



## INDEX

---

### A

abbreviated extensions [6-10](#)

accounts

- Operator [20-7](#)
- UndeliverableMessagesMailbox [20-7](#)
- Unity Connection Messaging System [20-8](#)

adding

- alternate names for a system distribution list [28-5](#)
- AXL servers [30-5](#)
- Cisco Unified Communications Manager servers [30-10](#)
- description of message attachments [39-1](#)
- global nicknames to list [14-16](#)
- integration, phone system [30-2](#)
- members to system distribution lists [28-4](#)
- PIMG/TIMG units [30-15](#)
- port [30-17](#)
- port group [30-8](#)
- SIP server [30-13](#)
- system distribution lists [28-2](#)
- TFTP server [30-12](#)

All Hours schedule [11-1](#)

All Voicemail Users distribution list [28-1](#)

alternate contact numbers, configuring for call handlers [6-9](#)

alternate conversations

- Optional Conversation 1 [13-3](#)
- overview [13-3](#)

alternate names, adding for system distribution lists [28-5](#)

application plug-ins [3-2](#)

Attempt Forward call routing rule [10-1](#)

Attempt Sign-In call routing rule [10-1](#)

audio format

changing for calls [17-1, 30-9](#)

changing for recordings [17-2, 18-5, 20-5](#)

authentication, configuring LDAP [42-8](#)

authentication rules

- default rules [19-2](#)
- overview [19-2](#)

automated attendant [4-9](#)

AXL servers

- adding [30-5](#)
- changing settings [30-7](#)
- deleting [30-7](#)

---

### B

backing up and restoring data [3-7](#)

backup and restore application for migrations (COBRAS) [3-2](#)

Broadcast Message Administrator

- setting up access [27-2](#)
- using [27-6](#)

broadcast messages

- changing default settings [27-7](#)
- overview [27-1](#)
- setting up access for sending [27-2](#)

Bulk Administration Tool, accessing [3-3](#)

---

### C

calendar integration

- about [35-1](#)
- creating with Cisco Unified MeetingPlace [35-16](#)
- creating with Cisco Unified MeetingPlace Express [35-21](#)
- creating with Exchange 2003 [35-9](#)

- creating with Exchange 2007 [35-2](#)
  - Exchange contacts [35-1](#)
- caller input settings, changing user sign-in settings [14-11](#)
- caller options, user settings [13-6](#)
- call handlers
  - caller input and one-key dialing [6-9](#)
  - call transfer settings [6-14](#)
  - default [6-1](#)
  - deleting [6-15](#)
  - Goodbye [6-2](#)
  - greetings [6-6](#)
  - modifying [6-5](#)
  - Opening Greeting [6-1](#)
  - Operator [6-2](#)
  - overview [4-2](#)
  - Route From Next Call Routing Rule Action, using with routing rules [4-5](#)
  - taking messages [6-14](#)
  - templates, modifying [6-3, 6-4](#)
- call handler templates
  - creating [6-2](#)
  - default templates [6-2](#)
  - deleting [6-2](#)
  - modifying [6-2](#)
- Call Handler Traffic report, description [41-4](#)
- call holding, user settings in Connection Messaging Assistant [13-5](#)
- call loop detection [30-5](#)
- call management
  - creating a map [5-1](#)
  - implementing a plan [5-2](#)
  - managing call handlers [6-1](#)
  - managing call routing tables [10-1](#)
  - managing directory handlers [7-1](#)
  - managing interview handlers [8-1](#)
  - managing restriction tables [12-1](#)
  - managing schedules and holidays [11-1, 34-1](#)
  - overview [4-1](#)
  - planning [5-1](#)
- call routing tables
  - adding rules [10-2](#)
  - and the Route From Next Call Routing Rule action [4-5](#)
  - Attempt Forward rule [10-1](#)
  - Attempt Sign-In rule [10-1](#)
  - changing the order of rules [10-3](#)
  - default rules [10-1](#)
  - deleting rules [10-3](#)
  - modifying rules [10-2](#)
  - Opening Greeting rule [10-1](#)
  - overview [4-4](#)
- calls, changing the audio format (or codec) for [17-1, 30-9](#)
- call screening, user settings in Connection Messaging Assistant [13-5](#)
- call transfers
  - user settings in Connection conversation [13-6](#)
  - user settings in Connection Messaging Assistant [13-6](#)
- call waiting, configuring hold time [14-5](#)
- capacity of hard disk, specifying maximum percentage [20-20](#)
- certificate, viewing for port [30-20](#)
- changing
  - addressing and recording order [14-2, 14-3](#)
  - addressing priority lists, how names are stored in [14-2](#)
  - AXL server settings [30-7](#)
  - call loop detection settings [30-5](#)
  - Cisco Unified Communications Manager server settings [30-11](#)
  - codec preference settings [30-9](#)
  - description of message attachments [39-2](#)
  - dial prefix settings for live reply to unidentified callers [14-7](#)
  - message deletion options [14-8](#)
  - message skipping during playback (Optional Conversation 1) [14-13](#)
  - MWI settings [30-10](#)
  - normalization setting [30-16](#)
  - phone system settings [30-3](#)
  - phone system trunk settings [30-22](#)

- PIMG/TIMG settings [30-15](#)
- port group advanced settings [30-16](#)
- port group settings [30-9](#)
- port settings [30-18](#)
- SIP server settings [30-14](#)
- SIP settings [30-16](#)
- system prompt language [14-8](#)
- TFTP server settings [30-13](#)
- user sign-in settings during user greeting [14-11](#)
- Cisco DirSync service, activating [42-4](#)
- Cisco Fax Server integration
  - about [33-1](#)
  - changing the Cisco Unity Connection configuration [33-8](#)
  - changing the user configuration [33-9](#)
  - configuring Cisco Unity Connection [33-6](#)
  - configuring single number for calls and faxes [33-9](#)
  - configuring the Cisco Fax Server [33-2](#)
  - configuring users [33-7](#)
  - creating [33-1](#)
  - requirements [33-2](#)
  - testing [33-7](#)
- Cisco PCA, securing access to Cisco Unity Connection [26-1](#)
- Cisco SIP Proxy Server
  - adding [30-13](#)
  - changing settings [30-14](#)
  - deleting [30-14](#)
- Cisco Unified Communications Manager
  - adding servers [30-10](#)
  - adding TFTP server [30-12](#)
  - AXL servers, adding [30-5](#)
  - AXL servers, deleting [30-7](#)
  - changing AXL server settings [30-7](#)
  - changing server settings [30-11](#)
  - changing TFTP server settings [30-13](#)
  - deleting servers [30-11](#)
  - deleting TFTP server [30-12](#)
  - port certificate [30-20](#)
  - root certificate for Connection [30-23](#)
- Cisco Unified MeetingPlace, creating a calendar integration [35-16](#)
- Cisco Unified MeetingPlace Express, creating a calendar integration [35-21](#)
- Cisco Unified Mobility Advantage integration
  - about [31-1](#)
  - configuring Cisco Unity Connection [31-2](#)
  - requirements [31-2](#)
  - task list for creating [31-1](#)
  - testing [31-3](#)
- Cisco Unified Real-Time Monitoring Tool (RTMT) [3-8](#)
- Cisco Unified Serviceability [3-8](#)
- Cisco Unified Serviceability services
  - configuring enterprise parameters [37-1](#)
  - configuring service parameters [36-1](#)
  - descriptions of enterprise parameters [37-2](#)
  - descriptions of service parameters [36-2](#)
- Cisco Unity Connection Administration
  - accessing [2-1](#)
  - configuring browsers [1-1](#)
  - finding records [2-3](#)
  - interface [2-2](#)
  - using Help [2-3](#)
- Cisco Unity Connection conversation [13-1](#)
- Cisco Unity Greetings Administrator
  - overview [18-2](#)
  - setting up [18-4](#)
  - using [18-3](#)
- Cisco Utilities Database Link for Informix [3-10](#)
- Cisco Voicemail Organization [ii-xix](#)
- Cisco Voice Technology Group Subscription tool [3-8](#)
- COBRAS backup and restore application [3-2](#)
- codec
  - changing for calls [17-1, 30-9](#)
  - changing for recordings [17-2, 18-5, 20-5](#)
  - changing preference settings [30-9](#)
  - effect on recording time available and disk space used [24-1](#)
- Connection 1.x, migrating from [3-2](#)

- Connection Administration, accessing [3-2](#)
  - Connection Serviceability [3-6](#)
  - Connection User Data Dump [3-10](#)
  - contact integration
    - about [35-2](#)
    - creating with Exchange 2003 [35-9](#)
    - creating with Exchange 2007 [35-2](#)
    - Exchange contacts [35-2](#)
  - contacts, user settings in Connection Messaging Assistant [13-8](#)
  - conversation
    - allowing voice recognition users to say their voicemail PINs [14-14](#)
    - alternate conversation versions [13-3](#)
    - caller options [13-1](#)
    - changing addressing and recording order [14-2, 14-3](#)
    - changing dial prefix settings for live reply to unidentified callers [14-7](#)
    - changing how names are stored in user addressing priority lists [14-2](#)
    - changing message deletion options [14-8](#)
    - changing PIN re-entry behavior [14-12](#)
    - Cisco Unity Connection, overview [13-1](#)
    - customizing by administrators [13-2](#)
    - customizing by users [13-5](#)
    - documenting for users [3-11](#)
    - easy sign-in [14-12](#)
    - sign-in [14-11](#)
    - specifying caller information before message playback [14-6](#)
    - user options [13-1](#)
    - user settings in Connection conversation [13-6](#)
    - user settings in Connection Messaging Assistant [13-6](#)
    - using voice commands [13-4](#)
  - creating
    - AXL servers [30-5](#)
    - call handler templates [6-2](#)
    - call management map [5-1](#)
    - call routing rules [10-2](#)
    - directory handlers [7-2, 9-2](#)
    - holiday schedules [11-1, 34-2](#)
    - interview handlers [8-1](#)
    - restriction tables [12-2](#)
    - schedules [11-2, 34-3, 34-4](#)
    - user accounts [ii-xix](#)
  - credentials policies [19-1](#)
  - CUDLI [3-10](#)
  - Custom Keypad Mapping tool
    - accessing [16-2](#)
    - conversations that can be customized [16-3](#)
    - documenting keymap for users [16-12](#)
    - guidelines [16-2](#)
    - resetting [16-2](#)
    - using [16-1](#)
- 
- ## D
- Database Proxy [3-9](#)
  - deleting
    - AXL servers [30-7](#)
    - call handlers [6-15, 7-5, 9-5](#)
    - call handler templates [6-2](#)
    - call routing rules [10-3](#)
    - Cisco Unified Communications Manager servers [30-11](#)
    - description of message attachments [39-2](#)
    - integration, phone system [30-2](#)
    - interview handlers [8-4](#)
    - members from system distribution lists [28-4](#)
    - phone system trunk [30-21](#)
    - PIMG/TIMG units [30-15](#)
    - port [30-18](#)
    - port group [30-8](#)
    - restriction tables [12-4](#)
    - schedules [11-3, 34-4](#)
    - SIP server [30-14](#)
    - TFTP server [30-12](#)
  - Dial Plan report, description [41-2](#)
  - Dial Search Scope report, description [41-2](#)

Digital Networking [ii-xix](#)

directory handlers

creating [7-2, 9-2](#)

default [7-1, 9-1](#)

deleting [7-5, 9-5](#)

modifying [7-2, 9-2](#)

overview [4-3](#)

System Directory Handler [7-1, 9-1](#)

Disaster Recovery System [3-7](#)

disk space used, effect of codec on [24-1](#)

dispatch messages [20-8](#)

Distribution Lists report, description [41-3](#)

## E

easy sign-in conversation [14-12](#)

Edit Disk Capacity Configuration page [20-20](#)

email

configuring text-to-speech access to Exchange [40-1](#)

messages [20-2](#)

end of recording, configuring termination warning prompt [20-6](#)

enterprise parameters

configuring for Cisco Unified Serviceability services [37-1](#)

descriptions [37-2](#)

for Cisco Unified Serviceability services [37-1](#)

Exchange

configuring text-to-speech access to email [40-1](#)

configuring text-to-speech access to Exchange 2003 emails [40-6](#)

configuring text-to-speech access to Exchange 2007 emails [40-2](#)

Exchange 2003, creating a calendar and contact integration [35-9](#)

Exchange 2007, creating a calendar and contact integration [35-2](#)

Exchange contacts

enabling importing from Exchange 2003 [35-9](#)

enabling importing from Exchange 2007 [35-2](#)

extensions

adding prepended digits [6-10](#)

converting LDAP phone numbers into (Connection 8.5) [42-5](#)

external message store, configuring access to emails in [40-1](#)

## F

fax

about the Cisco Fax Server integration [33-1](#)

changing the Cisco Unity Connection configuration [33-8](#)

changing the user configuration [33-9](#)

configuring Cisco Unity Connection [33-6](#)

configuring single number for calls and faxes [33-9](#)

configuring the Cisco Fax Server [33-2](#)

configuring users [33-7](#)

creating a Cisco Fax Server integration [33-1](#)

requirements for the Cisco Fax Server integration [33-2](#)

testing [33-7](#)

field definitions [2-3](#)

Firefox, configuring [1-1](#)

## G

G.711 A-Law codec

selecting for calls [17-1, 30-9](#)

selecting for recordings [17-2, 18-5, 20-5](#)

G.711 Mu-Law codec

selecting for calls [17-1, 30-9](#)

selecting for recordings [17-2, 18-5, 20-5](#)

G.729a codec

selecting for calls [17-1, 30-9](#)

selecting for recordings [17-2, 18-5, 20-5](#)

G726 codec, selecting for recordings [17-2, 18-5, 20-5](#)

global nicknames

adding names to list [14-16](#)

editing list [14-16](#)

Goodbye call handler [6-2](#)

Grammar Statistics tool, accessing [3-4](#)

greetings

- call handlers [6-6](#)
- changing audio format for recording [18-5](#)
- recording by using Media Master [18-1](#)
- user settings in Connection conversation [13-6](#)
- user settings in Connection Messaging Assistant [13-6](#)

groupware email messages [20-2](#)

---

## H

hard disk, specifying maximum capacity [20-20](#)

Help

- page and field [2-3](#)
- using [2-3](#)

holidays

- designating [11-1, 34-2](#)
- holiday schedule [11-1](#)

---

## I

identified user messaging [20-2](#)

IMAP access

- accessing email messages from Connection by using [20-2](#)
- configuration procedures [21-5, 22-5](#)
- configuration task list [21-3](#)
- Connection server configuration [21-6](#)
- security recommendations [21-3](#)
- SMTP message parameters [21-7](#)

IMAP clients

- integrated messaging example [21-2](#)
- securing access to Cisco Unity Connection [26-1](#)
- SMTP message handling [21-1](#)

Import Users tool, accessing [3-4](#)

integrated messaging, example [21-2](#)

integration

- adding [30-2](#)

- adding phone system trunk [30-21](#)
- adding PIMG/TIMG units [30-15](#)
- adding port [30-17](#)
- adding port group [30-8](#)
- adding SIP certificate [30-24](#)
- adding SIP security profile [30-25](#)
- adding SIP server [30-13](#)
- adding TFTP server [30-12](#)
- AXL server, changing settings [30-7](#)
- AXL servers, adding [30-5](#)
- AXL servers, deleting [30-7](#)
- call loop detection, changing settings [30-5](#)
- changing Cisco Unified Communications Manager server settings [30-11](#)
- changing phone system trunk settings [30-22](#)
- changing PIMG/TIMG settings [30-15](#)
- changing port group advanced settings [30-16](#)
- changing port settings [30-18](#)
- changing SIP certificate [30-25, 30-26](#)
- changing SIP server settings [30-14](#)
- changing SIP settings [30-16](#)
- changing TFTP server settings [30-13](#)
- codec, changing preference settings [30-9](#)
- deleting [30-2](#)
- deleting Cisco Unified Communications Manager servers [30-11](#)
- deleting phone system trunk [30-21](#)
- deleting PIMG/TIMG units [30-15](#)
- deleting port [30-18](#)
- deleting SIP certificate [30-24](#)
- deleting SIP security profile [30-25](#)
- deleting SIP server [30-14](#)
- deleting TFTP server [30-12](#)
- enabling or disabling normalization [30-16](#)
- IPv6 [30-26](#)
- MWI, disabling the use of the same port for turning on and off [30-4](#)
- MWI, synchronizing [30-4](#)
- MWIs, changing settings [30-10](#)
- phone system, changing settings [30-3](#)

- phone system trunk description [30-21](#)
- port certificate [30-20](#)
- port description [30-17](#)
- port group, changing settings [30-9](#)
- port group, deleting [30-8](#)
- port group description [30-7](#)
- root certificate for Connection [30-23](#)
- security for ports [30-22](#)
- users associated with phone system [30-3](#)
- viewing root certificate for Connection [30-23](#)

Internet Explorer, configuring [1-2](#)

internetworking Cisco Unity Connection servers [ii-xix](#)

interview handlers

- creating [8-1](#)
- deleting [8-4](#)
- modifying [8-2](#)
- overview [4-3](#)

intrasite or intersite links [ii-xix](#)

IPv6 [30-26](#)

## L

language

- changing system prompt language [14-8](#)
- language settings for call handlers [6-12](#)
- language settings for directory handlers [7-3](#)
- language settings for interview handlers [8-3](#)
- language settings for routing rules [10-3](#)
- message subject line format [20-16](#)

LDAP

- activating the Cisco DirSync service [42-4](#)
- adding configurations and synchronizing data [42-13](#)
- changing LDAP directory configurations [42-14](#)
- configuring authentication [42-8](#)
- converting LDAP phone numbers into Connection extensions (Connection 8.5) [42-5](#)
- deleting LDAP directory configurations [42-15](#)
- disabling authentication [42-9](#)
- enabling synchronization [42-4](#)

- task list for configuring [42-2](#)

license files

- about using MAC addresses on physical servers [43-2](#)

live record

- about [20-5](#)
- configuring [20-22](#)

lockout policy [19-1](#)

## M

mailboxes, moving [23-5](#)

mailbox size quotas, setting systemwide and mailbox-store limits [24-1](#)

Mailbox Store report, description [41-2](#)

mailbox stores

- backing up [23-3](#)
- creating [23-4](#)
- deleting [23-6](#)
- disabling [23-7](#)
- maximum size [23-3](#)
- maximum size, changing [23-6](#)
- message handling when maximum size is exceeded [20-13](#)
- moving mailboxes [23-5](#)
- multiple [23-1](#)

Maximum Delay for TTS Access Before Timeout [20-11](#)

Media Master, recording greetings and names [18-1](#)

MeetingPlace, creating a calendar integration [35-16](#)

MeetingPlace Express, creating a calendar integration [35-21](#)

message actions, configuring [20-15](#)

message addressing

- user settings in Connection conversation [13-7](#)
- user settings in Connection Messaging Assistant [13-7](#)

message aging [24-3](#)

message aging alerts

- about [24-3](#), [24-4](#)
- configuration procedures [24-6](#)

message attachment

- adding [39-1](#)
- changing [39-2](#)
- deleting [39-2](#)
- message locator, phone view [32-1](#)
- message notification
  - setting up, SMS (SMPP) [25-2](#)
  - user settings in Connection conversation [13-7](#)
  - user settings in Connection Messaging Assistant [13-7](#)
- message playback
  - user settings in Connection conversation [13-7](#)
  - user settings in Connection Messaging Assistant [13-7](#)
- message recording expiration [24-8](#)
- messages
  - actions, configuring [20-15](#)
  - aging [24-3](#)
  - aging alerts [24-3, 24-4](#)
  - dispatch messages [20-8](#)
  - expiration [24-8](#)
  - groupware email messages [20-2](#)
  - how Connection handles messages that are interrupted by disconnected calls [20-12](#)
  - how Connection handles messages that cannot be delivered [20-11](#)
  - how Connection handles messages when mailbox quotas are exceeded [20-13](#)
  - how Connection handles messages when maximum mailbox store size is exceeded [20-13](#)
  - how Connection handles messages when system components are unavailable [20-11](#)
  - interview messages [20-5](#)
  - live record [20-5](#)
  - message delivery [20-10](#)
  - message storage [20-20](#)
  - migrating from Connection 1.x [3-5](#)
  - migrating from Connection 1.x using COBRAS (recommended) [3-2](#)
  - migrating from Unity [3-5](#)
  - migrating from Unity using COBRAS (recommended) [3-2](#)
  - notifications [20-3](#)
  - outside caller voice messages [20-1](#)
  - receipts [20-4](#)
  - sensitivity [20-14](#)
  - shredding files for secure deletes [20-22](#)
  - subject line format [20-16](#)
  - system broadcast messages [20-2](#)
  - types of messages [20-1](#)
  - user to user voice messages [20-2](#)
- Message Traffic report, description [41-2](#)
- message waiting indicators, synchronizing for phone system [30-4](#)
- messaging overview [20-1](#)
- Migrate Messages utility, accessing [3-5](#)
- Migrate Users utility, accessing [3-6](#)
- migrating data and messages from Unity or Connection 1.x [3-2](#)
- modifying
  - call handlers [6-5](#)
  - call handler templates [6-2, 6-3, 6-4](#)
  - call routing rules [10-2](#)
  - directory handlers [7-2, 9-2](#)
  - interview handlers [8-2](#)
  - restriction tables [12-3](#)
  - schedules [11-2, 34-3](#)
  - system distribution lists [28-3, 28-5](#)
- multiple mailbox stores [23-1](#)
- MWIs
  - changing settings [30-10](#)
  - disabling the use of the same port for turning on and off [30-4](#)
  - synchronizing for phone system [30-4](#)

---

## N

- names, recording by using Media Master [18-1](#)
- networking [ii-xix](#)
- normalization, enabling or disabling for port group [30-16](#)
- notification
  - setting up, SMS (SMPP) [25-2](#)
  - user settings in Connection conversation [13-7](#)



user settings in Connection Messaging Assistant [13-7](#)

## O

one-key dialing

configuring [6-9](#)

overview [6-9](#)

Opening Greeting

call handler [6-1](#)

call routing rule [10-1](#)

Operator call handler [6-2](#)

Operator user [20-7](#)

Optional Conversation 1

changing message skipping behavior [14-13](#)

overview [13-3](#)

Outcall Billing Detail report, description [41-4](#)

Outcall Billing Summary report, description [41-4](#)

outside caller voice messages [20-1](#)

## P

page Help [2-3](#)

partitions

changing default [29-11](#)

creating [29-9](#)

default [29-3](#)

deleting [29-9](#)

finding objects in [29-11](#)

modifying [29-9](#)

overview [29-1](#)

password policy [19-1](#)

PCM codec, selecting for recordings [17-2, 18-5](#)

personal call transfer rules, integration with Exchange contacts [35-2](#)

personal settings

user settings in Connection conversation [13-8](#)

user settings in Connection Messaging Assistant [13-8](#)

Phone Interface Failed Sign-In report, description [41-1](#)

phone language, changing [14-8](#)

phone system

adding AXL servers [30-5](#)

adding integration [30-2](#)

changing AXL server settings [30-7](#)

changing settings [30-3](#)

deleting AXL servers [30-7](#)

deleting integration [30-2](#)

disabling the use of the same port for turning on and off an MWI [30-4](#)

list of users associated with [30-3](#)

synchronizing MWIs [30-4](#)

phone system trunk

changing settings [30-22](#)

deleting [30-21](#)

description [30-21](#)

Phone View [30-4, 32-1](#)

PIMG unit

adding [30-15](#)

changing settings [30-15](#)

deleting [30-15](#)

PIN policy [19-1](#)

plugins

application [3-2](#)

installing [38-1](#)

overview [38-1](#)

Port Activity report, description [41-2](#)

port group

adding [30-8](#)

changing advanced settings [30-16](#)

changing settings [30-9](#)

deleting [30-8](#)

description [30-7](#)

enabling or disabling normalization [30-16](#)

port memory, disabling [30-4](#)

ports

adding [30-17](#)

adding SIP certificate [30-24](#)

adding SIP security profile [30-25](#)

changing settings [30-18](#)

- changing SIP certificate [30-25, 30-26](#)
- deleting [30-18](#)
- deleting SIP certificate [30-24](#)
- deleting SIP security profile [30-25](#)
- description [30-17](#)
- port certificate for Connection [30-20](#)
- root certificate for Connection [30-23](#)
- security [30-22](#)
- viewing root certificate for Connection [30-23](#)
- prepend digits for extensions [6-10](#)
- private lists
  - user settings in Connection conversation [13-8](#)
  - user settings in Connection Messaging Assistant [13-8](#)
- prompts
  - overview [13-2](#)
  - what you can change [13-2](#)

---

## Q

- quotas, message handling when exceeded [20-13](#)

---

## R

- recordings
  - changing the audio format (or codec) for [17-2, 18-5, 20-5](#)
  - configuring termination warning prompt [20-6](#)
  - greetings and names [18-1](#)
  - selecting device [18-2](#)
- recording time available, effect of codec on [24-1](#)
- relay settings for private and secure messages [21-5](#)
- Remote Administration Tools [3-9](#)
- reports
  - archiving data [41-5](#)
  - configuration parameters [41-4](#)
  - generating and viewing [41-5](#)
  - overview [41-1](#)
- restriction tables
  - creating [12-2](#)

- default [12-1](#)
- Default Fax [12-1](#)
- Default Outdial [12-1](#)
- Default System Transfer [12-1](#)
- Default Transfer [12-1](#)
- deleting [12-4](#)
- modifying [12-3](#)
- overview [4-6](#)
- root certificate
  - saving as file [30-23](#)
  - viewing [30-23](#)
- Route From Next Call Routing Rule action [4-5](#)
- RSS Feeds [20-25](#)

---

## S

- sag-03-01 [3-1](#)
- sag-03-02 [3-2](#)
- sag-03-03 [3-2](#)
- sag-03-04 [3-2](#)
- sag-03-05 [3-3](#)
- sag-03-06 [3-3](#)
- schedules and holidays
  - All Hours [11-1, 34-1](#)
  - creating schedules [11-2, 34-3, 34-4](#)
  - default [11-1](#)
  - deleting schedules [11-3, 34-4](#)
  - designating holidays [11-1, 34-2](#)
  - Holidays [11-1, 34-1](#)
  - modifying schedules [11-2, 34-3](#)
  - overview [4-8](#)
  - Voice Recognition Update [11-1, 34-1](#)
  - Weekdays [11-1, 34-1](#)
- search spaces
  - and call handlers [29-7](#)
  - and call routing rules [29-6](#)
  - and contacts [29-8](#)
  - and digital networking [29-8](#)
  - and directory handlers [29-7](#)

- and interview handlers [29-7](#)
- and system distribution lists [29-7](#)
- and user objects [29-5](#)
- and VPIM locations [29-8](#)
- changing default [29-11](#)
- creating [29-10](#)
- default [29-3](#)
- deleting [29-10](#)
- example configurations [29-3](#)
- finding objects in [29-11](#)
- modifying [29-10](#)
- overview [29-2](#)
- secure deletes, shredding message files for [20-22](#)
- securing Cisco PCA and IMAP client access to Cisco Unity Connection [26-1](#)
- security
  - adding SIP certificate [30-24](#)
  - adding SIP security profile [30-25](#)
  - changing SIP certificate [30-25, 30-26](#)
  - deleting SIP certificate [30-24](#)
  - deleting SIP security profile [30-25](#)
  - description for ports [30-22](#)
  - policies [19-1](#)
  - port certificate [30-20](#)
  - relay settings for private and secure messages [21-5](#)
  - root certificate for Connection [30-23](#)
  - viewing root certificate for Connection [30-23](#)
- service parameters
  - configuring for Cisco Unified Serviceability services [36-1](#)
  - descriptions [36-2](#)
  - for Cisco Unified Serviceability services [36-1](#)
- Session Initiation Protocol (SIP), changing settings [30-16](#)
- session timeout setting, Cisco Unity Connection Administration [2-1](#)
- setting up
  - SMS (SMPP) message notifications [25-2](#)
- Show Dependency Results [3-6](#)
- shredding message files for secure deletes [20-22](#)
- sign-in conversation [14-11](#)
- sign-in policy [19-1](#)
- simulating abbreviated extensions [6-10](#)
- SIP
  - adding SIP certificate [30-24](#)
  - adding SIP security profile [30-25](#)
  - changing SIP certificate [30-25, 30-26](#)
  - deleting SIP certificate [30-24](#)
  - deleting SIP security profile [30-25](#)
- SIP server
  - adding [30-13](#)
  - changing settings [30-14](#)
  - deleting [30-14](#)
- SMS (SMPP) message notifications, setting up [25-2](#)
- SMTP
  - messages, overview [21-1](#)
- speech to text [22-1](#)
- SpeechView
  - configuring [22-1](#)
- SpeechView Activity Report by User, description [41-4](#)
- SpeechView Activity Summary Report, description [41-4](#)
- SSL certificate, using to secure Cisco PCA and IMAP client access to Cisco Unity Connection [26-1](#)
- Subscriber Information Dump. See Connection User Data Dump.
- synchronizing MWIs for phone system [30-4](#)
- Synch Users Tool, accessing [3-4](#)
- System Configuration report, description [41-4](#)
- System Directory Handler [7-1, 9-1](#)
- system distribution lists
  - adding alternate names [28-5](#)
  - adding and removing members [28-4](#)
  - creating [28-2](#)
  - default lists [28-1](#)
  - modifying [28-3, 28-5](#)
  - overview [28-1](#)
- system prompts
  - changing language [14-8](#)
  - customizing [13-2](#)
- system transfers, setting up [15-1](#)

---

**T**

Task Management tool, accessing [3-7](#)

termination warning prompt, configuring [20-6](#)

Text Notifications [20-3](#)

text to speech

- about [40-1](#)
- configuring access to Exchange 2003 emails [40-6](#)
- configuring access to Exchange 2007 emails [40-2](#)

TFTP server

- adding [30-12](#)
- changing settings [30-13](#)
- deleting [30-12](#)

timeouts in Cisco Unity Connection Administration [2-1](#)

TIMG unit

- adding [30-15](#)
- changing settings [30-15](#)
- deleting [30-15](#)

tools, Custom Keypad Mapping [16-1](#)

transcriptions [22-1](#)

Transfer Call Billing report, description [41-3](#)

trunk, phone system

- adding [30-21](#)
- changing settings [30-22](#)
- deleting [30-21](#)

---

**U**

Undeliverable Messages distribution list [28-2](#)

UndeliverableMessagesMailbox user [20-7](#)

unidentified caller messages [20-1](#)

Unity, migrating from [3-2](#)

Unity Connection Messaging System user [20-8](#)

Unused Voice Mail Accounts report, description [41-3](#)

user accounts, creating [ii-xix](#)

User Lockout report, description [41-3](#)

User Message Activity report, description [41-3](#)

User Phone Sign-In and MWI report, description [41-3](#)

users

- list of users associated with phone system [30-3](#)
- migrating from Connection 1.x [3-6](#)
- migrating from Connection 1.x using COBRAS (recommended) [3-2](#)
- migrating from Unity [3-6](#)
- migrating from Unity using COBRAS (recommended) [3-2](#)
- Operator [20-7](#)
- UndeliverableMessagesMailbox [20-7](#)
- Unity Connection Messaging System [20-8](#)

user speech recognition conversation [13-4](#)

Users report, description [41-1](#)

user to user voice messages [20-2](#)

user workstations, setting up [ii-xix](#)

utilities and tools

- Bulk Administration Tool [3-3](#)
- Cisco Unified Serviceability [3-8](#)
- Cisco Voice Technology Group Subscription Tool [3-8](#)
- Connection Administration [3-2](#)
- Connection Serviceability [3-6](#)
- Disaster Recovery System [3-7](#)
- Grammar Statistics [3-4](#)
- Import Users [3-4](#)
- Migrate Messages [3-5](#)
- Migrate Users [3-6](#)
- plug-ins [3-2](#)
- RTMT [3-8](#)
- Synch Users [3-4](#)
- Task Management [3-7](#)

---

**V**

ViewMail for Microsoft Outlook, integrated messaging example [21-2](#)

voice commands, using [13-4](#)

voice commands, using to call Exchange contacts [35-2](#)

voice messages

- delivery [20-10](#)
- dispatch messages [20-8](#)

- interviews [20-5](#)
- live record [20-5](#)
- notifications [20-3](#)
- outside caller [20-1](#)
- receipts [20-4](#)
- system broadcast [20-2](#)
- user to user [20-2](#)
- voice messaging port
  - adding [30-17](#)
  - changing settings [30-18](#)
  - deleting [30-18](#)
- voice recognition
  - allowing users to say their voicemail PINs [14-14](#)
  - Grammar Statistics tool [3-4](#)
- Voice Recognition Update schedule [11-1](#)
- voice to text [22-1](#)
- VPIM networking [ii-xix](#)

---

## W

- Wallet Card Wizard [3-11](#)
- warning prompt for end of recording, configuring [20-6](#)
- Weekdays schedule [11-1](#)

