



CHAPTER 34

Using VPIM Networking

Cisco Unity Connection supports the Voice Profile for Internet Mail (VPIM) protocol, which is an industry standard that allows different voice messaging systems to exchange voice and text messages over the Internet or any TCP/IP network. VPIM is based on the Simple Mail Transfer Protocol (SMTP) and the Multi-Purpose Internet Mail Extension (MIME) protocols.

VPIM Networking can be used for messaging between Cisco Unity Connection 7.x servers, between Connection 7.x servers and Connection 2.x servers, or between Connection 2.x servers and other VPIM-compatible voice messaging systems such as Cisco Unity 4.0 and later. Note that additional server discovery and directory synchronization functionality is available when you use Digital Networking rather than VPIM to connect multiple Connection 7.x servers; for details, see the [“Using Digital Networking”](#) chapter.

VPIM Networking is a licensed feature. If your organization has multiple Connection servers, each server needs to be licensed and configured for VPIM Networking. For more information on obtaining licenses for Connection features, see the [“Managing Licenses”](#) chapter.

See the following sections:

- [Setting Up Cisco Unity Connection to Use VPIM Networking, page 34-1](#)
- [Procedures for Setting Up Cisco Unity Connection to Use VPIM Networking, page 34-3](#)
- [Deleting VPIM Contacts, page 34-14](#)
- [Removing a VPIM Location, page 34-15](#)
- [VPIM Concepts, page 34-15](#)

Setting Up Cisco Unity Connection to Use VPIM Networking

This section describes the prerequisites for setting up VPIM Networking, and provides a task list containing a high-level view of all of the tasks you need to complete for the setup, and the order in which they should be completed. If you are unfamiliar with VPIM Networking, you should first read the [“VPIM Concepts”](#) section on [page 34-15](#) and then review the task list and procedures before beginning the setup.

See the following sections:

- [Prerequisites, page 34-2](#)
- [Task List: Setting Up Cisco Unity Connection to Use VPIM Networking, page 34-2](#)

Prerequisites

Before starting the setup, verify that the following prerequisites have been met:

- Cisco Unity Connection is already installed and connected to the network.
- The remote voice messaging system that Connection will be networked with is listed in the “Requirements for VPIM Networking” section of the applicable system requirements document: *System Requirements for Cisco Unity Connection Release 7.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html or *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 7.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucmbesysreqs.html.
- A license file with a VPIM license has been obtained and installed on each Connection server.

Task List: Setting Up Cisco Unity Connection to Use VPIM Networking

Use the task list that follows to set up VPIM Networking in Cisco Unity Connection. The links take you to detailed procedures for the setup.

1. Make decisions about your numbering plan and gather information needed to configure VPIM Networking. See the “[Making Design Decisions and Gathering Needed Information](#)” section on page 34-3.
2. Determine the domain name that is used for messaging between the remote voice messaging system and Connection. See the “[Determining the Domain Name](#)” section on page 34-4.
3. As applicable, configure DNS files. See the “[Resolving Names with IP Addresses](#)” section on page 34-4.
4. Verify network and SMTP connectivity with the remote voice messaging system. See the “[Verifying Connectivity with the Remote Voice Messaging System](#)” section on page 34-5.
5. Create the VPIM locations for each remote voice messaging system. See the “[Creating VPIM Locations](#)” section on page 34-5.
6. Create VPIM contacts for each VPIM location. See the “[Creating VPIM Contacts](#)” section on page 34-6.
7. Optionally, customize the contact creation settings for each VPIM location. See the “[Customizing VPIM Contact Directory Update Settings](#)” section on page 34-11.
8. Optionally, add an alternate name for each VPIM location. See the “[Adding Alternate Names for Each VPIM Location](#)” section on page 34-13.
9. Set up the remote voice messaging system for VPIM. Precisely how this is done depends on the voice messaging system. However, you need to provide the remote system with information about Connection. See the “[Gathering Information About Cisco Unity Connection to Configure Another Voice Messaging System for VPIM](#)” section on page 34-14.
10. Test the setup to verify that Connection can exchange messages with the remote voice messaging system.

Procedures for Setting Up Cisco Unity Connection to Use VPIM Networking

This section contains all of the procedures necessary to set up Cisco Unity Connection for VPIM Networking. See the following sections:

- [Making Design Decisions and Gathering Needed Information, page 34-3](#)
- [Determining the Domain Name, page 34-4](#)
- [Resolving Names with IP Addresses, page 34-4](#)
- [Verifying Connectivity with the Remote Voice Messaging System, page 34-5](#)
- [Creating VPIM Locations, page 34-5](#)
- [Customizing VPIM Locations, page 34-6](#)
- [Creating VPIM Contacts, page 34-6](#)
- [Customizing VPIM Contact Directory Update Settings, page 34-11](#)
- [Adding Alternate Names for Each VPIM Location, page 34-13](#)
- [Gathering Information About Cisco Unity Connection to Configure Another Voice Messaging System for VPIM, page 34-14](#)

For detailed explanations of VPIM Networking concepts, see the “[VPIM Concepts](#)” section on [page 34-15](#).

Making Design Decisions and Gathering Needed Information

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Before you begin setting up Cisco Unity Connection for VPIM Networking, be sure to plan for the following, and gather the applicable information:

- Review your numbering plan strategy to determine whether you need to enter prefixes on the VPIM location and to determine which numbers to assign as Dial IDs for the VPIM locations. (In Connection 7.0, the Dial ID field was named DTMF Access ID.)

We recommend the following policies:

- Establish a fixed length for Dial IDs and, if possible, a fixed length for extensions.
 - Assign unique Dial IDs. Dial IDs should not be the same as other Dial IDs or extensions.
 - Assign Dial IDs that have at least three digits.
 - Use a different number range for Dial IDs than for extensions. Do not use Dial IDs that conflict with extensions, such as 001 or 002.
 - If you use variable-length Dial IDs, the first digits of each ID should be unique with respect to other Dial IDs.
- Review your partition and search space configuration to determine the partition and search scope you use for each VPIM location. For more information, see the “[Search Spaces and VPIM Locations](#)” section on [page 28-8](#).
 - Decide for each remote voice messaging system whether to allow Connection to automatically create, modify, and delete VPIM contact records for users on that system, based on information received from incoming VPIM messages. Also decide how to map the source information to VPIM contact display names and extensions.

- Decide for each remote voice messaging system whether to allow Connection users to blind address messages to recipients at the location.
- Make note of the following information about the remote voice messaging system: the mailbox range, the server name, the domain name, and the IP address.

Determining the Domain Name

VPIM messages are addressed in the format <Mailbox Number>@<Domain Name>. In order for messages to be exchanged between the remote voice messaging system and Cisco Unity Connection, you need to decide on the domain name that the remote voice messaging system uses when addressing messages to Connection users. The domain name is configured as follows:

- On the remote voice messaging system, the domain name is configured on the location or node profile that corresponds to Connection. (For additional information, see the documentation for the remote voice messaging system.)
- In the SMTP Domain field, on the System Settings > SMTP Configuration > SMTP Server Configuration page in Cisco Unity Connection Administration.

If the remote voice messaging system location or node profile that corresponds to Connection has already been configured with a domain name, use that domain name in the procedures in this section.

Domain Name Requirements

The domain name uniquely identifies the voice messaging system. When choosing domain names used by Connection and the remote voice messaging system, keep the following in mind:

- Connection and the remote voice messaging system cannot use the same domain name. Each system must use a unique domain name.
- The complete domain name used by Connection cannot be a subset of the domain name used by the remote voice messaging system. For example, if Connection is using the domain name cisco.com, the remote voice messaging system cannot use names like london.cisco.com, paris-cisco.com, or romecisco.com. However, you could use europe.cisco.com for Connection, and then use the names london.cisco.com, paris-cisco.com, and romecisco.com for the remote voice messaging systems.

**Caution**

Choosing a domain name that does not meet these requirements will result in message delivery failure.

Resolving Names with IP Addresses

VPIM messages are sent over the Internet or any TCP/IP network via SMTP. Therefore, a mechanism for name resolution is required for the remote voice messaging server. The supported method for name resolution is through a Domain Name System (DNS).

You need to know the fully qualified domain name (FQDN) and IP address of the remote voice messaging server. The FQDN is displayed on the System Settings > SMTP Configuration > Server page.

Add a host address resource (A) record and a mail exchange (MX) record in DNS for the remote voice messaging server, if they do not already exist.

For more information about adding A and MX records in DNS, see the documentation for the DNS server.

Verifying Connectivity with the Remote Voice Messaging System

Verify that the servers that handle outgoing and incoming SMTP messages have network connectivity with the remote voice messaging server, and vice versa.

For networking with another voice messaging server, you may need to install and configure an SMTP service or gateway on that server. See the documentation of the other voice messaging system for information on installing the SMTP service or gateway. Before proceeding, verify that the SMTP service or gateway has been installed on the other voice messaging server.

To Verify Network Connectivity with the Remote Voice Messaging Server

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- Step 1** By using a computer on the same local network segment as the Connection server, open a command prompt window.
- Step 2** Enter **ping <IP address>**, where <IP address> is the IP address of the remote voice messaging server, then press **Enter**.
- If you receive no reply, troubleshoot the network connectivity problem until the problem is resolved. Then continue with [Step 3](#).
- Step 3** Enter **ping <Domain name>** where <Domain name> is the domain name that is used to address messages to the remote voice messaging server. The domain name in this step is the domain name that is entered for the VPIM location in Cisco Unity Connection Administration when setting up VPIM Networking.
- Step 4** If you received a reply when pingging the IP address in [Step 2](#), but no replies when pingging the domain name in [Step 3](#), see the “[Resolving Names with IP Addresses](#)” section on page 34-4. When the problem is resolved, continue with [Step 5](#).
- Step 5** Test network connectivity in the opposite direction. For systems other than Connection, see the documentation for information on how to conduct the test, and continue with [Step 6](#). Note that the remaining steps in this procedure may not exactly match the steps necessary for your system, so you may need to make adjustments.
- Step 6** On the remote server, ping the IP address of the local server that handles incoming SMTP messages.
- If you receive no reply, troubleshoot the network connectivity problem until the problem is resolved. Then continue with [Step 7](#).
- Step 7** On the remote server, ping the domain name, where the domain name is the one that is discussed in the “[Determining the Domain Name](#)” section on page 34-4.
- Step 8** If pingging by domain name fails, see the “[Resolving Names with IP Addresses](#)” section on page 34-4.
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**Note**

Optionally, you can verify network connectivity by using the “utils network ping” CLI command.

Creating VPIM Locations

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Create a VPIM location on Cisco Unity Connection for each remote voice messaging system to which users send messages. If Connection will message with a large number of voice messaging systems, you may prefer to configure only a few VPIM locations at this time and proceed with the rest of the setup. After verifying that messaging works correctly between Connection and the voice messaging systems for which VPIM locations have been configured, you can create the rest of the VPIM locations.

To Create VPIM Locations

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- Step 1** In Cisco Unity Connection Administration, expand **Networking**, then click **VPIM Locations**.
 - Step 2** On the Search VPIM Locations page, click **Add New**.
 - Step 3** On the New VPIM Location page, enter basic settings, as applicable. (For field information, on the Help menu, click **This Page**.)



Note Fields marked with * (an asterisk) are required.

- Step 4** Click **Save**.
 - Step 5** On the Edit VPIM Location page, continue entering applicable settings.
 - Step 6** When you have finished entering settings on the Edit VPIM Location page, click **Save**.
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Customizing VPIM Locations

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You can customize a VPIM location by using Cisco Unity Connection Administration for each remote voice messaging system to which users send messages.

To Customize VPIM Locations

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- Step 1** In Cisco Unity Connection Administration, expand **Networking**, then click **VPIM Locations**.
 - Step 2** On the Search VPIM Locations page, click the display name for the VPIM location that you want to customize.
 - Step 3** On the Edit VPIM Location page, change settings, as applicable. (For field information, on the Help menu, click **This Page**.)
 - Step 4** When you have finished changing settings on the Edit VPIM Location page, click **Save**.
-

Creating VPIM Contacts

You may prefer to create only a few VPIM contacts at this point, for testing purposes, until you verify that Cisco Unity Connection and the remote voice messaging system can successfully exchange messages. After you have confirmed that messaging between Connection and the remote voice messaging system is working correctly, you can finish creating the VPIM contacts. Note that you must first create VPIM locations before creating VPIM contacts, and the VPIM contacts must be created on the same Connection server on which you created the VPIM locations.

You can create VPIM contacts by using the Bulk Administration Tool or by using Cisco Unity Connection Administration. See the following sections:

- [Using the Bulk Administration Tool to Create Multiple VPIM Contacts, page 34-7](#)
- [Correcting CSV Errors, page 34-8](#)
- [Using Cisco Unity Connection Administration to Create VPIM Contacts, page 34-9](#)
- [After Creating VPIM Contacts, page 34-10](#)


Using the Bulk Administration Tool to Create Multiple VPIM Contacts

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The Bulk Administration Tool (BAT) allows you to create multiple VPIM contacts at the same time by importing contact data from a comma-separated value (CSV) file. CSV is a common text file format for moving data from one data store to another.

Use the following procedure to prepare your CSV file.

To Prepare a CSV File for Creating VPIM Contacts

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- Step 1** Save the data that you will use to create VPIM Contacts as a CSV file.
- As a best practice, do not include more than 7,500 records in a single CSV file, as you may encounter unexpected results when the Bulk Administration Tool imports the data.
- Step 2** Copy the CSV file to the applicable directory.
- Step 3** Open the CSV file in a spreadsheet application or another application with which you can edit and reorganize the data. Do the following:
- Confirm that the data is separated by commas, and that no tabs, spaces, or semicolons separate the data in the file.
 - If any data includes a space, quotation marks, or commas, contain the characters within quotation marks.
- Step 4** Rearrange the data so that the columns are in the same order as the column headers that you will add in [Step 5](#). The order of the column headers does not matter, though it is good practice to set up your CSV file as indicated here. For example, the columns of data in this sample are sorted so that the alias of the contact is followed by the last name, the first name, the extension, the remote mailbox ID (RemoteMailAddress), and then by VPIM location (DeliveryLocationDisplayName):
- ```
aabade,Abade,Alex,2001,3000,Chicago VMS VPIM Location
kbader,Bader,Kelly,2002,3100,Chicago VMS VPIM Location
tcampbell,Campbell,Terry,2003,3200,Chicago VMS VPIM Location
lcho,Cho,Li,2004,3300,Chicago VMS VPIM Location
```
-  **Note** The only required column headers for creating system contacts are Alias and Extension. However, in order to create VPIM contacts you must also include columns for the remote mailbox ID and the VPIM location.
- 
- Step 5** Enter the column headers above the first row of data. Column headers must be separated by commas, and spelled as indicated below:
- Alias,LastName,FirstName,Extension,RemoteMailAddress,DeliveryLocationDisplayName

- Step 6** If applicable, add optional column headers to the first row, and the corresponding data that you want to import in the subsequent rows below. As you do so, confirm the following:
- Column headers and data are separated by commas. Note that every row does not have to contain data for optional column headers.
  - Any data that includes a space, quotation marks, or commas is contained within quotation marks.

**Tip**

Include a column with the ListInDirectory header and a value of 1 for each contact if you would like users to be able to address messages to VPIM contacts the same way that they address messages to regular Connection users—by extension or by spelling the name of the recipient. For a list of optional column headers, see the “[Required and Optional CSV Fields for System Contacts](#)” table in the “Using the Cisco Unity Connection Bulk Administration Tool” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

- Step 7** If your CSV file contains columns of data that you do not want to import, delete the columns. Alternatively, you can title one column NOTES. The BAT ignores data beneath any NOTES column header, but it does not support more than one NOTES column in a CSV file.
- Step 8** Confirm that each row contains the appropriate data corresponding to each column header.
- Step 9** Save the file as a CSV file.
- Step 10** Continue with the following “[To Create VPIM Contacts by Using the Bulk Administration Tool](#)” procedure.

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### To Create VPIM Contacts by Using the Bulk Administration Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, then click **Bulk Administration Tool**.
- Step 2** On the Bulk Administration Tool page, under Select Operation, click **Create**.
- Step 3** Under Select Object Type, click **System Contacts**.
- Step 4** Under Select File, click **Browse**.
- Step 5** In the Choose File dialog box, browse to the directory where you saved the CSV file that you created in the “[To Prepare a CSV File for Creating VPIM Contacts](#)” procedure on page 34-7 and click **Open**.
- Step 6** In the Failed Objects File Name field, enter the path and the name of the file in which you want errors recorded.
- Step 7** Click **Submit**.
- 

## Correcting CSV Errors

The failed objects file contains data that failed to create a VPIM contact. The Bulk Administration Tool reports the first error it detects in a row in a CSV file. When you have corrected that error, the BAT may detect additional errors in the same row when the data is imported again. Thus, you may need to repeat the correction process—running the BAT and correcting an error—several times to find and correct all errors.



The failed objects file contains all the records that failed to create a VPIM contact. You can save the file as a CSV file, and use it when you run the BAT again. Note that each time you run the BAT, the failed objects file is overwritten.

#### To Correct CSV Errors That Occurred When Creating VPIM Contacts

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- Step 1** If the Bulk Administration Tool operation results in any failures, you can immediately inspect the failed objects report file by clicking **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 the 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 VPIM contact accounts are created without error, and then proceed to the [“After Creating VPIM Contacts” section on page 34-10](#).
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## Using Cisco Unity Connection Administration to Create VPIM Contacts

You can create VPIM contacts one at a time by using Cisco Unity Connection Administration.

#### To Create VPIM Contacts by Using Cisco Unity Connection Administration

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- Step 1** In Cisco Unity Connection Administration, expand **Contacts**, then click **Contacts**.
- Step 2** On the Search Contacts page, on the Contact menu, click **New Contact**.
- Step 3** On the New Contact page, enter the following settings and click **Save**.

**Table 34-1** Settings for the New Contact Page

| Field            | Setting                                                |
|------------------|--------------------------------------------------------|
| Alias            | Enter the alias of the VPIM contact.                   |
| First Name       | Enter the first name of the VPIM contact.              |
| Last Name        | Enter the last name of the VPIM contact.               |
| Display Name     | Enter the display name of the VPIM contact.            |
| Contact Template | Select the template on which to base the VPIM contact. |

- Step 4** On the Edit Contact Basics page, enter the following settings and click **Save**.

**Table 34-2 Settings for the Edit Contact Basics Page**

| Field                                                              | Setting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice Name                                                         | Click <b>Play/Record</b> to record a voice name for the VPIM contact.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| List in Directory                                                  | Check this check box to list the VPIM contact in the Connection directory.                                                                                                                                                                                                                                                                                                                                                                                                              |
| Partition                                                          | Select the partition to which the VPIM contact belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Connection. A VPIM contact can belong to only one partition. A partition can belong to more than one search space.                                                                                                 |
| Transfer Enabled                                                   | <i>(Optional)</i> Check this check box if you want Connection to transfer incoming calls to a phone number that is associated with the VPIM contact instead of sending a message to the remote mailbox for the VPIM contact.                                                                                                                                                                                                                                                            |
| Transfer Extension                                                 | <i>(Optional)</i> Enter the phone number that the phone system uses to transfer calls to the VPIM contact, including any outdial access codes, if necessary. This field works together with the Transfer Enabled field.                                                                                                                                                                                                                                                                 |
| Delivery Location                                                  | Select the VPIM location for the VPIM contact.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| VPIM Remote Mailbox Number                                         | Enter the mailbox number for the VPIM contact on the remote voice messaging system.                                                                                                                                                                                                                                                                                                                                                                                                     |
| Local Extension                                                    | <p><i>(Optional)</i> For VPIM contacts, you can assign a local extension that fits into the Connection extension numbering scheme. A local extension allows callers to address messages to the VPIM contact by using an extension, rather than having to know the location ID and the remote mailbox number of the contact.</p> <p>In addition, if you set the Transfer Enabled and Transfer Extension fields, callers are able to identify and be transferred to the VPIM contact.</p> |
| Phone Numbers to Call Contact by Using Voice Commands              | <p><i>(Optional)</i> Use the Dialed Work Phone, Dialed Home Phone, and Dialed Mobile Phone fields when you want voice recognition users to be able to call the VPIM contact by specifying a specific phone type for the contact.</p> <p>For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example 9) and for long-distance dialing (for example, 1).</p>                                                                                    |
| Phone Numbers to Identify Contact for Personal Call Transfer Rules | <i>(Optional)</i> Use the Work Phone, Home Phone, Mobile Phone, Other Number 1, and Other Number 2 fields to enter phone numbers that Connection uses when matching the personal call transfer rules of a user against incoming phone calls from system contacts.                                                                                                                                                                                                                       |

**Step 5** Repeat [Step 2](#) through [Step 4](#) for all remaining VPIM contacts that you want to create.

## After Creating VPIM Contacts

After creating VPIM contacts, consider the following:

- It takes a few minutes for the newly-created VPIM contact to be available to receive messages.
- You can make changes to settings for individual VPIM contacts in Cisco Unity Connection Administration.

- When you want to modify unique VPIM contact settings—such as the extension—for multiple contacts at once, you can rerun the Bulk Administration Tool.
- When a VPIM contact no longer needs a Connection account, you can delete the VPIM contact. For details, see the [“Deleting VPIM Contacts” section on page 34-14](#).

## Customizing VPIM Contact Directory Update Settings

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 that is contained in incoming VPIM messages. The settings that control whether the creation, modification, and deletion actions occur automatically, and how the incoming information is used to create or modify a record, can be individually configured for each VPIM location. By default, no automatic directory updates occur for any VPIM locations.

Depending on the Contact Creation settings that you choose for each VPIM location, Connection uses information from the header of an incoming VPIM message. If a VPIM message is received from a sender on a VPIM location that is configured to allow automatic VPIM contact creation, and no existing VPIM contact matches the information of the sender, a new VPIM contact record is created, provided that the VPIM message contains:

- A phone number
- A text name
- A domain name
- A recorded voice name (when required, based on the VPIM location configuration)

Additional Contact Creation settings allow you to specify how to map the parsed text name of the VPIM contact to a first name, last name, and display name, and how to map the phone number to an extension.



### Note

Changes to the Map VPIM Contact Extensions setting on the Contact Creation page for a VPIM location affect only VPIM contacts that are created after the setting is saved. VPIM contacts that already existed before the Map VPIM Contact Extensions setting is changed are not automatically updated. You must manually change the extension for each previously existing VPIM contact for that VPIM location.

If a VPIM message is received from a sender on a VPIM location that is configured to allow automatic VPIM contact modification, and an existing VPIM contact matches the sender information, the VPIM contact can be updated. You can choose whether VPIM contact information is updated each time a message is received from a VPIM contact, or only when a message is received from a VPIM contact whose text name has changed since the directory entry was created. You can also decide whether or not to allow an update to the display name when a modification is made.

If a message from a Connection user to a VPIM contact results in a non-delivery receipt (NDR), indicating that the message was undeliverable because the intended recipient does not exist (SMTP 5.1.1), and if the VPIM location is configured to allow automatic VPIM contact deletion, the VPIM contact is deleted.

You can update the VPIM location contact creation settings by using Cisco Unity Connection Administration. See the following sections:

- [Before Configuring VPIM Contact Creation Settings, page 34-12](#)
- [Using Cisco Unity Connection Administration to Configure VPIM Contact Creation Settings, page 34-12](#)

## Before Configuring VPIM Contact Creation Settings

Before configuring the VPIM location contact creation settings, consider the following:

- If you have pre-populated VPIM contacts with specific display names that should not be changed, but want to allow automatic modification of other fields in the contact record, you can choose to keep the Allow VPIM Contact Display Name Updates check box unchecked. In this case, the first name, last name, and spoken name of a contact may be modified during an automatic update. This may result in a mismatch if the spoken name is updated and the display name is not.
- When the Allow VPIM Contacts Without Recorded Voice Names check box is not checked, new VPIM contacts are not created for incoming messages that do not contain an Originator-Spoken-Name attachment. In addition, if automatic modification of VPIM contacts is enabled, and if the sender of an incoming message matches an existing VPIM contact, the VPIM contact is deleted if the attachment is not present in the message.
- When the Allow VPIM Contacts Without Recorded Voice Names check box is checked, and automatic modification of VPIM contacts is enabled, if the sender of an incoming message that does not include an Originator-Spoken-Name attachment matches an existing VPIM contact, the existing recorded voice name is deleted.
- If the phone number in an incoming message cannot be successfully mapped to an extension by using the option selected for the Map VPIM Contact Extensions To field, a VPIM contact is not created for the sender.

## Using Cisco Unity Connection Administration to Configure VPIM Contact Creation Settings

After you create a VPIM location, you can configure the settings that control automatic directory updates for that specific VPIM location by using Cisco Unity Connection Administration.

### To Configure VPIM Contact Creation Settings by Using Cisco Unity Connection Administration

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- |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | In Cisco Unity Connection Administration, expand <b>Networking</b> , then click <b>VPIM Locations</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Step 2</b> | On the Search VPIM Locations page, click the name of the VPIM location for which you want to configure contact creation settings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Step 3</b> | On the Edit VPIM Location page, on the Edit menu, click <b>Contact Creation</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Step 4</b> | On the Contact Creation page, check the <b>Automatically Create VPIM Contacts</b> check box to enable automatic creation of a VPIM contact record for this location when a VPIM message arrives and the sender does not already have a corresponding VPIM contact record.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Step 5</b> | If you checked the Automatically Create VPIM Contacts check box in <a href="#">Step 4</a> , in the Contact Template list, select the template on which to base the automatically created contacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Step 6</b> | In the Automatically Modify VPIM Contact field, click one of the following to apply to VPIM contacts for this location: <ul style="list-style-type: none"><li>• <b>No Automatic Update of Contacts</b>—The VPIM contact record is not updated with the sender information in a VPIM message when an incoming message has changed sender information.</li><li>• <b>Only When the Text Name Changes</b>—The VPIM contact record is updated only when the text name received in the VPIM message does not match the name of the VPIM contact.</li><li>• <b>With Each VPIM Message</b>—Every incoming VPIM message from a VPIM contact at this location results in an update to the corresponding VPIM contact record.</li></ul> |

- Step 7** Check the **Automatically Delete VPIM Contact** check box to enable automatic deletion of a VPIM contact for this location when a VPIM message is returned as undeliverable.
- Step 8** Check the **Allow VPIM Contact Display Name Updates** check box to enable automatic updates to the VPIM contact display name when an incoming message from this location has a changed display name for the sender.
- Step 9** Check the **Allow VPIM Contacts Without Recorded Voice Names** check box to enable automatic updates for this location to records for VPIM contacts that do not have a recorded voice name.
- Step 10** In the Mapping Text Names field, click one of the following options to indicate how text names in incoming messages from this location are mapped to the display names for automatically created VPIM contact records:
- **Directly to VPIM Contact Display Names**—The display names for VPIM contacts match the corresponding text names.
  - **Custom**—Enter the rule that defines how text names are mapped to display names for VPIM contacts. You can enter the tokens <FN>, <LN>, or <TN> (respectively first name, last name, or text name) in any combination, along with any additional text. Always precede <FN>, <LN>, or <TN> with a space, comma, or semicolon unless it appears at the beginning of the rule. In addition, always follow one of these tokens with a space, comma or semicolon unless it appears at the end of the rule. No additional characters are required at the beginning or end of a rule.
- Step 11** In the Map VPIM Contact Extensions To field, click one of the following settings to indicate how the phone number on incoming messages from this location is mapped to the extension for automatically created VPIM contact records:
- **Phone Number**—Extensions are the same as the phone numbers that are parsed from incoming VPIM messages.
  - **Phone Number - Remote Phone Prefix**—Extensions are formed by removing the remote phone prefix from the beginning of the phone numbers.
  - **Location Dial ID + Phone Number**—Extensions are formed by adding the location Dial ID in front of the phone numbers.
  - **Location Dial ID + Phone Number - Remote Phone Prefix**—Extensions are formed by removing the remote phone prefix from the beginning of the phone number, and adding the location Dial ID in front of the resulting number.
- Step 12** Click **Save**.
- Step 13** On the VPIM Location menu, click **Search VPIM Locations**.
- Step 14** Repeat [Step 2](#) through [Step 13](#) for all remaining VPIM locations.
- 

## Adding Alternate Names for Each VPIM Location

When the Cisco Unity Connection system uses the voice-recognition option, you can also specify alternate names for the display name that you give a VPIM location. Users say the display name when they use voice commands to blind address to a mailbox number at a VPIM location (for example, to address to extension 55 at a VPIM location named Seattle, a user would say “five five at Seattle”) or to address a message to a VPIM contact name at a VPIM location (for example, “Robin Smith in Chicago”). Consider specifying alternate names if the VPIM location display name contains administrative information that users are not likely to know, or if it is not pronounced the way it would be read, as may be the case with acronyms and abbreviations. Also consider adding alternate names if users tend to refer

to a location in multiple ways. For example, if users at one site refer to a location as “Seattle branch” and users at another site refer to the same location as “Seattle office,” you could add both “Seattle branch” and “Seattle office” as alternate names.

#### To Add an Alternate Name for VPIM Locations

- 
- Step 1** In Cisco Unity Connection Administration, expand **Networking**, then click **VPIM Locations**.
  - Step 2** On the Search VPIM Locations page, click the name of the VPIM location for which you want to add an alternate name.
  - Step 3** On the Edit VPIM Location page, on the Edit menu, click **Alternate Names**.
  - Step 4** On the Edit Alternate Names page, in the Display Name field, enter the alternate name you want for the VPIM location, then click **Add New**.
  - Step 5** On the VPIM Location menu, click **Search VPIM Locations**.
  - Step 6** Repeat [Step 2](#) through [Step 5](#) for all remaining VPIM locations for which you want to add alternate names.
- 

## Gathering Information About Cisco Unity Connection to Configure Another Voice Messaging System for VPIM

Configuring another voice messaging system to exchange VPIM messages with Cisco Unity Connection may require the following information:

- The server name and domain name of the SMTP server that handles incoming SMTP messages.
- The Connection phone prefix (if any) and Remote phone prefix (if any) entered on the corresponding VPIM location page.
- The mailbox number range for Connection users.

Incoming VPIM messages must be routed to the SMTP server. When defining a location for Connection on the remote voice messaging system, use the domain name that you entered for the SMTP server.

Connection expects incoming VPIM messages to be formatted as follows:

<ConnectionPhonePrefix+ConnectionUserExtension@PrimaryLocationSMTPDomainName>

These specific properties are configured in Connection, but similar information needs to be configured in the other voice messaging system.

## Deleting VPIM Contacts

#### To Delete VPIM Contacts

- 
- Step 1** In Cisco Unity Connection Administration, expand **Contacts**, then click **Contacts**.
  - Step 2** On the Search Contacts page, check the check boxes next to the VPIM contacts that you want to delete.
  - Step 3** Click **Delete Selected**.

**Step 4** When prompted to confirm the deletion, click **OK**.

---

## Removing a VPIM Location

### Revised May 2009

When you remove a VPIM location, you must remove (or reassign) any contacts and contact templates that use the location before deleting the VPIM location object. Use the following task list to remove a VPIM location.

1. Use the Bulk Administration Tool to export a list of all system contacts. See the “[Exporting System Contacts to a CSV File](#)” section in the “Using the Cisco Unity Connection Bulk Administration Tool” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
2. Download the export file, and use a text editor to modify it to contain only the rows in which the DeliveryLocationDisplayName matches the display name of the VPIM location that you are removing. (If you plan to reassign the contacts to a different VPIM location, update the value in the DeliveryLocationDisplayName column.)
3. Use the Bulk Administration Tool to delete the list of contacts you generated in Task 2. See the “[Deleting System Contacts](#)” section in the “Using the Cisco Unity Connection Bulk Administration Tool” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Alternatively, to reassign the contacts to a different VPIM location, use the Update option. See the “[Updating System Contacts](#)” section in the “Using the Cisco Unity Connection Bulk Administration Tool” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

4. In Cisco Unity Connection Administration, expand Templates, then click Contact Templates. If a contact template is configured to use the VPIM location as the delivery location, change the delivery location, or delete the template. (You may need to click the display name of each template on the Search Contact Templates page to verify or change the delivery location.)
5. To delete the location, in Connection Administration, expand Networking, then click VPIM Locations. On the Search VPIM Locations page, check the check box next to the display name of the location that you want to delete, then click Delete Selected.

## VPIM Concepts

The following sections explain VPIM concepts in detail:

- [VPIM Messages, page 34-16](#)
- [VPIM Addresses, page 34-17](#)
- [Message Addressing Options, page 34-17](#)
- [Messaging Similarities and Limitations, page 34-17](#)
- [Audio Format Considerations, page 34-18](#)

## VPIM Messages

VPIM messages are made up of one or more MIME-encoded parts. The VPIM specification allows for optional MIME parts for spoken name and for forwarded and text messages. Cisco Unity Connection does not, however, support sending or receiving a vCard (an electronic business card that includes phone number, text name, and email address). If a vCard is attached to an outgoing or incoming message, Connection removes the vCard data. In addition, any attachments to messages other than the voice message and embedded messages are removed from outgoing and incoming messages.

Connection allows you to specify whether the recorded name of the sender is sent with outgoing messages. If incoming messages include a recorded name, it is played as part of the message. Connection can also be configured to update the directory with information from the header from incoming messages.

Figure 34-1 shows a sample VPIM message. Only a portion of the MIME encoding of the spoken name and voice message parts are shown because they are very long.

**Figure 34-1 Sample VPIM Message**

```

Date: Fri, 09 Feb 2007 17:39:03 GMT
From: Kelly Bader <4258001@connectiondomain1.cisco.com> ← From Address
To: 2534001@connectiondomain2.cisco.com ← To Address
MIME-Version: 1.0 (Voice 2.0)
Content-Type: Multipart/Voice-Message; Version=2.0
Boundary="MessageBoundary"
Content-Transfer-Encoding: 7bit
Message-ID:123456789
Subject: Testing
Sensitivity: Private
Importance: High

--MessageBoundary
Content-Type: Audio/32KADPCM ←
Content-Transfer-Encoding: Base64
Content-Disposition: inline; voice=Originator-Spoken-Name
Content-Language: en-US
Content-ID: part1@VM2-4321
 ← Spoken Name

glsfldslsertiflkTlpgkTpportrpkTpfgTpoiTpdadasssdadasdasd
<< The rest of the MIME encoding of the spoken name has been deleted. >>
fghgddfkpgpokpeowrit09== ←

--MessageBoundary
Content-Type: Audio/32KADPCM ←
Content-Transfer-Encoding: Base64
Content-Description: VPIM Message
Content-Disposition: inline; voice=Voice-Message; filename=msg1.726
Content-Duration: 25
 ← Voice Message

u7wjOyRhws+krdns7Rju0t4tLF7cE0KoMxOTOnRWPn30c8uH9
<< The rest of the MIME encoding of the voice message has been deleted. >>
7/8e)Q== ←

```

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## VPIM Addresses

A VPIM address is in the same format as a typical SMTP email address: localpart@hostpart. The right-hand side of the address is the domain name of the system on the TCP/IP network that handles messages. The left-hand side of the address is a unique identifier for the user. Typically, the left-hand side is the user mailbox number or the mailbox number with a prefix.

For example, an outgoing VPIM message to Terry Campbell with the remote mailbox ID 2233 could be addressed:

To: 2233@remotevoicemailsysteem.com

If it is necessary to accommodate the numbering plan for your organization, the address can also contain a prefix:

To: 8882233@remotevoicemailsysteem.com

VPIM addresses are created by Cisco Unity Connection when sending VPIM messages; they are not entered by users when addressing messages.

## Message Addressing Options

### Revised May 2009

Cisco Unity Connection provides the following ways to address messages to individuals on a remote voice messaging system:

- **Connection directory**—When the List in Directory check box is checked for VPIM contacts, the Connection directory has the names and extensions for the VPIM contacts. Users can address messages to VPIM contacts the same way that they address messages to regular Connection users—by extension or by spelling the name of the recipient. Note that spoken name confirmation is available when a recorded name exists for the VPIM contact; if the contact does not have a recorded name, Connection uses Text to Speech to play the display name of the contact.
- **Blind addressing**—Blind addressing allows users to send messages to recipients at the VPIM location even if the recipients are not defined as contacts in the Connection directory. If the Allow Blind Addressing check box is checked on the VPIM Location page, users can address messages to recipients at this location by entering a number that is made up of the VPIM location Dial ID and the mailbox number of the recipient, or by saying the digits of the mailbox number and the display name of the VPIM location (for example, “five five at Seattle office”).
- **Distribution lists**—Users can address messages to a private or system distribution list that includes VPIM contacts so that the VPIM contact receives the message.

## Messaging Similarities and Limitations

For the most part, messaging between Cisco Unity Connection users and individuals on a remote voice messaging system is the same as messaging among Connection users. For example:

- Messages marked urgent when they are sent are marked urgent when they are retrieved by the recipient.
- Messages marked private when they are sent are marked private when they are retrieved by the recipient.
- Users can send messages to Connection distribution lists that include VPIM contacts.

Note the following exceptions:

- Requests for read receipts and delivery receipts are both returned as delivery receipts.
- In order for users on the remote voice messaging system to send messages to Connection distribution lists, the Accept Messages From Foreign System check box must be checked on the Edit Distribution List Basics page in Connection Administration. This check box is not checked by default.

## Audio Format Considerations

The Audio Format Conversion settings for the VPIM location (on the Networking > Edit VPIM Location page in Cisco Unity Connection Administration) allow you to control the audio format of outgoing and incoming VPIM messages, as follows:

- **Incoming Messages**—You can set whether incoming VPIM messages are stored in the format in which they were sent, or converted to the audio format that Cisco Unity Connection uses for recording messages.
- **Outbound Messages**—You can set whether outbound VPIM messages are sent in the format in which they were recorded, or converted to the G.726 codec.

To make decisions about these settings, consider the following:

- The audio format that the local Connection server uses for recording and playing voice messages.
- The audio format in which the remote voice messaging system can send and receive VPIM messages. Some voice messaging systems support only the G.726 format for VPIM messages, but you must consult the documentation of the remote voice messaging server to be sure.
- The network bandwidth.

We recommend that incoming VPIM messages be stored in the same audio format that the local Connection server uses for recording and playing messages.