Search Custom Graphics** page.

Step 3 Enter a display name on the **New Custom Graphics** page.

Note The display name must be unique and should have not been used in custom variables or system defined tags.

Step 4 In the **Select Image File** field, browse the location from where you need to upload the custom graphic and select the graphic.

Note The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.

Step 5 Select **Save**.

The new custom graphics also get added in the custom graphics list given on the Notification Template page. To insert these graphics in the notification templates, refer to Adding a Notification Template in Cisco Unity Connection 10.x, page 8-4.

Modifying a Custom Graphic in Cisco Unity Connection 10.x

To Modify a Custom Graphic

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.

Step 2 On the **Search Custom Graphics** page, select the display name of the custom graphic that you want to modify.

Note If the custom graphic that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Custom Graphics** page, change the settings, as applicable. For field information, in the Help menu, select **This Page**.

Note You are not allowed to edit the **Display Name** field.

The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.

Step 4 After changing the settings on the Edit Custom Graphics page, select **Save**.

Deleting a Custom Graphic in Cisco Unity Connection 10.x

You cannot delete the system-defined default templates (DEFAULT_BOTTOM and DEFAULT_TOP).

Note that Unity Connection does not prompt if a graphic is used in any HTML-based notification template. The administrator must manually update the content of the notification template, wherever the deleted custom graphics are used. If the deleted graphic is not removed from the notification template then the display name will get displayed in the notification instead of the graphic.

To Delete a Custom Graphic

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.

Step 2 On the **Search Custom Graphics** page, check the check box next to the display name of the custom variable that you want to delete.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.

Modifying a Replaceable Image in Cisco Unity Connection 10.x

The administrator has rights to replace the default images for the following status items:

- Deleted_message
- MWI_OFF
- MWI_ON
- Read_message
- Read_urgent_message
- Unread_message
- Unread_urgent_message

These images can anytime reset to default through the **Restore** option given on the Search Replaceable Images page. The addition or deletion of any image is not allowed in the given default list.

Note The administrator can create an HTML template for notification without status items, custom graphics, and images. To display any status items and custom graphics in an HTML template notification make sure your email provider/server and email client support it. For more information refer to "Configuring Cisco Unity Connection 10.x for HTML-based Message Notification" section in the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection* Release 10.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

To Modify a Replaceable Image

Step 1 In Cisco Unity Connection Administration, select **Templates > Notification Templates > Administrative Replaceable Image**.

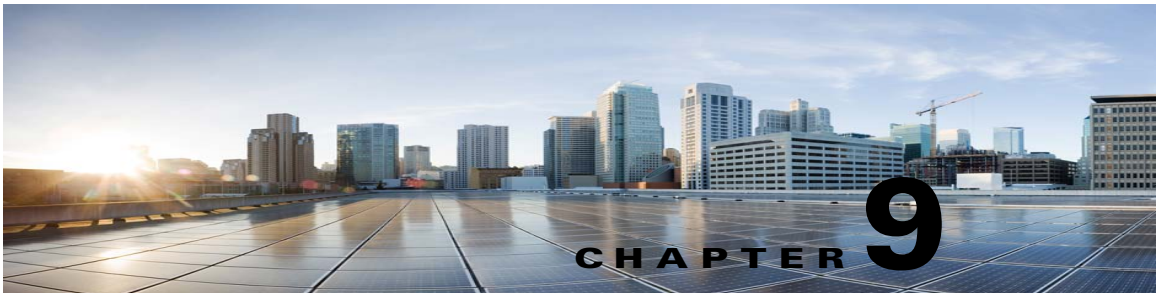
Step 2 On the **Search Replaceable Image** page, select the display name of the image that you want to modify.

Step 3 On the **Edit Replaceable Image** page, change the settings, as applicable. For field information, in the Help menu, select **This Page**.

Note You are not allowed to edit the **Display Name** field.

After changing the settings on the **Edit Replaceable Image** page, select **Save**.

Note These replaceable images are used in the notification templates for the status items tags, for example, %MWI_STATUS% and %MESSAGE_STATUS% displays the MWI status and message status of the voice message.



Adding Cisco Unity Connection 10.x Accounts Individually

See the following sections:

- Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration, page 9-1
- Creating Cisco Unity Connection 10.x User Accounts in Cisco Unity Connection Administration, page 9-2

Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration

In Cisco Unified Communications Manager Business Edition (CMBE), you create individual users and administrator accounts on the User Management pages in Cisco Unified CM Administration. The accounts are based on the templates and classes of service that you create and/or modify in Cisco Unity Connection Administration.

Users with voice mailboxes are end users; users without voice mailboxes are system administrators (or application users). After you add an end user for Connection, you can then configure an end user voice mailbox in Cisco Unified CM Administration. Other settings can be modified as needed from the user account pages in Unity Connection Administration.

For details on adding and configuring Connection accounts in Cisco Unified CM Administration, see the online Help in Cisco Unified CM Administration, or the “End User Configuration” and “Application User Configuration” chapters of the applicable *Cisco Unified Communications Manager Administration Guide* for a task list and related topics. The guide is available at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

For details on importing multiple users from Cisco Unified Communications Manager, see the “Creating Multiple Cisco Unity Connection 10.x User Accounts from Cisco Unified Communications Manager Users” chapter.

Creating Cisco Unity Connection 10.x User Accounts in Cisco Unity Connection Administration

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Before you add user accounts individually, you need to select and define a template and class of service (COS) for each type of account you plan to add. For administrator accounts, you also need to select the roles that are assigned to each account. To learn more about the tasks you should do before adding a Cisco Unity Connection account, review the "Preparing to Add User Accounts in Cisco Unity Connection 10.x" chapter.

See the applicable sections in this chapter to add individual accounts for end users and administrators:

- Adding an End User Account (User with a Voice Mailbox), page 9-2
- Adding an End User Account to Access the Cisco Unity Connection Greetings Administrator (User with Voice Mailbox), page 9-5
- Adding an Administrator Account (User Without a Voice Mailbox), page 9-3

Note If system administrators in your organization require voice mailboxes, we recommend that you set up separate accounts for each system administrator: a user without voice mailbox account to use when signing in to Unity Connection Administration to do administrative tasks, and a separate user account with a voice mailbox to use when sending and receiving voice messages.

Adding an End User Account (User with a Voice Mailbox)

Note The information in this section is not applicable to adding end user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the "Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration" section on page 9-1.

Note that default voicemail PINs and web application passwords are applied to each user account that you create. These PINs and passwords are either the defaults set for the default Voicemail User Template during installation, or defaults that are set on the Change Password page for the user template that you select when creating the accounts. You need to give these PINs and passwords to users so that they can sign in to the Connection conversation and to the Cisco Personal Communications Assistant (PCA). To increase system security, we recommend that you instruct users to change both PIN and password as soon as possible, and that you enforce PIN and password complexity rules.

Use the following procedure to add a single user account with a voice mailbox.

To Add an End User Account (User with a Voice Mailbox)

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the **Search Users** page, select **Add New**. The New User page opens.

Step 3 In the **User Type** list, select **User With Mailbox**.

Step 4 In the **Based on Template** list, select **VoiceMailUserTemplate**.

Step 5 Enter information in the following two required fields, which are marked with an asterisk (*):

- Alias
- Extension

Step 6 Enter information in the optional fields, as applicable. (For field information, on the **Help** menu, select **This Page**.)

Note that the **SMTP Address** field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 7 Select **Save**. The user account is created, and the **Edit User Basics** page opens.

Step 8 Enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 9 As needed, from the pages on the **Edit** menu, modify the account to enable features or functionality that were not already enabled in the template or COS. If you make changes on a page, select **Save** before going to another page.

For additional information on features that you can enable, see the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter and the "Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 10.x" chapter.

Adding an Administrator Account (User Without a Voice Mailbox)

Note The information in this section is not applicable to adding administrator accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the "Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration" section on page 9-1.

Users without voice mailboxes are system administrators. If system administrators in your organization require voice mailboxes, we recommend that you set up separate accounts for each system administrator: a user without voice mailbox account to use when signing in to Unity Connection Administration to do administrative tasks, and a separate user account with a voice mailbox to use when sending and receiving voice messages.

As you create administrator accounts, consider the following security issues:

- By default, the user without a voice mailbox template specifies the System Administrator role, which is the administrator role with the highest privileges.
- A default web application password is applied to each administrative account that you create. If you base the new account on the default Administrator Template, keep in mind that the default password associated with that account is a randomly-generated string. Therefore, if you base new administrative accounts on the default Administrator Template, be sure to first enter a new default password for that template to replace the randomly-generated string, or make sure that you change the password for each new account as you create it. To increase system security, we recommend that you instruct administrators to change the password as soon as possible, and that you enforce password complexity rules.

Note

- Make sure you do not use the following application usernames as this will generate an error:

- CCMSysUser
- WDSysUser
- CCMQRTSysUser
- IPMASysUser
- WDSecureSysUser
- CCMQRTSecureSysUser
- IPMASecureSysUser
- TabSyncSysUser
- CUCService

Use the following procedure to add a single administrator account without a voice mailbox.

To Add an Administrator Account (User Without a Voice Mailbox)

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the **Search Users** page, select **Add New**. The New User page opens.

Step 3 In the **User Type** list, select **User Without Mailbox**.

Step 4 In the **Based on Template** list, select **AdministratorTemplate**.

Step 5 In the **Alias** field, enter an alias for the account.

Step 6 Enter information in the optional fields, as applicable. (For field information, on the Help menu, select **This Page**.)

Note that the SMTP Address field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 7 Select **Save**. The administrator account is created, and the **Edit User Basics** page opens.

Step 8 On the **Edit User Basics** page, enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 9 On the **Edit** menu, select **Roles**.

Step 10 On the **Edit Roles** page, select a role name in the **Assigned Roles** or **Available Roles** fields, then select the **Up** or **Down** arrow to move the role to the applicable field.

Step 11 When the **Assigned Roles** field contains all of the applicable roles for the administrator, select **Save**.

Step 12 On the **Edit** menu, select **Password Settings**.

Step 13 On the **Edit Password Settings** page, enter settings for the password that the administrator uses when accessing Unity Connection Administration:

a. Verify that the **User Must Change at Next Sign-In** check box is checked. When this check box is checked, the administrator is required to change the password when signing in for the first time.

b. In the **Authentication Rule** list, select an applicable rule.

Step 14 Select **Save**.

Step 15 On the **Edit** menu, select **Change Password**.

Step 16 On the **Change Password** page, enter a password in the **Password** field. Note that the password must meet the following requirements for password complexity:

- A minimum length requirement (as set on the **Edit Authentication Rule** page, in the **Minimum Credential Length** field)
- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # $ % ^ & * “ ‘ , . : ; ? - _ ( ) [ ] < > { } + = / \ |)
- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)
- No inclusion of the alias or name of the administrator

Step 17 Enter the password again in the **Confirm Password** field.

Step 18 Select **Save**.

Adding an End User Account to Access the Cisco Unity Connection Greetings Administrator (User with Voice Mailbox)

Note The information in this section is not applicable to adding end user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the “Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration” section on page 9-1.

In the following procedure, the role you assign to the user account that you add gives the user access to the Cisco Unity Greetings Administrator. Although it is an administrative role, many of the user account settings for administrators do not apply to these user accounts, as they do not have access to Unity Connection Administration.

To set up the Greetings Administrator, see the “Setting Up the 10.x Cisco Unity Greetings Administrator” section in the “Managing Recorded Greetings and Recorded Names in Cisco Unity Connection 10.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Add an Account for a Greetings Administrator

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the **Search Users** page, select **Add New**.

Step 3 On the **New User** page, in the **User Type** list, select **User With Mailbox**.

Step 4 In the **Based on Template** list, select an applicable template. You can use the default **VoiceMailUserTemplate**, or you may want to create a user template specifically for this purpose.

Step 5 Enter an alias, a first name and last name, and an extension.

Note that the **SMTP Address** field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 6 Select **Save**.

Step 7 On the **Edit User Basics** page, enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 8 On the **Edit** menu, select **Roles**.

Step 9 On the **Edit Roles** page, select **Greeting Administrator** in the Available Roles field, then select the **Up** arrow to move it into the Assigned Roles field.

Step 10 Select **Save**.

Step 11 On the **Edit** menu, select **Password Settings**.

Step 12 On the **Edit Password Settings** page, in the **Choose Password** list, verify that **Voicemail** is selected.

Step 13 Enter settings for the phone PIN that the Greetings Administrator uses when accessing Connection by phone:

a. Verify that the **User Must Change at Next Sign-In** check box is checked. When this check box is checked, the Greetings Administrator is required to change the PIN when signing in for the first time.

b. In the **Authentication Rule** list, select an applicable rule.

Step 14 Select **Save**.

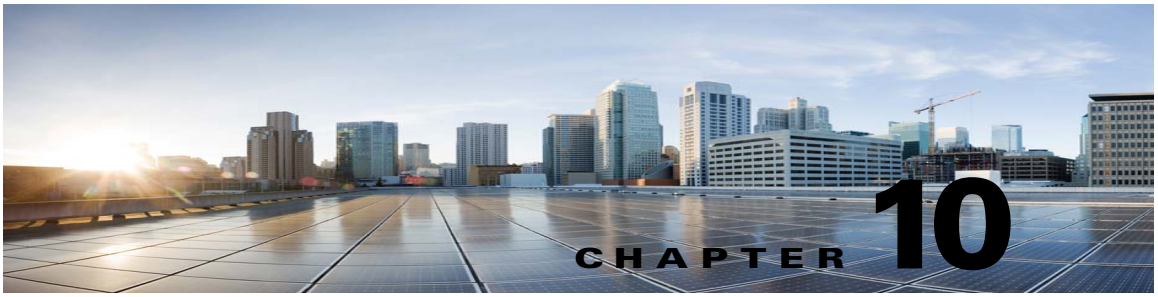
Step 15 On the **Edit** menu, select **Change Password**.

Step 16 On the **Change Password** page, in the **Choose Password** list, verify that **Voicemail** is selected.

Step 17 Enter a password.

Step 18 Enter the password again in the **Confirm Password** field.

Step 19 Select **Save**.



Managing Contacts in Cisco Unity Connection 10.x

A contact is a type of user who does not have access to any Cisco Unity Connection features such as voice messaging. A contact can represent a person in your company who has a voicemail account on another system, or a customer or vendor who does not need a voice mailbox, but who frequently communicates with Connection users.

See the following sections for detailed information:

- How Contacts Are Used in Cisco Unity Connection 10.x, page 10-1
- Creating, Modifying, and Deleting Contact Templates in Cisco Unity Connection 10.x, page 10-2
- Creating, Modifying, and Deleting Contacts in Cisco Unity Connection 10.x, page 10-3
- Creating or Changing Alternate Names for Contacts in Cisco Unity Connection 10.x, page 10-5
- SMTP Proxy Addresses in Cisco Unity Connection 10.x, page 10-5

How Contacts Are Used in Cisco Unity Connection 10.x

If you have staff, vendors, or partners who do not have mailboxes on the system, but need to communicate with users, we recommend that you create contacts for them. Administrator-defined contacts are available to all users, unlike user-defined contacts that would need to be set up individually for each user. In addition, users are able to add the contacts to their personal call routing rules and caller groups, and can use voice commands to call the contacts. Also, if the contact information changes, you update it in only one place. Note the following details:

- **VPIM Messaging—**Administrator-defined contacts can be configured for VPIM messaging. These contacts represent users on other VPIM-compatible voice messaging systems. When contacts have been set up to represent the VPIM users, Connection users can send and receive messages to and from the VPIM users on the other voice messaging systems.
- **Directory Access**—When you create contacts in Cisco Unity Connection Administration and enable them to be listed in the directory, they can then be accessed by users from the Connection directory. This allows callers to transfer to the extension of the contact.
- **Name Dialing Access**—Users have the ability to quickly and easily place phone calls to contacts when using the user speech recognition conversation—as long as the contact has transfers enabled.
- **Personal Call Transfer Rules**—Users can add other users, administrator-defined contacts, and user-defined contacts to their personal call transfer rules and caller groups.

Creating, Modifying, and Deleting Contact Templates in Cisco Unity Connection 10.x

Each contact that you add in Cisco Unity Connection is based on a contact template. Settings from the template are applied to the contacts as the contacts are created. Connection includes one predefined contact template, which you can modify. You can also create new templates.

If Connection has more than one partition defined or is configured for VPIM Networking, you may want to create a contact template for each partition, or for each VPIM location.

See the following procedures:

- To Create a Contact Template, page 10-2
- To Modify a Contact Template, page 10-2
- To Delete a Contact Template, page 10-2

To Create a Contact Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.

Step 2 On the **Search Contact Templates** page, select **Add New**.

Step 3 On the **New Contact Template** page, enter an alias and display name.

Step 4 If the contact template will be used for VPIM contacts, in the **Delivery Location** list, select the applicable delivery location.

Step 5 Select **Save**.

To Modify a Contact Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.

Step 2 On the **Search Contact Templates** page, select the display name of the contact template that you want to modify.

Note If the contact template that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Contact Template Basics** page, change settings, as applicable. (For field information, on the Help menu, select **This Page**.)

Step 4 When you have finished changing settings on the **Edit Contact Template Basics** page, select **Save**.

To Delete a Contact Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.

Step 2 On the **Search Contact Templates** page, check the check box next to the display name of the contact template that you want to delete.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.

Creating, Modifying, and Deleting Contacts in Cisco Unity Connection 10.x

When you have created contact templates, you are ready to create or modify contacts manually. See the following procedures:

- To Create a Contact, page 10-3
- To Modify a Contact, page 10-4
- To Modify Multiple Contacts in Bulk Edit Mode, page 10-4
- To Delete a Contact, page 10-4

Note In addition to manually creating, modifying, and deleting VPIM contacts, you can configure Cisco Unity Connection to automatically update records in the VPIM contact directory based on information contained in incoming VPIM messages. For details see the "Customizing VPIM Contact Directory Update Settings" section in the "VPIM Networking in Cisco Unity Connection 10.x" chapter of the *Networking Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/networking/guide/10xcucnetx.html .

To Create a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, select **Add New**.

Step 3 On the **New Contact** page, enter settings as applicable. (For field information, on the Help menu, select **This Page**.)

Note Fields marked with * (an asterisk) are required.

Step 4 Select **Save**.

Step 5 On the **Edit Contact Basics** page, continue entering settings for the contact. (For field information, on the **Help** menu, select **This Page**.)

Step 6 When you have finished entering settings on the **Edit Contact Basics** page, select **Save**.

Step 7 On the **Edit** menu, select any (or all) of the following related pages, to continue adding applicable settings to the new contact:

- **Alternate Names**
- **SMTP Proxy Addresses**

To Modify a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, select the alias of the contact that you want to modify.

Note If the contact that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Change settings on the page, as applicable. When you have finished changing settings on the **Edit Contact Basics** page, select **Save**.

Step 4 On the **Edit** menu, select the applicable page to continue modifying settings for the contact. If you change any of the settings on these pages, select **Save** before leaving the page.

To Modify Multiple Contacts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, check the applicable contact check boxes, and select **Bulk Edit**.

If the contacts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable contacts. Then select **Bulk Edit**.

Step 3 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. (For field information, on the Help menu, select **This Page**.)

Note The **Status** message at the top of the **Edit Contact Basics** page tells you how many contact accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 4 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 5 Select **Submit**.

Step 6 If applicable, continue modifying settings for the contacts on the SMTP Proxy Addresses page. See the "To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode" procedure on page 10-6.

To Delete a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, check the check box next to the alias of the contact that you want to delete.

Note If the contact that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Select **Delete Selected**.

Step 4 In the dialog box that opens, asking you to confirm the deletion, select **OK**.

Creating or Changing Alternate Names for Contacts in Cisco Unity Connection 10.x

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Connection to dial "Mary Jameson," which was the maiden name of Mary Brown, Connection references this information and connects the caller to this user. For details on using alternate names for users or contacts, see the "Alternate Names in Cisco Unity Connection 10.x" section on page 4-82.

SMTP Proxy Addresses in Cisco Unity Connection 10.x

Cisco Unity Connection uses SMTP proxy addresses to map the recipients of an incoming SMTP message that is sent by a user from an IMAP client to the appropriate user or VPIM contact. If users use IMAP clients to send, reply to, or forward messages to VPIM contacts on the Connection server, you should configure each VPIM contact with any SMTP address that users might use to address to that contact from their IMAP clients.

Note Contacts that are not associated with a VPIM location cannot receive SMTP messages that are sent from IMAP clients through the Connection server; when this type of contact is included as a message recipient, Connection handles the message to that recipient according to the option selected for the System Settings > General Configuration > When a Recipient Cannot Be Found setting.

For details on setting up Connection so that users can use IMAP clients to send, forward, or reply to messages through the Connection server, see the "Configuring IMAP Settings in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the applicable procedure:

- To Configure SMTP Proxy Addresses for Contacts, page 10-5
- To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode, page 10-6

To Configure SMTP Proxy Addresses for Contacts

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, select the alias of the applicable contact.

Note If the contact does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Contact Basics** page, on the **Edit** menu, select **SMTP Proxy Addresses**.

Step 4 On the **SMTP Proxy Addresses** page, select **Add New**.

Step 5 In the **SMTP Proxy Addresses** table, enter an address in the **SMTP Proxy Address** column.

Step 6 Repeat Step 4 and Step 5 for each address that you want to add.

Step 7 When you are done adding addresses, select **Save**.

To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the **Search Contacts** page, check the applicable contact check boxes, and select **Bulk Edit**.

If the contacts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable contacts. Then select **Bulk Edit**.

Step 3 On the **Edit Contact Basics** page, on the **Edit** menu, select **SMTP Proxy Addresses**.

Step 4 Select **Append SMTP Proxy Addresses** or **Override SMTP Proxy Addresses**, as follows:

- **Append SMTP Proxy Addresses**—To add SMTP Proxy Addresses for each of the contacts, when the contacts currently do not have SMTP Proxy Addresses set.
- **Override SMTP Proxy Addresses**—To replace SMTP Proxy Addresses that are currently set for the contacts with new SMTP Proxy Addresses.

Step 5 On the **SMTP Proxy Addresses** page, select **Add New**.

Step 6 In the **SMTP Proxy Addresses** table, enter an address in the SMTP Proxy Address column. You can use any or all of the following replaceable tokens to construct the SMTP Proxy Addresses:

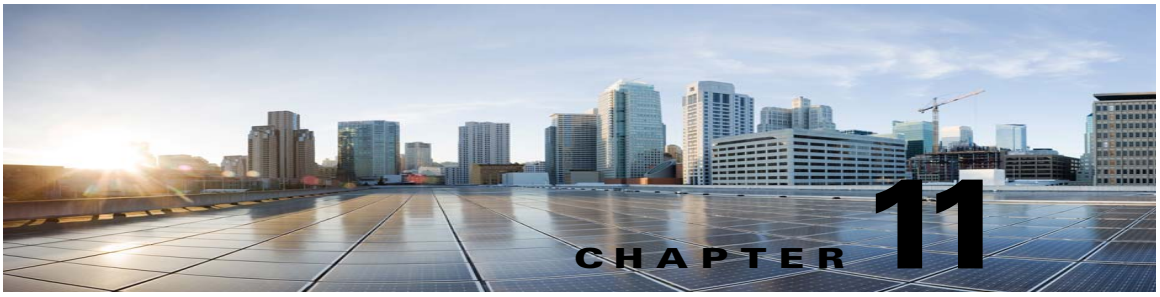
- **%FirstName%**
- **%LastName%**
- **%Alias%**
- **%Extension%**

For example, if you enter %Alias%@company.com in the SMTP Proxy Address column, the SMTP Proxy Address for each contact will be made up of the Alias of the contact followed by @company.com.

Step 7 Repeat Step 5 and Step 6 for each address that you want to add.

Step 8 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 9 Select **Submit**.



Managing Cisco Unity Connection 10.x User Accounts in Bulk

When you need to manage multiple user accounts at once, Cisco Unity Connection offers a Bulk Edit mode for editing user account information, and the Bulk Administration Tool. See the following sections for more information:

- Editing Cisco Unity Connection 10.x User Account Information in Bulk Edit Mode, page 11-1
- Using the Cisco Unity Connection 10.x Bulk Administration Tool to Manage User Accounts and Contacts, page 11-3

Editing Cisco Unity Connection 10.x User Account Information in Bulk Edit Mode

When editing user account information in Cisco Unity Connection Administration, Bulk Edit mode allows you to select large numbers of user accounts and quickly make the same changes to all of them at one time.

If you have multiple locations in your network, and want to be able to edit data from across the network in Bulk Edit mode, you need to configure remote access to other locations in your network before attempting a Bulk Edit operation.

Do the following procedures, as applicable:

- To Configure Remote Access to Other Cisco Unity Connection Administration Locations in the Network, page 11-1
- To Edit User Account Information in Bulk Edit Mode, page 11-2

To Configure Remote Access to Other Cisco Unity Connection Administration Locations in the Network

Step 1 In Cisco Unity Connection Administration, expand **Networking**, and then select **Unity Connection Location Passwords**.

Step 2 On the **Search Enterprise Administration Passwords** page, select a Unity Connection location from the list.

Note The information that you enter on this page is also applied when using the **Voice Network Map** tool.

Step 3 In the **Alias** field, enter the alias of the account you use to sign in to the remote server.

Note The account must have the System Administrator role.

Step 4 In the **Password** field, enter the password associated with the alias account.

Step 5 Select **Add New**.

Step 6 Select **Save**.

Note You may want to configure remote access only on an as-needed basis. When the remote access account is no longer needed, you can delete it by checking the check box next to the applicable account on the **Search Enterprise Administration Password** page, and selecting **Delete Selected**.

Step 7 Repeat Step 2 through Step 6 as necessary to configure remote access to additional Unity Connection locations.

The procedure below provides high-level instructions for beginning a **Bulk Edit** operation. To learn how to use **Bulk Edit** to modify user accounts for specific features and functionality, see the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter.

To Edit User Account Information in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **Edit User Basics** page, change settings as applicable.

Note The **Status** message at the top of the **Edit User Basics** page tells you how many user accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode, and that the fields available for edit also depend on whether all of the user accounts reside on the local server.

Step 3 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 4 Select **Submit**.

Step 5 If applicable, continue to change settings for these user accounts on the related pages available from the **Edit** menu. As you make changes on each page, select **Submit** before going on to the next page to make additional changes.

Using the Cisco Unity Connection 10.x Bulk Administration Tool to Manage User Accounts and Contacts

Cisco Unity Connection

The Bulk Administration Tool allows you to create, update, and delete multiple user accounts or contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users or contacts from Cisco Unity Connection to a CSV file.

Cisco Unified Communications Manager Business Edition (CMBE)

The Bulk Administration Tool allows you to create and delete multiple contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about contacts from Cisco Unity Connection to a CSV file.

To Access the Bulk Administration Tool

Step 1 In Cisco Unity Connection Administration, expand **Tools**.

Step 2 Select **Bulk Administration Tool**.

To learn more about using the tool, see the "Using the Cisco Unity Connection 10.x Bulk Administration Tool" appendix.

Creating Multiple Cisco Unity Connection 10.x User Accounts from Cisco Unified Communications Manager Users

See the following sections:

- Adding Cisco Unity Connection 10.x Voicemail Users (Cisco Unified CMBE Configurations Only), page 12-1
- Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection 10.x Users (Cisco Unified Communications Manager Version 5.x and Later), page 12-2
- Comparison of Integrating Cisco Unity Connection 10.x with an LDAP Directory and Creating Users by Importing Data from Cisco Unified CM, page 12-3

Adding Cisco Unity Connection 10.x Voicemail Users (Cisco Unified CMBE Configurations Only)

To add Cisco Unity Connection voicemail users to the system in a Cisco Unified Communications Manager Business Edition configuration, import users from Cisco Unified Communications Manager.

You use the **Users > Import Users** page in Cisco Unity Connection Administration to create multiple user with voicemail accounts from Cisco Unified Communications Manager users. You can also import application users into Connection without a voice mailbox.

Note Cisco Unified Communications Manager users must have a Primary Extension defined or they do not appear on the **Users > Import Users** page in Cisco Unity Connection Administration.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CM, and fills in the remaining information from the user template that you specify. Data from the fields that are taken from Cisco Unified CM cannot be modified by using Connection Administration. Instead, the information must be changed in Cisco Unified Communications Manager Administration.

The Synch Users page allows you to manually refresh information from Cisco Unified CM for voicemail users who were created by using the **Import Users** page.

Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection 10.x Users (Cisco Unified Communications Manager Version 5.x and Later)

Note The information in this section is not applicable to importing Cisco Unified Communications Manager users to create Cisco Unity Connection user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the "Adding Cisco Unity Connection 10.x Voicemail Users (Cisco Unified CMBE Configurations Only)" section on page 12-1.

Because Connection requires an AXL server to access the Cisco Unified Communications Manager database, an AXL server must be configured for the Cisco Unified CM server from which you are importing users.

Prior to importing users, you must do the following on the Cisco Unity Connection server:

- Edit or add a user template. In the Phone System field for the template, select the Cisco Unified CM server from which you are importing users.
- Configure an AXL server for the Cisco Unified CM server from which you are importing users. For details on configuring AXL servers, see the "Managing the Phone System Integrations in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

You use the **Users > Import Users** page in Cisco Unity Connection Administration to create multiple user with voicemail accounts from Cisco Unified CM users.

Note Cisco Unified Communications Manager users must have a Primary Extension defined or they do not appear on the **Users > Import Users** page in Cisco Unity Connection Administration.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CM, and fills in the remaining information from the user template that you specify. Data from the fields that are taken from Cisco Unified CM cannot be modified by using Connection Administration. The method you use to update the data in Connection depends on whether Cisco Unified CM is integrated with an LDAP directory:

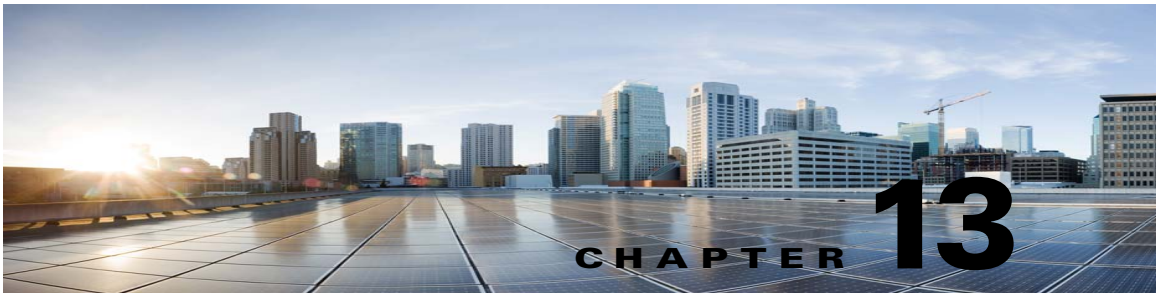
- *If Cisco Unified CM is not integrated with an LDAP directory:* You must change the data in Cisco Unified Communications Manager Administration, then use the Synch Users page in Connection Administration to manually refresh information from Cisco Unified CM for voicemail users who were created by using the Import Users page.
- *If Cisco Unified CM is integrated with an LDAP directory:* You must update the data in the LDAP directory, resynchronize the Cisco Unified CM database with the LDAP directory, and use the Synch Users page in Connection Administration to manually refresh information from Cisco Unified CM for voicemail users who were created by using the Import Users page.

Comparison of Integrating Cisco Unity Connection 10.x with an LDAP Directory and Creating Users by Importing Data from Cisco Unified CM

An alternative to creating users by importing data from Cisco Unified Communications Manager is to integrate Connection with an LDAP directory and then import user data from the LDAP directory as described in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html. Note the following:

- If you import users from Cisco Unified CM and if Cisco Unified CM is integrated with the LDAP directory, Connection does not automatically have access to LDAP synchronization or authentication. If you want Connection users to authenticate against the LDAP directory, you must integrate Connection with the LDAP directory, too.
- If you import users from Cisco Unified CM, updates to Cisco Unified CM data do not automatically replicate to the Connection server, so you must remember to use the Synch Users page in Cisco Unity Connection Administration to manually synchronize Connection user data with Cisco Unified CM user data from time to time. If you integrate Connection with an LDAP directory, you can define a synchronization schedule that specifies when data in the Connection database is automatically resynchronized with data in the LDAP directory.

  Note that when you add users to the LDAP directory, you still need to manually import them into Connection; automatic synchronization only updates the Connection database with new data for existing users, not new data for new users.
- When you integrate Connection with an LDAP directory, you can configure Connection to authenticate passwords for web applications against the LDAP database. When you import data from Cisco Unified CM, you must maintain passwords for Connection web applications in Connection and maintain passwords for Cisco Unified CM web applications in Cisco Unified CM.



Creating User Accounts from LDAP User Data or Changing LDAP Integration Status for Existing Users in Cisco Unity Connection 10.x

To create Cisco Unity Connection user accounts from LDAP user data, you use one of the following methods:

- If you are creating a small number of users (a few hundred or fewer) and if you were able to create a regular expression to convert LDAP phone numbers into Unity Connection extensions, you can use the Import Users tool. This is usually the best option when you are creating a few Unity Connection users at a time for new employees. See the "Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Import Users Tool" section on page 13-2.
- If you are creating a larger number of users or if you were not able to create a regular expression to convert LDAP phone numbers into Unity Connection extensions, export user data to a CSV file by using the Bulk Administration Tool, reformat the data by using a spreadsheet application (if necessary), and import the data by using the Bulk Administration tool. See the "Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Bulk Administration Tool" section on page 13-3.

You can also integrate existing Unity Connection user accounts with LDAP user accounts, whether or not the accounts were originally created by importing Cisco Unified CM users. For more information, see the appropriate section:

- See the "Changing the LDAP Integration Status of Unity Connection Users" section on page 13-4.
- See the "Integrating Existing Unity Connection User Accounts with LDAP User Accounts" section on page 13-8.

To determine whether a Unity Connection user account is integrated with an LDAP user account, see the appropriate section:

- See the "Determining whether a Unity Connection User Account is Integrated with an LDAP User Account" section on page 13-10.
- See the "Determining whether a Unity Connection User Account is Integrated with an LDAP User Account" section on page 13-10.

Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Import Users Tool

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* (available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html), you synchronized Unity Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Unity Connection server. When you use the Import Users tool to create Unity Connection users, you import the data from the Cisco Unified CM database into the Unity Connection database.

Caution When you entered values in the LDAP Setup page, you selected a field in the LDAP directory that would be imported into the User ID field in the hidden Cisco Unified CM database and, from there, into Unity Connection. The LDAP field that you chose must have a value for every user in the LDAP directory. In addition, every value for that field must be unique. Any LDAP user who does not have a value in the field you choose cannot be imported into Unity Connection.

When you create user accounts this way, Unity Connection takes data from the LDAP fields that you specified on the LDAP Directory Configuration page, and fills in the remaining information from the user template that you specify. You cannot use Connection Administration to change data in the fields whose values come from the LDAP directory. Instead, you must change the values in the LDAP directory.

If you have configured Unity Connection to periodically resynchronize Unity Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Unity Connection database during the next automatic resync. However, if new users have been added to the LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.

To Create Cisco Unity Connection Users by Importing LDAP User Data

Step 1 Sign in to Cisco Unity Connection Administration as a user that has the System Administrator role.

When a cluster is configured, sign in to the publisher server.

Step 2 Expand **Users** and select **Import Users**.

Step 3 In the **Find Unified Communications Manager End Users In** list, select **LDAP Directory**.

Step 4 If you want to import only a subset of the users in the LDAP directory with which you have integrated Unity Connection, enter the applicable specifications in the search fields.

Step 5 Select **Find**.

Step 6 In the **Based on Template** list, select the template that you want Unity Connection to use when creating the selected users.

Caution If you specify an administrator template, the users will not have mailboxes.

Note If you are importing a large number of users, you can change the number of rows (users) that are displayed on each page.

Step 7 Check the check boxes for the LDAP users for whom you want to create Unity Connection users.

Step 8 If necessary, enter extensions for the users that you want to create.

Step 9 Select **Import Selected**.

Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Bulk Administration Tool

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* (available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html), you synchronized Unity Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Unity Connection server.

When you use the Bulk Administration Tool to create Unity Connection users, you:

1. Export the data from the Cisco Unified CM database into a CSV file.

Caution Do not attempt to manually create a CSV file that contains the required data, which is error prone and likely to result in a variety of problems with the Unity Connection users whose accounts are integrated with the LDAP directory.

2. Update the CSV file. For example, you may use a formula in a spreadsheet application to convert the phone number that was exported from the LDAP directory into a Unity Connection extension.

Caution If any users in the LDAP directory were missing values in the field that you specified on the LDAP Setup page in the LDAP Attribute for User ID list, you must add the missing values in the LDAP directory and resynchronize the Unity Connection database with the LDAP directory. Do not enter the values in the CSV file and then import the CSV file; Unity Connection is not able to locate those users in the LDAP directory.

3. Import the updated CSV file into the Unity Connection database.

When you create user accounts this way, Unity Connection takes data from the CSV file and fills in the remaining information from the user template that you specify. You cannot use Connection Administration to change data in the fields whose values come from the LDAP directory. Instead, you must change the values in the LDAP directory.

If you have configured Unity Connection to periodically resynchronize Unity Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Unity Connection database during the next automatic resynchronization. However, if new users have been added to the

LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.

To Create Cisco Unity Connection Users by Using the Bulk Administration Tool

Step 1 Sign in to Cisco Unity Connection Administration as a user that has the System Administrator role.

Step 2 Expand **Tools** and select **Bulk Administration Tool**.

Step 3 Export the data that is currently in the hidden Cisco Unified CM database on the Unity Connection server:

a. Under **Select Operation**, select **Export**.

b. Under **Select Object Type**, select **Users from LDAP Directory**.

c. In the **CSV File** field, enter the full path to the file in which you want to save exported data.

d. Select **Submit**.

Step 4 Open the CSV file in a spreadsheet application or in a text editor, and update the data as applicable. For more information, see the "Using the Cisco Unity Connection 10.x Bulk Administration Tool" section on page A-1.

Step 5 Import the data in the updated CSV file:

a. Sign in to Cisco Unity Connection Administration as a user that has the **System Administrator** role.

b. Expand **Tools** and select **Bulk Administration Tool**.

c. Under **Select Operation**, select **Create**.

d. Under **Select Object Type**, select **Users with Mailbox**.

e. In the **CSV File** field, enter the full path to the file from which you want to import data.

f. In the **Failed Objects Filename** field, enter the full path of the file to which you want Unity Connection to write error messages about users who could not be created.

g. Select **Submit**.

Step 6 When the import is complete, review the file that you specified in the Failed Objects Filename field to verify that all users were created successfully.

Changing the LDAP Integration Status of Unity Connection Users

To change the LDAP integration status of a Unity Connection user, you use one of the following methods, depending on your situation:

- To change the LDAP integration status of an individual Unity Connection user who was not created by importing from Cisco Unified Communications Manager, see the "Changing the LDAP Integration Status of an Individual Unity Connection User" section on page 13-5.
- To change the LDAP integration status of multiple Unity Connection users who were not created by importing from Cisco Unified Communications Manager, see the "Changing the LDAP Integration Status of Multiple Unity Connection User Accounts in Bulk Edit Mode" section on page 13-6.

- To change the LDAP integration status of Unity Connection users who were created by importing from Cisco Unified Communications Manager, see the "Integrating Existing Unity Connection User Accounts with LDAP User Accounts Using Bulk Administration Tool" section on page 13-6.

Regardless of the method you choose, note the following considerations which apply to all cases:

If you are integrating a Unity Connection user account with an LDAP user account, note the following:

- If any users in the LDAP directory were missing values in the field that you specified on the LDAP Setup page in the LDAP Attribute for User ID list, you must add the missing values in the LDAP directory and resynchronize the Unity Connection database with the LDAP directory.
- During the next scheduled synchronization of the Connection database with the LDAP directory, existing values for certain fields are overwritten with values from the LDAP directory.
- If you have configured Unity Connection to periodically resynchronize Unity Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Unity Connection database during the next automatic resynchronization. However, if new users have been added to the LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.

If you are breaking the association between a Unity Connection user account and an LDAP directory user account, note the following:

- If Unity Connection is configured to authenticate passwords for web applications against the LDAP directory, the Unity Connection user will no longer authenticate against the LDAP password for the corresponding user. To enable the user to log on to Unity Connection web applications, you must enter a new password on the Edit > Change Password page.
- If Unity Connection is configured to periodically synchronize with the LDAP directory, selected data for the Unity Connection user will no longer be updated when the corresponding data in the LDAP directory is updated.

Changing the LDAP Integration Status of an Individual Unity Connection User

To Change the LDAP Integration Status of an Individual Unity Connection User

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the **Search Users** page, click the alias of the user account.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, in LDAP Integration Status section, select the desired radio button:

- **Integrate with LDAP Directory—**To integrate a Unity Connection user account with an LDAP user account, select this option. The Unity Connection alias must match the corresponding value in the LDAP directory. (On the **System Settings > LDAP > LDAP Setup** page, the LDAP Attribute for User ID list identifies the field in the LDAP directory for which the value must match the value of the Alias field in Unity Connection.)
- **Do Not Integrate with LDAP Directory—**To break the association between a Unity Connection user account and an LDAP directory user account, select this option.

If the user was created by importing from Cisco Unified Communications Manager, the LDAP Integration Status field is grayed out and you must use Bulk Administration Tool to integrate them with an LDAP user account. See "Integrating Existing Unity Connection User Accounts with LDAP User Accounts Using Bulk Administration Tool" section on page 13-6.

Step 4 Click **Save**.

Changing the LDAP Integration Status of Multiple Unity Connection User Accounts in Bulk Edit Mode

To Change the LDAP Integration Status of Multiple Unity Connection Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one **Search** page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the **User Basics** page, in LDAP Integration Status section, select the desired radio button:

- **Integrate with LDAP Directory—**To integrate a Unity Connection user account with an LDAP user account, select this option. The Unity Connection alias must match the corresponding value in the LDAP directory. (On the **System Settings > LDAP > LDAP Setup** page, the LDAP Attribute for User ID list identifies the field in the LDAP directory for which the value must match the value of the **Alias** field in Unity Connection.)
- **Do Not Integrate with LDAP Directory—**To break the association between a Unity Connection user account and an LDAP directory user account, select this option.

Step 3 If applicable, set the **Bulk Edit Task Scheduling Fields** to schedule the **Bulk Edit** operation for a later date and/or time.

Step 4 Select **Submit**.

If any of the users were created by importing from Cisco Unified Communications Manager, **Bulk Edit** will log an error indicating that you must use the Bulk Administration Tool to integrate them with an LDAP user account. See "Integrating Existing Unity Connection User Accounts with LDAP User Accounts Using Bulk Administration Tool" section on page 13-6.

Integrating Existing Unity Connection User Accounts with LDAP User Accounts Using Bulk Administration Tool

The Bulk Administration Tool can be used to integrate existing Unity Connection users with LDAP user accounts, but it cannot be used to break the association between a Unity Connection user account and an LDAP directory user account.

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* (available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html), you synchronized Unity Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Unity Connection server.

When you use the Bulk Administration Tool to integrate existing Unity Connection users with LDAP users, you do the following tasks, which update each Unity Connection user account with the LDAP user ID for the corresponding LDAP user account:

1. Export the data from the Cisco Unified CM database into a CSV file.
2. Update the CSV file to remove LDAP users who don't have Unity Connection accounts and to remove Cisco Unified CM IDs, if applicable.

Caution If any users in the LDAP directory were missing values in the field that you specified on the LDAP Setup page in the LDAP Attribute for User ID list, you must add the missing values in the LDAP directory and resynchronize the Unity Connection database with the LDAP directory. Do not enter the values in the CSV file and then import the CSV file; Unity Connection is not able to locate those users in the LDAP directory.

3. Import the updated CSV file into the Unity Connection database.

Caution When you import LDAP user data into the Unity Connection database, existing values for the fields being imported are overwritten with values from the LDAP directory.

To Integrate Existing Cisco Unity Connection Users with LDAP Users

Step 1 For every Cisco Unity Connection user that you want to integrate with an LDAP user, if the value of the Unity Connection Alias field does not match the value of the LDAP user ID, use Cisco Unity Connection Administration to update the Unity Connection alias so that they do match.

Step 2 Sign in to Connection Administration as a user that has the System Administrator role.

Step 3 Expand **Tools** and select **Bulk Administration Tool**.

Step 4 Export to a CSV file the LDAP user data that is currently in the cache on the Connection server:

a. Under **Select Operation**, select **Export**.
b. Under **Select Object Type**, select **Users from LDAP Directory**.
c. In the **CSV File** field, enter the name of the file in which you want to save exported data.
d. Select **Submit**.

Step 5 Download and edit the CSV file that you created in Step 4:

- Remove any Unity Connection users who you do not want to synchronize with users in the LDAP directory. For more information, see the "Using the Cisco Unity Connection 10.x Bulk Administration Tool" section on page A-1.
- For Unity Connection users who were originally created by importing data from Cisco Unified CM, enter **%null%** in the CcmId field.
- Confirm that the **LdapCcmUserId** field contains the correct LDAP alias for each user.

Step 6 Import the data that you edited in Step 5:

a. Sign in to Cisco Unity Connection Administration as a user that has the System Administrator role.

b. Expand **Tools** and select **Bulk Administration Tool**.

c. Under **Select Operation**, select **Update**.

d. Under **Select Object Type**, select **Users with Mailbox**.

e. In the **CSV File** field, enter the full path to the file from which you want to import data.

f. In the Failed Objects Filename field, enter the name of the file to which you want Unity Connection to write error messages about users who could not be created.

g. Select **Submit**.

Step 7 When the import is complete, review the file that you specified in the **Failed Objects Filename** field to verify that all Unity Connection users were successfully integrated with the corresponding LDAP users.

Integrating Existing Unity Connection User Accounts with LDAP User Accounts

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x* (available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html), you synchronized Unity Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Unity Connection server.

When you use the Bulk Administration Tool to integrate existing Unity Connection users with LDAP users, you do the following tasks, which update each Unity Connection user account with the LDAP user ID for the corresponding LDAP user account:

1. Export the data from the Cisco Unified CM database into a CSV file.
2. Update the CSV file to remove LDAP users who don't have Unity Connection accounts and to remove Cisco Unified CM IDs, if applicable.

Caution If any users in the LDAP directory were missing values in the field that you specified on the LDAP Setup page in the LDAP Attribute for User ID list, you must add the missing values in the LDAP directory and resynchronize the Unity Connection database with the LDAP directory. Do not enter the values in the CSV file and then import the CSV file; Unity Connection is not able to locate those users in the LDAP directory.

3. Import the updated CSV file into the Unity Connection database.

Caution When you import LDAP user data into the Unity Connection database, existing values for the fields being imported are overwritten with values from the LDAP directory.

If you have configured Unity Connection to periodically resynchronize Unity Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Unity Connection database during the next automatic resynchronization. However, if new users have been added to the

LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.

Note You use the same process if the Unity Connection users were created by importing data from Cisco Unified CM. Step 5 in the following procedure explains how to delete the applicable Cisco Unified CM data.

To Integrate Existing Cisco Unity Connection Users with LDAP Users

Step 1 For every Cisco Unity Connection user that you want to integrate with an LDAP user, if the value of the Unity Connection Alias field does not match the value of the LDAP user ID, use Cisco Unity Connection Administration to update the Unity Connection alias so that they do match.

Step 2 Sign in to Connection Administration as a user that has the System Administrator role.

Step 3 Expand **Tools** and select **Bulk Administration Tool**.

Step 4 Export to a CSV file the LDAP user data that is currently in the cache on the Connection server:

a. Under **Select Operation**, select **Export**.

b. Under **Select Object Type**, select **Users from LDAP Directory**.

c. In the **CSV File** field, enter the full path to the file in which you want to save exported data.

d. Select **Submit**.

Step 5 Edit the CSV file that you created in Step 4:

- Remove any Unity Connection users who you do not want to synchronize with users in the LDAP directory. For more information, see the "Using the Cisco Unity Connection 10.x Bulk Administration Tool" section on page A-1.
- For Unity Connection users who were originally created by importing data from Cisco Unified CM, delete the data in the CcmId field and replace it with **%null%**.

Step 6 Import the data that you edited in Step 5:

a. Sign in to Cisco Unity Connection Administration as a user that has the System Administrator role.

b. Expand **Tools** and select **Bulk Administration Tool**.

c. Under **Select Operation**, select **Update**.

d. Under **Select Object Type,** select **Users with Mailbox**.

e. In the **CSV File** field, enter the full path to the file from which you want to import data.

f. In the **Failed Objects Filename** field, enter the full path of the file to which you want Unity Connection to write error messages about users who could not be created.

g. Select **Submit**.

Step 7 When the import is complete, review the file that you specified in the **Failed Objects Filename** field to verify that all Unity Connection users were successfully integrated with the corresponding LDAP users.

Determining whether a Unity Connection User Account is Integrated with an LDAP User Account

If you integrate Unity Connection user accounts with LDAP user accounts, you are not required to integrate every Unity Connection account with an LDAP account. In addition, you can create new Unity Connection accounts that are not integrated with LDAP accounts. To determine whether a Unity Connection account is integrated with an LDAP account, do the following procedure.

To Determine Whether a Unity Connection User Account Is Integrated with an LDAP Account

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the **Search Users** page, click the alias of the user account.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the **Edit User Basics** page, the **LDAP Integration Status** field indicates whether or not the Unity Connection user account is integrated with an LDAP user account.

If the **LDAP Integration Status** field is grayed out, the user was created by importing from Cisco Unified Communications Manager.

Determining whether a Unity Connection User Account is Integrated with an LDAP User Account

If you integrate Unity Connection user accounts with LDAP user accounts, you are not required to integrate every Unity Connection account with an LDAP account. In addition, you can create new Unity Connection accounts that are not integrated with LDAP accounts. To determine whether a Unity Connection account is integrated with an LDAP account, do the following procedure.

To Determine Whether a Unity Connection User Account Is Integrated with an LDAP Account

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the **Search Users** page, click the alias of the user account.

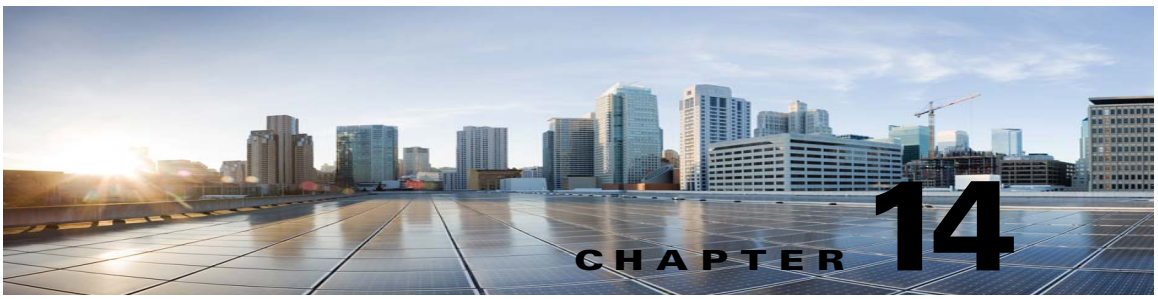
Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the **Edit User Basics** page, if the Unity Connection user account is integrated with an LDAP user account, the **Status** area will contain one of the following messages:

Active User Imported from LDAP Directory

Inactive User Imported from LDAP Directory

If neither of these messages appears in the Status area, the Unity Connection user account is not integrated with an LDAP user account.



Modifying or Deleting Individual User Accounts in Cisco Unity Connection 10.x

After a Cisco Unity Connection user account has been created, you may need to adjust settings (for example, to reset a user PIN or password, or to set up new notification devices for the user), or to delete the account.

See the following sections:

- Modifying Individual User Accounts in Cisco Unity Connection 10.x, page 14-1
- Deleting Individual User Accounts in Cisco Unity Connection 10.x, page 14-3

Modifying Individual User Accounts in Cisco Unity Connection 10.x

You modify settings for an individual user account from the pages available on the Edit menu in Cisco Unity Connection Administration.

Note If you change the alias for a user, Unity Connection automatically creates an SMTP proxy address for the previous alias. This allows other Unity Connection users to reply to messages that were sent from the previous alias and have the replies reach the user at the new alias.

When Unity Connection is integrated with an LDAP directory, the Alias field in Unity Connection cannot be changed for any user who is integrated with an LDAP user. However, if you are using Active Directory as the LDAP directory, you can change the value of the LDAP field that is mapped to the Alias field, and the change is replicated to Unity Connection the next time the Unity Connection database is synchronized with the LDAP directory. This also causes Unity Connection to automatically create an SMTP proxy address for the previous alias.

Caution If you are using an LDAP directory other than Active Directory and you change the value of the LDAP field that is mapped to the Unity Connection Alias field, the Unity Connection user will be converted to a non-LDAP-integrated user.

In the following configurations, you cannot edit fields such as Alias (User ID in Cisco Unified Communications Manager Administration), First Name, Last Name, Extension (Primary Extension in Cisco Unified CM Administration), and so on:

- In Cisco Unified Communications Manager Business Edition, when the Unity Connection user is integrated with the Cisco Unified Communications Manager Application User. You can only update these fields in Cisco Unified CM Administration.
- In Unity Connection or in Cisco Unified CMBE, when Unity Connection user data is synchronized with data in an LDAP directory. You can only update these fields in the LDAP directory.

Note If Unity Connection is configured to authenticate Unity Connection web application user names and passwords against the LDAP directory, you cannot change the Unity Connection web application password.

- In Unity Connection, if Digital Networking is configured, you cannot edit any fields for a user on servers other than the home server of the user. You must edit user settings on the server on which the user account was created.

For information on moving mailboxes from one mailbox store to another, see the "Managing Mailbox Stores in Cisco Unity Connection 10.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

Do the following procedure to modify user account settings.

Note To edit user accounts in Bulk Edit mode, see the "Editing Cisco Unity Connection 10.x User Account Information in Bulk Edit Mode" section on page 11-1.

To Modify a User Account

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the **Search Users** page, select the alias of the user account that you want to modify.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit User Basics** page, change the applicable settings. When you have finished, select **Save**.

Step 4 On the **Edit** menu, select the applicable page to continue modifying settings for the user account. If you change any of the settings on these pages, select **Save** before leaving the page.

For details on the features and functionality available on the **Edit** menu pages for a user account, see the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter.

Deleting Individual User Accounts in Cisco Unity Connection 10.x

Note In Cisco Unified Communications Manager Business Edition (CMBE), you delete Cisco Unity Connection user accounts in Cisco Unified CM Administration. (Use the applicable User Management page to find the user or application user, then delete.)

To learn more about deleting Unity Connection accounts in Cisco Unified CM Administration, see the online Help or the "End User Configuration" and "Application User Configuration" chapters of the applicable *Cisco Unified Communications Manager Administration Guide*. The guide is available at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

When a user leaves the organization or otherwise no longer needs a Cisco Unity Connection account, delete the account in Cisco Unity Connection Administration.

Note the following considerations for deleting an account:

- All messages in the Unity Connection voice mailbox for the user are automatically deleted. However, if Unity Connection and Exchange mailbox synchronization (single inbox) is configured for the user, Unity Connection voice messages are not deleted from the corresponding Exchange mailbox (the single-inbox feature is available in Unity Connection).
- If a user account is referenced by other objects in Unity Connection (for example, if the user is set to be a recipient of messages left in an interview handler, or if a call handler is set to transfer incoming calls to the user phone), you are not allowed to delete the user account until you have changed settings on the other objects to remove references to the user account you want to delete. If you try to delete a user account without first changing settings on objects that reference the user account, the delete operation fails.
- An administrator is prohibited from deleting his or her own account.
- When you delete the account of a user with a voice mailbox, that user is automatically deleted from the All Voice Mail Users distribution list.
- If the account for a user has a voice mailbox, and if the mailbox store for that voice mailbox is disabled (for example, because the mailbox store is being backed up), the user account cannot be deleted.
- If the user account that you are deleting is for a user who is listed as a caller in a personal call transfer rule of another user, the user will be removed from the rule, and no notice is sent to the user who set up the rule. In addition, if you search for dependencies prior to deleting user accounts, the presence of those users in personal call transfer rules will not be reported.

The behavior is different when Unity Connection or Cisco Unified CMBE is integrated with an LDAP directory:

- If Unity Connection is integrated with an LDAP directory, you must delete the user both in the LDAP directory and in Unity Connection. If you delete the user only in Unity Connection, the LDAP user is unaffected. If you delete the user only in the LDAP directory, in Connection Administration, the Status area on the Edit User Basics page for that user indicates that the Unity Connection user is inactive. The status cannot be changed manually, but after 48 hours, the user is automatically converted to a regular Unity Connection user, and the message in the Status area no longer appears.

  Unity Connection functionality is mostly unaffected by the deletion of an LDAP user. However, if you use LDAP authentication for Unity Connection web applications or for IMAP access to Unity Connection voice messages, the user cannot access Unity Connection web applications for the 48

hours after the LDAP user is deleted and before the Unity Connection user is converted to a regular Unity Connection user. After 48 hours, you must enter a new web application password for the user in Connection Administration.

- If Cisco Unified CMBE is integrated with an LDAP directory, you must start by deleting the LDAP user that corresponds with the Unity Connection user. When Cisco Unified CM data is next synchronized with the LDAP directory, the user is deleted from the Cisco Unified CM database. When the user no longer appears in Cisco Unified CM Administration, you can use Connection Administration to delete the user from the Unity Connection database.

Note If LDAP synchronization is not enabled and if you do not manually synchronize Cisco Unified CM data with the LDAP directory, the deletion of an LDAP user is never replicated to the Cisco Unified CM database, and the corresponding Unity Connection user cannot be deleted.

To Delete an Individual User Account in Cisco Unity Connection Administration

Step 1 In Cisco Unity Connection Administration, select **Users > Users**.

Step 2 On the **Search Users** page, check the check box next to the user account that you want to delete.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Select **Show Dependencies** to search for any database objects that have dependencies on the user you want to delete.

Step 4 From the dependencies search results, follow links to the affected objects and reassign the dependency to another user.

Step 5 Select **Tools > Show Dependency Results**.

Step 6 On the **Show Dependency Results** page, select **Display Previous Results**.

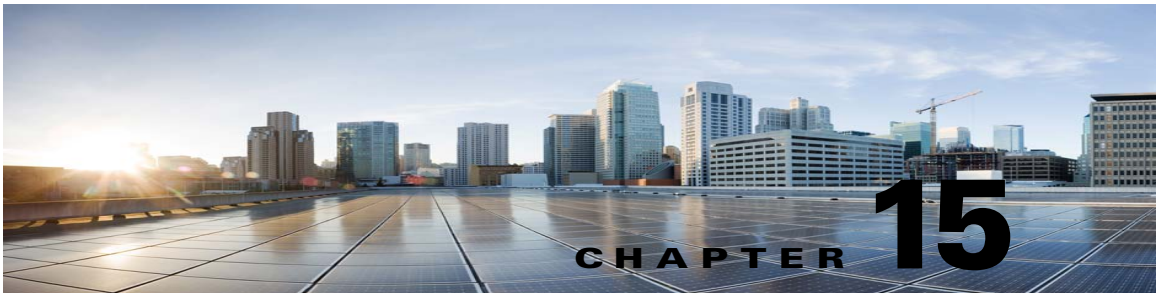
Step 7 Repeat Step 4 through Step 6 until all dependencies have been reassigned.

Step 8 Select **Users > Users**.

Step 9 On the **Search Users** page, check the check box next to the user account that you want to delete.

Step 10 Select **Delete Selected**.

Step 11 In the dialog box that opens, asking you to confirm the deletion, select **OK**.



Moving or Migrating Users between Locations in Cisco Unity Connection 10.x

Occasionally, you may need to move one or more user accounts from one Connection server or cluster to another, for load balancing or other reasons. Or, you may need to migrate many or all of the users from one server or cluster to another. In this chapter, the server or cluster from which you move users is referred to as the source location, and the server or cluster to which you move the users is referred to as the target location.

See the following sections:

- Moving One or Several Users between Networked Cisco Unity Connection Locations, page 15-1
- Migrating Users between Cisco Unity Connection Locations, Migrating Users between Connection Locations that are Not Networked, or Migrating Large Groups of Users from One Location to Another, page 15-2

Moving One or Several Users between Networked Cisco Unity Connection Locations

To move users with voice mailboxes between Cisco Unity Connection locations (where a location represents either a server or cluster on the network), you use Cisco Object Backup and Restore Application Suite (COBRAS) Hot Mode. Hot Mode moves the user profile information and the user mailbox (including all new and saved voice messages, but not including deleted voice messages, receipts, faxes or email messages) from the source location to the target location. In the process, information about the moved users is modified on both the source and target locations, and when replication is complete, all locations in the site or organization are appropriately updated. To use Hot Mode, both the source and target locations must be running Connection , and the locations must be networked via intrasite or intersite networking.

Hot Mode is designed to be used on a single user or a small group of users at a time. Compared to COBRAS Briefcase Mode, Hot Mode has the advantage of preserving relationships between objects (for example, other users' private distribution lists and personal call transfer rules that reference the user being moved are updated automatically to point to the new location). However, Hot Mode moves can be slow. If you need to move large groups of users or migrate servers and are not concerned about preserving such relationships, consider using the COBRAS Briefcase Mode method explained in the "Migrating Users between Cisco Unity Connection Locations, Migrating Users between Connection Locations that are Not Networked, or Migrating Large Groups of Users from One Location to Another" section on page 15-2. If you are concerned about preserving such relationships, split large groups of users into small batches when using Hot Mode.

To use Hot Mode, download the latest version of COBRAS, and view training videos and Help at http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html.

Caution Before moving users, read the COBRAS help file and the COBRAS Hot Mode for Connection to Connection help file carefully and thoroughly.

Migrating Users between Cisco Unity Connection Locations, Migrating Users between Connection Locations that are Not Networked, or Migrating Large Groups of Users from One Location to Another

If either the source or target server is running a Connection version earlier , or if the locations are not networked via intrasite or intersite networking, you use Briefcase Mode in the Cisco Object Backup and Restore Application Suite (COBRAS) tool to move users with voice mailboxes. Rather than moving all pertinent objects from one location to another and cleaning up the original location automatically, Briefcase Mode requires that you copy information from the source location, remove the objects, and then restore them on the target location.

When migrating users in Briefcase Mode, you can choose whether to copy the user voice names and voice messages.

Task List for Migrating Users by Using COBRAS Briefcase Mode

Use the following high-level task list to migrate users in Briefcase Mode:

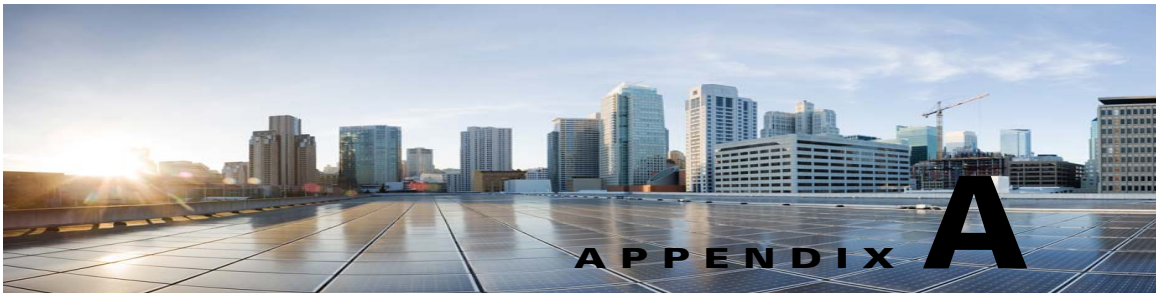
1. Download the latest version of COBRAS, and view training videos and Help at http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html.

Caution Before migrating users, read the COBRAS help file and the COBRAS Briefcase Mode help file carefully and thoroughly.

2. Back up the source and target locations by using the Disaster Recovery System. The source backup will not be used to restore data on the target location; we recommend backing up each location only so you can revert to the previous state of the location if necessary. For more information, see the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/drs_administration/guide/10xcucdrsag.html.
3. Use COBRAS Briefcase Mode to export the users to be moved from the source location. See the COBRAS Briefcase Mode help file for instructions.
4. If the source and target locations are connected via any type of networking, delete the users to be moved from the source location. To delete accounts one at a time, see the "Deleting Individual User Accounts in Cisco Unity Connection 10.x" section on page 14-3. To delete multiple accounts at once by using the Bulk Administration Tool, see the "Deleting User Accounts in Cisco Unity Connection 10.x" section on page A-11.

Note If the source and target are connected via any type of networking, it is critical that you delete the users and verify that the deletion has completed on all networked locations before importing the users on the target location.

5. Use COBRAS Briefcase Mode to import users on the target location. See the COBRAS Briefcase Mode help file for instructions.
6. If you did not delete the original user accounts from the source location in Task 4., delete them now. To delete accounts one at a time, see the "Deleting Individual User Accounts in Cisco Unity Connection 10.x" section on page 14-3. To delete multiple accounts at once by using the Bulk Administration Tool, see the "Deleting User Accounts in Cisco Unity Connection 10.x" section on page A-11.



Using the Cisco Unity Connection 10.x Bulk Administration Tool

The Cisco Unity Connection Bulk Administration Tool (BAT) allows you to create, update, and delete multiple user accounts, contacts, distribution lists, distribution list members, or unified messaging accounts by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users, contacts, distribution lists, or unified messaging accounts from Cisco Unity Connection to a CSV file. When Unity Connection is running as part of Cisco Unified Communications Manager Business Edition (CMBE), you cannot create, update, or delete users with BAT. Modifications to users must be done in Cisco Unified Communications Manager Administration.

CSV is a common text file format for moving data from one data store to another. For example, importing from a CSV file can be useful for transferring information from a corporate directory to Cisco Unity Connection. Transferring the information allows users with voice mailboxes to add corporate directory users who are not Unity Connection users to their address books and to then create call-routing rules based on calls from such contacts.

See the following sections for detailed information and instructions on using BAT:

- Creating User Accounts in Cisco Unity Connection 10.x, page A-2
- Creating Contacts in Cisco Unity Connection 10.x, page A-3
- Creating System Distribution Lists in Cisco Unity Connection 10.x, page A-3
- Creating System Distribution List Members in Cisco Unity Connection 10.x, page A-4
- Creating Unified Messaging Accounts in Cisco Unity Connection 10.x, page A-5
- Updating User Accounts in Cisco Unity Connection 10.x, page A-7
- Updating Contacts in Cisco Unity Connection 10.x, page A-8
- Updating System Distribution Lists in Cisco Unity Connection 10.x, page A-8
- Updating Unified Messaging Accounts in Cisco Unity Connection 10.x, page A-9
- Updating Video Service Accounts in Cisco Unity Connection 10.x, page A-10
- Deleting User Accounts in Cisco Unity Connection 10.x, page A-11
- Deleting Contacts in Cisco Unity Connection 10.x, page A-11
- Deleting System Distribution Lists in Cisco Unity Connection 10.x, page A-12
- Deleting System Distribution List Members in Cisco Unity Connection 10.x, page A-13
- Deleting Unified Messaging Accounts in Cisco Unity Connection 10.x, page A-13
- Deleting Video Service Account in Cisco Unity Connection 10.x, page A-14

- Exporting Users to a CSV File in Cisco Unity Connection 10x, page A-15
- Exporting Contacts to a CSV File in Cisco Unity Connection 10.x, page A-15
- Exporting Users from an LDAP Directory to a CSV File in Cisco Unity Connection 10.x, page A-16
- Exporting System Distribution Lists to a CSV File in Cisco Unity Connection 10.x, page A-16
- Exporting System Distribution List Members to a CSV File in Cisco Unity Connection 10.x, page A-17
- Exporting Unified Messaging Accounts to a CSV File in Cisco Unity Connection 10.x, page A-17
- Exporting Video Service Accounts to a CSV File in Cisco Unity Connection 10.x, page A-18
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Creating User Accounts in Cisco Unity Connection 10.x

Note The information in this section is not applicable to creating user accounts in Cisco Unified Communications Manager Business Edition (CMBE). See the "Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration" section on page 9-1.

BAT allows you to create Cisco Unity Connection user accounts (with or without voice mailboxes) from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

Note Before you use BAT to add voicemail users to the system, confirm that the required Unity Connection licenses are available for the new user accounts. You can view the number of licenses purchased, and the number that are used and unused on your system, from Cisco Unity Connection Administration. If you need additional licenses, contact your reseller.

To Create User Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Create**.

Step 3 In the **Select Object Type** section, select the applicable option:

- Select **Users** to create users without voice mailboxes.
- Select **Users With Mailbox** to create accounts with mailboxes.

Step 4 In the **Override CSV Fields When Creating User Accounts** section, select the applicable option.

Step 5 In the **Select File** section, in the **CSV File** field, enter the full path.

Note If you are importing a CSV file that you created by exporting data from Unity Connection, you may need to manually create the following column headers, if applicable, and manually enter data, as these column headers are not included in an export: TemplateAlias, Password, and PIN.

Step 6 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 7 Select **Submit**.

BAT begins creating user accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting Download the Failed Objects File. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Creating Contacts in Cisco Unity Connection 10.x

BAT allows you to create Cisco Unity Connection contacts from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Create Contacts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Create**.

Step 3 In the **Select Object Type** section, select **System Contacts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Note If you are importing a CSV file that you created by exporting data from Unity Connection, you may need to manually create the **ContactTemplateAlias** column header, if applicable, and manually enter data, as this column header is not included in an export.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins creating contacts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Creating System Distribution Lists in Cisco Unity Connection 10.x

Note The information in this section is not applicable to creating system distribution lists in Cisco Unified Communications Manager Business Edition (CMBE).

BAT allows you to create Cisco Unity Connection system distribution lists from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Create System Distribution Lists

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Create**.

Step 3 In the **Select Object Type** section, select **Distribution Lists**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path of the applicable CSV file, or select **Browse** and locate the file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins creating distribution lists and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Creating System Distribution List Members in Cisco Unity Connection 10.x

Note The information in this section is not applicable to creating system distribution list members in Cisco Unified Communications Manager Business Edition (CMBE).

BAT allows you to create Cisco Unity Connection system distribution lists from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Create System Distribution List Members

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Create**.

Step 3 In the **Select Object Type** section, select **Distribution List Members**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path of the applicable CSV file, or select **Browse** and locate the file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins creating distribution list members and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Creating Unified Messaging Accounts in Cisco Unity Connection 10.x

BAT allows you to create Cisco Unity Connection unified messaging accounts from a CSV file. You can create more than one unified messaging account per user as long as the accounts do not enable the same feature. For example, one user cannot have two unified messaging accounts that both enable single inbox.

To create unified messaging accounts by using BAT, do the following tasks:

1. Create one or more unified messaging services, and create one unified messaging account for one user. The service is required to create a unified messaging account, and, in the next task, you will export the unified messaging account to a CSV file, which will serve as a template for creating the remaining unified messaging accounts for other users.

   For more information, see the "Task List for Configuring Cisco Unity Connection and Exchange for Unified Messaging" section in the "Configuring Cisco Unity Connection 10.x and Later and Microsoft Exchange for Unified Messaging" chapter in the *Unified Messaging Guide for Cisco Unity Connection Release 10.x and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html.

2. Export the unified messaging account that you created in Task 1. to a CSV file. For more information, see the "Exporting Unified Messaging Accounts to a CSV File in Cisco Unity Connection 10.x" section on page A-17.

3. Update the CSV file that you created in Task 2. with information on the other unified messaging accounts that you want to create. Note that you can create more than one unified messaging account for a user. For more information, see:

   - The "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18
   - Table A-6, "Required and Optional CSV Fields for Unified Messaging Accounts"

4. Create the unified messaging accounts by using BAT. See the following "To Create Unified Messaging Accounts" procedure.

To Create Unified Messaging Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Create**.

Step 3 In the **Select Object Type** section, select **Unified Messaging Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins creating unified messaging accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Creating Video Service Accounts in Cisco Unity Connection 10.x

BAT allows you to create Cisco Unity Connection video service accounts from a CSV file. You can create only one video service account for each user.

To create video service accounts by using BAT, do the following tasks:

1. Create one video service and one video service account for a user. In the next task, you need to export the video service account to a CSV file, which will serve as a template for creating the remaining video service accounts for other users.
2. Create the video service account by using BAT. See the following "To Create Video Service Accounts" procedure.

To Create Video Service Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Create**.

Step 3 In the **Select Object Type** section, select **Video Service Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, select the **Browse** button to enter the full path of the CSV file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins creating video service accounts and displays the summary page when the operation is completed.

Note The video service is required to create a video service account.

3. Export the video service account that you created in Task 1. to a CSV file. For more information, see the "Exporting Video Service Accounts to a CSV File in Cisco Unity Connection 10.x" section on page A-18.
4. Update the CSV file that you created in Task 2. with information on the other video service accounts that you want to create. For more information, see:
   - The "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18

– Table A-6, "Required and Optional CSV Fields for Unified Messaging Accounts"Create the video service account by using BAT. See the following "To Create Video Service Accounts" procedure.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting Download the Failed Objects File. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Updating User Accounts in Cisco Unity Connection 10.x

Note The information in this section is not applicable to updating user accounts in Cisco Unified Communications Manager Business Edition (CMBE). See the "Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration" section on page 9-1.

BAT allows you to update Cisco Unity Connection user accounts (with or without voice mailboxes) with information from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Update User Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Update**.

Step 3 In the **Select Object Type** section, select the applicable option:

- Select **Users** to update users without voice mailboxes.
- Select **Users With Mailbox** to update accounts with mailboxes.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Note If you are importing a CSV file that you created by exporting data from Unity Connection, you may need to manually create the Password and PIN column headers, if applicable, and manually enter data, as these column headers are not included in an export.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins updating user accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Updating Contacts in Cisco Unity Connection 10.x

BAT allows you to update Cisco Unity Connection contacts with information from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Update Contacts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Update**.

Step 3 Select **System Contacts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Note If you are importing a CSV file that you created by exporting data from Unity Connection, you may need to manually create the **ContactTemplateAlias** column header, if applicable, and manually enter data, as this column header is not included in an export.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins updating contacts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Updating System Distribution Lists in Cisco Unity Connection 10.x

Note The information in this section is not applicable to updating system distribution lists in Cisco Unified Communications Manager Business Edition (CMBE).

BAT allows you to update Cisco Unity Connection system distribution lists with information from a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Update System Distribution Lists

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Update**.

Step 3 In the **Select Object Type** section, select **Distribution Lists**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path of the applicable CSV file, or select **Browse** and locate the file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins updating distribution lists and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Updating Unified Messaging Accounts in Cisco Unity Connection 10.x

BAT allows you to update Cisco Unity Connection unified messaging accounts with information from a CSV file. You can change any attribute of a unified messaging account except the following:

- subscriberAlias
- serviceDisplayName
- OptionalServiceAccountID

If you want to change either the subscriber (subscriberAlias) or the unified messaging service (serviceDisplayName) for a group of unified messaging accounts, you must delete existing unified messaging accounts and then create new accounts that have the new values. You cannot change the value of OptionalServiceAccountID, which is automatically generated when you create unified messaging accounts.

Caution If you delete and recreate unified messaging accounts for existing users, Unity Connection resynchronizes the Unity Connection and Exchange mailboxes, which can slow Unity Connection performance. We recommend that you perform this operation outside of normal business hours.

See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Update Unified Messaging Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Update**.

Step 3 Select **Unified Messaging Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins updating unified messaging accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting Download the Failed Objects File. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Updating Video Service Accounts in Cisco Unity Connection 10.x

Revised February 06, 2014

BAT allows you to update Cisco Unity Connection video service accounts with information from a CSV file.

If you want to change the mapping of video service (MapVideoService) for a group of video service accounts, you must delete existing video service accounts and then create new accounts that have the new values.

See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Update Video Service Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Update**.

Step 3 Select **Video Service Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, select the **Browse** button to enter the full path of the CSV file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Note Make sure to add **Alias** and **MapVideoService** fields to update a video service account.

Step 6 Select **Submit**.

BAT begins updating video service accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting User Accounts in Cisco Unity Connection 10.x

Note The information in this section is not applicable to deleting user accounts in Cisco Unified Communications Manager Business Edition (CMBE). See the "Creating Cisco Unity Connection 10.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration" section on page 9-1.

BAT allows you to delete Cisco Unity Connection user accounts (with or without voice mailboxes) that are listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Delete User Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Delete**.

Step 3 In the **Select Object Type** section, select the applicable option:

- Select **Users** to delete users without voice mailboxes.
- Select **Users With Mailbox** to delete accounts with mailboxes.

Step 4 In the Select File section, in the **CSV File** field, enter the full path to the CSV input file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins deleting user accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting Contacts in Cisco Unity Connection 10.x

BAT allows you to delete Cisco Unity Connection contacts listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Delete Contacts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Delete**.

Step 3 In the **Select Object Type** section, select **System Contacts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins deleting contacts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting System Distribution Lists in Cisco Unity Connection 10.x

Note The information in this section is not applicable to deleting system distribution lists in Cisco Unified Communications Manager Business Edition (CMBE).

BAT allows you to delete Cisco Unity Connection system distribution lists that are listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Delete System Distribution Lists

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Delete**.

Step 3 In the **Select Object Type** section, select **Distribution Lists**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path of the applicable CSV file, or select **Browse** and locate the file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins deleting distribution lists and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting System Distribution List Members in Cisco Unity Connection 10.x

Note The information in this section is not applicable to deleting system distribution list members in Cisco Unified Communications Manager Business Edition (CMBE).

BAT allows you to delete Cisco Unity Connection system distribution list members that are listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

To Delete System Distribution List Members

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Delete**.

Step 3 In the **Select Object Type** section, select **Distribution List Members**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path of the applicable CSV file, or select **Browse** and locate the file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins deleting distribution list members and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting Unified Messaging Accounts in Cisco Unity Connection 10.x

BAT allows you to delete Cisco Unity Connection unified messaging accounts listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

Note Each unified messaging account is associated with a user, but a unified messaging account is a separate object in the Unity Connection database. If you delete a unified messaging account, the associated user account is not deleted.

To Delete Unified Messaging Accounts

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Delete**.

Step 3 In the **Select Object Type** section, select **Unified Messaging Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the CSV input file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter **errors.csv**.

Step 6 Select **Submit**.

BAT begins deleting unified messaging accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x" section on page A-49.

Deleting Video Service Account in Cisco Unity Connection 10.x

BAT allows you to delete Cisco Unity Connection video service accounts listed in a CSV file. See the "Constructing the Input CSV Files in Cisco Unity Connection 10.x" section on page A-18 as you create the CSV file.

Note Each video service account is associated with a user, but a video service account is a separate object in the Unity Connection database. If you delete a video service account, the associated user account and video service do not get deleted.

To Delete Video Service Account

Step 1 In Cisco Unity Connection Administration, expand Tools, then select Bulk Administration Tool.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Delete**.

Step 3 In the **Select Object Type** section, select **Video Services Accounts.**

Step 4 In the **Select File** section, in the **CSV File** field, select the **Browse** button to enter the full path of the CSV file.

Step 5 In the **Failed Objects Filename** field, enter the name of the failed objects report file. For example, enter errors.csv.

Step 6 Select **Submit**.

BAT begins deleting video service accounts and displays the summary page when the operation has completed.

If the operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**. For information about correcting errors, see the "Required and Optional CSV Fields" section on page A-49.

Exporting Users to a CSV File in Cisco Unity Connection 10x

BAT allows you to export information about all users (with or without voice mailboxes) from Cisco Unity Connection to a CSV file.

Note that the following column headers are not included in an export: TemplateAlias, Password, and PIN. If you plan to include those column headers in the CSV file, you will need to add them manually after export.

To Export Users to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Export**.

Step 3 In the **Select Object Type** section, select the applicable option:

- Select **Users** to update users without voice mailboxes.
- Select **Users With Mailbox** to update accounts with mailboxes.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Exporting Contacts to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export information about contacts from Cisco Unity Connection to a CSV file.

Note that the ContactTemplateAlias column header is not included in an export. If you plan to include that column header in the CSV file, you will need to add it manually after export.

To Export Contacts to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Export**.

Step 3 In the **Select Object Type** section, select **System Contacts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Exporting Users from an LDAP Directory to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export LDAP user information to a CSV file from a hidden Cisco Unified CM database on the Unity Connection server. Before you can use this option, you must configure Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

To Export Users from an LDAP Directory to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Export**.

Step 3 In the **Select Object Type** section, select **Users from LDAP Directory**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Exporting System Distribution Lists to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export information about system distribution lists from Cisco Unity Connection to a CSV file.

To Export System Distribution Lists to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the **Select Operation** section, select **Export**.

Step 3 In the **Select Object Type** section, select **Distribution Lists**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The Summary page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Exporting System Distribution List Members to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export information about system distribution list members from Cisco Unity Connection to a CSV file.

To Export System Distribution List Members to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Export**.

Step 3 In the **Select Object Type** section, select **Distribution List Members**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. A zip file is created that contains files representing each of the distribution list members. To view the members, upzip the file.

Exporting Unified Messaging Accounts to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export information about unified messaging accounts from Cisco Unity Connection to a CSV file.

To Export Unified Messaging Accounts to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Export**.

Step 3 In the **Select Object Type** section, select **Unified Messaging Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, enter the full path to the applicable file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Exporting Video Service Accounts to a CSV File in Cisco Unity Connection 10.x

BAT allows you to export information about video service accounts from Cisco Unity Connection to a CSV file.

To Export Video Service Accounts to a CSV File

Step 1 In Cisco Unity Connection Administration, expand **Tools**, then select **Bulk Administration Tool**.

Step 2 On the **Bulk Administration Tool** page, in the Select Operation section, select **Export**.

Step 3 In the **Select Object Type** section, select **Video Service Accounts**.

Step 4 In the **Select File** section, in the **CSV File** field, select the **Browse** button to enter the full path of the CSV file.

Step 5 Select **Submit**.

The **Summary** page displays the results when the operation has completed. To view the export CSV file, select **View Export Objects File**.

Constructing the Input CSV Files in Cisco Unity Connection 10.x

BAT supports only UTF-8 and UTF-16 character set encoding for the text in the CSV file.

To quickly construct an input CSV file, you can use BAT to export the applicable type of user, contact, system distribution list, system distribution list members, or unified messaging accounts, and use the resulting output CSV file as a template.

The following example shows a CSV file for creating voicemail users. To construct the file, voicemail users were exported to a CSV file. Then, unwanted columns and data were removed from the file. Finally, the TemplateAlias column and the applicable data were added. (Note that the data for DisplayName—an optional field—is missing for several users.)

Example CSV Input File for Creating Voicemail Users

```
Alias,DisplayName,FirstName,LastName,TemplateAlias,Extension,ListInDirectory
iwinkler,"Winkler, Ian",Ian,Winkler,VoiceMailUserTemplate,5321,1
jsmith,,John,Smith,VoiceMailUserTemplate,5126,1
cjones,"Jones, Cris",Cris,Jones,VoiceMailUserTemplate,5249,1
dalbert,,Dan,Albert,VoiceMailUserTemplate,5299,1
jlee,"Lee, Jane",Jane,Lee,VoiceMailUserTemplate,5324,1
jthompson,"Thompson, Jim",Jim,Thompson,VoiceMailUserTemplate,5029,1
swong,"Wong, Sara",Sara,Wong,VoiceMailUserTemplate,5260,1
rhunter,"Hunter, Russ",Russ,Hunter,VoiceMailUserTemplate,5229,1
cashmore,,Carol,Ashmore,VoiceMailUserTemplate,5403,1
lcarson,"Carson, Lauren",Lauren,Carson,VoiceMailUserTemplate,5999,1
```

Whether you modify an output CSV file or create a CSV file from scratch, use the following guidelines, along with the tables in the "Required and Optional CSV Fields" section on page A-19 to construct a valid input CSV file for use with the BAT:

- The first row in your CSV file must contain column headings that identify the type of data in each column; information in the subsequent rows must contain the data that you want to import.

- Ensure that commas separate the data in each row in your CSV file, including the column headings in the first row. Do not use a tab, spaces, or a semicolon to separate values in the file.
- Although the data must be arranged in the same order as the column heading, the order in which you arrange the columns is unimportant.
- If the CSV file includes a column that you want BAT to ignore, use the column heading "Junk."
- If any data includes a space, quotes, or commas, contain it within quotes.

  We recommend that your data not include double-quotes because it can cause problems with interactions with external servers. If the data does include double-quotes, place an additional double-quote next to each double-quote. For example, if the data is My "Spare Phone", the entry must be My ""Spare Phone"".
- Column headings are not case sensitive, but they must be spelled as indicated in the tables in the "Required and Optional CSV Fields" section on page A-19. Columns that are designated not applicable (N/A) for an operation are ignored.
- *(Applicable only to Cisco Unity Connection configurations)* For creating user accounts, most optional fields that are listed in the CSV field tables correspond to settings defined in a user template. For example, for voicemail users, the default template includes class of service (COS), call transfer, and message notification settings. When data for a particular user setting is not included in the CSV file, BAT uses settings in the user template that you specify in the required field TemplateAlias. For this reason, you should review the settings in the user template that you use to create the accounts before adding any of the optional column headers to your CSV file. If a value for an optional field is not included in the CSV file, and if the template does not specify a default value, then the value for the field is not set.

Caution If you specify an administrator template for TemplateAlias, the users will not have mailboxes

- To explicitly set the value of a field to empty (or to null, if allowed), use the expression %null% for the value in the CSV file.
- We recommend that you do not include more than 5,000 records in an input CSV file.

Required and Optional CSV Fields

The tables in this section list the required and optional fields, as applicable, to include in input CSV files. The fields are listed in alphabetical order, except for the required fields, which are listed first.

Use the applicable table, depending on the type of object:

- Users Without Voice Mailboxes—Table A-1
- Users With Voice Mailboxes—Table A-2
- Contacts—Table A-3
- Distribution Lists—Table A-4
- Distribution List Members—Table A-5
- Unified Messaging Accounts—Table A-6

Table A-1 Required and Optional CSV Fields for Users Without Voice Mailboxes

Column Heading	Creating	Updating	Deleting	Description
Alias	Required	Required	Required	The unique text name for the user account. Any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
TemplateAlias	Required	N/A	N/A	The unique text name for the user template to apply to the account during creation. **Caution** If you specify an administrator template for TemplateAlias, the users will not have mailboxes.
Password	Optional	Optional	N/A	The unique characters that the user enters to access Cisco Unity Connection web applications. Any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|[]:"';<>?/\., To help protect Unity Connection from unauthorized access and toll fraud, enter a long—eight or more characters—and non-trivial password.
Address	Optional	Optional	N/A	The physical address such as a house number and street name where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 128 characters.
BillingId	Optional	Optional	N/A	Organization-specific information about the user, such as accounting information, department names, or project codes. The information can be included in user reports. Any combination of ASCII or Unicode characters, up to a maximum of 32 digits.
Building	Optional	Optional	N/A	The name of the building where the user is based. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
City	Optional	Optional	N/A	The name of a locality, such as a city, county or other geographic region where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
Country	Optional	Optional	N/A	The 2-letter ISO 3166-1 country code where the user is located, or with which the user is associated. Two ASCII lower or upper case alpha characters.

Table A-1 Required and Optional CSV Fields for Users Without Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Department	Optional	Optional	N/A	The name or number for the department or subdivision of an organization to which the user belongs. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
DisplayName	Optional	Optional	N/A	The user name that appears on the administration and user interfaces. If Displayname is empty and both Firstname, Lastname are present, then Displayname would be combination of "Firstname Lastname", else Displayname would be Alias. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
EmailAddress	Optional	Optional	N/A	The email address of the user. This corresponds to the Corporate Email Address field in Cisco Unity Connection Administration. Note that the field is only for directory information purposes. Cisco Unity Connection does not use the address to deliver incoming messages. Any combination of ASCII alphanumeric characters, and the special characters hyphen, underscore, period and at sign (“@”), up to a maximum of 320 characters.
EmployeeId	Optional	Optional	N/A	The numeric or alphanumeric identifier assigned to a user, typically based on order of hire or association with an organization. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
EnhancedSecurityAlias	Optional	Optional	N/A	The unique text name used to identify and authenticate the user with an RSA SecurID security system. Any combination of ASCII or Unicode characters, up to a maximum of 50 characters.
FirstName	Optional	Optional	N/A	The user first name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Initials	Optional	Optional	N/A	The initials of part or all of the user name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 6 characters.

Table A-1 Required and Optional CSV Fields for Users Without Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Language	Optional	Optional	N/A	The preferred language of the user. Use the Windows language code, such as 1033 for U.S. English. For a list of supported languages and the corresponding language codes, see the "Numeric and Alphabetic Codes for Supported Languages in Cisco Unity Connection" section in the *System Requirements for Cisco Unity Connection 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.html.
LastName	Optional	Optional	N/A	The user last name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Manager	Optional	Optional	N/A	The name of the person who is the manager or supervisor of the user. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PostalCode	Optional	Optional	N/A	For users located in the United States, the zip code where the user is located, or with which the user is associated. For users located in Canada, Mexico, and other countries, the postal code where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 40 characters.
State	Optional	Optional	N/A	The full name of the state or province where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
TimeZone	Optional	Optional	N/A	The time zone with which the user account is associated.
Title	Optional	Optional	N/A	The position or function of the user within the organization, for example "Vice President." Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.

Table A-1 Required and Optional CSV Fields for Users Without Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
LdapCcmUserID	Optional	Optional	N/A	The value of the LDAP field that you mapped to the Unity Connection Alias field when you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html. This field is used when you create Unity Connection users by importing LDAP user data and when you integrate existing Unity Connection users with LDAP users. For more information, see the applicable section: • Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Import Users Tool, page 13-2 • Integrating Existing Unity Connection User Accounts with LDAP User Accounts, page 13-8

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes

Column Heading	Creating	Updating	Deleting	Description
Alias	Required	Required	Required	The unique text name for the user account. Any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters. We recommend that you use only printable ASCII characters in the Alias field, because some messaging features do not support non-printing ASCII characters or Unicode. (The non-printing ASCII control characters are those below code 0x20.) For example, IMAP only supports user names that contain printable ASCII characters, so users with Connection aliases that contain non-printing characters or Unicode are unable to access their Connection messages via IMAP clients. In addition, the Cisco Object Backup and Restore Application Suite (COBRAS) will be unable to back up messages for such users, because COBRAS uses IMAP to perform the backup.
Extension	Required	Optional	N/A	The number that callers dial to reach the user. The value must be unique among users in the partition. Any combination of ASCII alphanumeric characters, from 3 to 40 characters long.
TemplateAlias	Required	N/A	N/A	The unique text name for the user template to apply to the account during creation.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Password	Optional	Optional	N/A	The unique characters that the user enters to access Cisco Unity Connection web applications. Any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|[]:"';<>?/\., To help protect Unity Connection from unauthorized access and toll fraud, enter a long—eight or more characters—and non-trivial password.
PIN	Optional	Optional	N/A	The unique digits that the user enters to access voice messages by phone. Any combination of digits 0 through 9. To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long—six or more digits—and non-trivial PIN.
Address	Optional	Optional	N/A	The physical address, such as a house number and street name where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 128 characters.
AltFirstNames	Optional	Optional	N/A	An alternate version of the first name. Unity Connection considers alternate names when users and callers use voice recognition to place a call or address voice messages. To create/update more than one alternate first name per user, separate them by semicolons (;). If an alternate name needs to contain a semicolon, precede the semicolon with another semicolon to indicate to Unity Connection that the name contains a semicolon. Use this field in conjunction with the AltLastNames field to add nicknames or maiden names for users. You can also use alternate names to add phonetic spellings of hard-to-pronounce names. Alternate first names and alternate last names are stored as a pair in the database. When submitting multiple alternate names, make sure that you have the same number of alternate first names and alternate last names. For example, if you have a user named Elizabeth Brown, who is sometimes known as “Liz” and sometimes known by her maiden name of “Smith,” you would enter the following AltFirstNames and AltLastNames to ensure that all four combinations are submitted to the database: • Elizabeth; Liz; Elizabeth; Liz • Brown; Brown; Smith; Smith

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
AltLastNames	Optional	Optional	N/A	An alternate version of the last name. Unity Connection considers alternate names when users and callers use voice recognition to place a call or address voice messages. To create/update more than one alternate last name per user, separate them by semicolons (;). If an alternate name needs to contain a semicolon, precede the semicolon with another semicolon to indicate to Unity Connection that the name contains a semicolon. Use this field in conjunction with the AltFirstNames field to add nicknames or maiden names for users. You can also use alternate names to add phonetic spellings of hard-to-pronounce names. Alternate first names and alternate last names are stored as a pair in the database. When submitting multiple alternate names, make sure that you have the same number of alternate first names and alternate last names. For example, if you have a user named Elizabeth Brown, who is sometimes known as "Liz" and sometimes known by her maiden name of "Smith," you would enter the following AltFirstNames and AltLastNames to ensure that all four combinations are submitted to the database: • Elizabeth; Liz; Elizabeth; Liz • Brown; Brown; Smith; Smith
AltFirstName	Optional	Optional	N/A	An alternate spelling of the user first name in an internationally recognizable format (i.e., ASCII only characters). The value is used by the phone interface to search for users and to address messages. Any combination of ASCII alphanumeric characters, up to maximum of 64 characters.
AltLastName	Optional	Optional	N/A	An alternate spelling of the user last name in an internationally recognizable format (i.e., ASCII only characters). The value is used by the phone interface to search for users and to address messages. Any combination of ASCII alphanumeric characters, up to maximum of 64 characters.
BillingId	Optional	Optional	N/A	Organization-specific information about the user, such as accounting information, department names, or project codes. The information can be included in user reports. Any combination of digits from 0 through 9, up to a maximum of 32 digits.
Building	Optional	Optional	N/A	The name of the building where the user is based. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
City	Optional	Optional	N/A	The name of a locality, such as a city, county or other geographic region where the user is located, or with which the user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
Country	Optional	Optional	N/A	The 2-letter ISO 3166-1 country code where the user is located, or with which the user is associated. Two ASCII lower or upper case alpha characters.
Department	Optional	Optional	N/A	The name or number for the department or subdivision of an organization to which the user belongs. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
DisplayName	Optional	Optional	N/A	The user name that appears on the administration and user interfaces. If Displayname is empty and both Firstname, Lastname are present, then Displayname would be combination of "Firstname Lastname", else Displayname would be Alias. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
EmailAddress	Optional	Optional	N/A	The primary email address of the user. When you are not using unified messaging features, the field is used only for directory information purposes. Cisco Unity Connection does not use the address to deliver incoming messages. When you are using unified messaging features to access Exchange, the field may be used to specify the Exchange mailbox that you want Unity Connection to access for a Unity Connection user. For more information, see the emailAddressUseCorp row in Table A-6. Any combination of ASCII alphanumeric characters, and hyphens, underscores, periods and at signs (“@”), up to a maximum of 320 characters.
MailName	Optional	Optional	N/A	Name used to construct part of SMTP address before the @ sign. A name is needed for unicode aliases that cannot be converted into a valid SMTP addresses.
EmployeeId	Optional	Optional	N/A	The numeric or alphanumeric identifier assigned to a user, typically based on order of hire or association with an organization. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
EnhancedSecurityAlias	Optional	Optional	N/A	The unique text name used to identify and authenticate the user with an RSA SecurID security system. Any combination of ASCII or Unicode characters, up to a maximum of 50 characters.
FirstName	Optional	Optional	N/A	The user first name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Initials	Optional	Optional	N/A	The initials of part or all of the user name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 6 characters.
Language	Optional	Optional	N/A	The preferred language of the user. Use the Windows language code, such as 1033 for U.S. English. For a list of supported languages and the corresponding language codes, see the "Numeric and Alphabetic Codes for Supported Languages in Cisco Unity Connection" section in the *System Requirements for Cisco Unity Connection 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.html.
LastName	Optional	Optional	N/A	The user last name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Manager	Optional	Optional	N/A	The name of the manager or supervisor of the user. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PostalCode	Optional	Optional	N/A	For users located in the United States, the zip code where the user is located, or with which a user is associated. For users located in Canada, Mexico, and other countries, the postal code where the user is located, or with which a user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 40 characters.
State	Optional	Optional	N/A	The full name of the state or province where the user is located, or with which a user is associated. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
TimeZone	Optional	Optional	N/A	The time zone with which the user account is associated.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Title	Optional	Optional	N/A	The position or function of the user within the organization, for example "Vice President." Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
COSDisplayName	Optional	Optional	N/A	The unique text name that is displayed on the user interfaces for the class of service (COS) with which the user account is associated. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
ClientMatterCode	Optional	Optional	N/A	The required Client Matter Code (CMC) to transmit to Cisco Unified Communications Manager (CM), if applicable, when the user makes an outbound call. CMCs are typically used to enable the system to track calls for account or billing purposes. The value is used only if the system is using Cisco Unified CM and if the version of Cisco Unified CM is 4.1 and later. Whether the CMC is transmitted depends on the setting for outbound calls. The user CMC is used only if the outbound call does not have its own CMC. The code length can be from 1 through 40 characters.
TransferType	Optional	Optional	N/A	(*Applicable only to the Alternate transfer rule.*) Determines the way in which Cisco Unity Connection transfers calls from the automated attendant or a directory handler to the user phone for the Alternate transfer rule: • 0—supervised • 1—unsupervised (also called a "Release to Switch" transfer) For the Standard or Closed transfer rules, see "StandardTransferType"or "ClosedTransferType".
TransferRings	Optional	Optional	N/A	(*Applicable only to the Alternate transfer rule.*) Determines the number of times the user extension rings before Cisco Unity Connection considers the call unanswered ("ring-no-answer") and plays the applicable greeting. This setting is applicable only when the TransferType is configured for a supervised transfer. An integer value from 2 through 100. For the Standard or Closed transfer rules, see "StandardTransferRings"or "ClosedTransferRings".

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
TransferExtension	Optional	Optional	N/A	(*Applicable only to the Alternate transfer rule.*) The phone number that Cisco Unity Connection transfers calls to if TransferAction is set to 1. For the Standard or Closed transfer rules, see "StandardTransferExtension"or "ClosedTransferExtension".
TransferAction	Optional	Optional	N/A	(*Applicable only to the Alternate transfer rule.*) Determines whether Cisco Unity Connection transfers the incoming calls for the user to the user greeting or to the extension specified in TransferExtension: • 0—Transfer to the greeting. • 1—Transfer to TransferExtension. For the Standard or Closed transfer rules, see "StandardTransferAction"or "ClosedTransferAction".
RnaAction	Optional	Optional	N/A	(*Applicable only to the Alternate transfer rule.*) This setting is applicable only when the TransferType is configured for a supervised transfer. Determines whether Cisco Unity Connection transfers the call to the applicable greeting or releases the call to the phone system when a call is unanswered ("ring-no-answer"): • 0—Release the call to the phone system. • 1—After the number of rings specified in the TransferRings field, transfer the call to the appropriate greeting. For the Standard or Closed transfer rules, see "StandardRnaAction"or "ClosedRnaAction".
StandardTransferType	Optional	Optional	N/A	(*Applicable only to the Standard transfer rule.*) Determines the way in which Cisco Unity Connection transfers calls from the automated attendant or a directory handler to the user phone for the standard (default) transfer rule: • 0—supervised • 1—unsupervised (also called a "Release to Switch" transfer)
StandardTransferRings	Optional	Optional	N/A	(*Applicable only to the Standard transfer rule.*) Determines the number of times the user extension rings before Cisco Unity Connection considers the call unanswered ("ring-no-answer") and plays the applicable greeting. This setting is applicable only when the StandardTransferType is configured for a supervised transfer. An integer value from 2 through 100.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
StandardTransferExtension	Optional	Optional	N/A	(*Applicable only to the Standard transfer rule.*) The phone number that Cisco Unity Connection transfers calls to if StandardTransferAction is set to 1.
StandardTransferAction	Optional	Optional	N/A	(*Applicable only to the Standard transfer rule.*) Determines whether Cisco Unity Connection transfers the incoming calls for the user to the user greeting or to the extension specified in StandardTransferExtension: • 0—Transfer to the greeting. • 1—Transfer to StandardTransferExtension.
StandardRnaAction	Optional	Optional	N/A	(*Applicable only to the Standard transfer rule.*) This setting is applicable only when the StandardTransferType is configured for a supervised transfer. Determines whether Cisco Unity Connection transfers the call to the applicable greeting or releases the call to the phone system when a call is unanswered ("ring-no-answer"): • 0—Release the call to the phone system. • 1—After the number of rings specified in the StandardTransferRings field, transfer the call to the appropriate greeting.
ClosedTransferType	Optional	Optional	N/A	(*Applicable only to the Closed transfer rule.*) Determines the way in which Cisco Unity Connection transfers calls from the automated attendant or a directory handler to the user phone for the Closed transfer rule: • 0—supervised • 1—unsupervised (also called a "Release to Switch" transfer)
ClosedTransferRings	Optional	Optional	N/A	(*Applicable only to the Closed transfer rule.*) Determines the number of times the user extension rings before Cisco Unity Connection considers the call unanswered ("ring-no-answer") and plays the applicable greeting. This setting is applicable only when the ClosedTransferType is configured for a supervised transfer. An integer value from 2 through 100.
ClosedTransferExtension	Optional	Optional	N/A	(*Applicable only to the Closed transfer rule.*) The phone number that Cisco Unity Connection transfers calls to if ClosedTransferAction is set to 1.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
ClosedTransferAction	Optional	Optional	N/A	(*Applicable only to the Closed transfer rule.*) Determines whether Cisco Unity Connection transfers the incoming calls for the user to the user greeting or to the extension specified in ClosedTransferExtension: • 0—Transfer to the greeting. • 1—Transfer to ClosedTransferExtension.
ClosedRnaAction	Optional	Optional	N/A	(*Applicable only to the Closed transfer rule.*) This setting is applicable only when the StandardTransferType is configured for a supervised transfer. Determines whether Cisco Unity Connection transfers the call to the applicable greeting or releases the call to the phone system when a call is unanswered ("ring-no-answer"): • 0—Release the call to the phone system. • 1—After the number of rings specified in the ClosedTransferRings field, transfer the call to the appropriate greeting.
MWIExtension	Optional	Optional	N/A	The phone number (extension) of the default message waiting indicator (MWI) to light when callers leave messages for the user. If no value is provided, Cisco Unity Connection uses the number of the primary extension.
MWIMediaSwitchDisplay Name	Optional	Optional	N/A	The text name displayed on the system administration interface of the phone system used to turn message waiting indicators on and off for the phone number specified in the MWIExtension column. If no value is provided, Cisco Unity Connection uses the phone system specified in the MediaSwitchDisplayName column.
MaxMsgLen	Optional	Optional	N/A	The maximum duration (in seconds) for recording a message from an outside (unidentified) caller. The length specified can be from 1 through 1,200 seconds.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Play After Message Recording	Optional	Optional	N/A	Indicates whether Cisco Unity Connection plays a recording to the callers after a message has been sent: • 0—Do Not Play Recording. Select this setting to disable the feature. After a message is sent, users do not hear any recording. • 1—System Default Recording. After a message is sent, users hear the default system recording. • 2—Play Recording. After a message is sent, users hear the cutomized recording. **Note** By Default the **System Default Recording** option is selected.
PlayPostGreetingRecording	Optional	Optional	N/A	Indicates whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user. You can also indicate whether all callers hear the recording or only unidentified callers: • 0—Do Not Play Recording. Select this setting to disable the feature. Before they leave a message, callers hear only the user greeting. • 1—Play Recording to All Callers. Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording. • 2—Play Recording Only to Unidentified Callers. Before they leave a message, outside callers hear the user greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Unity Connection hear the post-greeting recording.
PostGreetingRecordingDisplay Name	Optional	Optional	N/A	The display name of the post-greeting recording that plays after the greeting for this user.
ForcedAuthoizationCode	Optional	Optional	N/A	The required forced-authorization code (FACs) to transmit to Cisco Unified Communications Manager (CM), if applicable, when the user makes an outbound call. Your organization may use FACs to prevent toll fraud. For example, users may have to provide FACs to place long-distance calls. The value is used only if the system is using Cisco Unified CM and if the version of Cisco Unified CM is 4.1 and later. The code length can be from 1 to 40 characters.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
ListInDirectory	Optional	Optional	N/A	Determines whether the user is included in the phone directory for outside callers: • 0—Not included in the directory • 1—Included in the directory
CreateSmtpProxyFromCorp	Optional	Optional	N/A	Determines whether Connection will use the value in the EmailAddress column (Corporate Email Address field in Cisco Unity Connection Administration) to automatically create a new SMTP proxy address, so that IMAP messages to or from this email address can be properly identified by Connection as belonging to this user. If you uncheck it, no such SMTP proxy address will be automatically created. • 0—SMTP proxy address will not be automatically created. • 1—SMTP proxy address will be automatically created using the Corporate Email Address field.
MediaSwitchDisplayName	Optional	Optional	N/A	The text name displayed on the system administration interface of the phone system used for Telephone Record and Playback (TRAP) sessions and to turn message waiting indicators on and off. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PhoneNumber_HomePhone	Optional	Optional	N/A	The user home phone number. Any combination of the digits 0–9, T, t, commas, hashes (#), and asterisks (*), up to a maximum of 38 characters.
Active_HomePhone	Optional	Optional	N/A	Whether the user home phone device is enabled: • 0—disabled • 1—enabled
DisplayName_HomePhone	Optional	Optional	N/A	The text name for the user home phone displayed on the Cisco Unity Connection interfaces. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PhoneNumber_WorkPhone	Optional	Optional	N/A	The user work phone number. Any combination of the digits 0–9, T, t, commas, hashes (#), and asterisks (*), up to a maximum of 38 characters.
Active_WorkPhone	Optional	Optional	N/A	Whether the user work phone device is enabled: • 0—disabled • 1—enabled

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
DisplayName_WorkPhone	Optional	Optional	N/A	The text name for the user work phone displayed on the Cisco Unity Connection interfaces. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PhoneNumber_MobilePhone	Optional	Optional	N/A	The user mobile phone number. Any combination of the digits 0–9, T, t, commas, hashes (#), and asterisks (*), up to a maximum of 38 characters.
Active_MobilePhone	Optional	Optional	N/A	Whether the user mobile phone device is enabled: • 0—disabled • 1—enabled
DisplayName_MobilePhone	Optional	Optional	N/A	The text name for the user mobile phone displayed on the Cisco Unity Connection interfaces. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PhoneNumber_Pager	Optional	Optional	N/A	The user pager number. Any combination of the digits 0–9, T, t, commas, hashes (#), and asterisks (*), up to a maximum of 38 characters.
AfterDialDigits_Pager	Optional	Optional	N/A	Digits to send to the pager. This is referred to in Connection Administration as "Extra Digits." For numeric pagers, the field holds numeric text to send to the pager; for text pagers, the field is blank. The maximum length is 32 digits.
Active_Pager	Optional	Optional	N/A	Whether the user pager device is enabled: • 0—disabled • 1—enabled
DisplayName_Pager	Optional	Optional	N/A	The text name for the user pager displayed on the Cisco Unity Connection interfaces. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
PhoneNumber_TextPager1	Optional	Optional	N/A	This phone number will be entered in the From field on the default SMTP device for the user. Any combination of ASCII only alphanumeric characters, hyphens, underscores, periods, at signs ("@"), commas and hashes (#), up to a maximum of 40 characters.
SmtpAddress_TextPager1	Optional	Optional	N/A	Message notifications for the user are sent to this SMTP address. Note that the SMTP address cannot include non-ASCII characters.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Active_TextPager1	Optional	Optional	N/A	Whether the user text pager device is enabled: • 0—disabled • 1—enabled
DisplayName_TextPager1	Optional	Optional	N/A	The text name for the user text pager displayed on the Cisco Unity Connection interfaces. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
Extension_Alt1	Optional	Optional	N/A	The first alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt1_Partition	Optional	Optional	N/A	The text name of the partition to which the first alternate extension belongs.
Extension_Alt2	Optional	Optional	N/A	The second alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt2_Partition	Optional	Optional	N/A	The text name of the partition to which the second alternate extension belongs.
Extension_Alt3	Optional	Optional	N/A	The third alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt3_Partition	Optional	Optional	N/A	The text name of the partition to which the third alternate extension belongs.
Extension_Alt4	Optional	Optional	N/A	The fourth alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt4_Partition	Optional	Optional	N/A	The text name of the partition to which the fourth alternate extension belongs.
Extension_Alt5	Optional	Optional	N/A	The fifth alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt5_Partition	Optional	Optional	N/A	The text name of the partition to which the fifth alternate extension belongs.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Extension_Alt6	Optional	Optional	N/A	The sixth alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt6_Partition	Optional	Optional	N/A	The text name of the partition to which the sixth alternate extension belongs.
Extension_Alt7	Optional	Optional	N/A	The seventh alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt7_Partition	Optional	Optional	N/A	The text name of the partition to which the seventh alternate extension belongs.
Extension_Alt8	Optional	Optional	N/A	The eighth alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt8_Partition	Optional	Optional	N/A	The text name of the partition to which the eighth alternate extension belongs.
Extension_Alt9	Optional	Optional	N/A	The ninth alternate extension for the user. The value must be unique in the partition. Any combination of ASCII alphanumeric characters, from 1 to 40 characters long.
Extension_Alt9_Partition	Optional	Optional	N/A	The text name of the partition to which the ninth alternate extension belongs.
CcmId	Optional	Optional	N/A	The Cisco Unified Communications Manager user ID that is associated with the user. Any combination of characters except for non-printing ASCII characters, up to a maximum of 128 characters.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Exchange2003Service_Service DisplayName	Optional	Optional	N/A	The display name of the Exchange 2003 external service that corresponds with the Exchange 2003 server that contains the Exchange 2003 mailbox for this Unity Connection user. To add an Exchange 2003 external service for a user, include values for both the Exchange2003Service_ServiceDisplayName and Exchange2003Service_EmailAddress fields in the CSV input file. To remove the Exchange 2003 service for a user, set at least one of either the Exchange2003Service_ServiceDisplayName and Exchange2003Service_EmailAddress fields to %null% in the CSV input file.
Exchange2003Service_Email Address	Optional	Optional	N/A	The primary email address that is associated with the Exchange mailbox that you want this Unity Connection user to be able to access. To add an Exchange 2003 external service for a user, include values for both the Exchange2003Service_ServiceDisplayName and Exchange2003Service_EmailAddress fields in the CSV input file.
Exchange2003Service_UserId	Optional	Optional	N/A	The User ID setting in Exchange 2003 (useful when the setting is different from the Unity Connection user alias). To add an Exchange 2003 external service for a user, include values for both the Exchange2003Service_ServiceDisplayName and Exchange2003Service_EmailAddress fields in the CSV input file.
Exchange2007Service_Service DisplayName	Optional	Optional	N/A	The display name of the Exchange 2007 external service that corresponds with the Exchange 2007 server that contains the Exchange 2007 mailbox for this Unity Connection user. To add an Exchange 2007 external service for a user, include values for both the Exchange2007Service_ServiceDisplayName and Exchange2007Service_EmailAddress fields in the CSV input file. To remove the Exchange 2007 service for a user, set at least one of either the Exchange2007Service_ServiceDisplayName and Exchange2007Service_EmailAddress fields to %null% in the CSV input file.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
Exchange2007Service_Email Address	Optional	Optional	N/A	The primary email address that is associated with the Exchange mailbox that you want this Unity Connection user to be able to access. To add an Exchange 2007 external service for a user, include values for both the Exchange2007Service_ServiceDisplayName and Exchange2007Service_EmailAddress fields in the CSV input file.
Exchange2007Service_UserId	Optional	Optional	N/A	The Windows domain alias for the user in Exchange 2007 (useful when the setting is different from the Unity Connection user alias).
Exchange2007Service_User Password	Optional	Optional	N/A	The Windows domain password for the user.
Exchange2010Service_Service DisplayName	Optional	Optional	N/A	The display name of the Exchange 2010 external service that corresponds with the Exchange 2010 server that contains the Exchange 2010 mailbox for this Unity Connection user. To add an Exchange 2010 external service for a user, include values for both the Exchange2010Service_ServiceDisplayName and Exchange2010Service_EmailAddress fields in the CSV input file. To remove the Exchange 2010 service for a user, set at least one of either the Exchange2010Service_ServiceDisplayName and Exchange2010Service_EmailAddress fields to %null% in the CSV input file
Exchange2010Service_Email Address	Optional	Optional	N/A	The primary email address that is associated with the Exchange mailbox that you want this Unity Connection user to be able to access. To add an Exchange 2010 external service for a user, include values for both the Exchange2010Service_ServiceDisplayName and Exchange2010Service_EmailAddress fields in the CSV input file
Exchange2010Service_UserId	Optional	Optional	N/A	The Windows domain alias for the user in Exchange 2010 (useful when the setting is different from the Unity Connection user alias).
Exchange2010Service_User Password	Optional	Optional	N/A	The Windows domain password for the user.

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
EmailAction	Optional	Optional	N/A	Action to take for a voice message: • 0—Reject the message • 1—Accept the message • 2—Relay the message • 3—Accept the message and relay a copy
VoiceMailAction	Optional	Optional	N/A	Action to take for a voice message: • 0—Reject the message • 1—Accept the message • 2—Relay the message • 3—Accept the message and relay a copy
FaxAction	Optional	Optional	N/A	Action to take for a voice message: • 0—Reject the message • 1—Accept the message • 2—Relay the message • 3—Accept the message and relay a copy
DeliveryReceiptAction	Optional	Optional	N/A	Action to take for a voice message: • 0—Reject the message • 1—Accept the message • 2—Relay the message • 3—Accept the message and relay a copy
RelayAddress	Optional	Optional	N/A	Specifies the address to relay incoming message when one or more of the actions (EmailAction, VoicemailAction, FaxAction, DeliveryReceiptAction) is set to 2 (Relay the message). RelayAddress is in the format of someone@somewhere or someone@somewhere.com.
SmtpProxyAddresses	Optional	Optional	N/A	The full SMTP proxy addresses for users. To create/update more than one address per user, separate them by commas and surround them all with double quotes. For example: “someone1@somewhere.com,someone2@somewhere.com”

Table A-2 Required and Optional CSV Fields for Users With Voice Mailboxes (continued)

Column Heading	Creating	Updating	Deleting	Description
LdapCcmUserID	Optional	Optional	N/A	The value of the LDAP field that you mapped to the Unity Connection Alias field when you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the "Integrating Cisco Unity Connection 10.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html. This field is used when you create Unity Connection users by importing LDAP user data and when you integrate existing Unity Connection users with LDAP users. For more information, see the applicable section: • Creating Cisco Unity Connection 10.x Users from LDAP Data by Using the Import Users Tool, page 13-2 • Integrating Existing Unity Connection User Accounts with LDAP User Accounts, page 13-8
CorporatePhoneNumber	Optional	Optional	N/A	The phone number of the user. Note that the field is only for directory information purposes. Cisco Unity Connection does not use the phone number to route calls.
DisplayName_HTML	Optional	Optional	N/A	A descriptive name for the notification device. This field is required if you want to create an HTML notification device.
Active_HTML	Optional	Optional	N/A	Enables the HTML notification device.
callback_HTML	Optional	Optional	N/A	The phone number that the user use to play and record voice message.
disableMobPCA_HTML	Optional	Optional	N/A	Disallow the users to change the mobile number from Cisco PCA and Unity Connection Mini Web inbox.
disableTemplatePCA_HTML	Optional	Optional	N/A	Disallow the users to change the notification template from PCA.
SmtpAddress_HTML	Optional	Optional	N/A	The email address of the user text-compatible mobile phone, or another email account (such as a home email address). Up to 128 characters can be entered in this field. SmtpAddress_HTML column is mandatory if Active_HTML column is set to 1.
templateName_HTML	Optional	Optional	N/A	A default or a customized template name.

Table A-3 Required and Optional CSV Fields for Contacts

Column Heading	Creating	Updating	Deleting	Description
Alias	Required	Required	Required	The unique text name for the contact. Any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Extension	Required	Optional	N/A	The number that callers dial to reach the contact. The value must be unique among users and contacts in the partition. Any combination of ASCII alphanumeric characters, up to a maximum of 40 characters.
ContactTemplateAlias	Optional	N/A	N/A	The unique text name for the contact template to apply to the contact during creation.
AltFirstNames	Optional	Optional	N/A	An alternate version of the first name. Unity Connection considers alternate names when users and callers use voice recognition to place a call or address voice messages. To create/update more than one alternate first name per contact, separate them by semicolons (;). If an alternate name needs to contain a semicolon, precede the semicolon with another semicolon to indicate to Unity Connection that the name contains a semicolon. Use this field in conjunction with the AltLastNames field to add nicknames or maiden names for users. You can also use alternate names to add phonetic spellings of hard-to-pronounce names. Alternate first names and alternate last names are stored as a pair in the database. When submitting multiple alternate names, make sure that you have the same number of alternate first names and alternate last names. For example, if you have a contact named Elizabeth Brown, who is sometimes known as “Liz” and sometimes known by her maiden name of “Smith,” you would enter the following AltFirstNames and AltLastNames to ensure that all four combinations are submitted to the database: • Elizabeth; Liz; Elizabeth; Liz • Brown; Brown; Smith; Smith

Table A-3 Required and Optional CSV Fields for Contacts (continued)

Column Heading	Creating	Updating	Deleting	Description
AltLastNames	Optional	Optional	N/A	An alternate version of the last name. Unity Connection considers alternate names when users and callers use voice recognition to place a call or address voice messages. To create/update more than one alternate last name per contact, separate them by semicolons (;). If an alternate name needs to contain a semicolon, precede the semicolon with another semicolon to indicate to Unity Connection that the name contains a semicolon. Use this field in conjunction with the AltFirstNames field to add nicknames or maiden names for users. You can also use alternate names to add phonetic spellings of hard-to-pronounce names. Alternate first names and alternate last names are stored as a pair in the database. When submitting multiple alternate names, make sure that you have the same number of alternate first names and alternate last names. For example, if you have a contact named Elizabeth Brown, who is sometimes known as "Liz" and sometimes known by her maiden name of "Smith," you would enter the following AltFirstNames and AltLastNames to ensure that all four combinations are submitted to the database: • Elizabeth; Liz; Elizabeth; Liz • Brown; Brown; Smith; Smith
AltFirstName	Optional	Optional	N/A	An alternate spelling of the contact first name in an internationally recognizable format (ASCII characters). The value is used by the phone interface to search for users and to address messages. Any combination of ASCII alphanumeric characters, up to maximum of 64 characters.
AltLastName	Optional	Optional	N/A	An alternate spelling of the contact last name in an internationally recognizable format (ASCII characters). The value is used by the phone interface to search for users and to address messages. Any combination of ASCII alphanumeric characters, up to maximum of 64 characters.
DisplayName	Optional	Optional	N/A	The contact name that appears on the administration and user interfaces. If no value is provided, the value is set to the Alias. Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
FirstName	Optional	Optional	N/A	The contact first name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.

Table A-3 Required and Optional CSV Fields for Contacts (continued)

Column Heading	Creating	Updating	Deleting	Description
LastName	Optional	Optional	N/A	The contact last name. Any combination of ANSI or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
ListInDirectory	Optional	Optional	N/A	Determines whether the contact is included in the phone directory for outside callers: • 0—Not included in the directory • 1—Included in the directory
RemoteMailAddress	Optional	Optional	N/A	For VPIM contacts, enter the mailbox number of the VPIM contact on the remote voice messaging system. The maximum length is 256 characters.
TransferEnabled	Optional	Optional	N/A	Determines whether Cisco Unity Connection transfers calls from the automated attendant or a directory handler to the phone number that is specified in the TransferExtension field. • 0—Do not transfer calls. Unity Connection takes a message and sends it to the remote mailbox for the VPIM contact instead. • 1—Transfer incoming calls to TransferExtension.
TransferExtension	Optional	Optional	N/A	The extension or phone number to which Cisco Unity Connection transfers calls when TransferEnabled is set to 1. When entering a phone number, include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1). Any combination of numeric digits, commas, and the special characters # and *, up to a maximum of 40 characters.
TransferRings	Optional	Optional	N/A	Determines the number of times the extension of the contact rings before Cisco Unity Connection considers the call unanswered (“ring-no-answer”) and plays the applicable greeting. An integer value from 2 through 100.
TransferType	Optional	Optional	N/A	Determines the way in which Cisco Unity Connection transfers calls from the automated attendant or a directory handler to the contact phone for the standard (default) transfer rule: • 0—supervised • 1—unsupervised (also called a “Release to Switch” transfer)
DeliveryLocation DisplayName	Optional	Optional	N/A	For VPIM contacts, the VPIM delivery location on which the contact mailbox resides. Use the display name of the VPIM location as it is listed in Cisco Unity Connection Administration. Any combination of ASCII or Unicode characters (except nonprinting ASCII characters), up to maximum of 64 characters.

Table A-3 Required and Optional CSV Fields for Contacts (continued)

Column Heading	Creating	Updating	Deleting	Description
PartitionDisplayName	Optional	Optional	N/A	The display name of the partition to which the contact belongs.
SmtpProxyAddresses	Optional	Optional	N/A	The full SMTP proxy addresses for contacts. To create/update more than one address per user, separate them by commas and surround them all with double quotes. For example: "someone1@somewhere.com,someone2@somewhere.com"
DialableWorkPhone	Optional	Optional	N/A	A phone number that voice recognition users can use to call the contact. Include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1). Any combination of numeric digits, commas, and the special characters # and *, from 1 to 255 characters long.
DialableHomePhone	Optional	Optional	N/A	A phone number that voice recognition users can use to call the contact. Include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1). Any combination of numeric digits, commas, and the special characters #, and *, from 1 to 255 characters long.
DialableMobilePhone	Optional	Optional	N/A	A phone number that voice recognition users can use to call the contact. Include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1). Any combination of numeric digits, commas, and the special characters #, and *, from 1 to 255 characters long.
City	Optional	Optional	N/A	The name of a locality, such as a city, county or other geographic region where the contact is located, or with which the contact is associated. Callers who reach a voice-enabled directory handler can narrow down their search for a contact by saying the name and city of the contact if this field is defined for the contact. (ListInDirectory must also be set to 1 for the contact to be reachable via directory handlers.) Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.
Department	Optional	Optional	N/A	The name or number for the department or subdivision of an organization to which the contact belongs. Callers who reach a voice-enabled directory handler can narrow down their search for a contact by saying the name and department of the contact if this field is defined for the contact. (ListInDirectory must also be set to 1 for the contact to be reachable via directory handlers.) Any combination of ASCII or Unicode characters, up to a maximum of 64 characters.

Table A-4 Required and Optional CSV Fields for Distribution Lists

Column Heading	Creating	Updating	Deleting	Description
Alias	Required	Required	Required	The unique text name for the distribution list. Any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters.
Display Name	Required	Optional	N/A	The name of the distribution list.
AltNames	Optional	Optional	N/A	An alternate version of the name. Unity Connection considers alternate names when users or contacts use voice recognition to place a call or address voice messages. To create/update more than one alternate name distribution list, separate them by semicolons (;). If an alternate name needs to contain a semicolon, precede the semicolon with another semicolon to indicate to Unity Connection that the name contains a semicolon.
Extension	Optional	Optional	N/A	The number that callers dial to reach the distribution list. Any combination of ASCII alphanumeric characters, up to a maximum of 40 characters.
AllowContacts	Optional	Optional	N/A	Allows contacts to be added as members of the distribution list.
AllowForeignMessage	Optional	Optional	N/A	Allows users on remote voice messaging systems that are configured as VPIM locations to send messages to this distribution list.
PartitionName	Optional	Optional	N/A	The name of the partition to which the distribution list belongs.

Table A-5 Required and Optional CSV Fields for Distribution List Members

Column Heading	Creating	Deleting	Description
•			
DLAlias	Required	Required	The unique text name of the distribution list to which the member belongs.
MemberAlias	Required	Required	The unique text name of the member (a user, contact, user template, or another distribution list).
LocationName	Optional	Optional	The display name of the location where the member is homed. By default, this is the display name of the local system.

Table A-6 Required and Optional CSV Fields for Unified Messaging Accounts

Column Heading	Creating	Updating	Deleting	Description
subscriberAlias	Required	Optional. See Description	Optional. See Description	The alias of the Unity Connection user for which you want to add a unified messaging account. Note the following: • When creating unified messaging accounts, this column is required. • When updating and deleting unified messaging accounts, we recommend that you use OptionalServiceAccountID to identify the unified messaging accounts that you want to update or delete. You can also use subscriberAlias and serviceDisplayName.
serviceDisplayName	Required	Optional. See Description	Optional. See Description	The descriptive name for the unified messaging service that you want to associate with this unified messaging account. Note the following: • When creating unified messaging accounts, this column is required. • When updating and deleting unified messaging accounts, we recommend that you use OptionalServiceAccountID to identify the unified messaging accounts that you want to update or delete. You can also use subscriberAlias and serviceDisplayName.
OptionalServiceAccountID	Omit	Recommended. See Description	Recommended. See Description	A unique identifier that distinguishes multiple unified messaging accounts for the same Unity Connection user. Note the following: • When creating unified messaging accounts, leave this column blank. • When updating and deleting unified messaging accounts, we recommend that you use OptionalServiceAccountID to identify the unified messaging accounts that you want to update or delete. You can also use subscriberAlias and serviceDisplayName.
UMEmailAddress	Optional	Optional	Optional	*Exchange only:* If you set the emailAddressUseCorp to: • 0—Enter the Exchange email address that you want Unity Connection to access for unified messaging features for this user. • 1—Leave this field blank. If you enter a value, Unity Connection will ignore it.

Table A-6 Required and Optional CSV Fields for Unified Messaging Accounts (continued)

Column Heading	Creating	Updating	Deleting	Description
emailAddressUseCorp	Optional	Optional	Optional	*Exchange only:* Determines which Exchange email address to access for unified messaging features: • 0—Do not use the EmailAddress column in Table A-2, which corresponds with the Corporate Email Address field on the New and Edit User Basics pages. Instead, use the UMEmailAddress column in this table, which is associated with the Use This Email Address option on the New or Edit Unified Messaging Account pages. • 1—Use the EmailAddress column in Table A-2, which corresponds with the Corporate Email Address field on the New and Edit User Basics pages.
enableCalendar	Optional	Optional	Optional	*Exchange only:* Determines whether calendar and contact functionality is enabled for this user: • 0—Not enabled • 1—Enabled
enableMeeting	Optional	Optional	Optional	*Cisco Unified MeetingPlace only:* Determines whether the MeetingPlace Scheduling and Joining feature is enabled for this user. • 0—Not enabled • 1—Enabled If the feature is not enabled in the unified messaging service specified by serviceDisplayName, the value that you specify here, if any, is ignored.
enableMbxSynch	Optional	Optional	Optional	*Exchange only:* Determines whether the Synchronize Connection and Exchange Mailboxes (single inbox) feature is enabled for this user. • 0—Not enabled • 1—Enabled If the feature is not enabled in the unified messaging service specified by serviceDisplayName, the value that you specify here, if any, is ignored.
isPrimaryMeetingService	Optional	Optional	Optional	*Cisco Unified MeetingPlace only:* Determines whether MeetingPlace meetings will be set up through the server listed in the unified messaging service specified by serviceDisplayName. • 0—MeetingPlace meetings will be set up through a different server. • 1—MeetingPlace meetings will be set up through the server listed in the service specified by serviceDisplayName.

Table A-6 Required and Optional CSV Fields for Unified Messaging Accounts (continued)

Column Heading	Creating	Updating	Deleting	Description
loginType	See Description	Optional	Optional	Required when creating unified messaging accounts for MeetingPlace. Required when creating unified messaging accounts for Exchange when all of the following are true: • You are creating users. • You want the user to be able to access Exchange email by using text to speech. • The Exchange mailbox for this Unity Connection user is homed in Exchange 2003. • The unified messaging service identified by serviceDisplayName specifies an Exchange 2003 server (instead of allowing Unity Connection to search for an Exchange server. If you specify a loginType of: • 0—Unity Connection will use the Unity Connection alias to sign in to MeetingPlace or Exchange 2003 for this user. • 1—Unity Connection will sign in by using the MeetingPlace server guest account. Do not specify this value if you are configuring the user to access Exchange 2003. • 2—Unity Connection will use the value specified in the userID column to sign in to MeetingPlace or Exchange 2003 for this user. The value of the userID column corresponds with the User ID field on the New and Edit Unified Messaging Accounts pages.
userId	See Description	Optional	Optional	Required when creating unified messaging accounts for MeetingPlace. Required when creating unified messaging accounts for Exchange when all of the following are true: • You are creating users. • You want the user to be able to access Exchange email by using text to speech. • The Exchange mailbox for this Unity Connection user is homed in Exchange 2003. • The unified messaging service identified by serviceDisplayName specifies an Exchange 2003 server (instead of allowing Unity Connection to search for an Exchange server. • You specify a loginType of 2.

Correcting Errors by Using the Failed Objects File in Cisco Unity Connection 10.x

When you run BAT, it copies each record that it cannot process to a failed objects report file, along with the reason that the record was not processed correctly. For example, in the following CSV file, the first record includes an invalid entry for the Country field, and the second record specifies a template that is not a voicemail user template:

```
Alias, City, PostalCode, State, Country, TemplateAlias
Jsmith, Beverly Hills, 90210, Ca., United States, VoiceMailUserTemplate
BRobertson, Seattle, 98121, WA, US, AdminUserTemplate
```

Using this file to create users with voice mailboxes produces the following failed objects file:

```
FailureReason, alias, city, postalcode, state, country, templatealias
United States is invalid for column Country|, Jsmith, Beverly Hills, 90210, Ca., United States,
VoiceMailUserTemplate
Object not found or is not a template:  Parameter = [@TemplateObjectId], Table =
[vw_SubscriberTemplate], Column = [Alias,ObjectId]|, BRobertson, Seattle, 98121, WA, US,
AdminUserTemplate
```

The FailureReason column—which provides information about the invalid data—is added before the first column.

To correct errors, do the following procedure to modify the failed objects file, rename it, and use it as the input file when you re-run BAT.

Note that depending on the type of problem with the data in the CSV file, for each problem record, BAT may report multiple errors or only the first error encountered. Therefore, after you correct errors, BAT may detect additional errors in the same record when the data is processed again. Thus, you may need to repeat the correction process—running the tool and correcting an error—several times to find and correct all errors.

To Correct Errors by Using the Failed Objects File

Step 1 If the Bulk Administration Tool operation results in any failures, you can immediately inspect the failed objects report file by selecting **Download the Failed Objects File**.

Step 2 Open the file and correct all problems with the data, as indicated by the information in the FailureReason column for each record.

Step 3 Remove the FailureReason column or change the heading to “junk.”

Step 4 When you have finished modifying the data, save the file as a CSV file with a new name.

Step 5 Run BAT again with the CSV file that you saved in Step 4 as the input file.

Note that each time that you run BAT, the failed objects file is overwritten (unless you specify a new name for the file each time you run the tool).

Step 6 Repeat this procedure until all records are processed without error.

Note If you have navigated away from the Bulk Administration Tool page, you can go back and select the Display Last Operation button to bring up a download link for the output file from the previous operation. If you need a failed objects file from more than one previous operation, you can use the

Command Line Interface (CLI) command “file view activelog cuc/<filename>” to view failed object files. For more information on using CLI commands, see the applicable *Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection*. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

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