



CHAPTER 3

Finding Users and Contacts in Cisco Unity Connection Administration 9.x

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

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

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

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

To Find a User Account

- Step 1** In Cisco Unity Connection Administration, select **Users**.
- Step 2** On the Search Users page, in the Search Results table, select the user alias to display the user account. If you do not see the user alias listed in the Search Results table, continue with [Step 3](#).
- Step 3** In the Find Users Where search fields, indicate whether to search by Alias, extension, First Name, Last Name, or Display Name. You can further refine your search by setting additional parameters such as Begins With or Ends With. Enter the applicable characters to search for, and select **Find**.
- Step 4** To limit the search results by partition or location, do the following:
 - a. In the Limit Search To list, select **Partition** or **Location**.
 - b. In the Where Name Is list, select the name of the partition or location in which to find the user.When limiting the search to a partition, select whether to display only primary extensions in the partition or both primary and alternate extensions in the partition.

**Note**

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

- Step 5** In the Search Results table, select the user alias to display the user account.
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To Find a Contact

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- Step 1** In Cisco Unity Connection Administration, select **Contacts**.
- Step 2** If the applicable record is listed in the Search Results table, select the Alias to display the contact record. If you do not see the record listed in the Search Results table, continue with [Step 3](#).
- Step 3** In the search fields, set the search parameters, and enter the applicable characters to search for. Select **Find**.
- Step 4** To limit the search results by partition or location, do the following:
- a.** In the Limit Search To list, select **Partition** or **Location**.
 - b.** In the Where Name Is list, select the name of the partition or location in which to find the contact
- Step 5** In the Search Results table, select the Alias to display the contact record.
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