



User Workstation Setup Guide for Cisco Unity Connection

Release 8.x
Revised November 2010

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number: OL-21539-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

User Workstation Setup Guide for Cisco Unity Connection Release 8.x
© 2010 Cisco Systems, Inc. All rights reserved.



CONTENTS

Preface v

- Audience and Use v
- Documentation Conventions v
- Cisco Unity Connection Documentation vi
 - Documentation References to Cisco Unified Communications Manager Business Edition vi
- Obtaining Documentation and Submitting a Service Request vi
- Cisco Product Security Overview vi

CHAPTER 1

Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 8.x 1-1

- Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 8.x 1-1
 - Apple Safari 1-2
 - Microsoft Internet Explorer 1-2
 - Mozilla Firefox 1-2
- Changing the GUI Language for the Cisco PCA in Cisco Unity Connection 8.x 1-3
- Customizing the Cisco Unity Connection 8.0 Messaging Inbox for a Low-Bandwidth Deployment 1-3
- Managing Security Alerts When Using Self-Signed Certificates with SSL Connections in Cisco Unity Connection 8.x 1-4

CHAPTER 2

Setting Up Playback and Recording Devices for the Media Master in Cisco Unity Connection 8.x 2-1

- About the Cisco Unity Connection 8.x Media Master 2-1
- Determining Which Recording and Playback Devices Users Will Use for the Media Master in Cisco Unity Connection 8.x 2-2
 - What Happens When the Phone Is Used as the Recording and Playback Device 2-3
 - What Happens When a Computer Microphone and Speakers Are Used as the Recording and Playback Devices 2-3
- How Users Specify Their Recording and Playback Device Preferences in Cisco Unity Connection 8.x 2-3

CHAPTER 3

Configuring an Email Account to Access Cisco Unity Connection 8.x Voice Messages 3-1

- Considerations When Configuring IMAP Email Clients in Cisco Unity Connection 8.x 3-2
- Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Apple Mail 3-2
- Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Eudora 3-4
- Creating and Configuring an Account to Access Cisco Unity Connection 8.x in IBM Lotus Notes 3-5

[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook](#) 3-6
[Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x](#) 3-9
 [Cisco ViewMail for Microsoft Outlook 8.5 and Later](#) 3-9
 [Cisco Unity Connection ViewMail for Microsoft Outlook 8.0](#) 3-9
[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook Express](#) 3-11
[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Novell GroupWise](#) 3-13
[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Opera](#) 3-14
[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Thunderbird](#) 3-16
[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Windows Mail for Windows Vista](#) 3-17
[Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x](#) 3-18

CHAPTER 4

User Orientation in Cisco Unity Connection 8.x 4-1

[Orientation Task List for Cisco Unity Connection 8.x Users](#) 4-1
[Settings That Cisco Unity Connection 8.x Users Can Change](#) 4-3

CHAPTER 5

Operator and Support Desk Orientation in Cisco Unity Connection 8.x 5-1

[Operator Orientation in Cisco Unity Connection 8.x](#) 5-1
[Support Desk Orientation in Cisco Unity Connection 8.x](#) 5-2
 [Support Desk Resources](#) 5-2
 [Potential User Concerns and Misconceptions](#) 5-3

INDEX



Preface

Audience and Use

The *User Workstation Setup Guide for Cisco Unity Connection* contains information and instructions that system administrators can use for setting up user workstation access to Cisco Unity Connection web tools, for configuring email accounts to access Connection voice messages, and for conducting orientation sessions for users.

Documentation Conventions

Table 1 *Conventions in the User Workstation Setup Guide for Cisco Unity Connection*

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none">• Key and button names. (Example: Select OK.)• Information that you enter. (Example: Enter Administrator in the Username 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, expand Contacts > System Contacts .)

The *User Workstation Setup 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*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html.

Documentation References to Cisco Unified Communications Manager Business Edition

The name of the product known as Cisco Unified Communications Manager Business Edition in versions 8.0 and earlier has been changed to Cisco Unified Communications Manager Business Edition 5000 in versions 8.5 and later.

In the Cisco Unity Connection 8.x documentation set, references to “Cisco Unified Communications Manager Business Edition” and “Cisco Unified CMBE” apply to both Business Edition version 8.0 and to Business Edition 5000 versions 8.5 and later. The references do not apply 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at http://www.access.gpo.gov/bis/ear/ear_data.html.



CHAPTER 1

Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 8.x

Revised November 16, 2010

The Cisco Personal Communications Assistant (PCA) is installed on the Cisco Unity Connection server during installation. It is a website that provides users with access to the Cisco Unity web tools, which allow users to manage messages and personal preferences in Connection. The web tools available in the Cisco PCA include:

- Cisco Unity Connection Messaging Assistant
- Cisco Unity Connection Messaging Inbox (in Connection 8.0)
- Cisco Unity Connection Personal Call Transfer Rules

To learn more about the tools listed above, see the applicable *User Guide for Cisco Unity Connection* and the Help for each tool.

See the following sections:

- [Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 8.x, page 1-1](#)
- [Changing the GUI Language for the Cisco PCA in Cisco Unity Connection 8.x, page 1-3](#)
- [Customizing the Cisco Unity Connection 8.0 Messaging Inbox for a Low-Bandwidth Deployment, page 1-3](#)
- [Managing Security Alerts When Using Self-Signed Certificates with SSL Connections in Cisco Unity Connection 8.x, page 1-4](#)

Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 8.x

The browsers on each user workstation must be set up to use the Cisco PCA and the Cisco Unity Connection web tools. See the applicable section, depending on the browser installed on the computer:

- [Apple Safari, page 1-2](#)
- [Microsoft Internet Explorer, page 1-2](#)
- [Mozilla Firefox, page 1-2](#)

(For the list of versions supported for each browser, see the *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html.)

Apple Safari

Do the following tasks to set up Safari for accessing the Cisco PCA.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—User Workstations” section of the *System Requirements for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.
2. Configure Safari:
 - a. Enable Java.
 - b. Enable Java Script.
 - c. Accept cookies only from sites that you navigate to.

Microsoft Internet Explorer

Do the following tasks to set up Internet Explorer for accessing the Cisco PCA.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—User Workstations” section of the *System Requirements for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.
2. Configure Internet Explorer:
 - a. Enable Active scripting.
 - b. Download and run ActiveX controls.
 - c. Enable Java scripting.
 - d. Accept all cookies.
 - e. Automatically check for newer versions of temporary Internet files.
 - f. Enable Medium-High privacy.

Mozilla Firefox

Do the following tasks to set up Firefox for accessing the Cisco PCA.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—User Workstations” section of the *System Requirements for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

2. If users are running Firefox on Apple MAC OS X or Microsoft Windows workstations, skip to Task 3.

If users are running Firefox on Linux Red Hat workstations, confirm that they are using the correct sound card by referring to the sound card support matrix on the Alsa-project.org website. (Note that the Java Runtime Environment (JRE) plug-in software uses the Advanced Linux Sound Architecture (ALSA) driver to access system sound devices and to control playback and recording functionality. Depending on the sound card, playback and recording capabilities may be limited.)

3. Configure Firefox:
 - a. Enable Java.
 - b. Enable Java Script > Enable Change Images in Java Script Advanced.
 - c. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Web Site Only.)

Changing the GUI Language for the Cisco PCA in Cisco Unity Connection 8.x

Revised November 16, 2010

Do the following tasks to change the GUI language that is used in the Cisco PCA.

1. Download and install the applicable languages. For instructions, see the applicable documentation:
 - For a new Connection server, see the “[Installing Additional Languages on the Cisco Unity Connection 8.x Server](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html.
 - For an existing Connection server, see the “[Adding or Removing Cisco Unity Connection 8.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
2. On the user workstation, select a language in the web browser. The language selected in the browser must be one of the languages that the Cisco PCA offers and it must be installed on the Connection server. For a list of supported languages, see the “Available Languages for Cisco Unity Connection Components” section of the applicable *System Requirements* document:
 - *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html
 - *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html

Customizing the Cisco Unity Connection 8.0 Messaging Inbox for a Low-Bandwidth Deployment

Revised November 16, 2010

If users play recordings by using computer speakers in a low-bandwidth deployment (for example, with a slow modem or in a branch office), they should download messages before playing them for best performance and quality.

To customize the Cisco Unity Connection Messaging Inbox (in Connection 8.0) so that messages are downloaded rather than streamed from the Connection server during playback, do the following procedure to change the Performance setting on each user workstation (as applicable).

To Customize the Cisco Unity Connection 8.0 Messaging Inbox to Download Messages Before Playing Them

-
- Step 1** On the Cisco PCA Home page, select the **Messaging Inbox** link.
- Step 2** In the Messaging Inbox, go to a page that contains the Media Master. (For example, select the New Message icon to open a new message window.)
- Step 3** On the Media Master Options menu, select **Playback & Recording**.
- Step 4** In the Playback and Recording Settings dialog box, under Performance, select **Download Complete Message Before Playing**.
- Step 5** Select **OK**.
-

Managing Security Alerts When Using Self-Signed Certificates with SSL Connections in Cisco Unity Connection 8.x

If you use the self-signed certificate generated during installation to provide an SSL connection to the Cisco PCA, the web browser of the user displays a message to alert the user that the authenticity of the site cannot be verified, and therefore its content cannot be trusted. Similarly, if you use a self-signed SSL certificate to secure IMAP email client access to Connection, some email clients supported for use with Connection display SSL security messages.

Although users can still access Connection despite the alerts, consider one of the following options to manage or eliminate security alerts when users browse to the Cisco PCA and/or access their messages from an IMAP email client:

- Add the SSL certificate to the Trusted Root Store on each user workstation. In this way, you can ensure that users never see the security alert. Do the following [“To Add the SSL Certificate to the Trusted Root Store on User Workstations”](#) procedure.
- Tell users to choose the “Accept Permanently” (or similar) option when the browser or email client displays the alert and asks them how to proceed. After instructing the browser and/or email client to always accept the certificate, the user will not see the alert again.

Do the following procedure if you want users to never see the security alert.

To Add the SSL Certificate to the Trusted Root Store on User Workstations

-
- Step 1** From the OS Administration application on the Cisco Unity Connection server, right-click to download the certificate and save it as a file.
- Step 2** Copy the certificate to each user workstation, and then import it by using tools in the browser or IMAP client, as applicable.
-



CHAPTER 2

Setting Up Playback and Recording Devices for the Media Master in Cisco Unity Connection 8.x

The Media Master is used to make and play recordings in the Cisco Unity Connection web tools.

See the following sections:

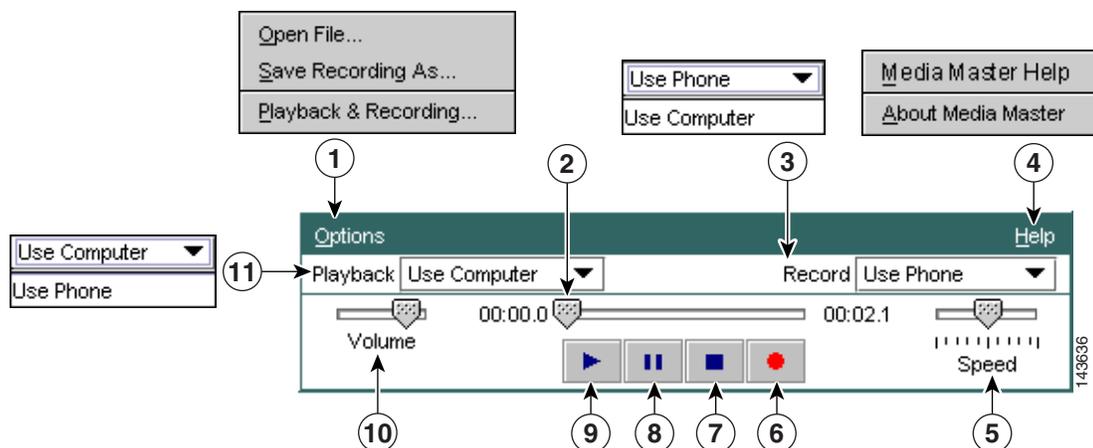
- [About the Cisco Unity Connection 8.x Media Master, page 2-1](#)
- [Determining Which Recording and Playback Devices Users Will Use for the Media Master in Cisco Unity Connection 8.x, page 2-2](#)
- [How Users Specify Their Recording and Playback Device Preferences in Cisco Unity Connection 8.x, page 2-3](#)

About the Cisco Unity Connection 8.x Media Master

Revised November 16, 2010

The Media Master appears on the pages of the Cisco Unity Connection Messaging Inbox (in Connection 8.0) and Cisco Unity Connection Personal Call Transfer Rules web tools on which users can make or play recordings. Depending on how Cisco Unity Connection is set up, the Media Master may also appear on some Connection Messaging Assistant pages. Users can use the phone or the computer microphone and speakers with the Media Master controls to make and play recordings. See [Figure 2-1](#).

Figure 2-1 Media Master



1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play
4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

The Media Master is a Java 2 Platform, Standard Edition (J2SE) application, and the Java plug-in component must be installed on the user workstation for it to run properly.

**Note**

Depending on the web browser, if the Java plug-in component is not installed, the Media Master does not appear in the browser window or the user is prompted to install the component. (See the “[Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 8.x](#)” section on page 1-1.)

Before users start using the Cisco Unity Connection web tools that offer the Media Master, specify that Connection has at least one voice messaging port designated to allow users to use the phone as a recording and playback device, by adjusting the Allow TRAP Connections setting on the Telephony Integrations > Port page in Cisco Unity Connection Administration. See the “Changing Port Settings” section in the “[Managing the Phone System Integrations in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for instructions. (The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.htm 1.) Alternatively, provide sound cards, earphones or speakers, and microphones to users who do not want to use the phone as their recording and playback device.

Determining Which Recording and Playback Devices Users Will Use for the Media Master in Cisco Unity Connection 8.x

When determining the recording and playback devices that you want users to use, note the following considerations:

- The phone offers the best sound quality for recordings, and serves as the default recording and playback device for the Media Master.
- In order for users to use the phone as a recording and playback device, Cisco Unity Connection must have at least one voice messaging port designated for this purpose. Note that when a user listens to messages or other recordings by using a computer microphone and speakers, no ports are used, which decreases the load on the Connection server and leaves ports open for other functions.
- You must provide sound cards, speakers, and microphones to users who do not want to use the phone as their recording and playback device.

See the following sections for detailed descriptions of the events that occur when using the phone or the computer microphone and speakers for recording and playback:

- [What Happens When the Phone Is Used as the Recording and Playback Device, page 2-3](#)
- [What Happens When a Computer Microphone and Speakers Are Used as the Recording and Playback Devices, page 2-3](#)

What Happens When the Phone Is Used as the Recording and Playback Device

When users use the phone as a recording and playback device in the web tools that are accessed through the Cisco PCA (and in Cisco Unity Connection Administration), the following events occur:

1. The user selects the applicable option in the client application to make or play a recording.
2. The client application asks Cisco Unity Connection to place a call to the user extension, and Connection calls the extension.
3. When making a recording, the user answers the phone, and begins recording the message, name, or greeting. When the user hangs up, the client application tells Connection that the recording is finished.
4. When playing a recording, the user answers the phone, and the client application asks Connection to play the message. Connection streams the recording by phone.

What Happens When a Computer Microphone and Speakers Are Used as the Recording and Playback Devices

When users use a computer microphone and speakers as the recording and playback devices, the following events occur:

1. The user selects the applicable option in the client application to make or play a recording.
2. When making a recording, the user begins speaking into the microphone. When the user selects the applicable option in the client application to stop recording, the client application tells Cisco Unity Connection that the recording is finished.
3. When playing a recording, Connection streams the message to the client application. Streaming occurs on demand, regardless of network traffic. The client application begins to play the message through the speakers as soon as a few seconds of the message are buffered in memory on the user workstation.

How Users Specify Their Recording and Playback Device Preferences in Cisco Unity Connection 8.x

Users can set their own recording and playback device preferences. For example, the Options menu in the Media Master allows users to choose their own recording and playback devices.

Media Master recording and playback settings are saved per user, per workstation. This means that:

- A user can change recording and playback devices from the Options menu and from both the Playback and Record lists of any Media Master on the web-tool pages. The recording and playback devices that a user chooses apply to all Cisco Unity Connection web tools, as long as the user accesses the applications from the same workstation on which the changes were initially made.
- If multiple users share the same workstation, each user who uses the workstation must indicate a choice of recording and playback devices.
- If a user has updated the choice of recording and playback devices from one workstation but also accesses the web tools on a different workstation (for example, from a computer at home), the choice of recording and playback devices must be set for the second workstation as well.



CHAPTER 3

Configuring an Email Account to Access Cisco Unity Connection 8.x Voice Messages

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. You can also forward voice messages with text and reply to voice messages with text; the text portion of the message is accessible through the Connection text-to-speech feature.

See the following sections:

- [Considerations When Configuring IMAP Email Clients in Cisco Unity Connection 8.x](#), page 3-2
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Apple Mail](#), page 3-2
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Eudora](#), page 3-4
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in IBM Lotus Notes](#), page 3-5
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook](#), page 3-6
- [Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x](#), page 3-9
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook Express](#), page 3-11
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Novell GroupWise](#), page 3-13
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Opera](#), page 3-14
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Thunderbird](#), page 3-16
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Windows Mail for Windows Vista](#), page 3-17
- [Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x](#), page 3-18



Note

When users change their Cisco Personal Communications Assistant (PCA) password (also known as the web-application password) in the Connection Messaging Assistant, they also must update the password in their IMAP client application. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client even after updating their Cisco PCA password in both applications, see the [“Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x”](#) section on page 3-18.

Considerations When Configuring IMAP Email Clients in Cisco Unity Connection 8.x

Note the following considerations when configuring IMAP email clients to access Cisco Unity Connection voice messages:

- In Cisco Unity Connection Administration, configure the following settings on the System Settings > SMTP Configuration > Server page to match the SSL settings in the IMAP email clients:
 - Allow Connections From Untrusted IP Addresses
 - Require Authentication From Untrusted IP Addresses
 - Transport Layer Security From Untrusted IP Addresses Is (Disabled, Required, Optional)

For more information on these settings, see the “SMTP Server Configuration” section in the “[System Settings in Cisco Unity Connection 8.x](#)” chapter of the *Interface Reference Guide for Cisco Unity Connection Administration Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrgx.html.

- IMAP email clients all include two fields in which you can enter either the IP address or the fully qualified domain name of the Connection server. When a Connection cluster is configured, enter the fully qualified domain name of a DNS A record that includes the Connection publisher and subscriber servers. If your DNS server allows you to specify the order in which DNS tries to contact Connection servers, specify that the server that is available most often is the first server contacted. This usually is the publisher server.

Some IMAP email clients do not respect DNS A records. For those clients, if the first Connection server is not available, the client does not try to access the other Connection server.

- When a user forwards or replies to a voice message from an IMAP email client, the message will be sent to recipients on the Connection server unless the user specifically configures the message to be sent through another account.

See the “[Configuring IMAP Settings in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for additional details. The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Apple Mail

To use Apple Mail to access Cisco Unity Connection voice messages, create and configure a new Apple Mail account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Apple Mail

- Step 1** Start Apple Mail.
- Step 2** In Apple Mail, on the Mail menu, select **Preferences**.
- Step 3** At the top of the Preferences dialog box, select **Accounts**.
- Step 4** In the lower left corner, select **+**.
- Step 5** In the Account Type list, select **IMAP**.
- Step 6** In the Description field, enter a name for the account. This name appears only in Apple Mail.
- Step 7** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Full Name field, enter the username.
- Step 9** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** In the User Name field, enter the Connection username.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** In the Outgoing Mail Server (SMTP) field, select the IP address or the fully qualified domain name of the Connection server.
- Step 13** Select **Server Settings**.
- Step 14** Optionally, in the SMTP Server Options dialog box, check the **Use Secure Sockets Layer (SSL)** check box.



Caution If you do not configure Apple Mail to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

- Step 15** In the Authentication list, select **Password**.
- Step 16** Select **OK** to close the SMTP Options dialog box.
- Step 17** Select the **Advanced** tab.
- Step 18** In the Keep Copies of Messages for Offline Viewing list, select the applicable option.
- Step 19** Close the Preferences dialog box.
- Step 20** In the Save Changes dialog box, select **Save**.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Eudora

To use Eudora to access Cisco Unity Connection voice messages, create and configure a new Eudora account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Eudora

-
- Step 1** Start Eudora.
- Step 2** On the Eudora Tools menu, select **Personalities**.
- Step 3** Right-click anywhere in the Personalities tab, and select **New**.
- Step 4** In the New Account wizard, on the Account Settings page, select **Next** to accept the default value, Create a Brand New E-Mail Account.
- Step 5** On the Personality Name page, enter a display name for the account. The value that you enter here is visible only in Eudora.
- Step 6** Select **Next**.
- Step 7** On the Personal Information page, enter the username.
- Step 8** Select **Next**.
- Step 9** On the E-Mail Address page, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 10** Select **Next**.
- Step 11** On the User Name page, enter the Connection username.
- Step 12** Select **Next**.
- Step 13** On the Incoming E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 14** For the type of server, select **IMAP**.
- Step 15** Select **Next**.
- Step 16** On the IMAP Location Prefix page, do not enter a value.
- Step 17** Select **Next**.
- Step 18** On the Outgoing E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.

- Step 19** Select **Next**.
- Step 20** On the Success page, select **Finish** to create the account and close the wizard.
- Step 21** In the Enter Password dialog box, enter the Cisco PCA password of the user.
- Step 22** Select **OK**.
- Step 23** Optionally, configure the new account to use SSL. For more information, see Eudora Help.



Caution If you do not configure Eudora to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in IBM Lotus Notes



Caution

If you plan to configure user accounts to use Cisco Unity Connection ViewMail for IBM Lotus Notes, do not follow the instructions in this section. Instead, follow the configuration instructions in the *Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

To use Notes to access Cisco Unity Connection voice messages, create and configure a new Notes account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.



Caution

When using Lotus Notes version 7.x to access Connection voice messages, you must first configure Notes to connect to a Domino account before configuring the Connection account.

To Create and Configure a New Account in IBM Lotus Notes

- Step 1** Start IBM Lotus Notes.
- Step 2** On the Notes File menu, select **Preferences > Client Reconfiguration Wizard**.
- Step 3** In the Lotus Notes Client Configuration wizard, on the Additional Services page, check the **Internet Mail Servers (POP or IMAP, SMTP)** check box.
- Step 4** Select **Next**.
- Step 5** On the Set Up Internet Mail page, in the Select the Type of Server Used for Retrieving Incoming Mail list, select **IMAP**.
- Step 6** In the Enter a New Account Name list, select **Incoming Internet Mail**.

- Step 7** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Cisco Unity Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 8** Select **Next**.

- Step 9** On the Set Up Internet Mail page, in the Account Name field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The Account Name typically follows this format:

<alias>@<fully qualified domain name of the Connection server>

- Step 10** In the Password fields, enter and confirm the Cisco PCA password of the user.

- Step 11** If you want to encrypt voice messages and other data that are sent between Notes and Connection, check the **Log On Using SSL** check box. If not, skip to [Step 12](#).



Caution If you do not configure Notes to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages that are sent back from Connection are not encrypted.

- Step 12** Select **Next**.

- Step 13** On the second Set Up Internet Mail page, in the Enter a New Account Name list, select **Outgoing Internet Mail**.

- Step 14** In the Outgoing SMTP Mail Server list, enter the IP address or the fully qualified domain name of the Connection server.

- Step 15** Select **Next**.

- Step 16** On the third Set Up Internet Mail page, in the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:

<alias>@<fully qualified domain name of the Connection server>

- Step 17** In the Internet Domain field, enter the Internet domain name of the Domino mail server.

- Step 18** Select **Next**.

- Step 19** Select **OK**.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook

Revised November 16, 2010

**Caution**

If you plan to configure user accounts to use Cisco ViewMail for Microsoft Outlook 8.5 or later, do not follow the instructions in this section. Instead, follow the configuration instructions in the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

To use Outlook to access Cisco Unity Connection voice messages, create and configure a new Outlook account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

In addition to configuring Outlook to access Connection voice messages, you can also install the optional ViewMail for Outlook plug-in. See the “[Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x](#)” section on page 3-9.

To Create and Configure a New Account in Outlook

-
- Step 1** Start Outlook.
- Step 2** On the Outlook Tools menu, select **E-Mail Accounts**.
- Step 3** In the E-Mail Accounts wizard, select **Add a New E-Mail Account**.
- Step 4** Select **Next**.
- Step 5** On the Server Type page, select **IMAP**.
- Step 6** Select **Next**.
- Step 7** Enter values in the User Information section:
- a. In the Your Name field, enter a display name for the account. The value that you enter here is visible only in Outlook.
 - b. In the E-Mail Address field, enter one of the following:
 - The Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<SMTP domain name of the Connection server or cluster>
 - The proxy address for the user.
- Step 8** Enter values in the Server Information Section:
- a. In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- b. In the Outgoing Server field, select the IP address or the fully qualified domain name of the Connection server.

- Step 9** Enter values in the Logon Information section:
- In the User Name field, enter the Connection username.
 - In the Password field, enter the Cisco PCA password of the user.
 - Verify that the Remember Password check box is not checked. If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
- Step 10** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook and Connection, skip to [Step 15](#).



Caution If you do not configure Outlook to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook and Connection, continue with [Step 11](#).

- Step 11** Select **More Settings**.
- Step 12** In the Internet E-Mail Settings dialog box, select the **Advanced** tab.
- Step 13** Under Incoming Server (IMAP), check the **This Server Requires an Encrypted Connection (SSL)** check box.
- Step 14** Select **OK** to close the Internet E-Mail Settings dialog box.
- Step 15** If the Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to [Step 21](#).
- If the Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with [Step 16](#).
- Step 16** Select **More Settings**.
- Step 17** In the Internet E-Mail Settings dialog box, select the **Outgoing Server** tab.
- Step 18** Verify that the My Outgoing Server (SMTP) Requires Authentication check box is checked.
- Step 19** Verify that Use Same Settings as My Incoming Mail is selected.
- Step 20** Select **OK** to close the Internet E-Mail Settings dialog box.
- Step 21** Select **Next**.
- Step 22** Select **Finish**.
- Step 23** In the left pane of Outlook, select the **Inbox** folder for the new account.
- Step 24** On the Outlook Tools menu, select **Send/Receive > This Folder**.
- Step 25** If prompted, enter the Connection username and Cisco PCA password.
-

Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x

Cisco ViewMail for Microsoft Outlook 8.5 and Later

Added November 16, 2010

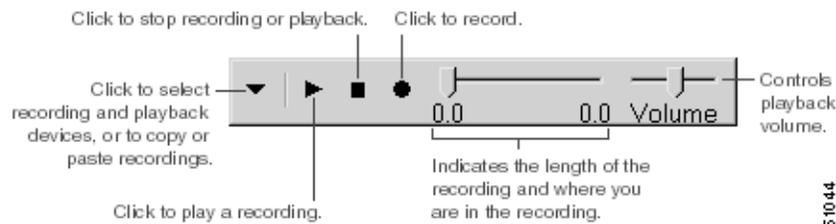
To install and set up Cisco ViewMail for Microsoft Outlook 8.5 or later, see the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Connection ViewMail for Microsoft Outlook 8.0

Revised November 16, 2010

By using ViewMail for Outlook 8.0 to access Cisco Unity Connection voice messages, users can play and record voice messages by using the Media Master. See [Figure 3-1](#).

Figure 3-1 Media Master



See the following sections:

- [Task List for Setting Up ViewMail for Outlook 8.0](#), page 3-9
- [Configuring the IMAP Account for ViewMail for Outlook 8.0](#), page 3-10
- [Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP](#), page 3-10

Task List for Setting Up ViewMail for Outlook 8.0

Revised November 16, 2010

ViewMail must be installed on each user workstation. Complete the following tasks to set up ViewMail 8.0 for users:

1. Review the applicable *Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. The document specifies the requirements and procedures for installing 8.0.
2. If you have not already done so, install ViewMail 8.0 according to the procedures in the *Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook*.
3. If you have not already done so, configure an IMAP account in Microsoft Outlook. See the “[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook](#)” section on page 3-6.

4. If users have more than one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Connection. See the “[Configuring the IMAP Account for ViewMail for Outlook 8.0](#)” section on page 3-10.
5. If you use secure messaging or TRAP, you must configure several ViewMail 8.0 settings. See the “[Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP](#)” section on page 3-10.

Configuring the IMAP Account for ViewMail for Outlook 8.0

Revised November 16, 2010

If users have more than one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Connection. This ensures that messages composed by using ViewMail are sent to the Connection server. If users have only one IMAP account configured, ViewMail automatically uses it to send messages to Connection.

Do the following procedure on each user workstation.

To Configure ViewMail for Outlook 8.0 Settings

-
- Step 1** From the Outlook Tools menu, select **ViewMail Options**.
 - Step 2** Select the **Accounts** tab.
 - Step 3** In the Select the Account to Access Cisco Unity Connection With field, select the IMAP account that is used to access Connection.
 - Step 4** Select **Save**.
-

Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP

Revised November 16, 2010

If you have configured Connection for secure messaging or if you want users to be able to record or play messages by phone by using Telephone Record and Playback (TRAP), you must configure several ViewMail 8.0 settings.

After ViewMail 8.0 has been installed, do the following procedure on each user workstation.

To Configure ViewMail for Outlook 8.0 Secure Message and TRAP Settings

-
- Step 1** From the Outlook Tools menu, select **ViewMail Options**.
 - Step 2** Select the **Server** tab.
 - Step 3** Enter the following settings:

Table 3-1 Server Settings

Field	Setting
Cisco Unity Connection Server Name	Enter the name of the Connection server. (Required for secure messaging and TRAP.)
Username	Enter the Connection username (alias).

Table 3-1 Server Settings (continued)

Field	Setting
Password	(Optional) Enter the Cisco PCA password (also known as the web-application password) of the user. If you do not enter the password, the user is prompted for it each time Outlook is restarted. If you do not want the user to be prompted for the password each time Outlook is restarted, you must also check the Remember Password check box.
Remember Password	(Optional) Check this check box if you want ViewMail to remember the user password so that the user does not have to re-enter it each time Outlook is restarted.
Proxy Server Address	If you have a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the IP address of the HTTPS proxy server.
Proxy Server Port	If you have a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the server port to use when connecting to the HTTPS proxy server.
Validate HTTPS Certificate	If you replace the default self-signed certificate with a certificate from a certificate authority, check the Validate HTTPS Certificate check box. If you are using the default certificate installed with Connection, this check box must not be checked. For details, see the “Configuring SSL in Cisco Unity Connection 8.x” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 8.x</i> , at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html .
Extension	Enter the extension of the user. This setting is required only if you want the user to be able to record or play messages by phone.

Step 4 Select **Save**.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook Express

To use Outlook Express to access Cisco Unity Connection voice messages, create and configure a new Outlook Express account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Outlook Express

- Step 1** Start Outlook Express.
- Step 2** On the Outlook Express Tools menu, select **Accounts**.
- Step 3** In the Internet Accounts dialog box, select the **Mail** tab.
- Step 4** Select **Add > Mail**, and the Internet Connection wizard appears.
- Step 5** On the Your Name page, in the **Display Name** field, enter the username.
- Step 6** Select **Next**.
- Step 7** On the Internet E-Mail Address page, select **I Already Have an E-Mail Address That I'd Like to Use**.
- Step 8** In the **E-Mail Address** field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 9** Select **Next**.
- Step 10** On the E-Mail Server Names page, in the My Incoming Mail Server Is a <protocol> Server list, select **IMAP**.
- Step 11** In the Incoming Mail (POP3, IMAP, or HTTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
- Step 12** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 13** Select **Next**.
- Step 14** On the Internet Mail Logon page, in the Account Name and Password fields, enter the Connection username and Cisco PCA password.
- Step 15** Verify that the **Remember Password** check box is not checked.
 If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook Express does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
- Step 16** Select **Next**.
- Step 17** On the Congratulations page, select **Finish**.
- Step 18** In the Internet Accounts dialog box, select the account that you created in [Step 4](#), and select **Properties**.
- Step 19** In the <account name> Properties dialog box, select the **IMAP** tab.
- Step 20** Uncheck the **Store Special Folders** check box.
- Step 21** In the Root Folder Path field, enter **INBOX** (all upper-case letters).
- Step 22** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook Express and Connection, skip to [Step 25](#).

**Caution**

If you do not configure Outlook Express to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook Express and Connection, continue with [Step 23](#).

Step 23 Select the **Advanced** tab.

Step 24 Under Incoming Mail, check the **This Server Requires a Secure Connection (SSL)** check box.

Step 25 Select **OK** to close the <account name> Properties dialog box.

Step 26 Select **Close** to close the Internet Accounts dialog box.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Novell GroupWise

To use GroupWise to access Cisco Unity Connection voice messages, create and configure a new GroupWise account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in GroupWise

Step 1 Start GroupWise.

Step 2 On the GroupWise Tools menu, select **Accounts > Account Options**.

Step 3 In the Accounts dialog box, select **Add**.

Step 4 In the Create Account dialog box, in the Account Name field, enter a name for the account. This name appears only in GroupWise.

Step 5 In the Account Type list, select **IMAP4**.

Step 6 Select **Next**.

Step 7 In the Create Internet Account dialog box, in the **Incoming Mail Server (IMAP4)** field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

Step 8 In the Login Name field, enter the Connection username.

Step 9 In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.

- Step 10** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 11** In the From Name field, enter the username.
- Step 12** Select **Next**.
- Step 13** Follow the on-screen prompts to complete the configuration.
- Step 14** If you do not want to encrypt voice messages and other data that are sent over the network between GroupWise and Connection, skip to [Step 20](#).



Caution If you do not configure GroupWise to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between GroupWise and Connection, continue with [Step 15](#).

- Step 15** In the Accounts dialog box, select the name of the account that you just created.
- Step 16** Select **Properties**.
- Step 17** Select the **Advanced** tab.
- Step 18** Under Incoming Mail Server (IMAP4), check the **Use SSL** check box.
- Step 19** Select **OK** to close the <Account Name> Properties dialog box.
- Step 20** Select **Close** to close the Accounts dialog box.
- Step 21** Create the inbox for the new account, and download Connection voice messages:
- a. In the left pane of GroupWise, select the name of the new account.
 - b. In the Logon to <AccountName> dialog box, enter the Cisco PCA password for the user.
 - c. Verify that the **Remember Password** check box is not checked.

If this option is checked, and the Connection password of the user expires, changes, or is locked, GroupWise does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
 - d. Select **OK** to close the Logon to <AccountName> dialog box.
 - e. With the name of the new account still selected in the left pane, on the GroupWise Tools menu, select **Send/Receive > This Folder**.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Opera

To use Opera to access Cisco Unity Connection voice messages, create and configure a new Opera account for the user. You need the following information:

- Connection username (alias).

- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Opera

- Step 1** Start Opera.
- Step 2** On the Opera Tools menu, select **Mail and Chat Accounts**.
- Step 3** In the Manage Accounts dialog box, select **New**.
- Step 4** In the New Account wizard, select **IMAP**.
- Step 5** Select **Next**.
- Step 6** In the Real Name field, enter the account name.
- Step 7** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Organization field, enter the applicable value.
- Step 9** Select **Next**.
- Step 10** In the Login Name field, enter the Connection username.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** Select **Next**.
- Step 13** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
- Step 14** If you want to encrypt voice messages and other data that are sent between Opera and Connection, check the Use Secure Connection (TLS) check box. (TLS is an updated version of SSL.)
-  **Caution** If you do not configure Opera to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.
- Step 15** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 16** Select **Finish**.
- Step 17** Select **OK** to close the Subscribe IMAP Folders dialog box.
- Step 18** Select **OK** to close the Manage Accounts dialog box.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Thunderbird

To use Thunderbird to access Cisco Unity Connection voice messages, create and configure a new Thunderbird account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Thunderbird

-
- Step 1** Start Thunderbird.
- Step 2** On the Thunderbird File menu, select **New > Account**.
- Step 3** In the Account wizard, on the New Account Setup page, select **E-Mail Account**.
- Step 4** Select **Next**.
- Step 5** On the Identity page, in the Your Name field, enter the username.
- Step 6** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 7** Select **Next**.
- Step 8** On the Server Information page, under Select the Type of Incoming Server You Are Using, select **IMAP**.
- Step 9** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** Select **Next**.
- Step 11** On the User Names page, enter the Connection username.
- Step 12** Select **Next**.
- Step 13** On the Account Name page, enter a name for the account. This name appears only in Thunderbird.
- Step 14** Select **Next**.
- Step 15** On the Congratulations page, confirm that the settings are correct, then select **Finish**.
- Step 16** If you do not want to encrypt voice messages and other data that are sent over the network between Thunderbird and Connection, you are finished creating and configuring a new account.
 If you want to encrypt voice messages and other data that are sent between Thunderbird and Connection, continue with [Step 17](#).
- Step 17** In the left pane of Thunderbird, select the name of the account that you just created.
- Step 18** In the right pane of Thunderbird, under Accounts, select **View Settings for This Account**.

Step 19 In the Account Settings dialog box, under the account that you just created, select **Server Settings**.

Step 20 Under Server Settings, select the **Use Secure Connection (SSL)** check box.

**Caution**

If you do not configure Thunderbird to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

Step 21 Select **OK** to close the Account Settings dialog box.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Windows Mail for Windows Vista

To use Windows Mail for Windows Vista to access Cisco Unity Connection voice messages, create and configure a new Windows Mail account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Windows Mail

Step 1 Start Windows Mail.

Step 2 On the Tools menu, select **Accounts**.

Step 3 In the Internet Accounts dialog box, select **Add**.

Step 4 On the Select Account Type page, select **E-Mail Account**.

Step 5 Select **Next**.

Step 6 On the Your Name page, in the Display Name field, enter the username.

Step 7 Select **Next**.

Step 8 On the Internet E-Mail Address page, in the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

<alias>@<fully qualified domain name of the Connection server>

Step 9 Select **Next**.

Step 10 On the Set Up E-Mail Servers page, under Incoming E-Mail Server Type, select **IMAP**.

Step 11 In the Incoming Mail (POP3 or IMAP) Server field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

In [Step 11](#) and [Step 12](#), do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 12** In the Outgoing E-Mail Server (SMTP) Name field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 13** If the Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to [Step 15](#).
If the Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with [Step 14](#).
- Step 14** Check the **Outgoing Server Requires Authentication** check box.
- Step 15** Select **Next**.
- Step 16** On the Internet Mail Logon page, enter the user Connection alias and Cisco PCA password.
- Step 17** Select **Next**.
- Step 18** On the Congratulations page, select **Finish**.
- Step 19** Select **Close** to close the Internet Accounts dialog box.
- Step 20** If you do not want to encrypt voice messages and other data that are sent over the network between Windows Mail and Connection, you are finished creating and configuring a new account.
If you want to encrypt voice messages and other data that are sent between Windows Mail and Connection, continue with [Step 21](#).
- Step 21** On the Tools menu, select **Accounts**.
- Step 22** In the Internet Accounts dialog box, select the name of the mail account that you just created and select **Properties**.
- Step 23** In the Properties dialog box, select the **Advanced** tab.
- Step 24** Under both the Outgoing Mail field and the Incoming Mail field, check the **This Server Requires a Secure Connection (SSL)** check box.
- Step 25** Select **OK**.

**Caution**

If you do not configure Windows Mail to use SSL, the Connection username (alias) and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

- Step 26** Select **Close** to close the Internet Accounts dialog box.
-

Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x

When users change their Cisco PCA password (also known as the web-application password) in the Cisco Unity Connection Messaging Assistant, they also must update the password in their IMAP client application so that the client can continue to access Connection and retrieve voice messages.

If users have trouble receiving voice messages in an IMAP client, consider the following possibilities:

- If the IMAP client application prompts a user for the Cisco PCA password, but does not accept it, the Cisco PCA password may have expired or changed, or is locked. Users can change their password in the Connection Messaging Assistant first and then update it from their IMAP client application.

- If Microsoft Outlook users are not prompted for their Cisco PCA password, verify that the Remember Password check box on the Internet E-mail Settings (IMAP) page is not checked. If this option is checked, and the password of the user has expired, changed, or is locked, Microsoft Outlook does not prompt the user to enter the Cisco PCA password. The result is that the user does not receive voice messages from Connection, and Outlook prompts for the username and password.



CHAPTER 4

User Orientation in Cisco Unity Connection 8.x

See the following sections:

- [Orientation Task List for Cisco Unity Connection 8.x Users](#), page 4-1
- [Settings That Cisco Unity Connection 8.x Users Can Change](#), page 4-3

Orientation Task List for Cisco Unity Connection 8.x Users

Revised November 16, 2010

After you set up the client applications that users will use to access Cisco Unity Connection from their phones and computers, use the following task list to acquaint users with Connection. If you are planning supplemental Connection training, also consider reviewing the potential user concerns and misconceptions listed in the “[Support Desk Orientation in Cisco Unity Connection 8.x](#)” section on [page 5-2](#).

Offer User Documentation and Contact Information

1. Give users a *Cisco Unity Phone Menus and Shortcuts* wallet card. Use the Wallet Card wizard to produce the card. The templates in the wizard list frequently used menu options and shortcuts for managing Connection messages and user preferences by phone; the wizard fills in the applicable keys based on the conversation that you specify. The resulting PDF is formatted as a wallet card that can be printed, then cut out and folded by users.

Procedures in the *User Guide for the Cisco Unity Connection Phone Interface* do not contain the keys that users press for Connection menu options. Instead, the procedures use the prompts that users hear to specify the menu options to choose. To provide users with key information, you must use the Wallet Card wizard.

The Wallet Card wizard also allows you to customize technical support information and instructions for signing in to Connection. The Wallet Card wizard is a Windows-based remote database administration tool. Download the tool and view Help at http://www.ciscounitytools.com/App_CUC_WalletCardWizard.htm.

2. Give each user applicable user guides. The following Cisco Unity Connection user guides are available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.
 - *User Guide for the Cisco Unity Connection Phone Interface*
 - *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool*
 - *User Guide for the Cisco Unity Connection Messaging Inbox Web Tool*
 - *User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application*

- *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*
- *Quick Start Guide: Using the Cisco Unity Connection Web Inbox*
- *Quick Start Guide: Using Cisco ViewMail for Microsoft Outlook*

Information in the guides is generally organized by feature. You can distribute the guides for the interfaces that users are using, or you can distribute feature-specific information to users for whom you have enabled the features. (On Cisco.com, select the link for the topics you want, and print the PDF files.)

3. Give users the phone numbers that they dial to access Connection from within your organization and from outside the organization. As applicable, show users which button or key to use on their desk phones to access Connection.
4. Give users the URL to the Cisco PCA website: `http://<Cisco Unity Connection server name>/ciscopca`.
5. Give users the URL to the Cisco Unity Connection Web Inbox: `http://<Cisco Unity Connection server name>/inbox`.
6. Give users the name, extension, and/or email address of the Connection administrator and any support desk contact information.
7. Depending on the conversation version that users in your organization are familiar with, you may want to provide them with a list of phone menu differences between Connection and a former voice messaging system—especially if you choose not to offer them an alternative to the standard conversation, which is specified by default in the Voice Mail User template.

Provide PINs, Passwords, and Security Guidelines

8. Provide users with their initial phone PINs. Alternatively, tell users to sign in to the Cisco Personal Communications Assistant (PCA) website to set their phone PINs before they call Connection to complete first-time enrollment. (Users are not required to enter an existing phone PIN in order to change it in the Cisco PCA.)

If users choose not to initially change their PIN in the Cisco PCA, they are prompted to change their phone PIN during first-time enrollment.

9. Provide users with their initial Cisco PCA passwords. Users must use the Connection Messaging Assistant to change their Cisco PCA passwords.
10. Explain to users how to secure their phone and Cisco PCA PINs and passwords so that they adequately protect their Connection mailboxes from unauthorized access. Detail the security guidelines for your organization. Encourage users to enter secure PINs and passwords whenever they change them.
11. Make sure users understand that their Cisco PCA passwords are not related to their Connection phone PINs, nor are the passwords and PINs synchronized. Users may assume that their phone and Cisco PCA PIN and password are the same. As a result, they may think that they are changing both when the 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.

Remind Users to Complete First-Time Enrollment

12. Make sure that users know that they need to complete first-time enrollment by phone. They do not need to refer to any Connection documentation during enrollment. Connection indicates when the enrollment process is complete. If users hang up before they have completely enrolled, none of their changes are saved and the first-time enrollment conversation plays again the next time that they sign in to Connection.

The “Enrolling as a Cisco Unity Connection User” chapter of the *User Guide for the Cisco Unity Connection Phone Interface* details the tasks that users are asked to complete as part of enrollment.

Explain How Connection Features and Functionality Work

13. Provide training on how to personalize user settings by using the phone and the Connection Messaging Assistant, as summarized in [Table 4-1](#). In particular, users may benefit from a hands-on demonstration of the Messaging Assistant, as they may not be accustomed to using a web interface to set voice messaging options.
14. Provide training on how to use the Cisco Unity Connection Personal Call Transfer Rules web tool, and how call transfers, call holding and screening, and caller options are used, as summarized in [Table 4-2](#).

Users can refer to the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool* or to Cisco Unity Connection Personal Call Transfer Rules Help for further guidance after orientation.

15. Explain how full mailboxes work with Connection. See the “[Support Desk Orientation in Cisco Unity Connection 8.x](#)” section on page 5-2 for issues that users may encounter. Refer users to the appropriate user guides for similar information.
16. *If single inbox is configured (Connection 8.5 and later only)*: Discuss single-inbox behavior with users. For a detailed explanation of how single inbox works, including issues that may be of concern to users, see the “Synchronizing Voice Messages in Connection and Exchange Mailboxes in Cisco Unity Connection 8.5 and Later (Single Inbox)” section in the “[Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.
17. If your organization has users who will use RSS readers to access voice messages, provide training on using RSS with Connection. See the “Configuring Access to RSS Feeds of Voice Messages in Cisco Unity Connection 8.x” section in the “[Messaging in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for details. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
18. If your organization has users who will use TTY and the TTY prompt set, provide training on using TTY with Connection.
19. Make sure that users who own call handlers or system distribution lists understand their responsibilities (if applicable).
20. As applicable, tell users how to use the Cisco Unity Greetings Administrator and System Broadcast Administrator.

Settings That Cisco Unity Connection 8.x Users Can Change

See the following tables:

- [Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus](#)
- [Settings That Users Can Change By Using the Cisco Unity Connection Personal Call Transfer Rules Web Tool and the Phone Menus](#)

Table 4-1 Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
<p>Call Holding and Screening¹:</p> <ul style="list-style-type: none"> • Select how Connection handles indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting • Select how Connection handles indirect calls, including telling the user who the call is for, announcing that Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names 	<p>Call Holding and Screening¹:</p> <ul style="list-style-type: none"> • None
<p>Call Transfers²:</p> <ul style="list-style-type: none"> • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions 	<p>Call Transfers²:</p> <ul style="list-style-type: none"> • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions • Configure alternate contact numbers for caller input keys that are assigned to the Transfer to Alternate Contact Number action
<p>Caller Options:</p> <ul style="list-style-type: none"> • Allow callers to edit messages • Allow callers to mark messages urgent 	<p>Caller Options:</p> <ul style="list-style-type: none"> • None
<p>Phone Menu Options:</p> <ul style="list-style-type: none"> • Set language for Connection prompts • Specify whether users use the phone keypad or voice-recognition input style • Set speed and volume of prompts, recorded names, and user greetings • Select full or brief Connection conversation menus • Select the action that Connection performs when the user calls Connection, including greeting the user by name, and announcing the number of new messages by type • Change the time format used for message time stamps • Specify alternate extensions 	<p>Phone Menu Options:</p> <ul style="list-style-type: none"> • Select full or brief Connection conversation menus

Table 4-1 Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus (continued)

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
<p>Greetings:</p> <ul style="list-style-type: none"> • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting • Switch between system prompt and personal greeting 	<p>Greetings:</p> <ul style="list-style-type: none"> • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting
<p>Message Notification:</p> <ul style="list-style-type: none"> • Enable or disable a notification device • Specify dialing or recipient options • Select the types of messages and message urgency for which Connection generates a notification • Specify a list of message senders (by username or calling phone number) for which Connection generates a notification • Set up a notification schedule, and specify what happens when a device does not answer, is busy, or fails 	<p>Message Notification:</p> <ul style="list-style-type: none"> • Enable or disable a notification device, and change its number
<p>Message Playback:</p> <ul style="list-style-type: none"> • Specify the speed and volume of messages that are played by phone • Specify message playback order • Specify whether Connection plays the Message Type menu • Select the action that Connection performs when messages are played, including announcing the name and number of the sender who left a message, and whether the time stamp is played before or after the message • Specify that messages are marked saved upon hang-up or disconnect • Specify whether Connection asks to confirm deletions of new and saved messages 	<p>Message Playback:</p> <ul style="list-style-type: none"> • Speed and volume of message as it is played

Table 4-1 Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus (continued)

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
<p>Message Sending and Addressing:</p> <ul style="list-style-type: none"> • Specify that Connection prompts to confirm message recipients by name • Specify that Connection prompts to continue adding names after each recipient • Specify that Connection sends messages when users hang up or a call is disconnected • Switch between addressing messages to other users by name, or by extension • Specify order for addressing messages by name (last name then first name, or vice versa) 	<p>Message Addressing:</p> <ul style="list-style-type: none"> • Switch between addressing to other users by name or by extension (by pressing ##)³ • Review, add, or remove names in the addressing priority list⁴
<p>Personal Settings:</p> <ul style="list-style-type: none"> • Record a name • Specify alternate names • Change directory listing status • Change password or PIN • Add user-defined alternate extensions⁵ 	<p>Personal Settings:</p> <ul style="list-style-type: none"> • Record a name • Change directory listing status • Change password or PIN • Add user-defined alternate extensions⁵ • Edit alternate contact numbers, if an administrator has configured one or more caller input keys to transfer to an alternate contact number during the user greeting
<p>Private Lists:</p> <ul style="list-style-type: none"> • Enter a display name • Record a list name • Add and delete members 	<p>Private Lists:</p> <ul style="list-style-type: none"> • Record a list name • Add and delete members
<p>Contacts:</p> <ul style="list-style-type: none"> • Set up contacts to use for both name dialing and call transfer rules 	<p>Contacts:</p> <ul style="list-style-type: none"> • None

1. Call holding and screening options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Holding and screening options do not apply when an outside caller or another user dials a user extension directly. In addition, holding and screening options are only available when supervised transfers are enabled. These settings apply if the user does not have personal call transfer rules enabled.
2. Call transfer options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Transfer options do not apply when an outside caller or another user dials a user extension directly.
3. Note that this depends on whether you have enabled spelled name addressing.
4. To enable users to access the setup conversation that allows them to review, add, or remove names in the addressing priority list, 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.
5. Users must belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled. To enable users to access the phone menu conversation that allows them to review, add, or remove alternate extensions, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Edit User-Defined Alternate Extensions option to a key in the Preferences Menu for that conversation.

Table 4-2 Settings That Users Can Change By Using the Cisco Unity Connection Personal Call Transfer Rules Web Tool and the Phone Menus

Settings That Can Be Changed by Using the Cisco Unity Connection Personal Call Transfer Rules Web Tool	Settings That Can Be Changed by Using the Phone Menus
<p>Call Holding and Screening:</p> <ul style="list-style-type: none"> Set up personal call transfer rules to specify how Connection handles direct and indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting Set up personal call transfer rules to specify how Connection handles direct and indirect calls, including telling the user who the call is for, announcing that Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names 	<p>Call Holding and Screening:</p> <ul style="list-style-type: none"> None
<p>Call Transfers:</p> <ul style="list-style-type: none"> Set up personal call transfer rules to transfer direct and indirect calls to an extension, to an external phone number, or to the greeting 	<p>Call Transfers:</p> <ul style="list-style-type: none"> Enable or disable personal call transfer rules to transfer direct or indirect calls to an extension, to an external phone number, or to the greeting Enable or disable the Transfer All rule set to forward all calls to voicemail or to another phone number Forward all incoming calls directly to Connection, rather than to phone extension
<p>Caller Options:</p> <ul style="list-style-type: none"> Allow callers to edit messages Allow callers to mark messages urgent 	<p>Caller Options:</p> <ul style="list-style-type: none"> None
<p>Destinations:</p> <ul style="list-style-type: none"> Set up phone numbers or notification devices to use when transferring calls Set up groups of destinations to use in personal call transfer rules Specify the number of rings that Connection waits before transferring the call to the next destination or to voicemail 	<p>Destinations:</p> <ul style="list-style-type: none"> None
<p>Caller Groups</p> <ul style="list-style-type: none"> Create groups of user-defined contacts, administrator-defined contacts, or Connection users to use in personal call transfer rules 	<p>Caller Groups</p> <ul style="list-style-type: none"> None



CHAPTER 5

Operator and Support Desk Orientation in Cisco Unity Connection 8.x

Operators in your organization need information about Cisco Unity Connection that is specific to your installation. In addition, if your organization has a support desk, the staff need to be prepared to answer the questions that users may ask, and to be aware of the resources that are available to assist them in answering user questions.

See the following sections:

- [Operator Orientation in Cisco Unity Connection 8.x, page 5-1](#)
- [Support Desk Orientation in Cisco Unity Connection 8.x, page 5-2](#)

Operator Orientation in Cisco Unity Connection 8.x

Operator orientation should address the same points as user orientation, but in greater detail. Operators must be familiar with how users use Cisco Unity Connection. Depending on the size of your organization, the operator may be the person users are likely to ask when they have questions about Connection.

In addition to the information in the “[User Orientation in Cisco Unity Connection 8.x](#)” chapter and the “[Support Desk Orientation in Cisco Unity Connection 8.x](#)” section on page 5-2 (as applicable), operators also need to understand the following concepts and tasks.

Roles of the Operator and the Automated Attendant

The way your organization uses the automated attendant determines what the operator responsibilities are. The automated attendant is a call handler that is used in place of a human operator to answer and direct calls by playing greetings and responding to caller input. The automated attendant can provide a menu of options (for example, “For Sales, press 1; for Service, press 2.”), and it can also provide information (for example, “Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.”).

Directing Calls

Regardless of how your organization uses the automated attendant, many calls go to the operator. The operator must know how to direct calls to voicemail and to user phones. With Cisco Unified Communications Manager, you can program the phone to direct calls to voicemail. For details on setting this up, see the tech note *How to Transfer a Caller Directly into a Cisco Unity Mailbox*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_tech_notes_list.html.

Forwarding Messages to Intended Recipients

If an operator also owns a call handler or system distribution list, make sure that the operator knows to review messages frequently, and to forward messages as necessary to the applicable recipients.

Using the Cisco Unity Greetings Administrator

An operator who is responsible for changing call handler greetings for the organization can use the Cisco Unity Greetings Administrator when it is not practical to change a greeting in Cisco Unity Connection Administration. For example, if the office is unexpectedly closed because of bad weather, the operator can call from home to use the Cisco Unity Greetings Administrator to enable the alternate Opening Greeting, or to rerecord a call handler greeting stating that the office is closed. See the “Using the 8.x Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings” section in the “[Managing Recorded Greetings and Recorded Names in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for instructions, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Using the Cisco Unity Broadcast Message Administrator

If an operator is responsible for sending recorded announcements to everyone in an organization (or to particular locations within an organization), explain how to access and use the Cisco Unity Broadcast Message Administrator to send broadcast messages. See the “[Setting Up Broadcast Messaging in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for instructions, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Support Desk Orientation in Cisco Unity Connection 8.x

Support desk orientation should address the same points as user and operator orientation, but in greater detail. Support desk staff must be familiar with how users and operators use Cisco Unity Connection, and the common problems that users may encounter when using Connection. Instead of using the Connection server, it may be helpful to set up a test server that support desk staff can use to browse to Cisco Unity Connection Administration, and troubleshoot and test client applications.

To prepare for possible calls to the support desk at your organization, familiarize the support desk staff with the resources listed in the following “[Support Desk Resources](#)” section, and with the potential user concerns and misconceptions listed in the “[Potential User Concerns and Misconceptions](#)” section on page 5-3. (See also the “[Operator Orientation in Cisco Unity Connection 8.x](#)” section on page 5-1 and the “[User Orientation in Cisco Unity Connection 8.x](#)” chapter.)

Support Desk Resources

- User documentation is available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.
- The *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* is available at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

- The following chapters in this guide provide information on how user workstations should be set up, and describes how users use Connection client applications:
 - [Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 8.x](#)
 - [Setting Up Playback and Recording Devices for the Media Master in Cisco Unity Connection 8.x](#)
 - [Configuring an Email Account to Access Cisco Unity Connection 8.x Voice Messages](#)
- The *Troubleshooting Guide for Cisco Unity Connection Release 8.x* is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/troubleshooting/guide/8xcuctsgx.html.
- For descriptions and the URLs of all Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html.

Potential User Concerns and Misconceptions

Revised November 16, 2010

Table 5-1 describes potential user issues, which are typically based on misconceptions about how Cisco Unity Connection works. Users who encounter such issues are often those who are accustomed to another voice messaging system, have not yet completed Connection training, or are unaware of a new feature or functionality change to an existing system.

Table 5-1 Potential User Concerns and Misconceptions

Potential Issue	Description
Delayed messages	<p>Users may believe that their messages are delayed for the following reasons:</p> <ul style="list-style-type: none"> • While listening to new messages, users may skip a message and inadvertently mark it new. Later, when they check messages again, they hear the skipped message and believe that the message arrived after a delay. • Users may skip more messages than they intend while listening to their messages, and later check messages again only to hear one or more of the skipped messages, and believe that the messages arrived after a delay. • While listening to messages, other new messages arrive that users may not be aware of. Later, when they check messages again, they hear the new messages and believe that they were delayed.
Deleted messages	<p>By default, when users delete a new or saved message, Cisco Unity Connection does not ask them to confirm the deletion. You may want to enable Connection to request confirmation from users before proceeding with the deletion, especially if many users do not belong to a class of service that allows them to retain and review their deleted messages. You can set up Connection to confirm deletion of messages on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration.</p> <p>For information on deleted messages, refer users to the “Deleting Messages” chapter of the <i>User Guide for the Cisco Unity Connection Phone Interface</i>, available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.</p>

Table 5-1 Potential User Concerns and Misconceptions (continued)

Potential Issue	Description
Deleted messages: IMAP and MAPI behavior	<p>When users access messages stored on a Microsoft Exchange server both from a Microsoft Outlook client and from Cisco Unity Connection, they may experience unexpected and confusing behavior when deleting messages. The difference in behavior occurs when the Microsoft Outlook client is configured to use MAPI, the Microsoft interface for connecting to Exchange, and stems from the fact that MAPI and IMAP—the protocol used by Connection—use different mechanisms for marking messages as deleted.</p> <p>If you have users who access a Microsoft Exchange server by using Outlook (with MAPI) or Outlook Web Access, and who also use Connection to manage messages on the same message store, be sure to alert them to this behavior.</p> <p>Deleted Messages—IMAP Behavior</p> <p>When a user deletes a message from Microsoft Outlook, the message is moved from the Inbox to the Deleted Items folder. At this point, Connection can no longer access the message, and no longer indicates that the message exists either as a new, saved, or deleted message.</p> <p>Deleted Messages—MAPI Behavior</p> <p>When a user deletes a message from Connection, the message remains in the Inbox but is flagged to indicate that it has been marked deleted by the user. However, when configured to use MAPI, Microsoft Outlook does not recognize this flag as a deletion, and continues to display the message as a new or saved message in the Inbox.</p>
Device for recording or playback does not show in ViewMail for Outlook device lists (in ViewMail 8.5 and later)	<p>When users add or turn on a new recording or playback device, they must restart the ViewMail for Outlook add-in so it can recognize the new device. To restart ViewMail, restart Outlook.</p>
Directory listing: users are not listed as expected	<p>When users do not have a recorded name, they are not listed in the corporate directory and as a result, outside callers are not be able to find them when searching for them by name. By default, Cisco Unity Connection prompts users to record a name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not.</p> <p>To address this issue, consider the following options:</p> <ul style="list-style-type: none"> You can change whether recording a name is required to complete first-time enrollment on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration. You can provide recorded names for users in Cisco Unity Connection Administration. Users with class of service rights can record their own names by using the Connection conversation or the Connection Messaging Assistant. <p>Note This problem does not occur for internal users, but only for outside callers; Connection users who address messages by name are still able to find other users even if they have not recorded a name.</p>
Fax: attached files are not delivered to fax machines (fax integrations only)	<p>Users may be unaware that when they add attachments to an email message and then send the message to a fax machine, Connection renders only those attachments with the file extensions specified during Connection setup. All other attachments are removed.</p>

Table 5-1 Potential User Concerns and Misconceptions (continued)

Potential Issue	Description
IMAP client: Differences in client behavior	<p>Users who use different third-party IMAP clients to access voice messages from their desktop machines may note the following discrepancies in behavior:</p> <ul style="list-style-type: none"> • Microsoft Outlook client: <ul style="list-style-type: none"> – For new messages, the “Mark as Unread” feature marks messages as new on the Cisco Unity Connection server, regardless of whether the WAV file message attachment is downloaded or not. – Voice messages that are deleted by phone are marked for deletion in the Outlook client and are changed to strikethrough text when users select the “Send/Receive” command. • Novell GroupWise client: <ul style="list-style-type: none"> – When new messages with the WAV file message attachment have been downloaded to the GroupWise client, the “Read Later” feature no longer marks the message as new on the Connection server. – Voice messages that are deleted by phone are not marked for deletion in GroupWise; users need to manually delete them from this client. – GroupWise users need to use the “Send/Retrieve” command to update message status from the Connection server.
Mailbox fills up quickly	<p>Users may complain that their mailboxes are filling up too quickly, for any of the following reasons:</p> <ul style="list-style-type: none"> • Cisco Unity Connection does not automatically delete messages when they reach a certain age. This means that user messages are saved until the user deletes them permanently. (For information on how to permanently delete messages, refer users to the “Managing the Size of Your Mailbox” chapter of the applicable user guides available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.) • When users receive nondelivery receipts (NDRs) to messages that they send, their email client mailbox can quickly increase in size—especially if the original message included large attachments. For users who have access to email messages via TTS, if their email clients are configured to save their sent messages, the original message and attachments are stored in their Sent Items folders and another copy is sent to their Inboxes along with the NDR, increasing their mailbox size accordingly. • Users may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, users who have relatively few messages stored in their mailboxes may still find that their mailboxes exceed the storage limits. • User mailboxes can fill up while users are on vacation or on an extended leave of absence. To prevent this, specify that Connection prevents callers from leaving messages when users have their alternate greetings enabled.
Message notification: repeat notification options	<p>When a user chooses not to have Cisco Unity Connection restart notification each time a new message arrives, setting a long interval between repeat notification calls may lead the user to believe that Connection is delaying notification.</p>

Table 5-1 Potential User Concerns and Misconceptions (continued)

Potential Issue	Description
Media Master: opening a file that is saved on a workstation	<p>When a user attempts to use a previously recorded WAV file (for example, an announcement that was recorded earlier) rather than recording by using a phone or a computer microphone, the Media Master may display an error message. The error occurs when the WAV file was recorded in the G.729a audio format. To resolve the problem, the user must do one of the following:</p> <ul style="list-style-type: none"> • Convert the WAV file to another audio format (for example, convert it to the G.711 audio format). • Use a WAV file that is recorded in a supported audio format other than G.729a. • Make the recording by using a phone or a computer microphone.
MWIs	<p>To gain an understanding of when MWIs turn on and off, what causes them to turn on and off, and what causes MWIs to behave differently than expected, see the “Troubleshooting Message Waiting Indicators (MWIs) in Cisco Unity Connection 8.x” chapter of the <i>Troubleshooting Guide for Cisco Unity Connection Release 8.x</i>.</p>
Passwords and PINs are not secure, or users use the wrong password or PIN	<p>Users may assume that their phone PINs and Cisco Personal Communications Assistant (PCA) passwords are the same or are synchronized. As a result, they may think that they are changing both PIN and password when Cisco Unity Connection prompts them to change their phone PIN during first-time enrollment. Additionally, they may try to use their phone PIN to sign in to the Cisco PCA.</p>
Speed for elements of the Connection conversation varies	<p>Users may report that the speed at which Cisco Unity Connection plays menus, recorded names, greetings, and messages is inconsistent. For example, users may report that when they listen to their messages, the message is played at a different speed than the recorded names of users who leave them messages and the message properties (for example, the time stamp and message number).</p> <p>Such inconsistencies are expected when you consider the following:</p> <ul style="list-style-type: none"> • Connection plays recorded names and greetings at the speed at which they were recorded. Neither you nor users can affect the playback speed of recorded names and greetings. • Messages played via Text to Speech (TTS) are always played at normal speed by default, regardless of message playback settings. • The speed that you or a user specifies for system prompts—the standard recordings that come with the Connection system, including prompts for message properties—does not affect the playback speed of messages. • The speed that users specify for message playback does not affect system prompts.
Unread messages	<p>Depending on how Cisco Unity Connection is set up at your organization, users may be surprised at how Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a mobile phone loses its charge or signal) while users are in the process of listening to new messages. Some users may incorrectly assume that Connection marks the message as read, which is not the case.</p> <p>You can change how Connection handles unread messages when calls are disconnected by adjusting the “Mark Message Saved If User Hangs Up” setting on the System Settings > Advanced > Conversations page of Cisco Unity Connection Administration.</p>

Table 5-1 *Potential User Concerns and Misconceptions (continued)*

Potential Issue	Description
Unsent messages	<p>Depending on how Cisco Unity Connection is set up at your organization, users may be surprised at how Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a mobile phone loses its charge or signal) while users are in the process of sending, replying to, or forwarding a message. Some users may incorrectly assume that Connection offers a draft folder for unsent messages, which is not the case.</p> <p>You can change how Connection handles unsent messages when calls are disconnected by adjusting the “Send Message If User Hangs Up During Recording” setting on the System Settings > Advanced > Conversations page of Cisco Unity Connection Administration.</p>



INDEX

A

- Apple Mail, configuring to access voice messages [3-2](#)
- Apple Safari, configuring to access the Cisco PCA [1-2](#)

B

- browser, configuring to access the Cisco PCA [1-1](#)

C

- caller groups, user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
- caller options
 - user settings [4-4](#)
 - user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
- call holding
 - user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
 - user settings in Connection Messaging Assistant [4-4](#)
- call screening
 - user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
 - user settings in Connection Messaging Assistant [4-4](#)
- call transfers
 - user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
 - user settings in Connection conversation [4-4, 4-7](#)
 - user settings in Connection Messaging Assistant [4-4](#)
- Cisco PCA
 - changing the GUI language [1-3](#)
 - configuring browser to access [1-1](#)
 - managing security alerts when using SSL connections [1-4](#)

configuring

- browser to access the Cisco PCA [1-1](#)
- email application to access voice messages [3-1](#)
- contacts, user settings in Connection Messaging Assistant [4-6](#)
- conversation
 - user settings in Connection conversation [4-4](#)
 - user settings in Connection Messaging Assistant [4-4](#)
- conversation speed, addressing user concerns [5-6](#)
- customizing Messaging Inbox for low-bandwidth deployment [1-4](#)

D

- delayed messages, addressing user concerns [5-3](#)
- deleted messages, addressing user concerns [5-3](#)
- destinations, user settings in Cisco Unity Personal Call Transfer Rules [4-7](#)
- directory listing, addressing user concerns [5-4](#)

E

- email application, configuring to access voice messages [3-1](#)
- Eudora, configuring to access voice messages [3-4](#)

F

- full mailbox, addressing user concerns [5-5](#)

G

- greetings
 - user settings in Connection conversation [4-5](#)

user settings in Connection Messaging Assistant [4-5](#)
 GroupWise, configuring to access voice messages [3-13](#)

I

IBM Lotus Notes, configuring to access voice messages [3-5](#)
 IMAP behavior when deleting messages [5-4](#)

L

language, changing the Cisco PCA language [1-3](#)
 low bandwidth, customizing Messaging Inbox for [1-4](#)

M

managing security alerts when using SSL connections [1-4](#)
 MAPI behavior when deleting messages [5-4](#)
 Media Master
 addressing user concerns [5-6](#)
 overview [2-1](#)
 message addressing
 user settings in Connection conversation [4-6](#)
 user settings in Connection Messaging Assistant [4-6](#)
 message notification
 addressing user concerns [5-5](#)
 user settings in Connection conversation [4-5](#)
 user settings in Connection Messaging Assistant [4-5](#)
 message playback
 user settings in Connection conversation [4-5](#)
 user settings in Connection Messaging Assistant [4-5](#)
 Messaging Inbox, customizing for low-bandwidth deployment [1-4](#)
 Microsoft Internet Explorer, configuring to access the Cisco PCA [1-2](#)
 Microsoft Outlook, configuring to access voice messages [3-7](#)
 Microsoft Outlook Express, configuring to access voice messages [3-11](#)
 misconceptions, potential user [5-3](#)

Mozilla Firefox, configuring to access the Cisco PCA [1-2](#)
 MWIs, addressing user concerns [5-6](#)

N

Notes, configuring to access voice messages [3-5](#)
 notification
 user settings in Connection conversation [4-5](#)
 user settings in Connection Messaging Assistant [4-5](#)
 Novell GroupWise, configuring to access voice messages [3-13](#)

O

Opera, configuring to access voice messages [3-14](#)
 operator orientation [5-1](#)
 orientation
 for operators [5-1](#)
 for support desk [5-2](#)
 for users [4-1](#)

P

passwords, addressing user concerns [5-6](#)
 personal settings
 user settings in Connection conversation [4-6](#)
 user settings in Connection Messaging Assistant [4-6](#)
 playback device
 considerations for choosing [2-2](#)
 events when computer speakers are used [2-3](#)
 events when phone is used [2-3](#)
 how users specify [2-3](#)
 private lists
 user settings in Connection conversation [4-6](#)
 user settings in Connection Messaging Assistant [4-6](#)

R

recording device

- considerations for choosing [2-2](#)
- events when computer microphone is used [2-3](#)
- events when phone is used [2-3](#)
- how users specify [2-3](#)

S

- security alerts, managing when using SSL connections [1-4](#)
- support desk
 - orientation [5-2](#)
 - resources [5-2](#)

T

- Thunderbird, configuring to access voice messages [3-16](#)

U

- unsent messages, addressing user concerns [5-7](#)
- user misconceptions, potential [5-3](#)
- user orientation [4-1](#)

V

- ViewMail for Microsoft Outlook
 - configuring IMAP account [3-10](#)
 - secure messaging [3-10](#)
 - task list [3-9](#)

W

- Windows Mail, configuring to access voice messages [3-17](#)

