

ΙΝΟΕΧ

A

ſ

adding administrator account for Greetings Administrator 9-5 administrator accounts, default settings (in Connection Administration) 9-3 alternate contact numbers 4-56 alternate extensions 4-75 alternate names 4-79 class of service 6-2 MWIs for other extensions **4-6** SMTP proxy addresses for contacts 10-5 SMTP proxy addresses for users 4-84 user accounts, default (in Connection Administration) 9-2 user templates 7-2, 8-4 addressing priority lists, enabling 4-48 Administrator account 1-2 administrators accounts created by importing from Cisco Unified Communications Manager 12-1, 12-2 creating 9-1 creating by importing LDAP data 13-2 deleting 14-2 after sign-in conversation, changing 4-25 alias, effect of changing 14-1 alternate contact numbers 4-56 alternate extensions adding 4-75 advanced settings 4-78 changing 4-76 class of service settings 5-2 custom settings 4-78

deleting 4-77 overview 4-74 alternate greeting notification prompt 4-58 preventing callers from leaving messages 4-59 preventing callers from skipping 4-59 transfer to greeting without ringing phone 4-59 alternate names adding 4-79 overview 4-78 application users creating 9-1 deleting 14-2

В

broadcast messages, enabling users to send 4-42 Bulk Administration Tool, accessing 11-3 Bulk Edit, accessing 11-1

С

caller input overview 4-53 call holding class of service settings 5-3 defined 4-8 call screening class of service settings 5-3 defined 4-8 call transfers class of service settings 5-3 defined 4-8 casc of service settings 5-3 defined 4-8 chaining message notification 4-73 Cisco PCA, securing and changing password 4-4 Cisco Unified MeetingPlace 4-81 Cisco Unified MeetingPlace Express 4-81 Cisco Unified Personal Communicator, configuring to access voice messages 5-2 Cisco Unity Connection Messaging Assistant, enabling access to 5-4 Cisco Unity Connection Messaging Inbox, enabling access 5-5 to class of service adding 6-2 alternate extensions 5-2 assigning and reassigning users 6-4 assigning or reassigning users 6-4 Cisco Unified Personal Communicator 5-2 Cisco Unity Connection Messaging Assistant 5-4 Cisco Unity Connection Messaging Inbox 5-5 defaults 6-2 deleted message access 5-7 deleting 6-4 directory listing 5-8 greeting length **5-8** IMAP client access 5-9 live reply 5-11 message length 5-12 modifying 6-2 overview 2-2 personal call transfer rules 5-13 private distribution lists 5-15 restriction tables 5-19 sending messages to system distribution list 5-21 transfer, screening, and holding 5-3 unified client 5-2 contacts administrator-defined 1-2 configuring SMPT proxy addresses for 10-5 creating 10-3 deleting 10-4 finding 3-2

modifying 10-3 overview 10-1 user-defined 1-2 contact templates 10-2 conversation changing menu responses 4-19 changing menu style 4-17 changing speed and volume 4-24 changing versions 4-16 customizing sign-in 4-25 option summary 4-14 credentials 4-2

D

deleted messages, accessing 5-7 deleting alternate extensions 4-77 class of service 6-4 MWIs 4-7 user accounts 14-3 user templates 7-5, 8-12, 8-13, 8-16 directory, enabling users to choose to be listed 5-8 directory handlers default 4-52 System Directory Handler 4-52

Е

email in external message store, user access 4-81, 4-82
enabling
addressing priority lists 4-48
IMAP client access to voice messages 5-9
message aging policy for users 4-12
personal call transfer rules 5-15
SpeechView for a class of service 5-23
Text to Speech for a user 4-82, 4-83
voice recognition for a class of service 5-24

1

Exchange calendars and contacts, accessing 4-80

F

forwarded (relay) messages 4-49

G

greetings

| allowing caller input during greetings 4-53 |
|---|
| alternate greeting notification prompt 4-58 |
| enabling 4-59 |
| enabling callers to transfer to an alternate contact number during 4-56 |
| managing calls when the alternate greeting is enabled 4-59 |
| overview 4-52 |
| recording in multiple languages 4-60 |
| specifying maximum length 5-8 |
| summary of types available 4-52 |
| |

IMAP client access to voice messages, enabling 5-9

L

languages
language outside callers hear 4-11, 4-21
phone language that users hear 4-21
recording greetings in multiple languages 4-60
LDAP data
creating administrators by importing 13-2
creating user accounts by importing 13-2
live reply, enabling 5-11

Μ

```
mailbox-size quotas, customizing for users or
templates 4-12
message actions, configuring 4-49
message aging 4-12
message counts 4-32
Message Locator
    enabling 4-13
    phone view 4-27
messages
    addressing and sending settings 4-42
    addressing settings, changing 4-43
    confirming deletions of messages 4-41
    forwarded (relay) 4-49
    language used to prompt callers 4-11
    marking secure by unidentified callers 4-11
    notifications for phone and pager 4-61
    notifications for SMS-compatible devices 4-64
    notifications for SMTP-compatible devices
                                               4-66
    playback order for Message Locator 4-13
    playback order for new, saved, and deleted
    messages 4-34
    playback speed and volume of messages 4-31
    recording length for users 5-12
    relay 4-49
    specifying maximum recording length for outside
    callers 4-11
    specifying the amount of time to skip back or ahead
    when rewinding or fast-forwarding 4-39
    streamlined addressing 4-45
    what unidentified callers can do 4-11
message security 5-20
message waiting indicators (MWIs), overview
                                              4-5
Microsoft Exchange calendars and contacts,
accessing 4-80
modifying
    class of service 6-2
    notification devices 4-61
    user accounts (in Connection Administration) 10-4,
    14-2
```

```
user templates 7-4, 8-11, 8-13, 8-15
MWIs
adding 4-6
deleting 4-7
editing 4-6
```

Ν

notifications

about notification devices 4-61 cascading 4-72 chaining 4-73 phone and pager 4-61 SMS-compatible devices 4-64 SMTP-compatible devices 4-66

0

Operator account 1-2 Outlook calendars and contacts, accessing 4-80 outside caller options 4-11

Ρ

passwords or PINs
allowing users to sign in without entering a password or PIN 4-15
changing 4-2, 4-3, 4-5
securing and changing Cisco PCA password 4-4
settings 4-2
personal call transfer rules
enabling by class of service 5-14
enabling or disabling for users 5-15
modifying options for user 4-10
overview 5-13
web tool overview 5-14
phone menu, summary of settings 4-14
Phone View 4-27
PIN, changing 4-2

private distribution lists maximum number of lists **5-16** maximum number of members **5-17** overview **4-79** proxy address, created when a user alias is changed **14-1**

Q

quotas for mailboxes, customizing for users or templates 4-12

R

relay messages 4-49 restriction tables 5-19 roles default roles 2-4 overview 2-4 RSS Feeds 5-5

S

secure messaging 5-20 sending messages broadcast messages 4-42 confirming recipients by name 4-45 message security 5-20 specifying whether messages are sent upon hang-up 4-47 system distribution lists 5-21 sign-in conversation 4-25 playing message counts 4-25 playing recorded name 4-25 SMTP proxy addresses configuring for contacts 10-5 configuring for users 4-84 created when a user alias is changed 14-1 Speech to Text 4-74

speech to text 5-23
SpeechView, enabling for a class of service 5-23
SpeechView, transcription delivery 4-74
System Directory Handler 4-52
system distribution list, specifying whether users can send messages to 5-21

Т

Text to Speech, enabling for a user **4-82, 4-83** time format for message time stamps, changing **4-30** transcriptions **4-74, 5-23**

U

ſ

Undeliverable Messages Mailbox account 1-2 unidentified caller options 4-11 unified client 5-2 Unity Connection Messaging System account 1-2 user access to email in an external message store 4-81, 4-82 user accounts administrator roles 2-4 creating by importing from Cisco Unified Communications Manager 12-1, 12-2 creating by importing LDAP data 13-2 default accounts 1-1 mailbox stores 2-3 overview 1-1 partitions 2-2 search spaces 2-2 users creating 9-1 deleting 14-2, 14-3 finding 3-1 users without voice mailboxes 1-1 users with voice mailboxes 1-1 user templates adding 7-2, 8-4 default templates 7-1

deleting 7-5, 8-12, 8-13, 8-16 modifying 7-4, 8-11, 8-13, 8-15 overview 2-1 utilities and tools Bulk Administration Tool 11-3

V

voice mailboxes creating end users 9-1 deleting end users 14-2
voice recognition, enabling for a class of service 5-24
voice to text 4-74, 5-23 Index

1