



CHAPTER 4

Cisco Unity Connection 8.x Contact Settings

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Search Contacts

Table 4-1 **Contacts Page**

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none">• All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong.• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.• Location—(<i>Applicable to Cisco Unity Connection configurations only</i>) Display only results that belong to a particular Connection location. When you select this option, choose the name of the location from the Where Name Is list.
Alias	A unique text name for the contact. Select the Alias to go to the specific page for the contact.
First Name	(<i>Display only</i>) The first name of the contact.
Last Name	(<i>Display only</i>) The last name of the contact.
Display Name	(<i>Display only</i>) The name of the contact.
Delete Selected	To delete a contact, check the check box to the left of the display name, and select Delete Selected. You can delete multiple contacts at once.
Add New	To add a contact, select the Add New button. A new page opens, on which you enter data applicable to the new contact.

Table 4-1 Contacts Page (continued)

Field	Description
Bulk Edit	To edit multiple contacts at one time, 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. For instructions, see the “ To Edit Contact Settings in Bulk Edit Mode ” procedure on page 4-5.

See Also

- The “[Managing Contacts in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

New Contact

Table 4-2 New Contact Page

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: <ul style="list-style-type: none"> The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Contact Template	Select the template on which to base the new contact.

See Also

- The “[Managing Contacts in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

Edit Contact Basics

Revised April 19, 2011

See [Table 4-3](#) for information about the fields on the Edit Contact Basics page.

For instructions on editing contact information in Bulk Edit mode, see the [“To Edit Contact Settings in Bulk Edit Mode” procedure on page 4-5](#).

Table 4-3 **Edit Contact Basics Page**

Field	Description
Alias	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> A unique text name for the contact.
First Name	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> The first name of the contact.
Last Name	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> The last name of the contact.
Display Name	<p><i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> Enter a descriptive name for the contact.</p> <p>Consider the following as you enter display names for users, contacts, and distribution lists:</p> <ul style="list-style-type: none"> • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Recorded Name	<p><i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>
List in Directory	Check this check box to list the contact in the corporate directory, which outside callers can use to reach users and contacts.
Partition	<p>Select the partition to which the object 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 Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Transfer Enabled	<p>If you want Cisco Unity Connection to transfer incoming calls to a phone number that is associated with a contact, check this check box and enter the phone number in the Transfer Extension field.</p> <p>Note When editing contacts in Bulk Edit mode, you can check the Transfer Enabled check box, but you need to have already set transfer extensions for the contacts. Otherwise, for any contact that does not already have a transfer extension set, the Transfer Enabled field will remain disabled.</p>

Table 4-3 Edit Contact Basics Page (continued)

Field	Description
Transfer Extension	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> When the Transfer Enabled check box is checked, Cisco Unity Connection transfers incoming calls to the phone number that is entered in this field. When entering a phone number, include any applicable outdial access codes.
City	<i>(Optional)</i> Enter the city that the contact is located in.
Department	<i>(Optional)</i> Enter the department of the contact.
Delivery Location	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> Select the VPIM location for the VPIM contact.
VPIM Remote Mailbox Number	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> Enter the mailbox number for the VPIM contact on the remote voice messaging system.
Local Extension	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> For VPIM contacts, you can assign a local extension that fits into the Cisco Unity 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. In addition, if you set the Transfer Enabled and Transfer Extension fields, callers are able to identify and be transferred to the VPIM contact.
Phone Numbers to Call Contact by Using Voice Commands	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</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 contacts by specifying a phone type for the contact. For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example, 9), for long-distance dialing (for example, 1), and for country-to-country calling (for example, +).
Phone Numbers to Identify Contact for Personal Call Transfer Rules	<i>(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)</i> Use the Work Phone, Home Phone, Mobile Phone, Other Number 1, and Other Number 2 fields to enter phone numbers that Cisco Unity Connection uses when matching the personal call transfer rules of users against incoming phone calls from contacts.
Bulk Edit Task Scheduling	<i>(Applicable only to Bulk Edit operations.)</i> To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The “[Managing Contacts in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.
- The “[VPIM Networking in Cisco Unity Connection 8.x](#)” chapter of the *Networking Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/networking/guide/8xcucnetx.html.

To Edit Contact Settings in Bulk Edit Mode

- Step 1** 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 2** 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. See the field definitions in [Table 4-3](#) for information on how to set each field.



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 3** When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Edit Alternate Names

Table 4-4 *Edit Alternate Names Page*

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate names at once.

See Also

- The “Alternate Names in Cisco Unity Connection 8.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

SMTP Proxy Addresses

Revised November 16, 2010

Table 4-5 *SMTP Proxy Addresses Page*

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SMTP proxy addresses at once.

Table 4-5 SMTP Proxy Addresses Page (continued)

Field	Description
Add New	To add a new SMTP proxy address, select the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row, then select Save.
SMTP Proxy Address	<p>Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact.</p> <p>You can enter a pattern for the SMTP proxy address: a combination of text and tokens that Connection replaces with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) The available tokens are:</p> <ul style="list-style-type: none"> • %FirstName% • %LastName% • %Alias% • %Extension%
Append SMTP Proxy Addresses	<i>(Applicable only to Bulk Edit operations.)</i> Select Append SMTP Proxy Addresses to add an SMTP proxy address to each user account or contact you are editing.
Override SMTP Proxy Addresses	<i>(Applicable only to Bulk Edit operations.)</i> Select Override SMTP Proxy Addresses to remove any currently-existing SMTP proxy addresses for each user account or contact, and replace them with the new SMTP proxy addresses you enter in the SMTP Proxy Address field.
Bulk Edit Task Scheduling	<i>(Applicable only to Bulk Edit operations.)</i> To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- For users, the “SMTP Proxy Addresses in Cisco Unity Connection 8.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*. For contacts, the “SMTP Proxy Addresses in Cisco Unity Connection 8.x” section in the “[Managing Contacts in Cisco Unity Connection 8.x](#)” chapter of the same guide, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.