



Cisco Unity Connection

Configuration Report

**Sample Report   
UNITY CONNECTION V12**

**As-Built Documentation for project**



October 21, 2019

**Document Information**

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# 1 Report Information

This report contains configuration settings for the Cisco Unity Connection server.

## 1.1 Report Generation

This configuration report for the Cisco Unity Connection cluster has the following details:

|  |  |
| --- | --- |
| **Report Info** | |
| Report Date | 21/10/2019 12:35:08 PM |
| Report generated for | Sample Report UNITY CONNECTION 12.5 |
| Description | As-Built Documentation for project |
| **Server Info** | |
| CUC version | 12.5.0.305 |
| CUC IP | 10.5.1.121 |
| **Report Settings** | |
| Report Type | Direct Report |
| Visual Style | Blu Dark.css |
| Report Content | All objects |
| Template HTML | CUCreportTemplate.htm |
| Template Word | Bars\_Phones\_Green\_Blue.doc |
| **Report Tool Info** | |
| Report Tool Version | 12.0.19 / 19 Oct 2019 |
| Report Tool License | Licensed [Prof all] |

# 2 Users

In Cisco Unity Connection there are two types of users:

* **Subscribers (Users With Voice Mailboxes)**  
  For users who will need to send and receive voice messages, and who may be able to use other Connection features such as Personal Call Transfer Rules and the Cisco Unity Inbox.
* **Administrative Users (Users Without Voice Mailboxes)**  
  For users who do not need to send or receive voice messages, but need to be given access to administer the system. A user account that is set up without a voice mailbox does not have a phone extension and is not counted as a licensed user. Users without voice mailboxes typically require only administrative access to Connection. These users can have any of six predefined administrator roles assigned to them. Roles specify which tasks administrators can do in Cisco Unity Connection Administration.

This section contains the following Unity Connection objects:

* Subscribers
* Administrative Users

## 2.1 Subscribers (Condensed)

Subscribers are Unity Connection users with voice mailboxes who will need to send and receive voice messages, and who may be able to use other Connection features such as Personal Call Transfer Rules and the Cisco Unity Inbox.

If the detailed Subscriber information is present, clicking on the Aliasname will navigate to the detailed subscriber part. Use the browser back button to navigate back to the overview.

| **Subscribers (Short format)** | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Alias** | **First Name** | **Last Name** | **Display** | **Extension** | **Department** | **Manager** | **Billing ID** | **Class of Service** | **Self-enrollment** | **List in Directory** | **Skip Password** | **Address** | **Building** | **City** | **State** | **Country** | **Time Zone** | **Language** |
| aberg | Alec | Berg | Alec Berg | +61290025003 |  |  | 88669 | Voice Mail User COS | Y | Y | N | 21 Big Street | The Palace | Grandville | California | US | System Default Time Zone | en-US |
| aps04 | aps | 04 | aps 04 | 4004 |  |  |  | Voice Mail User COS | Y | Y | N |  |  |  |  | US | System Default Time Zone | System Default Language |
| asterix | Asterix | TheGaulois | Asterix TheGaulois | 5011 |  |  |  | Voice Mail User COS | Y | Y | N |  |  |  |  | US | System Default Time Zone | System Default Language |
| bbreu | Beat | Breu | Beat Breu | +61290005005 |  |  |  | Voice Mail User COS | Y | Y | N |  |  |  |  | US | System Default Time Zone | System Default Language |
| bwayne | Bruce | Wayne | Bruce Wayne | 8022 | Fictional |  | 89554 | Voice Mail User COS | Y | Y | N | Fruitbat Lane | The Cave | Gotham | TvLand | US | System Default Time Zone | System Default Language |
| bwillis | Bruce | Willis | Bruce Willis | +442070877600 |  |  |  | NewVoicemailUserCOS | Y | Y | N |  |  |  |  | US | System Default Time Zone | System Default Language |
| ceastwood | Clint | Eastwood | Clint Eastwood | +61255780093 |  |  |  | Voice Mail User COS | Y | Y | N |  |  |  |  | US | System Default Time Zone | System Default Language |
| operator |  |  | Operator | 99990 |  |  |  | System | Y | N | N |  |  |  |  |  | System Default Time Zone | System Default Language |
| undeliverablemessagesmailbox |  |  | Undeliverable Messages | 99999 |  |  |  | System | Y | N | N |  |  |  |  |  | System Default Time Zone | System Default Language |

## 2.2 Administrative Users

For users who do not need to send or receive voice messages, but need to be given access to administer the system. A user account that is set up without a voice mailbox does not have a phone extension and is not counted as a licensed user.

Users without voice mailboxes typically require only administrative access to Connection. These users can have any of six predefined administrator roles assigned to them. Roles specify which tasks administrators can do in Cisco Unity Connection Administration.

| **Administrative Users (Non Subscribers)** | |
| --- | --- |
| **Alias** | **Details** |
| admin | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name |  | | Last Name |  | | Display Name | admin | | SMTP Address | admin@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | N | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | Time Last Changed (UTC) | 13/09/2019 6:54:16 PM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) | 4/10/2019 10:12:18 AM | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings | Audit Administrator System Administrator | |
| UnityConnection | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | Cisco Unity Connection | | Last Name | Messaging System | | Display Name | Cisco Unity Connection Messaging System | | SMTP Address | unityconnection@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | Time Last Changed (UTC) | 13/09/2019 6:54:07 PM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) |  | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings |  | |
| Replication | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | Replication | | Last Name | Agent | | Display Name | Replication Agent (cuc121) | | SMTP Address | replication@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | Time Last Changed (UTC) | 13/09/2019 6:54:08 PM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) |  | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings |  | |
| remote | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | remote | | Last Name | ODBC Access | | Display Name | remote ODBC Access | | SMTP Address | remote@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | N | | Does Not Expire | Y | | Authentication Rule | Simple Authentication Rule | | Time Last Changed (UTC) | 15/10/2019 7:14:12 PM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) | 16/10/2019 8:38:39 AM | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings | Remote Administrator System Administrator | |
| bpitt | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | Brad | | Last Name | Pitt | | Display Name | Brad Pitt | | SMTP Address | bpitt@cuc121 | | Initials |  | | Title | Actor | | Employee ID |  | | **Location** | | | Address | Brad Street | | Building |  | | City | Hollywood | | State | California | | Postal Code | 0555004 | | Country | US | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department | Brad & Pitt Org | | Manager |  | | Billing ID |  | | Corporate Email Address | bpitt@lab.test | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | Time Last Changed (UTC) | 1/10/2019 10:40:48 AM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) |  | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings | Audio Text Administrator Audit Administrator Greeting Administrator Help Desk Administrator System Administrator | |
| RemoteToo | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | ODBC | | Last Name | Proxy do not delete | | Display Name | ODBC Proxy do not delete | | SMTP Address | remotetoo@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | Time Last Changed (UTC) | 15/10/2019 8:00:34 AM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) |  | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings | System Administrator | |
| remote2 | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | First Name | ODBC | | Last Name | Proxy - k | | Display Name | ODBC Proxy - k | | SMTP Address | remote2@cuc121 | | Initials |  | | Title |  | | Employee ID |  | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Postal Code |  | | Country |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Corporate Email Address |  | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | N | | Does Not Expire | Y | | Authentication Rule | Simple Authentication Rule | | Time Last Changed (UTC) | 15/10/2019 1:31:49 PM | | Failed Sign-In Attempts | 0 | | Time of Last Failed Sign-In Attempt (UTC) |  | | Time Locked by Administrator |  | | Time Locked Due to Failed Sign-In Attempts |  | | | **Roles** | | | Settings | Remote Administrator System Administrator | |

# 3 Class of Service

This section describes the class of service (COS). COS defines limits and permissions for using Cisco Unity Connection features. This section contains the following sub chapters:

* Class of Service
* Class of Service Membership

## 3.1 Class of Service

In Cisco Unity Connection, some of the features that are available to users with voice mailboxes are controlled by class of service (COS), including features for which you need user licenses. You can update the settings in a COS to enable or disable features and functionality at any time. The changes that you make affect all COS members.

Because a COS defines limits and permissions for using Cisco Unity Connection, its settings should be appropriate for the group of users that you are adding. For example, a COS:

* Controls access to features, such as Text to Speech email or live reply.
* Controls how users interact with Connection. For example, a COS dictates the maximum length of user messages and greetings, whether users can choose to be listed in directory assistance, and whether users can send messages to a system distribution list.
* Specifies the restriction table used to control the phone numbers that users can use for message notification, call transfer, and other tasks.

Keep in mind that if you change the COS that is specified on a user template page, any user accounts that have already been created based on that template are not reassigned to the new COS. In contrast, when you modify the settings in a COS, the changes affect both new and existing members, so you can update COS settings before and after you create user accounts. You can also reassign a user to a different COS at any time.

| **Class of Service** | |
| --- | --- |
| **Name** | **Details** |
| NewVoicemailUserCOS | |  |  | | --- | --- | | **Recorded Name** | | | Allow User to Record Name | Y | | Maximum Length (secs) | 30 | | **Directory Listing** | | | Allow Users to Choose to Be Listed in the Directory | Y | | **Greetings** | | | Maximum Length (secs) | 90 | | **Licensed Features** | | | Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox | Y | | IMAP option | Allow IMAP Users to Access Message Bodies | | Allow Users to Use the Web Inbox and RSS Feeds | N | | Allow Access to Advanced Features | Y | | Allow Access to Exchange Email by Using Text to Speech (TTS) | N | | Allow Users to Use Voice Recognition | N | | Allow Users to Access SpeechView Transcription Service | Y | | SpeechView Transcription Service | Use Standard SpeechView Transcription Service | | Secure Message Transcription (Speech View Standard/Pro) | Allow Transcriptions of Secure Messages | | **Enable Video** | | | Allow Users to Playback and Record Video Greetings | Y | | Allow Outside Callers | N | | **Features** | | | Allow Users to Use Personal Call Transfer Rules | Y | | Allow Users to Use the Messaging Assistant | Y | | Allow Users to Use Unified Client to Access Voice Mail | N | | **Alternate Extensions** | | | Allow Users to View Administrator-Defined Alternate Extensions | Y | | Allow Users to Manage Their User-Defined Alternate Extensions | Y | | **Message Length** | | | Maximum Length (secs) | 300 | | **Message Options** | | | Allow Users to Send Messages to System Distribution Lists | Y | | Delete Messages Without Saving to Deleted Items Folder | N | | Users Can Reply to Messages from Other Users by Calling Them | N | | Users Can Reply to Messages from Unidentified Callers by Calling Them | N | | Require Secure Messaging | Private | | **Private Distribution Lists** | | | Maximum Lists Per User (1-99) | 25 | | Maximum Members Per List (1-999) | 99 | | **Call Transfer** | | | Allow Users to Change Call Screening Options | N | | Allow Users to Change Call Holding Options | N | | **Restriction Tables** | | | Outcalling | User-Defined and Automatically-Added Alternate Extensions | | Transfers | Default Transfer | | Fax | Default Fax | |
| System | |  |  | | --- | --- | | **Recorded Name** | | | Allow User to Record Name | Y | | Maximum Length (secs) | 30 | | **Directory Listing** | | | Allow Users to Choose to Be Listed in the Directory | Y | | **Greetings** | | | Maximum Length (secs) | 90 | | **Licensed Features** | | | Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox | Y | | IMAP option | Allow IMAP Users to Access Message Bodies Except on Private Messages | | Allow Users to Use the Web Inbox and RSS Feeds | Y | | Allow Access to Advanced Features | N | | Allow Users to Access SpeechView Transcription Service | N | | **Enable Video** | | | Allow Users to Playback and Record Video Greetings | N | | Allow Outside Callers | N | | **Features** | | | Allow Users to Use Personal Call Transfer Rules | N | | Allow Users to Use the Messaging Assistant | Y | | Allow Users to Use Unified Client to Access Voice Mail | N | | **Alternate Extensions** | | | Allow Users to View Administrator-Defined Alternate Extensions | N | | Allow Users to Manage Their User-Defined Alternate Extensions | N | | **Message Length** | | | Maximum Length (secs) | 300 | | **Message Options** | | | Allow Users to Send Messages to System Distribution Lists | Y | | Delete Messages Without Saving to Deleted Items Folder | N | | Users Can Reply to Messages from Other Users by Calling Them | N | | Users Can Reply to Messages from Unidentified Callers by Calling Them | N | | Require Secure Messaging | Private | | **Private Distribution Lists** | | | Maximum Lists Per User (1-99) | 25 | | Maximum Members Per List (1-999) | 99 | | **Call Transfer** | | | Allow Users to Change Call Screening Options | N | | Allow Users to Change Call Holding Options | N | | **Restriction Tables** | | | Outcalling | Default Outdial | | Transfers | Default Transfer | | Fax | Default Fax | |
| Voice Mail User COS | |  |  | | --- | --- | | **Recorded Name** | | | Allow User to Record Name | Y | | Maximum Length (secs) | 30 | | **Directory Listing** | | | Allow Users to Choose to Be Listed in the Directory | Y | | **Greetings** | | | Maximum Length (secs) | 90 | | **Licensed Features** | | | Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox | N | | Allow Users to Use the Web Inbox and RSS Feeds | N | | Allow Access to Advanced Features | N | | Allow Users to Access SpeechView Transcription Service | N | | **Enable Video** | | | Allow Users to Playback and Record Video Greetings | N | | Allow Outside Callers | N | | **Features** | | | Allow Users to Use Personal Call Transfer Rules | N | | Allow Users to Use the Messaging Assistant | Y | | Allow Users to Use Unified Client to Access Voice Mail | N | | **Alternate Extensions** | | | Allow Users to View Administrator-Defined Alternate Extensions | N | | Allow Users to Manage Their User-Defined Alternate Extensions | N | | **Message Length** | | | Maximum Length (secs) | 300 | | **Message Options** | | | Allow Users to Send Messages to System Distribution Lists | Y | | Delete Messages Without Saving to Deleted Items Folder | N | | Users Can Reply to Messages from Other Users by Calling Them | N | | Users Can Reply to Messages from Unidentified Callers by Calling Them | N | | Require Secure Messaging | Private | | **Private Distribution Lists** | | | Maximum Lists Per User (1-99) | 25 | | Maximum Members Per List (1-999) | 99 | | **Call Transfer** | | | Allow Users to Change Call Screening Options | N | | Allow Users to Change Call Holding Options | N | | **Restriction Tables** | | | Outcalling | Default Outdial | | Transfers | Default Transfer | | Fax | Default Fax | |

## 3.2 Class of Service Membership

A COS is specified in each user template; thus, a user is assigned to the COS that is specified in the template on which the user account is based. If you find that the settings for a particular COS are no longer appropriate for an individual user or several users, you can reassign the users to another COS at any time. (Changing the COS that is specified in a template does not affect user accounts that have already been created.)

The following lists the users as members of COS:

| **Class of Service Membership** | |
| --- | --- |
| **Class Of Service** | **Members** |
| NewVoicemailUserCOS | | **Alias** | **First Name** | **Last Name** | **Display Name** | **Extension** | | --- | --- | --- | --- | --- | | bwillis | Bruce | Willis | Bruce Willis | +442070877600 | |
| System | | **Alias** | **First Name** | **Last Name** | **Display Name** | **Extension** | | --- | --- | --- | --- | --- | | operator |  |  | Operator | 99990 | | undeliverablemessagesmailbox |  |  | Undeliverable Messages | 99999 | |
| Voice Mail User COS | | **Alias** | **First Name** | **Last Name** | **Display Name** | **Extension** | | --- | --- | --- | --- | --- | | aberg | Alec | Berg | Alec Berg | +61290025003 | | aps04 | aps | 04 | aps 04 | 4004 | | asterix | Asterix | TheGaulois | Asterix TheGaulois | 5011 | | bbreu | Beat | Breu | Beat Breu | +61290005005 | | bwayne | Bruce | Wayne | Bruce Wayne | 8022 | | ceastwood | Clint | Eastwood | Clint Eastwood | +61255780093 | |

# 4 Templates

Each user, contact or call handler that you add in Cisco Unity Connection is based on a template. Settings from the object are applied to the object as the new object is created or imported. (Changes to template settings do not affect existing objects.)

The following templates are listed in this section:

* User Templates
* Call Handler Templates
* Contact Templates
* Notification Templates
* Notification Templates (for CUC version 9.0 and later)
* Custom Variables
* Custom Graphics
* Administrative Replaceable Images

## 4.1 User Templates

Each user that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the user as the new user is created or imported. (Changes to template settings do not affect existing users.)

Users with voice mailboxes are end users; users without voice mailboxes are system administrators.

Connection has the following User Template types

* User With Mailbox: For users who need to receive voice mail or use personal call routing rules and other features of Cisco Unity Connection.
* User Without Mailbox: For users who do not need to receive voice mail, but need to be given access to administer the system. Users without voice mailboxes do not have a phone extension and are not counted as licensed users.

| **User Templates** | |
| --- | --- |
| **Name** | **Details** |
| administratortemplate | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | Display Name | Administrator Template | | Display Name Generation | First Name, Then Last Name | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Country |  | | Postal Code |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Generate SMTP Proxy Address From Corporate Email Address | N | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | | **Roles** | | | Settings | System Administrator | |
| vmtemplate1 | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | Display Name | vmtemplate1 | | Display Name Generation | First Name, Then Last Name | | **Phone** | | | Outgoing Fax Server | Fax Server | | Partition | cuc121 Partition | | Search Scope | cuc121 Search Space | | Phone System | PhoneSystem | | Class of Service | Voice Mail User COS | | Active Schedule | Weekdays | | Set for Self-enrollment at Next Login | Y | | List in Directory | Y | | Send Non-Delivery Receipts on Failed Message Delivery | Y | | Skip Password When Calling From a Known Extension | N | | Use Short Calendar Caching Poll Interval | N | | **Location** | | | Address | 89 PreNinety Street | | Building | none | | City | Gotham | | State | TVland | | Country | US | | Postal Code | 0452bat | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department | Call Reception | | Manager | Sgt. Kawalski | | Billing ID | 159 | | Generate SMTP Proxy Address From Corporate Email Address | N | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | | Voice Mail | |  |  | | --- | --- | | **Voice Mail Pin Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Voice Mail Authentication Rule | | | **Roles** | | | Settings | Audio Text Administrator Audit Administrator Greeting Administrator Help Desk Administrator | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | Y |  | 4/10/2020 9:00:00 AM | | Closed | Y |  |  | | Standard | Y |  |  | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | Language That Callers Hear | Inherit Language from Caller | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Directory Handler | | Target | New Directory Handler | | | **Message Actions** | | | Settings | |  |  | | --- | --- | | Voicemail | Accept the Message | | Email | Reject the Message | | Fax | Relay the Message | | Delivery Receipt | Accept and Relay the Message | | Relay Address | %FirstName%\_%LastName%@gotham.com | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  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Digits to Prepend | 555 | | | **MailBox** | | | Settings | |  |  | | --- | --- | | **Mailbox Settings** | | | Respond to Requests for Read Receipts | Y | | Message Aging Policy | Default System Policy | | **Mailbox Quotas** | | | Type | Custom Settings | | Warning Quota | Custom 1024 (MB) | | Send Quota | Custom 1024 (MB) | | Send/Receive Quota | Custom 1024 (MB) | | **Mailbox Store Information** | | | Mailbox Store | Unity Messaging Database -1 | | | **Phone Menu** | | | Settings | |  |  | | --- | --- | | Touchtone Conversation Menu Style | Full | | Conversation Volume | High | | Conversation Speed | Normal | | **Time Format** | | | Time Format | 24-Hour Clock | | **Conversation Style** | | | Touchtone Conversation | Standard Conversation | | **Finding Messages with Message Locator** | | | Enable | Y | | Message Locator Sort Order | Last In, First Out | | **When Responding to Menus** | | | Times to Repeat Menu When User Does Not Respond | 1 | | Wait for First Touchtone or Voice Command | 5000 | | Wait for Additional Key Presses When Entering Names, Extensions, and Passwords | 3000 | | Wait for Additional Key Presses When Entering Multiple Digit Menu Options | 1500 | | **After Sign-In, Play** | | | User's Recorded Name | Y | | Alternate Greeting Notification | Y | | User's New Messages Automatically | Y | | **When Exiting the Conversation** | | | **After Message Action** | | | Type | User with Mailbox | | Target | aberg | | Action | Go Directly to Greetings | | | **Playback Message Settings** | | | Playback Message Settings | |  |  | | --- | --- | | Message Volume | Medium | | Message Speed | Normal | | **For New Messages, Play** | | | Total of All Message Counts | N | | Voice Message Counts | Y | | Email Message Counts | Y | | Fax Message Counts | N | | Receipt Message Counts | N | | **For Saved Messages, Play** | | | Saved Message Count | Y | | **For Draft Messages, Play** | | | Draft Message Count | Y | | **Before Playing Messages, Play** | | | Message Type Menu | N | | **New Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Newest first | | **Saved Message Play Order** | | | Sort by Message Type | Urgent Email Receipts and Notices Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Normal Email | | Then By | Oldest first | | **Deleted Message Play Order** | | | Order | Newest first | | **Before Playing Each Message, Play** | | | Sender's Information | Y | | Sender's ANI | N | | Include Extension | N | | Message Number | Y | | Time the Message was Sent | N | | Message Duration | N | | **While Playing Each Message** | | | Fast Forward Message by | 5000 | | Rewind Message by | 5000 | | **When Disconnected or User Hangs Up During Message Playback** | | | Create a Message Bookmark | Y | | Mark a New Message | New | | **After Playing Each Message, Play** | | | Sender's Information | Y | | Include Extension | Y | | Sender's ANI | N | | Message Number | N | | Time the Message was Sent | Y | | Message Duration | N | | **After Playing the After Message Menu** | | | Automatically Advance to the Next Message | N | | **After Forwarding the Message** | | | Automatically Advance to the Next Message | N | | **When Deleting a Message** | | | Confirm Deletions of New and Saved Messages | N | | | **Send Message Settings** | | | Settings | |  |  | | --- | --- | | **Broadcast Messages** | | | User Can Send Broadcast Messages to Users on This Server | Y | | User Can Update Broadcast Messages Stored on This Server | Y | | **Message Addressing and Sending** | | | Enter a Recipient By | Entering the extension | | Confirm Recipient by Name | N | | Continue Adding Names After Each Recipient | Y | | Automatically Add Recipients to Addressing Priority List | Y | | Allow Users to Save Draft Messages | Y | | Retain Urgency Flag When Forwarding or Replying to Messages | N | | When a Call Is Disconnected or the User Hangs Up | Discard Message | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Audio Source** | **Video Source** | | --- | --- | --- | --- | --- | | Alternate | Y | No End Date | System | Blank | | Busy | Y | No End Date | System | Blank | | Error | Y | No End Date | System | Blank | | Internal | Y | No End Date | System | Blank | | Off Hours | Y | No End Date | System | Blank | | Standard | Y | No End Date | System | Blank | | Holiday | Y | No End Date | System | Blank | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Play Recording to All Callers | | **Post Greeting Recording** | | | Post Greeting Recording Selection | New Custom Recording | | | **Notification Devices** | | | Settings | | **Display Name** | **Status** | **Type** | **Destination** | **Phone System** | | --- | --- | --- | --- | --- | | Pager | Enabled | Pager | 159159 | PhoneSystem | | Work Phone | Enabled | Phone | 159487 | PhoneSystem | | Home Phone | Enabled | Phone | 159487373 | PhoneSystem | | Mobile Phone | Disabled | Phone |  | PhoneSystem | | SMTP | Enabled | SMTP | bpitt@uplinx.com |  | | HTML Missed Call | Enabled | HTML | bwayne@uplinx,com |  | | HTML | Disabled | HTML |  |  | | HTML Scheduled Summary | Enabled | HTML | androbin@uplinx.com |  | | | **Unified Messaging Accounts** | | | Settings | | **Display  Name** | **Service Type** | **User Access to Email in Third-Party Message Store** | **MeetingPlace Scheduling and Joining** | **Primary Meeting Service** | **Sign-In Type** | | --- | --- | --- | --- | --- | --- | | NewUnifiedMessagingService | Exchange | X | X | X | Use Connection Alias | | | **Video Service Accounts** | | | Settings | < No records found > | |
| vmtemplate2 | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | Display Name | vmtemplate2 | | Display Name Generation | First Name, Then Last Name | | **Phone** | | | Outgoing Fax Server | Fax Server | | Partition | cuc121 Partition | | Search Scope | cuc121 Search Space | | Phone System | PhoneSystem | | Class of Service | Voice Mail User COS | | Active Schedule | Weekdays | | Set for Self-enrollment at Next Login | Y | | List in Directory | Y | | Send Non-Delivery Receipts on Failed Message Delivery | Y | | Skip Password When Calling From a Known Extension | N | | Use Short Calendar Caching Poll Interval | N | | **Location** | | | Address | 1 Newstreet | | Building | BigBuilding Place | | City | Metroplis | | State | Lalaland | | Country | VG | | Postal Code | 01020no | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department | Sales | | Manager | Angy | | Billing ID | 4545 | | Generate SMTP Proxy Address From Corporate Email Address | Y | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | | Voice Mail | |  |  | | --- | --- | | **Voice Mail Pin Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Voice Mail Authentication Rule | | | **Roles** | | | Settings |  | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | Y |  |  | | Closed | Y |  |  | | Standard | Y |  |  | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | Language That Callers Hear | Inherit Language from Caller | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Attempt Transfer | | | **Message Actions** | | | Settings | |  |  | | --- | --- | | Voicemail | Accept the Message | | Email | Accept the Message | | Fax | Accept the Message | | Delivery Receipt | Accept the Message | | Relay Address |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Send caller to | Operator | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **MailBox** | | | Settings | |  |  | | --- | --- | | **Mailbox Settings** | | | Respond to Requests for Read Receipts | Y | | Message Aging Policy | Default System Policy | | **Mailbox Quotas** | | | Type | Use System Settings | | **Mailbox Store Information** | | | Mailbox Store | Unity Messaging Database -1 | | | **Phone Menu** | | | Settings | |  |  | | --- | --- | | Touchtone Conversation Menu Style | Full | | Conversation Volume | Medium | | Conversation Speed | Normal | | **Time Format** | | | Time Format | 12-Hour Clock | | **Conversation Style** | | | Touchtone Conversation | Classic Conversation | | **Finding Messages with Message Locator** | | | Enable | N | | Message Locator Sort Order | Last In, First Out | | **When Responding to Menus** | | | Times to Repeat Menu When User Does Not Respond | 1 | | Wait for First Touchtone or Voice Command | 5000 | | Wait for Additional Key Presses When Entering Names, Extensions, and Passwords | 3000 | | Wait for Additional Key Presses When Entering Multiple Digit Menu Options | 1500 | | **After Sign-In, Play** | | | User's Recorded Name | Y | | Alternate Greeting Notification | N | | User's New Messages Automatically | Y | | **When Exiting the Conversation** | | | **After Message Action** | | | Type | Call Handler | | Target | Opening Greeting | | Action | Go Directly to Greetings | | | **Playback Message Settings** | | | Playback Message Settings | |  |  | | --- | --- | | Message Volume | Medium | | Message Speed | Normal | | **For New Messages, Play** | | | Total of All Message Counts | N | | Voice Message Counts | Y | | Email Message Counts | N | | Fax Message Counts | N | | Receipt Message Counts | N | | **For Saved Messages, Play** | | | Saved Message Count | Y | | **For Draft Messages, Play** | | | Draft Message Count | N | | **Before Playing Messages, Play** | | | Message Type Menu | N | | **New Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Newest first | | **Saved Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Oldest first | | **Deleted Message Play Order** | | | Order | Oldest first | | **Before Playing Each Message, Play** | | | Sender's Information | Y | | Sender's ANI | N | | Include Extension | N | | Message Number | Y | | Time the Message was Sent | N | | Message Duration | N | | **While Playing Each Message** | | | Fast Forward Message by | 5000 | | Rewind Message by | 5000 | | **When Disconnected or User Hangs Up During Message Playback** | | | Create a Message Bookmark | N | | Mark a New Message | New | | **After Playing Each Message, Play** | | | Sender's Information | N | | Include Extension | N | | Sender's ANI | N | | Message Number | N | | Time the Message was Sent | Y | | Message Duration | N | | **After Playing the After Message Menu** | | | Automatically Advance to the Next Message | N | | **After Forwarding the Message** | | | Automatically Advance to the Next Message | N | | **When Deleting a Message** | | | Confirm Deletions of New and Saved Messages | N | | | **Send Message Settings** | | | Settings | |  |  | | --- | --- | | **Broadcast Messages** | | | User Can Send Broadcast Messages to Users on This Server | N | | User Can Update Broadcast Messages Stored on This Server | N | | **Message Addressing and Sending** | | | Enter a Recipient By | Spelling the Last Name Then First Name | | Confirm Recipient by Name | N | | Continue Adding Names After Each Recipient | N | | Automatically Add Recipients to Addressing Priority List | N | | Allow Users to Save Draft Messages | N | | Retain Urgency Flag When Forwarding or Replying to Messages | N | | When a Call Is Disconnected or the User Hangs Up | Send Message | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Audio Source** | **Video Source** | | --- | --- | --- | --- | --- | | Alternate | N | -- | System | Blank | | Busy | N | -- | System | Blank | | Error | Y | No End Date | System | Blank | | Internal | N | -- | System | Blank | | Off Hours | N | -- | System | Blank | | Standard | Y | No End Date | System | Blank | | Holiday | N | -- | System | Blank | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Notification Devices** | | | Settings | | **Display Name** | **Status** | **Type** | **Destination** | **Phone System** | | --- | --- | --- | --- | --- | | Pager | Disabled | Pager |  | PhoneSystem | | Work Phone | Disabled | Phone |  | PhoneSystem | | Home Phone | Disabled | Phone |  | PhoneSystem | | Mobile Phone | Disabled | Phone |  | PhoneSystem | | SMTP | Disabled | SMTP |  |  | | HTML Missed Call | Disabled | HTML |  |  | | HTML | Disabled | HTML |  |  | | HTML Scheduled Summary | Disabled | HTML |  |  | | | **Unified Messaging Accounts** | | | Settings | < No records found > | | **Video Service Accounts** | | | Settings | < No records found > | |
| vmtemplate3 | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | Display Name | vmtemplate3 | | Display Name Generation | First Name, Then Last Name | | **Phone** | | | Outgoing Fax Server |  | | Partition | cuc121 Partition | | Search Scope | cuc121 Search Space | | Phone System | PhoneSystem | | Class of Service | Voice Mail User COS | | Active Schedule | Weekdays | | Set for Self-enrollment at Next Login | Y | | List in Directory | Y | | Send Non-Delivery Receipts on Failed Message Delivery | Y | | Skip Password When Calling From a Known Extension | N | | Use Short Calendar Caching Poll Interval | N | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Country | US | | Postal Code |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Generate SMTP Proxy Address From Corporate Email Address | N | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | | Voice Mail | |  |  | | --- | --- | | **Voice Mail Pin Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Voice Mail Authentication Rule | | | **Roles** | | | Settings |  | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N |  |  | | Closed | N |  |  | | Standard | Y |  |  | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | Language That Callers Hear | Inherit Language from Caller | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Attempt Transfer | | | **Message Actions** | | | Settings | |  |  | | --- | --- | | Voicemail | Accept the Message | | Email | Accept the Message | | Fax | Accept the Message | | Delivery Receipt | Accept the Message | | Relay Address |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Send caller to | Operator | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **MailBox** | | | Settings | |  |  | | --- | --- | | **Mailbox Settings** | | | Respond to Requests for Read Receipts | Y | | Message Aging Policy | Default System Policy | | **Mailbox Quotas** | | | Type | Use System Settings | | **Mailbox Store Information** | | | Mailbox Store | Unity Messaging Database -1 | | | **Phone Menu** | | | Settings | |  |  | | --- | --- | | Touchtone Conversation Menu Style | Full | | Conversation Volume | Medium | | Conversation Speed | Normal | | **Time Format** | | | Time Format | 12-Hour Clock | | **Conversation Style** | | | Touchtone Conversation | Classic Conversation | | **Finding Messages with Message Locator** | | | Enable | N | | Message Locator Sort Order | Last In, First Out | | **When Responding to Menus** | | | Times to Repeat Menu When User Does Not Respond | 1 | | Wait for First Touchtone or Voice Command | 5000 | | Wait for Additional Key Presses When Entering Names, Extensions, and Passwords | 3000 | | Wait for Additional Key Presses When Entering Multiple Digit Menu Options | 1500 | | **After Sign-In, Play** | | | User's Recorded Name | Y | | Alternate Greeting Notification | N | | User's New Messages Automatically | Y | | **When Exiting the Conversation** | | | **After Message Action** | | | Type | Call Handler | | Target | Opening Greeting | | Action | Go Directly to Greetings | | | **Playback Message Settings** | | | Playback Message Settings | |  |  | | --- | --- | | Message Volume | Medium | | Message Speed | Normal | | **For New Messages, Play** | | | Total of All Message Counts | N | | Voice Message Counts | Y | | Email Message Counts | N | | Fax Message Counts | N | | Receipt Message Counts | N | | **For Saved Messages, Play** | | | Saved Message Count | Y | | **For Draft Messages, Play** | | | Draft Message Count | N | | **Before Playing Messages, Play** | | | Message Type Menu | N | | **New Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Newest first | | **Saved Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Oldest first | | **Deleted Message Play Order** | | | Order | Oldest first | | **Before Playing Each Message, Play** | | | Sender's Information | Y | | Sender's ANI | N | | Include Extension | N | | Message Number | Y | | Time the Message was Sent | N | | Message Duration | N | | **While Playing Each Message** | | | Fast Forward Message by | 5000 | | Rewind Message by | 5000 | | **When Disconnected or User Hangs Up During Message Playback** | | | Create a Message Bookmark | N | | Mark a New Message | New | | **After Playing Each Message, Play** | | | Sender's Information | N | | Include Extension | N | | Sender's ANI | N | | Message Number | N | | Time the Message was Sent | Y | | Message Duration | N | | **After Playing the After Message Menu** | | | Automatically Advance to the Next Message | N | | **After Forwarding the Message** | | | Automatically Advance to the Next Message | N | | **When Deleting a Message** | | | Confirm Deletions of New and Saved Messages | N | | | **Send Message Settings** | | | Settings | |  |  | | --- | --- | | **Broadcast Messages** | | | User Can Send Broadcast Messages to Users on This Server | N | | User Can Update Broadcast Messages Stored on This Server | N | | **Message Addressing and Sending** | | | Enter a Recipient By | Spelling the Last Name Then First Name | | Confirm Recipient by Name | N | | Continue Adding Names After Each Recipient | N | | Automatically Add Recipients to Addressing Priority List | N | | Allow Users to Save Draft Messages | N | | Retain Urgency Flag When Forwarding or Replying to Messages | N | | When a Call Is Disconnected or the User Hangs Up | Send Message | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Audio Source** | **Video Source** | | --- | --- | --- | --- | --- | | Alternate | N | -- | System | Blank | | Busy | N | -- | System | Blank | | Error | Y | No End Date | System | Blank | | Internal | N | -- | System | Blank | | Off Hours | N | -- | System | Blank | | Standard | Y | No End Date | System | Blank | | Holiday | N | -- | System | Blank | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Notification Devices** | | | Settings | | **Display Name** | **Status** | **Type** | **Destination** | **Phone System** | | --- | --- | --- | --- | --- | | Pager | Disabled | Pager |  | PhoneSystem | | Work Phone | Disabled | Phone |  | PhoneSystem | | Home Phone | Disabled | Phone |  | PhoneSystem | | Mobile Phone | Disabled | Phone |  | PhoneSystem | | SMTP | Disabled | SMTP |  |  | | HTML Missed Call | Disabled | HTML |  |  | | HTML | Disabled | HTML |  |  | | HTML Scheduled Summary | Disabled | HTML |  |  | | | **Unified Messaging Accounts** | | | Settings | < No records found > | | **Video Service Accounts** | | | Settings | < No records found > | |
| voicemailusertemplate | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Name** | | | Display Name | Voice Mail User Template | | Display Name Generation | First Name, Then Last Name | | **Phone** | | | Outgoing Fax Server |  | | Partition | cuc121 Partition | | Search Scope | cuc121 Search Space | | Phone System | PhoneSystem | | Class of Service | Voice Mail User COS | | Active Schedule | Weekdays | | Set for Self-enrollment at Next Login | Y | | List in Directory | Y | | Send Non-Delivery Receipts on Failed Message Delivery | Y | | Skip Password When Calling From a Known Extension | N | | Use Short Calendar Caching Poll Interval | N | | **Location** | | | Address |  | | Building |  | | City |  | | State |  | | Country | US | | Postal Code |  | | Time Zone | System Default Time Zone | | Language | System Default Language | | Department |  | | Manager |  | | Billing ID |  | | Generate SMTP Proxy Address From Corporate Email Address | N | | | **Password Settings** | | | Web Application | |  |  | | --- | --- | | **Web Applications Password Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | Y | | Does Not Expire | N | | Authentication Rule | Recommended Web Application Authentication Rule | | | Voice Mail | |  |  | | --- | --- | | **Voice Mail Pin Settings** | | | Locked by Administrator | N | | User Cannot Change | N | | User Must Change at Next Sign-In | N | | Does Not Expire | Y | | Authentication Rule | Recommended Voice Mail Authentication Rule | | | **Roles** | | | Settings | User Administrator | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N |  |  | | Closed | N |  |  | | Standard | Y |  |  | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | Language That Callers Hear | Inherit Language from Caller | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Private | | **Message Security** | | | Mark Secure | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Directory Handler | | Target | New Directory Handler | | | **Message Actions** | | | Settings | |  |  | | --- | --- | | Voicemail | Accept the Message | | Email | Accept the Message | | Fax | Reject the Message | | Delivery Receipt | Relay the Message | | Relay Address | %Extension%@uplinx.com | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Send caller to | Operator | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | Y | | Digits to Prepend | 747 | | | **MailBox** | | | Settings | |  |  | | --- | --- | | **Mailbox Settings** | | | Respond to Requests for Read Receipts | Y | | Message Aging Policy | Default System Policy | | **Mailbox Quotas** | | | Type | Use System Settings | | **Mailbox Store Information** | | | Mailbox Store | Unity Messaging Database -1 | | | **Phone Menu** | | | Settings | |  |  | | --- | --- | | Touchtone Conversation Menu Style | Full | | Conversation Volume | Medium | | Conversation Speed | Normal | | **Time Format** | | | Time Format | 12-Hour Clock | | **Conversation Style** | | | Touchtone Conversation | Standard Conversation | | **Finding Messages with Message Locator** | | | Enable | N | | Message Locator Sort Order | Last In, First Out | | **When Responding to Menus** | | | Times to Repeat Menu When User Does Not Respond | 1 | | Wait for First Touchtone or Voice Command | 5000 | | Wait for Additional Key Presses When Entering Names, Extensions, and Passwords | 3000 | | Wait for Additional Key Presses When Entering Multiple Digit Menu Options | 1500 | | **After Sign-In, Play** | | | User's Recorded Name | Y | | Alternate Greeting Notification | N | | User's New Messages Automatically | Y | | **When Exiting the Conversation** | | | **After Message Action** | | | Type | Interview Handler | | Target |  | | | **Playback Message Settings** | | | Playback Message Settings | |  |  | | --- | --- | | Message Volume | Medium | | Message Speed | Normal | | **For New Messages, Play** | | | Total of All Message Counts | N | | Voice Message Counts | Y | | Email Message Counts | N | | Fax Message Counts | N | | Receipt Message Counts | N | | **For Saved Messages, Play** | | | Saved Message Count | Y | | **For Draft Messages, Play** | | | Draft Message Count | N | | **Before Playing Messages, Play** | | | Message Type Menu | N | | **New Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Newest first | | **Saved Message Play Order** | | | Sort by Message Type | Urgent Voice Messages Normal Voice Messages Urgent Faxes Normal Faxes Urgent Email Normal Email Receipts and Notices | | Then By | Oldest first | | **Deleted Message Play Order** | | | Order | Newest first | | **Before Playing Each Message, Play** | | | Sender's Information | Y | | Sender's ANI | N | | Include Extension | N | | Message Number | Y | | Time the Message was Sent | N | | Message Duration | N | | **While Playing Each Message** | | | Fast Forward Message by | 5000 | | Rewind Message by | 5000 | | **When Disconnected or User Hangs Up During Message Playback** | | | Create a Message Bookmark | N | | Mark a New Message | New | | **After Playing Each Message, Play** | | | Sender's Information | N | | Include Extension | N | | Sender's ANI | N | | Message Number | N | | Time the Message was Sent | Y | | Message Duration | N | | **After Playing the After Message Menu** | | | Automatically Advance to the Next Message | N | | **After Forwarding the Message** | | | Automatically Advance to the Next Message | N | | **When Deleting a Message** | | | Confirm Deletions of New and Saved Messages | N | | | **Send Message Settings** | | | Settings | |  |  | | --- | --- | | **Broadcast Messages** | | | User Can Send Broadcast Messages to Users on This Server | Y | | User Can Update Broadcast Messages Stored on This Server | Y | | **Message Addressing and Sending** | | | Enter a Recipient By | Entering the extension | | Confirm Recipient by Name | N | | Continue Adding Names After Each Recipient | N | | Automatically Add Recipients to Addressing Priority List | Y | | Allow Users to Save Draft Messages | Y | | Retain Urgency Flag When Forwarding or Replying to Messages | N | | When a Call Is Disconnected or the User Hangs Up | Send Message | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Audio Source** | **Video Source** | | --- | --- | --- | --- | --- | | Alternate | N | -- | System | Blank | | Busy | N | -- | System | Blank | | Error | Y | No End Date | System | Blank | | Internal | N | -- | System | Blank | | Off Hours | N | -- | System | Blank | | Standard | Y | No End Date | System | Blank | | Holiday | N | -- | System | Blank | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Play Recording to All Callers | | **Post Greeting Recording** | | | Post Greeting Recording Selection | New Custom Recording | | | **Notification Devices** | | | Settings | | **Display Name** | **Status** | **Type** | **Destination** | **Phone System** | | --- | --- | --- | --- | --- | | Pager | Disabled | Pager |  | PhoneSystem | | ThePager | Disabled | Pager | 789456 | PhoneSystem-2 | | Work Phone | Enabled | Phone | 6145645600 | PhoneSystem | | Home Phone | Disabled | Phone |  | PhoneSystem | | Mobile Phone | Disabled | Phone |  | PhoneSystem | | SMTP | Disabled | SMTP |  |  | | HTML Missed Call | Disabled | HTML |  |  | | HTML | Disabled | HTML |  |  | | HTML Scheduled Summary | Disabled | HTML |  |  | | | **Unified Messaging Accounts** | | | Settings | < No records found > | | **Video Service Accounts** | | | Settings | < No records found > | |

## 4.2 Call Handler Templates

Each call handler that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the call handler as the call handler is created. (Changes to template settings do not affect existing call handlers.)

Connection comes with the following predefined call handler templates, which you can modify but not delete:

* System Call Handler Contact Template: The settings on this template are suitable for most contacts.
* System Call Handler Template: The settings on this template are suitable for most call handlers.

Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you will want to consider enabling the appropriate transfer, caller input, greetings, and message settings for the call handlers that you plan to create. If you change settings on a call handler template, the new settings will be in effect only for new call handlers that are created by using that template.

Deleting a call handler template will not affect any call handlers that were based on that template when they were created. Note that you cannot delete the default templates.

| **Call Handler Template** | |
| --- | --- |
| **Name** | **Details** |
| NewCallHandlerTemplate | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 30/09/2019 9:08:51 AM | | Phone System | PhoneSystem | | Active Schedule | Weekdays | | Use System Default Time Zone | N | | Time Zone | (GMT+01:00) Europe/Paris | | Language | Inherit Language from Caller | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | Y |  |  | | Closed | Y |  |  | | Standard | Y |  |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Unlocked | | \* | Take Message |  | Unlocked | | 0 | Ignore key |  | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | Y | | Digits to Prepend | 3 | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | N | -- | System | | Busy | Y | 1/01/2021 12:00:00 AM | System | | Error | Y | No End Date | System | | Internal | N | -- | System | | Off Hours | N | -- | System | | Standard | Y | No End Date | System | | Holiday | N | -- | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Callers Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox | aberg | | Distribution List |  | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Action | | Target | Hang up | | |
| System Call Handler Template | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 13/09/2019 6:54:07 PM | | Phone System | PhoneSystem | | Active Schedule | All Hours | | Use System Default Time Zone | Y | | Language | Inherit Language from Caller | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N |  |  | | Closed | N |  |  | | Standard | Y |  |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Ignore key |  | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | N | -- | System | | Busy | N | -- | System | | Error | Y | No End Date | System | | Internal | N | -- | System | | Off Hours | N | -- | System | | Standard | Y | No End Date | System | | Holiday | N | -- | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Callers Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox |  | | Distribution List | Undeliverable Messages | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Go Directly to Greetings | | |

## 4.3 Contact Templates

Each contact that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the contact as the new contact is created or imported. (Changes to template settings do not affect existing contacts.)

| **Contacts Template** | |
| --- | --- |
| **Name** | **Details** |
| NewContactTemplate | |  |  | | --- | --- | | **Contact Basics** | | | Display Name | New Contact Template | | List in directory | Y | | Partition | cuc121 Partition | | **Location** | | | City |  | | Department |  | | **VPIM Settings** | | | Delivery Location | NewVPIMLocation | |
| systemcontacttemplate | |  |  | | --- | --- | | **Contact Basics** | | | Display Name | System Contact Template | | List in directory | Y | | Partition | cuc121 Partition | | **Location** | | | City |  | | Department |  | | **VPIM Settings** | | | Delivery Location | < None > | |

## 4.4 Notification Templates

This section contains templates for notification to end users. Intelligent Notifications deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

The following templates are listed in this section:

* Notification Templates
* Custom Variables
* Custom Graphics
* Administrative Replaceable Images

### 4.4.1 Notification Templates

Intelligent Notifications deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

The following Notification Templates are configured:

| **Notification Templates** |
| --- |
| **Name** |
| Default\_Actionable\_Links\_Only |
| Default\_Dynamic\_Icons |
| Default\_Missed\_Call |
| Default\_Missed\_Call\_With\_Summary |
| Default\_Scheduled\_Summary |
| Default\_Voice\_Message\_With\_Summary |
| NewNotificationTemplate |

### 4.4.2 Custom Variables

Custom variables give flexibility to populate content in an HTML notification. Administrators are allowed to create different custom variables that can be used while creating the HTML-based notification templates. For example, the custom variables can be used in case of defining a particular company's name, address, any numbers, or URLs.

| **Custom Variable** | |
| --- | --- |
| **Display Name** | **Value** |
| MYCUSTOMVAR | 2022 |
| MYCUSTOMVAR2 | MyVarValue |

### 4.4.3 Custom Graphics

Custom Graphics define graphic objects which can be inserted in an HTML notification. Administrators are allowed to create Custom Graphics that can be used while creating the HTML-based notification templates.

| **Custom Graphics** | | |
| --- | --- | --- |
| **Display Name** | **Image Name** | **Image Size** |
| DEFAULT\_BOTTOM | default\_bottom.png | 1081\*154 |
| DEFAULT\_TOP | default\_top.png | 1077\*152 |
| NEWTOP | above-clouds.jpg | 400\*400 |

### 4.4.4 Administrative Replaceable Images

Replaceable Images overwrite default images used by notifications to users.

The administrator has rights to replace the default images for the following status items:

* Deleted\_message
* MWI\_OFF, MWI\_ON
* Read\_message, Unread\_message
* Read\_urgent\_message, Unread\_urgent\_message

These images can anytime reset to default through the Restore Default option given on the Search Replaceable Images page. The addition or deletion of any image is not allowed in the given default list.

| **Replaceable Images** | | |
| --- | --- | --- |
| **Display Name** | **Image Name** | **Image Size** |
| deleted\_message | deleted\_message.png | 57\*54 |
| mwi\_off | mwi\_off.png | 64\*54 |
| mwi\_on | mwi\_on.png | 64\*54 |
| read\_message | read\_message.png | 57\*54 |
| read\_urgent\_message | read\_urgent\_message.png | 57\*54 |
| unread\_message | unread\_message.png | 57\*54 |
| unread\_urgent\_message | unread\_urgent\_message.png | 57\*54 |

# 5 Contacts (Condensed)

| **Contacts (Summary)** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Alias** | **First Name** | **Last Name** | **Display Name** | **Department** | **Extension** | **Partition** | **1st Alternate Name** | **1st SMTP Proxy Address** | **List in directory** |
| Robin | Andy | Robin | Andy Robin | Nighttime | 22 | cuc121 Partition | Bob, Sparrow | andyberg@company.com | Y |

# 6 System Distribution Lists

When a user addresses a message to a system distribution list, the local Cisco Unity Connection location parses the distribution list membership. The sending location first addresses messages to any VPIM users that are on the distribution list. Next, the sending location checks to see if there are any remote Connection users in the membership; if so, it sends a single message to each location that homes these remote users, addressed to the distribution list (the home locations each parse the message and deliver to their local users). Finally, the sending location checks for local users in the distribution list membership, and delivers the message to each of them.

Connection includes the following predefined system distribution lists: All Voice Mail Users, Undeliverable Messages, and All Voicemail-Enabled Contacts. Each Connection server in your organization has a distinct version of each of these lists. If you have not changed the names of these lists to be unique, during initial replication each server automatically adds the remote server name to the display name of any remote lists whose names overlap with local list names.

By default, the predefined lists on each Connection location have the same recorded voice name, and the All Voice Mail Users and All Voicemail-Enabled Contacts lists have the same extension at each location (the Undeliverable Messages list by default is not assigned an extension, because users do not typically address messages to this list). When setting up Digital Networking, you should consider modifying the recorded voice name of each All Voice Mail Users list and each All Voicemail-Enabled Contacts list; if you do not, users can hear a confusing list of choices when they address messages by name to one of these lists. When users address by extension to a list whose extension overlaps that of another list, they reach the first list that is located when Connection searches the partitions of the user search space in order.

Tip : Distribution lists can be nested such that a distribution list contains other lists. You can create one master All Voice Mail Users distribution list that contains the All Voice Mail Users list of each Connection location.

The following distribution lists are configured:

| **Distribution List** | |
| --- | --- |
| **Name** | **Details** |
| NewDistributionList | |  |  | | --- | --- | | **Distribution List** | | | Display Name | New Distribution List | | SMTP Address | newdistributionlist@cuc121 | | Extension | 99993 | | Partition | cuc121 Partition | | Replicate to Remote Sites Over Intersite Links | N | | Allow Contacts | Y | | Accept Messages from Foreign Systems | N | | Replicate to SRSV Branches | Y | | **Distribution List Members** | | | Distribution List Members | bwayne bwillis ceastwood | | **Alternate Names** | | | Alternate Names | New Alternate Name | |
| allvoicemailenabledcontacts | |  |  | | --- | --- | | **Distribution List** | | | Display Name | All Voicemail Enabled Contacts | | SMTP Address | allvoicemailenabledcontacts@cuc121 | | Extension | 99992 | | Partition | cuc121 Partition | | Replicate to Remote Sites Over Intersite Links | N | | Allow Contacts | Y | | Accept Messages from Foreign Systems | N | | Replicate to SRSV Branches | Y | | **Distribution List Members** | | | Distribution List Members |  | | **Alternate Names** | | | Alternate Names |  | |
| allvoicemailusers | |  |  | | --- | --- | | **Distribution List** | | | Display Name | All Voice Mail Users | | SMTP Address | allvoicemailusers@cuc121 | | Extension | 99991 | | Partition | cuc121 Partition | | Replicate to Remote Sites Over Intersite Links | Y | | Allow Contacts | N | | Accept Messages from Foreign Systems | N | | Replicate to SRSV Branches | Y | | **Distribution List Members** | | | Distribution List Members | aberg aps04 asterix bbreu bwayne bwillis ceastwood vmtemplate1 vmtemplate2 vmtemplate3 voicemailusertemplate | | **Alternate Names** | | | Alternate Names |  | |
| undeliverablemessages | |  |  | | --- | --- | | **Distribution List** | | | Display Name | Undeliverable Messages | | SMTP Address | undeliverablemessages@cuc121 | | Extension |  | | Partition | cuc121 Partition | | Replicate to Remote Sites Over Intersite Links | Y | | Allow Contacts | N | | Accept Messages from Foreign Systems | N | | Replicate to SRSV Branches | Y | | **Distribution List Members** | | | Distribution List Members | undeliverablemessagesmailbox | | **Alternate Names** | | | Alternate Names |  | |

# 7 Call Management

The following elements can be used as building blocks; you can use or customize the default objects in Connection, or add new objects and combine them to create the caller experience:

* **Call Handlers**  
  Answer calls and can take messages; provide menus of options (for example, For customer service press 1, for sales press 2...); route calls to users and to other call handlers; and play audiotext (prerecorded information).
* **Directory Handlers**  
  Provide directory assistance by playing an audio list that users and outside callers use to reach users and to leave messages.
* **Interview Handlers**  
  Collect information from callers by playing a series of questions and then recording the answers.
* **Call Routing Tables**  
  Allow you to define how calls are initially routed, based on criteria such as the phone number of the caller and the schedule. When you have set up call handlers, interview handlers, and directory handlers, as well as extensions for users, you can route calls to the applicable person or handler by modifying the call routing tables.

This section contains the following sub chapters:

* System Call Handlers
* Directory Handlers
* Interview Handlers
* Call Routing

## 7.1 System Call Handlers

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.

When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient (user or distribution list) that you designate in the interview handler configuration.

| **System Call Handlers** | |
| --- | --- |
| **Name** | **Details** |
| Call Handler | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 27/09/2019 12:17:09 PM | | Phone System | PhoneSystem | | Active Schedule | All Hours | | Use System Default Time Zone | Y | | Language | Inherit Language from Caller | | Extension | 77777777 | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | Y | 77777777 |  | | Closed | Y | 77777777 |  | | Standard | Y | 77777777 |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Skip Greeting |  | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Restart greeting |  | Unlocked | | 1 | Route from Next Call Routing Rule |  | Unlocked | | 2 | Send caller to | Interview Handler | Locked | | 3 | Send caller to | Greetings Administrator | Unlocked | | 4 | Send caller to | aberg Attempt Transfer | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | Y | 4/10/2023 2:00:00 PM | System | | Busy | Y | No End Date | System | | Error | Y | No End Date | System | | Internal | Y | No End Date | System | | Off Hours | Y | No End Date | System | | Standard | Y | No End Date | System | | Holiday | Y | No End Date | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | New Custom Recording | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox |  | | Distribution List | Undeliverable Messages | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Go Directly to Greetings | | | **Call Handler Owners** | | | Settings |  | |
| Goodbye | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 13/09/2019 6:54:07 PM | | Phone System | PhoneSystem | | Active Schedule | All Hours | | Use System Default Time Zone | Y | | Language | Inherit Language from Caller | | Extension |  | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N |  |  | | Closed | Y |  |  | | Standard | Y |  |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Send caller to | Opening Greeting Attempt Transfer | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Send caller to | Operator Attempt Transfer | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | N | -- | System | | Busy | N | -- | System | | Error | Y | No End Date | System | | Internal | N | -- | System | | Off Hours | N | -- | System | | Standard | Y | No End Date | Recording | | Holiday | N | -- | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox |  | | Distribution List | Undeliverable Messages | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Action | | Target | Hang up | | | **Call Handler Owners** | | | Settings |  | |
| Opening Greeting | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 13/09/2019 6:54:07 PM | | Phone System | PhoneSystem | | Active Schedule | Weekdays | | Use System Default Time Zone | Y | | Language | Inherit Language from Caller | | Extension |  | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N |  |  | | Closed | Y |  |  | | Standard | Y |  |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Send caller to | Operator Attempt Transfer | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Send caller to | Operator Attempt Transfer | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Send caller to | System Directory Handler | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | N | -- | System | | Busy | N | -- | System | | Error | Y | No End Date | System | | Internal | N | -- | System | | Off Hours | Y | No End Date | Recording | | Standard | Y | No End Date | Recording | | Holiday | N | -- | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox |  | | Distribution List | Undeliverable Messages | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Go Directly to Greetings | | | **Call Handler Owners** | | | Settings |  | |
| Operator | |  |  | | --- | --- | | **Basic Settings** | | | Settings | |  |  | | --- | --- | | **Call Handler** | | | Creation Time (UTC) | 13/09/2019 6:54:07 PM | | Phone System | PhoneSystem | | Active Schedule | Weekdays | | Use System Default Time Zone | Y | | Language | Inherit Language from Caller | | Extension | 0 | | Partition | cuc121 Partition | | **Search Scope** | | | Search Scope | Inherit Search Space from Call | | | **Transfer Rules** | | | Settings | | **Rule Name** | **Enabled** | **Extension** | **End Date** | | --- | --- | --- | --- | | Alternate | N | 0 |  | | Closed | Y | 0 |  | | Standard | Y | 0 |  | | | **Caller Input Keys** | | | Settings | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Caller Input Keys | | **Key** | **Action** | **Target** | **Status** | | --- | --- | --- | --- | | # | Send caller to | Opening Greeting Attempt Transfer | Locked | | \* | Send caller to | Sign-In | Locked | | 0 | Ignore key |  | Unlocked | | 1 | Ignore key |  | Unlocked | | 2 | Ignore key |  | Unlocked | | 3 | Ignore key |  | Unlocked | | 4 | Ignore key |  | Unlocked | | 5 | Ignore key |  | Unlocked | | 6 | Ignore key |  | Unlocked | | 7 | Ignore key |  | Unlocked | | 8 | Ignore key |  | Unlocked | | 9 | Ignore key |  | Unlocked | | | Wait for Additional Digits | 1500 | | **Prepend Digits to Dialed Extensions** | | | Enabled | N | | Digits to Prepend |  | | | **Greetings** | | | Settings | | **Greeting** | **Enabled** | **End Date** | **Source** | | --- | --- | --- | --- | | Alternate | N | -- | System | | Busy | Y | No End Date | Recording | | Error | Y | No End Date | System | | Internal | N | -- | System | | Off Hours | Y | No End Date | Recording | | Standard | Y | No End Date | Recording | | Holiday | N | -- | System | | | **Post Greeting Recording** | | | Settings | |  |  | | --- | --- | | **Play Post Greeting Recording** | | | Play Post Greeting Recording | Do Not Play Recording | | **Post Greeting Recording** | | | Post Greeting Recording Selection | < None > | | | **Message Settings** | | | Settings | |  |  | | --- | --- | | Maximum Message Length | 300 | | Callers Can Edit Messages | Y | | **Message Urgency** | | | Message Urgency | Mark Normal | | **Message Sensitivity** | | | Message Sensitivity | Mark Normal | | **Message Security** | | | Mark Secure | N | | **Message Recipient** | | | User with Mailbox | operator | | Distribution List |  | | Mark for Dispatch Delivery | N | | **Play After Message Recording** | | | Play After Message Recording | System Default Recording | | **After Message Action** | | | Type | Call Handler | | Target | Goodbye | | Action | Go Directly to Greetings | | | **Call Handler Owners** | | | Settings |  | |

## 7.2 Directory Handlers

Directory handlers provide directory assistance that callers can use to reach Cisco Unity Connection users who have mailboxes and who are listed in the directory.

When a caller searches for a user name or part of a name, a directory handler looks up the extension and routes the call to the appropriate user. Callers can also enter an extension to place a call from a directory handler; the extension is checked against the applicable outcalling restriction table if the caller is a user, or against the Default Outdial restriction table if the caller is an outside caller.

There are two types of directory handlers:

* Phone Keypad: Callers enter search information or extensions by using the phone keypad.
* Voice Enabled: Requires voice-recognition option.callers say the first name and last name (or alternate names) of the Connection user that they want to reach, or enter an extension by saying the individual digits in the extension.

| **Directory Handler** | |
| --- | --- |
| **Name** | **Details** |
| New Directory Handler | |  |  | | --- | --- | | **Directory Handler** | | | Creation Time (UTC) | 30/09/2019 9:33:44 AM | | Language | Inherit Language from Caller | | Extension | 999912 | | Partition | cuc121 Partition | | Voice Enabled | Y | | Speech Confidence Threshold | 10 | | **Search Scope** | | | Search Scope | Entire Server | | **Search Results Behavior** | | | Route Automatically on a Unique Match | Y | | Announce Extension with Each Name | Y | | Announce City with Each Name | Y | | Announce Department with Each Name | Y | | **Caller Input** | | | Timeout If No Input | 5 | | Timeout After Last Input | 4 | | Times to Repeat Request for Name Entry | 1 | | Allow Caller to Exit Using \* Key | Y | | **Caller Input - If Caller Exits** | | | Action | Call Handler | | Options | Opening Greeting Attempt Transfer | | **Caller Input - If No Input** | | | Action | Call Handler | | Options | Goodbye Attempt Transfer | | **Caller Input - If No Selection** | | | Action | Call Handler | | Options | Goodbye Attempt Transfer | | **Caller Input - If Caller Presses Zero** | | | Action | Call Handler | | Options | Operator Attempt Transfer | | **Greeting - Callers Hear** | | | Use Custom Greeting | N | | **Greeting - Recording** | | | Language | EnglishUnitedStates | |
| System Directory Handler | |  |  | | --- | --- | | **Directory Handler** | | | Creation Time (UTC) | 13/09/2019 6:54:07 PM | | Language | Inherit Language from Caller | | Extension | 555 | | Partition | cuc121 Partition | | Voice Enabled | N | | Speech Confidence Threshold | 10 | | Play All Names | N | | **Search Scope** | | | Search Scope | Entire Server | | **Search Criteria Order** | | | Search Criteria Order | Last Name, First Name | | **Search Results Behavior** | | | Always Request Caller Input | Y | | Announce Matched Names Using Menu Format | Y | | Announce Extension with Each Name | Y | | Maximum Number of Matches | 8 | | **Caller Input** | | | Timeout If No Input | 5 | | Timeout After Last Input | 3 | | Times to Repeat Request for Name Entry | 1 | | Allow Caller to Exit Using \* Key | Y | | **Caller Input - If Caller Exits** | | | Action | Call Handler | | Options | Opening Greeting Attempt Transfer | | **Caller Input - If No Input** | | | Action | Call Handler | | Options | Goodbye Attempt Transfer | | **Caller Input - If No Selection** | | | Action | Call Handler | | Options | Goodbye Attempt Transfer | | **Caller Input - If Caller Presses Zero** | | | Action | Call Handler | | Options | Operator Attempt Transfer | | **Greeting - Callers Hear** | | | Use Custom Greeting | Y | | **Greeting - Recording** | | | Language | EnglishUnitedStates | |

## 7.3 Interview Handlers

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.   
When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient (user or distribution list) that you designate in the interview handler configuration.

| **Interview Handler** | |
| --- | --- |
| **Name** | **Details** |
| Interview Handler | |  |  | | --- | --- | | **Interview Handler** | | | Extension | 23423432 | | Partition | cuc121 Partition | | Creation Time (UTC) | 27/09/2019 12:18:45 PM | | Language | Inherit Language from Caller | | **Recipient** | | | Type | Distribution List | | Value | New Distribution List | | Mark for Dispatch Delivery | Y | | **Response Urgency** | | | Response Urgency | Mark Urgent | | **After Interview Action** | | | Type | Conversation | | Target | Greetings Administrator | |
| New Interview Handler | |  |  | | --- | --- | | **Interview Handler** | | | Extension | 999913 | | Partition | cuc121 Partition | | Creation Time (UTC) | 30/09/2019 9:36:01 AM | | Language | Inherit Language from Caller | | **Recipient** | | | Type | User with Mailbox | | Value | bwayne | | **Response Urgency** | | | Response Urgency | Mark Urgent | | **After Interview Action** | | | Type | Interview Handler | | Target | Interview Handler | |

## 7.4 Custom Recordings

Indicate whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user or call handler. You can also indicate whether all callers hear the recording or only unidentified callers:

* Do Not Play Recording: Before they leave a message, callers hear only the user or call handler greeting.
* Play Recording to All Callers: Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.
* Play Recording Only to Unidentified Callers: Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post greeting recording.

Default: Do Not Play Recording.

| **Custom Recording** | |
| --- | --- |
| **Name** | **Details** |
| New Custom Recording | |  |  | | --- | --- | | Display Name | New Custom Recording | |

## 7.5 Call Routing

Call routing tables are used to route incoming calls to the operator or to specific users, call handlers, directory handlers, or interview handlers. In addition, call routing tables are used to route users to the user logon conversation.

Cisco Unity Connection has two call routing tables: one for direct calls and one for forwarded calls that handle calls from users and from outside callers. Each table contains predefined routing rules, and you can create additional rules to route calls as needed. Set up your directory handlers, call handlers, and interview handlers first, and then modify or create call routing rules for each table as needed to route incoming calls correctly.

**Direct Rules**

Direct rules handle calls from users and outside callers that are dialed directly to Connection. The predefined direct routing rules are:

* Attempt Sign-In: Calls from users are routed to the user logon conversation.
* Opening Greeting: Calls from outside callers are routed to the Opening Greeting.

**Forwarded Rules**

Forwarded rules handle calls that are forwarded to Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

* Attempt Forward: All calls forwarded from a user extension are routed to the user greeting.
* Opening Greeting: Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

### 7.5.1 Direct Routing Rules

Direct rules handle calls from users and outside callers that are dialed directly to Connection. The predefined direct routing rules are:

* Attempt Sign-In: Calls from users are routed to the user logon conversation.
* Opening Greeting: Calls from outside callers are routed to the Opening Greeting.

| **Direct Routing Rules** | |
| --- | --- |
| **Name** | **Details** |
| Attempt Sign In | |  |  | | --- | --- | | **Direct Routing Rule** | | | Status | Active | | Language | Inherit Language from Caller | | Search Scope | cuc121 Search Space | | **Send Call to** | | | Type | Conversation | | Action | Attempt Sign In | | Conditions | | **Parameter** | **Operator** | **Operand Value** | | --- | --- | --- | | Dialed Number | In | 86 | | |
| Opening Greeting | |  |  | | --- | --- | | **Direct Routing Rule** | | | Status | Active | | Language | Use System Default Language | | Search Scope | cuc121 Search Space | | **Send Call to** | | | Type | Conversation | | Action | Attempt Forward | | Conditions | | **Parameter** | **Operator** | **Operand Value** | | --- | --- | --- | | Dialed Number | Greater than or equal | 999991 | | |

### 7.5.2 Forwarded Routing Rules

Forwarded rules handle calls that are forwarded to Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

* Attempt Forward: All calls forwarded from a user extension are routed to the user greeting.
* Opening Greeting: Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

| **Forwarded Routing Rules** | |
| --- | --- |
| **Name** | **Details** |
| Attempt Forward | |  |  | | --- | --- | | **Forwarded Routing Rule** | | | Status | Active | | Language | Inherit Language from Caller | | Search Scope | cuc121 Search Space | | **Send Call to** | | | Type | Conversation | | Action | Attempt Forward | | Conditions | | **Parameter** | **Operator** | **Operand Value** | | --- | --- | --- | | Port | Equals | PhoneSystem-1-001 | | Schedule | Equals | Weekdays | | |
| Opening Greeting | |  |  | | --- | --- | | **Forwarded Routing Rule** | | | Status | Active | | Language | Use System Default Language | | Search Scope | cuc121 Search Space | | **Send Call to** | | | Type | Conversation | | Action | Attempt Forward | | Conditions | | **Parameter** | **Operator** | **Operand Value** | | --- | --- | --- | | Dialed Number | Greater than or equal | 999991 | | |

# 8 Message Storage

The Message Storage section contains settings for mailbox stores and mailboxes.

This section contains the following sub chapters:

* Mailbox Stores
* Mailbox Stores Membership
* Mailbox Quotas
* Message Aging Policy
* Aging Alert Text (only CUC version 8.5 and later)
* Message Expiration (only CUC version 8.5 and later)

## 8.1 Mailbox Stores

A mailbox store is a database for voice messages (who each message was sent to, when it was sent, the location of the WAV file on the hard disk, and so on).It points to an operating-system directory for voice message WAV files.

An administrator with the required permissions can create up to four additional mailbox stores. Each additional mailbox store includes:

* Another mailbox-store database for information on voice messages that are saved in that mailbox store. The database is presized for an average of approximately 40 messages each for 10,000 users, or about 1.25 GB. (The database application currently being used for Connection cannot dynamically resize a database after it is created.)
* Another operating-system directory for the voice message WAV files and other message attachments saved in that mailbox store.

Although there is one mailbox-store database for each mailbox store, there is only one directory database for the entire system. If you create an additional mailbox store and move the mailboxes for selected users to the new store, the directory information for the users remains in the directory database that was created when Connection was installed.

After you create a new mailbox store, you can either move existing mailboxes into the new store or you can create new mailboxes in the new store.

| **Mailbox Store** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Mailbox Store** | **Server** | **Display Name** | **System** | **Mounted** | **Maximum Size Before Warning (MB)** |
| UnityMbxDb1 | cuc121 | Unity Messaging Database -1 | Y | Y | 15000 |
| UnityMbxDb2 | cuc121 | NewUnityDB | N | Y | 42 |

## 8.2 Mailbox Stores Membership

This section lists the membership of user mailboxes within the mailbox stores:

| **Mailbox Store Membership** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Alias** | **Mailbox Store** | **Server** | **First Name** | **Last Name** | **Extension** | **Display Name** |
| UnityConnection | UnityMbxDb1 | cuc121 | Cisco Unity Connection | Messaging System |  | Cisco Unity Connection Messaging System |
| aberg | UnityMbxDb1 | cuc121 | Alec | Berg | +61290025003 | Alec Berg |
| aps04 | UnityMbxDb1 | cuc121 | aps | 04 | 4004 | aps 04 |
| asterix | UnityMbxDb1 | cuc121 | Asterix | TheGaulois | 5011 | Asterix TheGaulois |
| bwayne | UnityMbxDb1 | cuc121 | Bruce | Wayne | 8022 | Bruce Wayne |
| bwillis | UnityMbxDb1 | cuc121 | Bruce | Willis | +442070877600 | Bruce Willis |
| ceastwood | UnityMbxDb1 | cuc121 | Clint | Eastwood | +61255780093 | Clint Eastwood |
| operator | UnityMbxDb1 | cuc121 |  |  | 99990 | Operator |
| undeliverablemessagesmailbox | UnityMbxDb1 | cuc121 |  |  | 99999 | Undeliverable Messages |
| bbreu | UnityMbxDb2 | cuc121 | Beat | Breu | +61290005005 | Beat Breu |

## 8.3 Mailbox Quotas

To help control the size of user voice mailboxes, Cisco Unity Connection lets you specify quotas, or limits, on the maximum size of voice mailboxes. By default, Connection is configured with the following systemwide mailbox size quotas:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Quota Level** | **Mailbox Size That Triggers Quota Action** | **Action When Quota Is Reached** | **Recording Time in Minutes Before Quota Is Reached** | | | | |
| **G.711 Mu-Law** | **G.711 A-Law** | **G.726 32 Kbps** | **PCM 8 kHz** | **G.729a** |
| Warning | 12 megabytes | The user is warned that the mailbox is reaching the maximum size allowed. | 25 | 25 | 50 | 50 | 200 |
| Send | 13 megabytes | The user is prevented from sending any more voice messages. | 27 | 27 | 54 | 54 | 217 |
| Send/ Receive | 14 megabytes | The user is prevented from sending or receiving any more voice messages. | 31 | 31 | 61 | 61 | 246 |

The following following systemwide mailbox size quotas are configured:

|  |  |
| --- | --- |
| **System-wide Mailbox Quotas** | |
| Warning Quota | Custom 11 Megabytes |
| Send Quota | Custom 12 Megabytes |
| Send/Receive Quota | Custom 14 Megabytes |
| Full Mailbox Check for Outside Caller Messages | Y |

# 9 Networking

Cisco Unity Connection Digital Networking allows networking serveral Connections clusters such that they replicate directory information among all the systems on the Connection Digital Network.

Users can send, reply to, and forward messages or place calls to users on other Connection systems as though they share the same system, while at the same time, each Connection installation in the network continues to serve only those users that were created on the server or cluster.

Users use the same Connection tools for messaging with users on other networked Connection systems that they use for messaging with users on their home system. Because of directory replication, each Connection system has the information that it needs to address messages to users who are associated with the other Connection systems.

This section contains the following sub chapters:

* Connection Locations
* VPIM Locations

## 9.1 Connection Locations

Central to how Digital Networking works is an object referred to as a Cisco Unity Connection location. Each Connection server (or cluster) on the network is represented by a single Connection location, which is created locally during installation and which cannot be deleted from the server itself. When you join the server (or cluster) to a Digital Network, a Connection location is created for the server (or cluster) on all other locations in the network, and these locations automatically begin to perform directory synchronization with the new location. If you remove the server (or cluster) from the Digital Network, the corresponding Connection location is removed from all other locations on the network, and its directory information is automatically removed from these locations (and vice versa). A Connection location can only belong to a single Digital Network. As soon as you join one server to a location on the Digital Network, any other locations on the network are notified of the new location and begin to exchange directory information with the new location.

All objects that you create on a particular location are said to be "homed" on that location. To modify the properties of an object or to delete the object, you must use the administration tools on the location that homes the object. Each location has its own directory of users and other objects, and replicates a subset of these objects and their properties to other locations; the collection of objects and object properties that are replicated among locations is referred to as the Connection directory.

In the context of Digital Networking, an object that is homed on a location is sometimes referred to as local for that location (for example, a local user) and an object that is homed on a different location is referred to as remote.

| **Connection Location** | |
| --- | --- |
| **Name** | **Details** |
| cuc121 | |  |  | | --- | --- | | **Connection Location** | | | Host Address | 10.5.1.121 | | SMTP Domain Name | cuc121 | | Connection Version | 12.5.0.305 | |
| cuc151 | |  |  | | --- | --- | | **Connection Location** | | | Host Address | 10.5.1.151 | | SMTP Domain Name | cuc151 | | Connection Version | 11.5.1.1459 | |

## 9.2 VPIM Locations

When you use the recommended approach of configuring a single Cisco Unity Connection location on the Digital Network as a bridgehead to handle all VPIM locations, the VPIM location data and all contacts at the VPIM location (including automatically created contacts) are replicated to other locations in the network. When a VPIM message is sent to or from a user at another Connection location, the message first passes to the bridgehead, which handles forwarding the message to the destination server.

The following VPIM locations are configured:

| **VPIM Locations** | |
| --- | --- |
| **Name** | **Details** |
| NewVPIMLocation | |  |  | | --- | --- | | **VPIM Location** | | | Dial ID | 999939 | | Partition | cuc121 Partition | | Search Scope | cuc121 Search Space | | SMTP Domain Name | 10.5.1.166 | | IP Address | 10.5.1.166 | | **Prefixes** | | | Remote phone prefix | 9955599 | | Cisco Connection phone prefix |  | | **Audio Normalization for Recordings and Messages** | | | Enable Audio Normalization | N | | **Audio format conversion** | | | Incoming messages | System Codec | | Outbound messages | G.726 | | **Message Settings** | | | Sender's recorded name | N | | Enable Outgoing Secure Messages | N | | Enable Outgoing Private Messages | N | | Allow Blind Addressing | N | | Remove Subject in Outgoing Messages | N | | Remove Text in Outgoing Messages | N | | Remove Fax in Outgoing Messages | N | | Remove Recorded Name from Incoming Messages | Y | | Mark All Incoming Messages Secure | N | | Use Read Receipt Headers | Y | | Use Read Receipt Timing | Y | | **Inter-Location SMTP Routing Configuration** | | | Route to this Remote Location Through SMTP Smart Host | N | | **Alternate Names** | | | Settings | | **Alternate Names** | | --- | | **Display Name** | | AlternateNameForVPIM | | | **Automatic Directory Updates** | | | Automatically create VPIM Contacts | Y | | Contact Template | System Contact Template | | Automatically modify VPIM Contact | With each VPIM message | | Automatically delete VPIM Contact | Y | | **Automatic Directory Update Options** | | | Allow VPIM Contact display name updates | Y | | Allow VPIM Contacts without recorded names | Y | | Mapping text names | Directly to VPIM Contact display names | | Map VPIM Contact extensions to | Location Dial ID + Phone Number | |

# 10 Unified Messaging

In Cisco Unity Connection version 8.5 and later the following Unified Messaging settings are listed in this section:

* Synchronization of voice messages in Connection and Exchange mailboxes (also known as single inbox)
* Text-to-speech (TTS) access to Exchange email
* Access to Exchange calendars, which allows users to do meeting-related tasks by phone, for example, hear a list of upcoming meetings, or accept or decline meeting invitations
* Access to Exchange contacts, which allows users to import Exchange contacts and use the contact information in personal call transfer rules and when placing outgoing calls by using voice commands
* Notification of upcoming Cisco Unified MeetingPlace meetings on the phone
* Scheduling and joining of MeetingPlace meetings
* Transcription of Connection voice messages (SpeechView)

This section contains the following sub chapters:

* Unified Messaging Services
* SpeechView Transcription Service
* Unified Messaging Accounts Status (for Unity Connection version 9 and later)
* Error Codes (for Unity Connection version 9 and later)

## 10.1 Unified Messaging Services

Unified messaging services are used to synchronize Cisco Unity Connection and Exchange mailboxes (single inbox) on Exchange servers.

The following Unified messaging services are configured to access Exchange server(s).

| **Unified Messaging Services** | |
| --- | --- |
| **Display Name** | **Details** |
| NewUnifiedMessagingService | |  |  | | --- | --- | | **Unified Messaging Service** | | | Type | Exchange/BPOS-D | | Enabled | Y | | Display Name | NewUnifiedMessagingService | | Web-Based Authentication Mode | NTLM | | Web-Based Protocol | HTTPS | | Validate Certificates for Exchange Servers | N | | **Exchange Servers** | | | Exchange Servers | Specify an Exchange Server | | Exchange Server | 10.5.1.166 | | **Active Directory Account Used to Access Exchange** | | | Username | Administrator | | **Active Directory Account Used to Access Exchange** | | | Access Exchange Email by Using Text to Speech (TTS) | Y | | Access Exchange Calendar and Contacts | Y | | Synchronize Connection and Exchange Mailboxes (Single Inbox) | Y | | Message Action for Email | Relay the Message | | Message Action for Fax | Accept the Message | |

## 10.2 Accounts Status

The following table list the status of the unified messaging configuration of each Cisco Unity Connection user for Microsoft Exchange and for Unified Messaging and Cisco Unified MeetingPlace.

| **Unified Messaging Accounts Status** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Alias** | **Display Name** | **UM Service** | **Exchange Calendar/Contacts** | **TTS** | **Single Inbox** | **MeetingPlace Scheduling and Joining** | **Email Address** |
| aberg | Alec Berg | NewUnifiedMessagingService | E | E | E | N/A | aberg@company.com |
| bwillis | Bruce Willis | NewUnifiedMessagingService | E | E | E | N/A | bruceywills@uplinx.com |

## 10.3 SpeechView Transcription

When the SpeechView feature is enabled, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text.

This section contains the following sub chapters:

* SpeechView Services
* SpeechView Error Codes

### 10.3.1 SpeechView Transcription Service

When the SpeechView feature is enabled, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text. When a voice message arrives, it is delivered to the mailbox of the recipient with a blank text attachment. When the completed transcription is returned by the transcription service, the text attachment is updated with the text of the transcription, or with an error message if there was a problem with the transcription. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. However, users have access to the original recording in its entirety.

Connection sends the audio portion of a voice message to the transcription service, without details about the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP.

To use SpeechView, users must belong to a class of service that enables transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client that is configured to access their Connection messages. The original voice message remains attached to the transcribed text message.

The following are the settings for the Transcription Service for SpeechView:

|  |  |
| --- | --- |
| **SpeechView Transcription Service** | |
| **Transcription Service for SpeechView** | |
| Enabled | Y |
| **Access Transcription Service Directly** | |
| Incoming SMTP Address | Speechview@uplinx.com |
| Registration Name | cuc121 |
| Advertise Transcription Proxy Services to Other Connection Locations | N |

### 10.3.2 Error Codes

The following Nuance Transcription Error codes are configured:

| **Transcription Error Code** | |
| --- | --- |
| **Error Codes** | **Error Code Desc** |
| Fault | Registration Failed. |
| Inaudible | The system was unable to transcribe the message. |
| Rejected | The system was unable to transcribe the message. |
| Timeout | The transcription request timed out. |
| Unconverted | The transcription has failed. Call voice mail to hear the message. |

# 11 Video

In Unity Connection, a user or an outside caller can also send video message to another user using video enabled end point in case of Ring No Answer (RNA). A user can also record a greeting in video format from a video enabled end point.

## 11.1 Video Services

Video services allow Unity Connection to integrate with video server to store and retrieve all the video messages and greetings recorded by the user. In addition, it allows Unity Connection to verify the state of video server, codecs, and user credentials used with video server.

| **Video Service** | |
| --- | --- |
| **Name** | **Details** |
| NewVideoService | |  |  | | --- | --- | | **Video Service** | | | Type | MediaSense | | Enabled | Y | | **Video Server** | | | Video Server | 10.5.1.151 | | Port | 8440 | | Username | admin | | Allow Self Signed Certificate for Video Server | Y | | **Video Thresholds** | | | Concurrent Sessions | 20 | |

## 11.2 Video Services Account Status

After configuring video services in Unity Connection, the administrator needs to configure video service accounts for each user.

| **Search Spaces** | | | | |
| --- | --- | --- | --- | --- |
| **Alias** | **Display Name** | **Video Service** | **Service Type** | **Enabled** |
| bwillis | Bruce Willis | NewVideoService | MediaSense | Y |
| aberg | Alec Berg | NewVideoService | MediaSense | Y |

# 12 Dial Plan

The Dial Plan determines how to route calls. In Cisco Unity Connection the Dial Plan is defined with a list of the search spaces that are configured and with an ordered list of partitions assigned to each search space.

A search space is comprised of one or more ordered partitions. When Connection searches for an object on behalf of a caller, it searches the partitions in the order in which they are arranged in the search space. While extensions must be unique within a partition, they do not need to be unique within a search space, so you can use search spaces to handle dial plans that have overlapping extensions.

For example, if there are two partitions, Regional\_Office and Headquarters, each containing a Help Desk user with extension 4000, and a user at the regional office belongs to a search space that is assigned the two partitions in that order, when the user addresses to extension 4000, Connection returns the Help Desk user from the Regional\_Office partition. If another user at headquarters belongs to a second search space that is assigned the partitions in reverse order (Headquarters, then Regional\_Office), this user hears the information for the Help Desk user in the Headquarters partition when addressing to extension 4000.

This section contains:

* Partitions
* Search Spaces

## 12.1 Partitions

In Cisco Unity Connection, you create partitions as a way to group together objects to which callers and users can address messages or place calls while interacting with Connection. One or more partitions can be grouped together as members of a search space, and a partition can be a member of more than one search space. The following types of objects belong to a partition:

* Users with mailboxes (primary extension)
* User alternate extensions
* Contacts (including VPIM contacts)
* System distribution lists
* System call handlers
* Directory handlers
* Interview handlers
* VPIM locations
* In addition, you can use user templates, contact templates, and system call handler templates to set the partition membership for new objects of these types.

Extensions must be unique within a partition, although partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists). The names of objects do not have to be unique within a partition. System contact phone numbers also do not need to be unique within a partition.

In general, objects can only be a member of a single partition, although a user can have a primary extension in one partition and an alternate extension in a different partition.

| **Partitions** | |
| --- | --- |
| **Name** | **Description** |
| VMP01 | Voice mail Partition 1 |
| cuc121 Partition | Default Partition |

## 12.2 Search Spaces

Search spaces are used to define the search scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection. For example, the search scope that is applied to a user identifies which users, distribution lists, or VPIM contacts the user can address messages to. The search scope that is applied to a user also identifies which users and system contacts the user can call by name dialing when using the voice-recognition conversation.

The following types of objects can use a search space for their search scope:

* Users with mailboxes
* Routing rules (both direct and forwarded)
* System call handlers
* Phone directory handlers
* Voice-enabled directory handlers
* VPIM locations
* In addition, you can use user templates, contact templates, and system call handler templates to set the search scope for new objects of these types.

A search space is comprised of one or more ordered partitions. When Connection searches for an object on behalf of a caller, it searches the partitions in the order in which they are arranged in the search space. While extensions must be unique within a partition, they do not need to be unique within a search space, so you can use search spaces to handle dial plans that have overlapping extensions.

| **Search Spaces** | | |
| --- | --- | --- |
| **Name** | **Description** | **Partition Membership** |
| NewVoiceMailSearchSpace | Second test search space | VMP01 cuc121 Partition |
| cuc121 Search Space | Default Search Space | cuc121 Partition |

# 13 System Settings

This section contains the system settings for the Cisco Unity Connection server.

This section contains:

* General Configuration
* Cluster
* External Services
* Authentication Rules
* Roles
* Restriction Tables
* Licenses
* Schedules
* Holiday Schedules
* Global Nicknames
* Subject Line Formats
* Attachment Descriptions
* Enterprise Parameters
* Service Parameters
* Fax Server
* LDAP
* Authz Servers
* Cross-Origin Resource Sharing (CORS)
* SMTP Configuration
* Advanced Settings

## 13.1 General Configuration

This section contains the general global settings for Cisco Unity Connection:

|  |  |
| --- | --- |
| **General Configuration** | |
| Time Zone | (GMT-08:00) America/Los\_Angeles |
| System Default Language | EnglishUnitedStates |
| System Default TTS Language | EnglishUnitedStates |
| Recording Format | G.711 mu-law |
| Maximum Greeting Length | 90 |
| Target Decibel Level for Recordings and Messages | -26 |
| Default Partition | cuc121 Partition |
| Default Search Scope | cuc121 Search Space |
| When a recipient can not be found | Send a non-deliverable receipt |
| IP Addressing Mode | IPv4 |
| TLS Ciphers | AES-256 ECDHE SHA384-based ciphers only |
| SRTP Ciphers | All supported AES-256, AES-128 ciphers |
| HTTPS Ciphers | RSA Ciphers Only |
| Authenticate Graphics for HTML Notification | Y |

## 13.2 Cluster

The Cisco Unity Connection cluster feature provides high availability voice messaging through two Connection servers that are configured in a cluster. Under normal conditions, the Connection servers are both active.

When one of the servers stops functioning (for example, when it is shut down for maintenance), the remaining server assumes responsibility for handling all incoming calls for the cluster. The remaining server also assumes responsibility for the database and message store, which are both replicated to the other server when the connection and its functionality are restored.

The following cluster member servers are configured:

| **Cluster** | |
| --- | --- |
| **Name** | **Details** |
| 10.5.1.121 | |  |  | | --- | --- | | **Server Information** | | | IPv6 Name |  | | MAC Address |  | | Description |  | | LBM Hub Group | < None > | |

## 13.3 Services

The following services are present on this server:

| **Services** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Node Type** | **Service Name** | **Status** | **Activation Status** | **Start Time** |
| 10.5.1.121 | Publisher | A Cisco DB | Started | Activated | Tue Oct 1 03:09:55 2019 |
| 10.5.1.121 | Publisher | A Cisco DB Replicator | Started | Activated | Tue Oct 1 03:09:56 2019 |
| 10.5.1.121 | Publisher | Cisco AMC Service | Started | Activated | Tue Oct 1 03:10:23 2019 |
| 10.5.1.121 | Publisher | Cisco Audit Event Service | Started | Activated | Tue Oct 1 03:10:24 2019 |
| 10.5.1.121 | Publisher | Cisco CDP | Started | Activated | Tue Oct 1 03:10:11 2019 |
| 10.5.1.121 | Publisher | Cisco CDP Agent | Started | Activated | Tue Oct 1 03:10:04 2019 |
| 10.5.1.121 | Publisher | Cisco CallManager Admin | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Cisco CallManager Serviceability | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Cisco CallManager Serviceability RTMT | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Cisco Certificate Change Notification | Started | Activated | Tue Oct 1 03:10:18 2019 |
| 10.5.1.121 | Publisher | Cisco Certificate Expiry Monitor | Started | Activated | Tue Oct 1 03:10:17 2019 |
| 10.5.1.121 | Publisher | Cisco DRF Local | Started | Activated | Tue Oct 1 03:10:16 2019 |
| 10.5.1.121 | Publisher | Cisco DRF Master | Started | Activated | Tue Oct 1 03:10:15 2019 |
| 10.5.1.121 | Publisher | Cisco Database Layer Monitor | Started | Activated | Tue Oct 1 03:09:57 2019 |
| 10.5.1.121 | Publisher | Cisco DirSync | Started | Activated | Tue Oct 1 03:10:34 2019 |
| 10.5.1.121 | Publisher | Cisco Log Partition Monitoring Tool | Started | Activated | Tue Oct 1 03:10:10 2019 |
| 10.5.1.121 | Publisher | Cisco RIS Data Collector | Started | Activated | Tue Oct 1 03:10:22 2019 |
| 10.5.1.121 | Publisher | Cisco RTMT Reporter Servlet | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Cisco Serviceability Reporter | Started | Activated | Tue Oct 1 03:10:33 2019 |
| 10.5.1.121 | Publisher | Cisco Syslog Agent | Started | Activated | Tue Oct 1 03:10:05 2019 |
| 10.5.1.121 | Publisher | Cisco Tomcat | Started | Activated | Tue Oct 1 03:09:59 2019 |
| 10.5.1.121 | Publisher | Cisco Tomcat Stats Servlet | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Cisco Trace Collection Service | Started | Activated | Tue Oct 1 03:10:20 2019 |
| 10.5.1.121 | Publisher | Cisco Trace Collection Servlet | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | Connection Access Layer | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Administration | Started | Activated | Tue Oct 1 03:14:26 2019 |
| 10.5.1.121 | Publisher | Connection Branch Sync Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection CM Database Event Listener | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Conversation Manager | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection DB | Started | Activated | Tue Oct 1 03:09:58 2019 |
| 10.5.1.121 | Publisher | Connection DB Event Publisher | Started | Activated | Tue Oct 1 03:10:26 2019 |
| 10.5.1.121 | Publisher | Connection Database Proxy | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Diagnostic Portal Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Digital Networking Replication Agent | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Directory Feeder | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Groupware Caching Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection HTTPS Directory Feeder | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection IMAP Server | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Inbox RSS Feed | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Integrated Mailbox Configuration | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Jetty | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Mailbox Sync | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Message Event Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Message Transfer Agent | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Mixer | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Notifier | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Personal Communication Assistant | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection REST Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Realtime Monitoring APIs | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Reports Data Harvester | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection SMTP Server | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection SNMP Agent | Started | Activated | Tue Oct 1 03:10:28 2019 |
| 10.5.1.121 | Publisher | Connection Server Role Manager | Started | Activated | Tue Oct 1 03:10:27 2019 |
| 10.5.1.121 | Publisher | Connection Serviceability | Started | Activated | Tue Oct 1 03:14:26 2019 |
| 10.5.1.121 | Publisher | Connection Smart License Manager Server | Started | Activated | Tue Oct 1 03:10:29 2019 |
| 10.5.1.121 | Publisher | Connection SpeechView Processor | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection System Agent | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Voice Mail Web Service | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Voice Recognition Transport | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Connection Voice Recognizer | Started | Activated | Tue Oct 1 03:14:09 2019 |
| 10.5.1.121 | Publisher | Host Resources Agent | Started | Activated | Tue Oct 1 03:10:02 2019 |
| 10.5.1.121 | Publisher | MIB2 Agent | Started | Activated | Tue Oct 1 03:10:01 2019 |
| 10.5.1.121 | Publisher | Platform Administrative Web Service | Started | Activated | Tue Oct 1 03:14:26 2019 |
| 10.5.1.121 | Publisher | Platform Communication Web Service | Started | Activated | Tue Oct 1 03:14:26 2019 |
| 10.5.1.121 | Publisher | SNMP Master Agent | Started | Activated | Tue Oct 1 03:10:00 2019 |
| 10.5.1.121 | Publisher | SOAP -Log Collection APIs | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | SOAP -Performance Monitoring APIs | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | SOAP -Real-Time Service APIs | Started | Activated | Tue Oct 1 03:14:24 2019 |
| 10.5.1.121 | Publisher | System Application Agent | Started | Activated | Tue Oct 1 03:10:03 2019 |
| 10.5.1.121 | Publisher | Connection Exchange Notification Web Service | Stopped | Deactivated | < None > |
| 10.5.1.121 | Publisher | Connection File Syncer | Stopped | Deactivated | < None > |

## 13.4 Authentication Rules

For Connection users who are not linked to user data in an LDAP directory, this authentication rule applies both to voice mail passwords and to web passwords.

For Connection users who are linked to user data in an LDAP directory, this authentication rule applies only to voice mail passwords. Web authentication and failed logon attempts will be handled by the LDAP directory, not by Connection.

The following Authentication Rules are configured:

| **Authentication Rules** | |
| --- | --- |
| **Rule** | **Parameters** |
| A New Rule Credectial expires 30 days | |  |  | | --- | --- | | Failed Sign-In | 3 | | Reset Every Failed Sign-In Attempts | 30 | | Lockout Duration | 30 | | Minimum Duration Between Credential Changes | 0 | | Credential Expires After | 30 | | Expiration Warning Days | 0 | | Minimum Credential Length | 8 | | Minimum Number of Character Changes between Successive Credentials (Web Passwords Only) | 1 | | Stored Number of Previous Credentials | 5 | | Check for Trivial Passwords | Y | |
| RT-Rule | |  |  | | --- | --- | | Failed Sign-In | No Limit for Failed Sign-Ins | | Reset Every Failed Sign-In Attempts | 30 | | Lockout Duration | 30 | | Minimum Duration Between Credential Changes | 0 | | Credential Expires After | Never Expires | | Expiration Warning Days | 0 | | Minimum Credential Length | 4 | | Minimum Number of Character Changes between Successive Credentials (Web Passwords Only) | 1 | | Stored Number of Previous Credentials | 5 | | Check for Trivial Passwords | N | |
| Recommended Voice Mail Authentication Rule | |  |  | | --- | --- | | Failed Sign-In | No Limit for Failed Sign-Ins | | Reset Every Failed Sign-In Attempts | 30 | | Lockout Duration | Administrator Must Unlock | | Minimum Duration Between Credential Changes | 5 | | Credential Expires After | Never Expires | | Expiration Warning Days | 0 | | Minimum Credential Length | 4 | | Minimum Number of Character Changes between Successive Credentials (Web Passwords Only) | 1 | | Stored Number of Previous Credentials | 0 | | Check for Trivial Passwords | N | |
| Recommended Web Application Authentication Rule | |  |  | | --- | --- | | Failed Sign-In | No Limit for Failed Sign-Ins | | Reset Every Failed Sign-In Attempts | 30 | | Lockout Duration | 30 | | Minimum Duration Between Credential Changes | 5 | | Credential Expires After | Never Expires | | Expiration Warning Days | 15 | | Minimum Credential Length | 4 | | Minimum Number of Character Changes between Successive Credentials (Web Passwords Only) | 1 | | Stored Number of Previous Credentials | 0 | | Check for Trivial Passwords | N | |
| Simple Authentication Rule | |  |  | | --- | --- | | Failed Sign-In | No Limit for Failed Sign-Ins | | Reset Every Failed Sign-In Attempts | 5 | | Lockout Duration | 5 | | Minimum Duration Between Credential Changes | 0 | | Credential Expires After | Never Expires | | Expiration Warning Days | 0 | | Minimum Credential Length | 4 | | Minimum Number of Character Changes between Successive Credentials (Web Passwords Only) | 1 | | Stored Number of Previous Credentials | 0 | | Check for Trivial Passwords | N | |

## 13.5 Roles

Cisco Unity Connection offers levels of privileges for administrator accounts, set according to a list of predefined roles. Roles specify which tasks administrators can do. Before you add administrator accounts, select the roles that are assigned to each account. You can change which roles are assigned to the accounts at any time.

Connection comes with the following predefined roles. You cannot make changes to the permissions that are associated with each predefined role.

* Audio Text Administrator: This role allows an administrator to manage call handlers, directory handlers, and interview handlers
* Greeting Administrator: This role allows an administrator to access the Cisco Unity Greetings Administrator, a Connection phone conversation that allows users to manage the recorded greetings for call handlers by phone.   
  Note : You need to assign this role to a User with Voice Mailbox account because the administrator must be able to access Connection by phone.
* Help Desk Administrator: This role allows an administrator to reset user passwords and unlock user accounts, and view user setting pages.
* Remote Administrator: This role allows an administrator to administer the database by using remote tools.
* System Administrator: This is the top-level Connection administration role. This role allows access to all Connection administrative functions, including all user and system settings, all reports, and all administration and diagnostic tools.
* Technician: This role allows an administrator access to all functions that enable management of the Connection server and phone system integration settings; administrators with this role can also run all reports, use diagnostic tools, and view all system and user settings pages.
* User Administrator: This role allows an administrator to manage user accounts, access all user administration functions, run user-related reports, and use user administration tools.

While you can assign roles to users with voice mailboxes, we do not recommend it except when allowing access to the Cisco Unity Greetings Administrator. As a best practice, make sure that administrators have two accounts: one without a voice mailbox for administering Connection and another with a voice mailbox that they can use to access their personal mailbox.

## 13.6 Restriction Tables

Restriction tables allow you to control which phone numbers users and administrators can use for:

* Transferring calls-including both the numbers users can enter for transferring their calls, and the numbers that outside callers can enter when using Caller system transfers.
* Recording and playback by phone from Cisco Unity Connection applications, when the phone is the designated recording and playback device in the Media Master.
* Delivering faxes to a fax machine.
* Sending message notifications.

For example, you can specify that users have calls transferred only to internal extensions or that faxes are delivered only to local phone numbers. Restriction tables are applied regardless of how a user or administrator accesses Cisco Unity Connection. They do not affect the phone numbers that users can dial when they are not logged on to Connection.

Each class of service specifies for its members a restriction table for call transfers, one for message notification, and one for fax deliveries. The restriction table can be the same for all three, or different for each. Because users without mailboxes (typically, administrators) are not assigned to a class of service, Connection applies the default restriction tables (default transfer, default outdial, or default fax) to actions taken by these types of users, including actions taken on behalf of other users.

The following Restriction Tables are configured:

| **Restriction Tables** | | |
| --- | --- | --- |
| **Name** | **min/max Digits** | **Details** |
| Default Transfer (S) | 1 / 40 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | N | +\* | | 1 | Y | 9+\* | | 2 | Y | 91???????\* | | 3 | Y | 9011???????\* | | 4 | Y | 9???????????\* | | 5 | Y | 900 | | 6 | N | \* | |
| Default Outdial (S) | 1 / 40 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | Y | +\* | | 1 | Y | 9+\* | | 2 | Y | 91???????\* | | 3 | Y | 9011???????\* | | 4 | Y | 9???????????\* | | 5 | Y | 900 | | 6 | N | \* | |
| Default Fax (S) | 1 / 40 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | Y | +\* | | 1 | Y | 9+\* | | 2 | Y | 91???????\* | | 3 | Y | 9011???????\* | | 4 | Y | 9???????????\* | | 5 | Y | 900 | | 6 | N | \* | |
| Default System Transfer (S) | 1 / 40 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | N | +\* | | 1 | Y | 9+\* | | 2 | Y | 91???????\* | | 3 | Y | 9011???????\* | | 4 | Y | 9???????????\* | | 5 | Y | 900 | | 6 | Y | \* | |
| User-Defined and Automatically-Added Alternate Extensions (S) | 1 / 40 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | Y | +\* | | 1 | Y | 9+\* | | 2 | Y | 91???????\* | | 3 | Y | 9011???????\* | | 4 | Y | 9???????????\* | | 5 | Y | 900 | | 6 | N | \* | |
| New Restriction Table | 1 / 30 | | **Restriction Patterns** | | | | --- | --- | --- | | **Order** | **Blocked** | **Pattern** | | 0 | Y | \*TEST | | 1 | N | \* | |

## 13.7 Licenses

This information shows the status of licensed features for the Connection server. For features that are licensed for a number of seats, the report displays the number of used and unused seats.

The following table defines the license parameters for Cisco Unity Connection features:

|  |  |  |
| --- | --- | --- |
| **License Parameter** | **Feature** | **Description** |
| LicAdvancedUserMax | TTS and ASR (advanced) users | Sets the maximum number of users who can use voice recognition. |
| LicIMAPSubscribersMax | Users with IMAP access to voice messages | Sets the maximum number of users who can use a third-party IMAP client to access voice messages. |
| LicMaxMsgRecLenIsLicensed | Voice message recordings longer than 30 seconds allowed | Depending on whether the parameter is present in any of the installed license files, determines the maximum length of recorded messages:  If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), the maximum message length is 30 seconds regardless of the settings in Cisco Unity Connection Administration. |
| LicRealspeakSessionsMax | Text to Speech sessions | Sets the maximum number of simultaneous Text to Speech (TTS) sessions allowed on the Cisco Unity Connection server. |
| LicRegionIsUnrestricted | U.S. English usage and personal call routing rules allowed | Depending on whether the parameter is present in any of the installed license files, determines whether the English-United States language and personal call transfer rules are allowed:  If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), the English-United States language and personal call transfer rules are not allowed.  If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), the English-United States language and personal call transfer rules are allowed. |
| LicServerBackend | (not used) | This parameter may be present in a license file but does not affect the Cisco Unity Connection server. |
| LicServerVoiceRec | (not used) | This parameter may be present in a license file but does not affect the Cisco Unity Connection server. |
| LicSubscribersMax | Users with voice mailboxes | Sets the maximum number of voice messaging users allowed in Cisco Unity Connection. |
| LicUCxnUpgrades | License files from previous releases allowed | Depending on whether the parameter is present in any of the installed license files, determines whether Cisco Unity Connection will use license files from an earlier version of Connection:  If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), license files from an earlier version of Connection cannot be used.  If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), license files from an earlier version of Connection can be used. |
| LicUnityVoiceRecSessionsMax | Voice recognition sessions | Sets the maximum number of simultaneous voice recognition sessions (or ports) allowed on the Cisco Unity Connection server. |
| LicVMISubscribersMax | Cisco Unity Inbox users | Sets the maximum number of users who can be enabled to access the Cisco Unity Inbox. There is no restriction on the number of users who can access the Cisco Unity Inbox at one time. |
| LicVoicePortsMax | Voice ports | Sets the maximum number of Cisco Unity Connection voice messaging ports that can be installed on the Connection server. |
| LicVPIMIsLicensed | VPIM Networking delivery locations allowed | Depending on whether the parameter is present in any of the installed license files, determines whether VPIM Networking is allowed:  If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), VPIM Networking is not allowed.  If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), VPIM Networking is allowed. |

The following licenses are available:

| **Licenses** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Server** | **Licensed Seats For:** | **Feature Name** | **Limit** | **Cluster Limit** | **Used** | **Unused** |
| cuc121 | TTS and ASR (advanced) users | LicAdvancedUserMax | 10 | 10 | 1 | 9 |
| cuc121 | Users with IMAP or Single Inbox access to voice messages | LicIMAPSubscribersMax | 10 | 10 | 1 | 9 |
| cuc121 | Voice message recordings longer than 30 seconds allowed | LicMaxMsgRecLenIsLicensed | 1 | 1 | 0 | 1 |
| cuc121 | Text-to-speech sessions | LicRealspeakSessionsMax | 2 | 2 | 0 | 2 |
| cuc121 | US English usage and personal call routing rules allowed | LicRegionIsUnrestricted | 1 | 1 | 2 | -1 |
| cuc121 | SpeechView Professional users | LicSTTProSubscribersMax | 0 | 0 | 0 | 0 |
| cuc121 | SpeechView Standard users | LicSTTSubscribersMax | 0 | 0 | 1 | -1 |
| cuc121 | SRSV CUCE Users | LicSrsvCuceSubscribersMax | 10 | 10 | 0 | 10 |
| cuc121 | Users with voice mailboxes | LicSubscribersMax | 10 | 10 | 7 | 3 |
| cuc121 | License files from previous releases allowed | LicUCxnUpgrades | 0 | 0 | 0 | 0 |
| cuc121 | Voice-recognition sessions | LicUnityVoiceRecSessionsMax | 2 | 2 | 0 | 2 |
| cuc121 | Cisco Unity Inbox users | LicVMISubscribersMax | 10 | 10 | 0 | 10 |
| cuc121 | ViewMail for Notes feature allowed | LicVMNIsLicensed | 0 | 0 | 0 | 0 |
| cuc121 | VPIM Networking delivery locations allowed | LicVPIMIsLicensed | 1 | 1 | 1 | 0 |
| cuc121 | Voice ports | LicVoicePortsMax | 2 | 2 | 5 | -3 |

## 13.8 License Files

License files, which enable the features purchased by the customer, are required for configuring a new Cisco Unity Connection system and for adding or changing licensed features.

Multiple license files can be installed on a Cisco Unity Connection server. Each installed license file may enable one or more features. All of the installed license files combined enable the features that the customer wants.

Each license file (except for the demonstration license file) is registered to the MAC address of the network interface card (NIC) on the Cisco Unity Connection server.

< No records found >

## 13.9 Schedules

Schedules (and associated sets of holidays) are one of the variables that Cisco Unity Connection uses to manage calls: call handler transfer rules can be varied based on a schedule and schedules can be applied to routing rules to change call routing patterns for different time periods. Schedules also affect when some user and call handler greetings play.

Connection offers two predefined schedules: All Hours, and Weekdays, both of which can be modified. (By default, the Weekdays schedule is configured to observe standard hours from 8 a.m. through 5 p.m. Monday through Friday, and to observe the predefined Holidays schedule, which does not contain any dates or times.)

For each schedule that you create or modify, you can identify multiple ranges of hours and days that make up the standard and closed hours, and associate a holiday schedule that defines specific holiday dates and times:

| **Schedules** | |
| --- | --- |
| **Name** | **Details** |
| All Hours | | **Name** | **Start Time** | **End Time** | **Days Active** | | --- | --- | --- | --- | | TimeSchedule1 | 02:00 AM | End Of Day | M Tu W Th F | |
| NewSchedule Only Thursdays | | **Name** | **Start Time** | **End Time** | **Days Active** | | --- | --- | --- | --- | | Active Thursdays | 07:00 AM | End Of Day | Th | |
| Voice Recognition Update Schedule | | **Name** | **Start Time** | **End Time** | **Days Active** | | --- | --- | --- | --- | | All hours | All hours | End Of Day | Su M Tu W Th F Sa | |
| Weekdays | | **Name** | **Start Time** | **End Time** | **Days Active** | | --- | --- | --- | --- | | All hours | 08:00 AM | 05:00 PM | M Tu W Th F | |

## 13.10 Holiday Schedules

When a Holiday setting is in effect, Cisco Unity Connection plays holiday greetings (if enabled) and observes closed hours transfer rules. You can set up several years of holidays at a time. Because many holidays occur on different dates each year, confirm that the holiday schedule remains accurate annually.

| **Holidays** | |
| --- | --- |
| **Name** | **Details** |
| Another Holiday Schedule | | **Holiday Name** | **Start Date** | **End Date** | **Start Time** | **End Time** | | --- | --- | --- | --- | --- | | ClosedForMaintenance | 30/10/2019 | 2/11/2019 | 00:00 AM | End Of Day | | Still Closed | 4/11/2019 | 6/11/2019 | 00:00 AM | End Of Day | |
| Holidays | | **Holiday Name** | **Start Date** | **End Date** | **Start Time** | **End Time** | | --- | --- | --- | --- | --- | | Xmas Week | 23/12/2019 | 29/12/2019 | 07:00 AM | End Of Day | |

## 13.11 Global Nicknames

The Global Nickname list is a comprehensive list of common nicknames that Cisco Unity Connection considers when a caller uses voice recognition to place a call or to address messages. For example, Connection considers "Bill," "Billy," and "Will" to be nicknames for the name "William."

If a user has an uncommon name or if others know the user by a different name (for example, a maiden name) consider adding these alternate names for the user. Alternate names improve the likelihood of Connection placing a call when callers ask for the user by name. You can add and remove nicknames from this list by using Cisco Unity Connection Administration.

The following nicknames are configured:

| **Global Nicknames** | |
| --- | --- |
| **Name** | **Nicknames** |
| ABEL | abe abel |
| ABEL | abe abel |
| ABIGAIL | abbie abigail gail |
| ABIGAIL | abbie abigail gail |
| ABIGAIL | abbie abigail gail |
| ABRAHAM | abe abraham abram |
| ABRAHAM | abe abraham abram |
| ABRAHAM | abe abraham abram |
| ADELA | addie adela della |
| ADELA | addie adela della |
| ADELA | addie adela della |
| ADELAIDE | addie adela adelaide della |
| ADELAIDE | addie adela adelaide della |
| ADELAIDE | addie adela adelaide della |
| ADELAIDE | addie adela adelaide della |
| ADELINE | ada addie adela adeline della |
| ADELINE | ada addie adela adeline della |
| ADELINE | ada addie adela adeline della |
| ADELINE | ada addie adela adeline della |
| ADELINE | ada addie adela adeline della |
| ADOLPH | adolph dolph |
| ADOLPH | adolph dolph |
| ADOLPHUS | adolph adolphus dolph |
| ADOLPHUS | adolph adolphus dolph |
| ADOLPHUS | adolph adolphus dolph |
| ADRIENNE | addie adrienne |
| ADRIENNE | addie adrienne |
| AGATHA | agatha aggie |
| AGATHA | agatha aggie |
| AGNES | aggie agnes |
| AGNES | aggie agnes |
| ALAN | al alan |
| ALAN | al alan |
| ALBERT | al albert bert |
| ALBERT | al albert bert |
| ALBERT | al albert bert |
| ALBERTA | alberta allie bertie |
| ALBERTA | alberta allie bertie |
| ALBERTA | alberta allie bertie |
| ALEC | al alec alex |
| ALEC | al alec alex |
| ALEC | al alec alex |
| ALEX | al alex |
| ALEX | al alex |
| ALEXA | alex alexa |
| ALEXA | alex alexa |
| ALEXANDER | al alex alexander alexi sandy |
| ALEXANDER | al alex alexander alexi sandy |
| ALEXANDER | al alex alexander alexi sandy |
| ALEXANDER | al alex alexander alexi sandy |
| ALEXANDER | al alex alexander alexi sandy |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXANDRA | alex alexa alexandra sandra sandy sondra |
| ALEXI | al alex alexi |
| ALEXI | al alex alexi |
| ALEXI | al alex alexi |
| ALEXIS | alex alexa alexis |
| ALEXIS | alex alexa alexis |
| ALEXIS | alex alexa alexis |
| ALFRED | al alf alfred fred freddie |
| ALFRED | al alf alfred fred freddie |
| ALFRED | al alf alfred fred freddie |
| ALFRED | al alf alfred fred freddie |
| ALFRED | al alf alfred fred freddie |
| ALFREDA | alfreda alfy frieda |
| ALFREDA | alfreda alfy frieda |
| ALFREDA | alfreda alfy frieda |
| ALISTAIR | al alistair |
| ALISTAIR | al alistair |
| ALLAN | al allan |
| ALLAN | al allan |
| ALLEN | al allen |
| ALLEN | al allen |
| ALLISON | allie allison |
| ALLISON | allie allison |
| ALVIN | al alvin |
| ALVIN | al alvin |
| AMANDA | amanda manda mandy |
| AMANDA | amanda manda mandy |
| AMANDA | amanda manda mandy |
| AMELIA | amelia amy mel melia |
| AMELIA | amelia amy mel melia |
| AMELIA | amelia amy mel melia |
| AMELIA | amelia amy mel melia |
| ANDREA | andi andrea |
| ANDREA | andi andrea |
| ANDREW | andrew andy drew |
| ANDREW | andrew andy drew |
| ANDREW | andrew andy drew |
| ANGELA | angela angie |
| ANGELA | angela angie |
| ANGELICA | angelica angie |
| ANGELICA | angelica angie |
| ANGELINA | angelina angeline angie |
| ANGELINA | angelina angeline angie |
| ANGELINA | angelina angeline angie |
| ANNA | ann anna |
| ANNA | ann anna |
| ANNETTE | ann anna annette nettie |
| ANNETTE | ann anna annette nettie |
| ANNETTE | ann anna annette nettie |
| ANNETTE | ann anna annette nettie |
| ANTHONY | anthony tony |
| ANTHONY | anthony tony |
| ANTOINETTE | antoinette toni |
| ANTOINETTE | antoinette toni |
| ARCHIBALD | archibald archie |
| ARCHIBALD | archibald archie |
| ARIELLE | arie arielle |
| ARIELLE | arie arielle |
| ARNOLD | arnie arnold |
| ARNOLD | arnie arnold |
| ARTHUR | art arthur artie |
| ARTHUR | art arthur artie |
| ARTHUR | art arthur artie |
| ASHLEY | ash ashley |
| ASHLEY | ash ashley |
| AUGUSTA | augie augusta |
| AUGUSTA | augie augusta |
| AUGUSTINE | augie augustine |
| AUGUSTINE | augie augustine |
| BARBARA | barb barbara barbie |
| BARBARA | barb barbara barbie |
| BARBARA | barb barbara barbie |
| BARTEL | bart bartel |
| BARTEL | bart bartel |
| BARTHOLOMEW | bart bartel barth bartholomew |
| BARTHOLOMEW | bart bartel barth bartholomew |
| BARTHOLOMEW | bart bartel barth bartholomew |
| BARTHOLOMEW | bart bartel barth bartholomew |
| BEATRICE | bea beatrice |
| BEATRICE | bea beatrice |
| BECCA | becca becky |
| BECCA | becca becky |
| BELINDA | belinda linda |
| BELINDA | belinda linda |
| BENEDICT | ben benedict benny |
| BENEDICT | ben benedict benny |
| BENEDICT | ben benedict benny |
| BENJAMIN | ben benjamin benjy benny |
| BENJAMIN | ben benjamin benjy benny |
| BENJAMIN | ben benjamin benjy benny |
| BENJAMIN | ben benjamin benjy benny |
| BENNETT | ben bennett benny |
| BENNETT | ben bennett benny |
| BENNETT | ben bennett benny |
| BENNY | ben benny |
| BENNY | ben benny |
| BERNADETTE | bernadette bernie |
| BERNADETTE | bernadette bernie |
| BERNARD | bern bernard bernie |
| BERNARD | bern bernard bernie |
| BERNARD | bern bernard bernie |
| BERTHA | bertha bertie |
| BERTHA | bertha bertie |
| BERTRAND | bert bertrand |
| BERTRAND | bert bertrand |
| BESSIE | bess bessie |
| BESSIE | bess bessie |
| BETHANY | beth bethany |
| BETHANY | beth bethany |
| BETSY | bess bessie betsy |
| BETSY | bess bessie betsy |
| BETSY | bess bessie betsy |
| BETTY | bett betty |
| BETTY | bett betty |
| BEVERLY | bev beverly |
| BEVERLY | bev beverly |
| BILLIE | bill billie |
| BILLIE | bill billie |
| BILLY | bill billy |
| BILLY | bill billy |
| BOBBY | bob bobby |
| BOBBY | bob bobby |
| BRADFORD | brad bradford |
| BRADFORD | brad bradford |
| BRADLEY | brad bradley |
| BRADLEY | brad bradley |
| CALVIN | cal calvin |
| CALVIN | cal calvin |
| CAMERON | cam cameron |
| CAMERON | cam cameron |
| CAMILLA | cami camilla millie |
| CAMILLA | cami camilla millie |
| CAMILLA | cami camilla millie |
| CAMILLE | cami camille millie |
| CAMILLE | cami camille millie |
| CAMILLE | cami camille millie |
| CANDACE | candace candy |
| CANDACE | candace candy |
| CARLTON | carl carlton |
| CARLTON | carl carlton |
| CAROLINA | carol carolina carrie lynn |
| CAROLINA | carol carolina carrie lynn |
| CAROLINA | carol carolina carrie lynn |
| CAROLINA | carol carolina carrie lynn |
| CAROLINE | carol caroline carrie lynn |
| CAROLINE | carol caroline carrie lynn |
| CAROLINE | carol caroline carrie lynn |
| CAROLINE | carol caroline carrie lynn |
| CAROLYN | carol carolyn lynn |
| CAROLYN | carol carolyn lynn |
| CAROLYN | carol carolyn lynn |
| CASSANDRA | cass cassandra cassie sandra |
| CASSANDRA | cass cassandra cassie sandra |
| CASSANDRA | cass cassandra cassie sandra |
| CASSANDRA | cass cassandra cassie sandra |
| CASSIE | cass cassie |
| CASSIE | cass cassie |
| CATHERINE | cat cath catherine cathy |
| CATHERINE | cat cath catherine cathy |
| CATHERINE | cat cath catherine cathy |
| CATHERINE | cat cath catherine cathy |
| CATHLEEN | cat cath cathleen cathy |
| CATHLEEN | cat cath cathleen cathy |
| CATHLEEN | cat cath cathleen cathy |
| CATHLEEN | cat cath cathleen cathy |
| CATHY | cat cath cathy |
| CATHY | cat cath cathy |
| CATHY | cat cath cathy |
| CECELIA | cecelia celia |
| CECELIA | cecelia celia |
| CELESTINE | cel celestine |
| CELESTINE | cel celestine |
| CHARLES | charles charlie chuck |
| CHARLES | charles charlie chuck |
| CHARLES | charles charlie chuck |
| CHARLIE | charlie chuck |
| CHARLIE | charlie chuck |
| CHARLOTTE | charlotte lottie |
| CHARLOTTE | charlotte lottie |
| CHERYL | cheri cheryl |
| CHERYL | cheri cheryl |
| CHESTER | chester chet |
| CHESTER | chester chet |
| CHRISTIAN | chris christian |
| CHRISTIAN | chris christian |
| CHRISTINA | chris christina christy crissy tina |
| CHRISTINA | chris christina christy crissy tina |
| CHRISTINA | chris christina christy crissy tina |
| CHRISTINA | chris christina christy crissy tina |
| CHRISTINA | chris christina christy crissy tina |
| CHRISTINE | chris christine christy crissy |
| CHRISTINE | chris christine christy crissy |
| CHRISTINE | chris christine christy crissy |
| CHRISTINE | chris christine christy crissy |
| CHRISTOPHER | chris christopher |
| CHRISTOPHER | chris christopher |
| CHRISTY | chris christy |
| CHRISTY | chris christy |
| CINDY | cindy cyn |
| CINDY | cindy cyn |
| CLARA | claire clara |
| CLARA | claire clara |
| CLARICE | claire clarice |
| CLARICE | claire clarice |
| CLARISSA | claire clarissa |
| CLARISSA | claire clarissa |
| CLEMENT | clem clement clemmy |
| CLEMENT | clem clement clemmy |
| CLEMENT | clem clement clemmy |
| CLIFFORD | cliff clifford ford |
| CLIFFORD | cliff clifford ford |
| CLIFFORD | cliff clifford ford |
| CLIFTON | cliff clifton |
| CLIFTON | cliff clifton |
| CONNIE | con connie |
| CONNIE | con connie |
| CONRAD | con connie conrad |
| CONRAD | con connie conrad |
| CONRAD | con connie conrad |
| CONSTANCE | con connie constance |
| CONSTANCE | con connie constance |
| CONSTANCE | con connie constance |
| CORDELIA | cordelia delia |
| CORDELIA | cordelia delia |
| CORNELIUS | cornelius neil |
| CORNELIUS | cornelius neil |
| CORRINNE | corrinne cory |
| CORRINNE | corrinne cory |
| COURTNEY | court courtney |
| COURTNEY | court courtney |
| CURTIS | curt curtis |
| CURTIS | curt curtis |
| CYNTHIA | cindy cyn cynthia |
| CYNTHIA | cindy cyn cynthia |
| CYNTHIA | cindy cyn cynthia |
| DANIEL | dan daniel danny |
| DANIEL | dan daniel danny |
| DANIEL | dan daniel danny |
| DANNY | dan danny |
| DANNY | dan danny |
| DAPHIE | daph daphie |
| DAPHIE | daph daphie |
| DAPHNE | daph daphie daphne |
| DAPHNE | daph daphie daphne |
| DAPHNE | daph daphie daphne |
| DAVID | dave davey david |
| DAVID | dave davey david |
| DAVID | dave davey david |
| DAVIS | dave davey davis |
| DAVIS | dave davey davis |
| DAVIS | dave davey davis |
| DEBBIE | deb debbie |
| DEBBIE | deb debbie |
| DEBORAH | deb debbie deborah |
| DEBORAH | deb debbie deborah |
| DEBORAH | deb debbie deborah |
| DEBRA | deb debbie debra |
| DEBRA | deb debbie debra |
| DEBRA | deb debbie debra |
| DEIDRE | dee deedee deidre |
| DEIDRE | dee deedee deidre |
| DEIDRE | dee deedee deidre |
| DELBERT | bert del delbert |
| DELBERT | bert del delbert |
| DELBERT | bert del delbert |
| DENNIS | dennis denny |
| DENNIS | dennis denny |
| DESMOND | des desmond |
| DESMOND | des desmond |
| DIANA | di diana |
| DIANA | di diana |
| DIANE | di diane |
| DIANE | di diane |
| DILBERT | bert dil dilbert |
| DILBERT | bert dil dilbert |
| DILBERT | bert dil dilbert |
| DOMINIC | dom dominic |
| DOMINIC | dom dominic |
| DONALD | don donald donnie |
| DONALD | don donald donnie |
| DONALD | don donald donnie |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHEA | dee dolly dora dorothea dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOROTHY | dee dolly dora dorothy dot dotty |
| DOUGLAS | doug douggie douglas |
| DOUGLAS | doug douggie douglas |
| DOUGLAS | doug douggie douglas |
| EBENEZER | eb eben ebenezer |
| EBENEZER | eb eben ebenezer |
| EBENEZER | eb eben ebenezer |
| EDDIE | ed eddie |
| EDDIE | ed eddie |
| EDMUND | ed eddie edmund ned ted |
| EDMUND | ed eddie edmund ned ted |
| EDMUND | ed eddie edmund ned ted |
| EDMUND | ed eddie edmund ned ted |
| EDMUND | ed eddie edmund ned ted |
| EDWARD | ed eddie edward ned ted teddy |
| EDWARD | ed eddie edward ned ted teddy |
| EDWARD | ed eddie edward ned ted teddy |
| EDWARD | ed eddie edward ned ted teddy |
| EDWARD | ed eddie edward ned ted teddy |
| EDWARD | ed eddie edward ned ted teddy |
| EDWIN | ed eddie edwin ned |
| EDWIN | ed eddie edwin ned |
| EDWIN | ed eddie edwin ned |
| EDWIN | ed eddie edwin ned |
| ELAINE | elaine ella ellen |
| ELAINE | elaine ella ellen |
| ELAINE | elaine ella ellen |
| ELEANOR | eleanor ella ellen nora |
| ELEANOR | eleanor ella ellen nora |
| ELEANOR | eleanor ella ellen nora |
| ELEANOR | eleanor ella ellen nora |
| ELIAS | eli elias |
| ELIAS | eli elias |
| ELIJAH | eli elijah |
| ELIJAH | eli elijah |
| ELISHA | elisha elli |
| ELISHA | elisha elli |
| ELIZA | eliza elizabeth liz liza |
| ELIZA | eliza elizabeth liz liza |
| ELIZA | eliza elizabeth liz liza |
| ELIZA | eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELIZABETH | bess bessie beth betsy betty eliza elizabeth liz liza |
| ELOISE | eloise lois louise |
| ELOISE | eloise lois louise |
| ELOISE | eloise lois louise |
| EMANUEL | emanuel manny manuel |
| EMANUEL | emanuel manny manuel |
| EMANUEL | emanuel manny manuel |
| EMELINE | emeline emily emmy millie |
| EMELINE | emeline emily emmy millie |
| EMELINE | emeline emily emmy millie |
| EMELINE | emeline emily emmy millie |
| EMILY | emily emmy millie |
| EMILY | emily emmy millie |
| EMILY | emily emmy millie |
| EMMA | emm emma emmie |
| EMMA | emm emma emmie |
| EMMA | emm emma emmie |
| ERIC | eric rick ricky |
| ERIC | eric rick ricky |
| ERIC | eric rick ricky |
| ERNEST | ernest ernie |
| ERNEST | ernest ernie |
| EUGENE | eugene gene |
| EUGENE | eugene gene |
| EUSTACIA | eustacia stacia stacy |
| EUSTACIA | eustacia stacia stacy |
| EUSTACIA | eustacia stacia stacy |
| EVELINA | eva eve evelina |
| EVELINA | eva eve evelina |
| EVELINA | eva eve evelina |
| EVELYN | eva eve evelyn |
| EVELYN | eva eve evelyn |
| EVELYN | eva eve evelyn |
| EZEKIEL | ez ezekiel zeke |
| EZEKIEL | ez ezekiel zeke |
| EZEKIEL | ez ezekiel zeke |
| FAITH | faith faye |
| FAITH | faith faye |
| FERDINAND | ferdie ferdinand |
| FERDINAND | ferdie ferdinand |
| FLORA | flo flora |
| FLORA | flo flora |
| FLORENCE | flo flora florence florrie flossie |
| FLORENCE | flo flora florence florrie flossie |
| FLORENCE | flo flora florence florrie flossie |
| FLORENCE | flo flora florence florrie flossie |
| FLORENCE | flo flora florence florrie flossie |
| FRANCES | fan fanny fran frances frankie |
| FRANCES | fan fanny fran frances frankie |
| FRANCES | fan fanny fran frances frankie |
| FRANCES | fan fanny fran frances frankie |
| FRANCES | fan fanny fran frances frankie |
| FRANCINE | fan fanny fran francine frankie |
| FRANCINE | fan fanny fran francine frankie |
| FRANCINE | fan fanny fran francine frankie |
| FRANCINE | fan fanny fran francine frankie |
| FRANCINE | fan fanny fran francine frankie |
| FRANCIS | fran francis frank frankie |
| FRANCIS | fran francis frank frankie |
| FRANCIS | fran francis frank frankie |
| FRANCIS | fran francis frank frankie |
| FRANCO | fran franco frank frankie |
| FRANCO | fran franco frank frankie |
| FRANCO | fran franco frank frankie |
| FRANCO | fran franco frank frankie |
| FRANK | fran frank frankie |
| FRANK | fran frank frankie |
| FRANK | fran frank frankie |
| FRANKLIN | fran frank frankie franklin frannie |
| FRANKLIN | fran frank frankie franklin frannie |
| FRANKLIN | fran frank frankie franklin frannie |
| FRANKLIN | fran frank frankie franklin frannie |
| FRANKLIN | fran frank frankie franklin frannie |
| FRANNIE | fran frannie |
| FRANNIE | fran frannie |
| FRANZ | fran frankie franz |
| FRANZ | fran frankie franz |
| FRANZ | fran frankie franz |
| FREDDIE | fred freddie frederick fritz |
| FREDDIE | fred freddie frederick fritz |
| FREDDIE | fred freddie frederick fritz |
| FREDDIE | fred freddie frederick fritz |
| FREDERICA | freda freddie frederica |
| FREDERICA | freda freddie frederica |
| FREDERICA | freda freddie frederica |
| FREDERICK | fred freddie frederick |
| FREDERICK | fred freddie frederick |
| FREDERICK | fred freddie frederick |
| Flordeliso | Flor Paco |
| Flordeliso | Flor Paco |
| GABRIEL | gabe gabriel |
| GABRIEL | gabe gabriel |
| GABRIELLA | ella gabbie gabriella |
| GABRIELLA | ella gabbie gabriella |
| GABRIELLA | ella gabbie gabriella |
| GABRIELLE | ella gabbie gabrielle |
| GABRIELLE | ella gabbie gabrielle |
| GABRIELLE | ella gabbie gabrielle |
| GEOFFREY | geoff geoffrey |
| GEOFFREY | geoff geoffrey |
| GERALD | gerald geraldine gerry |
| GERALD | gerald geraldine gerry |
| GERALD | gerald geraldine gerry |
| GERALDINE | dina geraldine gerry |
| GERALDINE | dina geraldine gerry |
| GERALDINE | dina geraldine gerry |
| GERARD | gerard gerry |
| GERARD | gerard gerry |
| GERTIE | gert gertie |
| GERTIE | gert gertie |
| GERTRUDE | gert gertie gertrude trudy |
| GERTRUDE | gert gertie gertrude trudy |
| GERTRUDE | gert gertie gertrude trudy |
| GERTRUDE | gert gertie gertrude trudy |
| GILLIAN | gillian jill |
| GILLIAN | gillian jill |
| GILLIGAN | gil gilligan |
| GILLIGAN | gil gilligan |
| GINGER | ginger ginny |
| GINGER | ginger ginny |
| GRACENA | grace gracena |
| GRACENA | grace gracena |
| GRACIE | grace gracie |
| GRACIE | grace gracie |
| GREGORY | greg gregory |
| GREGORY | greg gregory |
| GWENDOLINE | gwen gwendoline wendy |
| GWENDOLINE | gwen gwendoline wendy |
| GWENDOLINE | gwen gwendoline wendy |
| GWENDOLYN | gwen gwendolyn wendy |
| GWENDOLYN | gwen gwendolyn wendy |
| GWENDOLYN | gwen gwendolyn wendy |
| GWENERVERE | gwen gwenervere |
| GWENERVERE | gwen gwenervere |
| HAROLD | hal harold harry |
| HAROLD | hal harold harry |
| HAROLD | hal harold harry |
| HARRISON | harrison harry |
| HARRISON | harrison harry |
| HELEN | helen nell nellie |
| HELEN | helen nell nellie |
| HELEN | helen nell nellie |
| HENRY | hal hank harry henry |
| HENRY | hal hank harry henry |
| HENRY | hal hank harry henry |
| HENRY | hal hank harry henry |
| HERBERT | bert herb herbert |
| HERBERT | bert herb herbert |
| HERBERT | bert herb herbert |
| HOLLICE | hollice holly |
| HOLLICE | hollice holly |
| HOWARD | howard howie |
| HOWARD | howard howie |
| HUBERT | bert hubert hugh |
| HUBERT | bert hubert hugh |
| HUBERT | bert hubert hugh |
| HUGO | hugh hugo |
| HUGO | hugh hugo |
| ISAAC | ike isaac |
| ISAAC | ike isaac |
| ISABELLA | bella belle isabella issy |
| ISABELLA | bella belle isabella issy |
| ISABELLA | bella belle isabella issy |
| ISABELLA | bella belle isabella issy |
| ISABELLE | bella belle isabelle issy |
| ISABELLE | bella belle isabelle issy |
| ISABELLE | bella belle isabelle issy |
| ISABELLE | bella belle isabelle issy |
| ISADORA | dora isadora issy |
| ISADORA | dora isadora issy |
| ISADORA | dora isadora issy |
| JACOB | jacob jake |
| JACOB | jacob jake |
| JACQUELINE | jackie jacqueline |
| JACQUELINE | jackie jacqueline |
| JAMES | james jamie jim jimmy |
| JAMES | james jamie jim jimmy |
| JAMES | james jamie jim jimmy |
| JAMES | james jamie jim jimmy |
| JAMIE | jamie jim jimmy |
| JAMIE | jamie jim jimmy |
| JAMIE | jamie jim jimmy |
| JANE | jane janie |
| JANE | jane janie |
| JANELLE | jan janelle |
| JANELLE | jan janelle |
| JANET | jan janet |
| JANET | jan janet |
| JANICE | jan janice |
| JANICE | jan janice |
| JEANETTE | janet jean jeanette |
| JEANETTE | janet jean jeanette |
| JEANETTE | janet jean jeanette |
| JEFFERSON | jeff jefferson |
| JEFFERSON | jeff jefferson |
| JEFFREY | jeff jeffrey |
| JEFFREY | jeff jeffrey |
| JENNIFER | jen jennifer jenny |
| JENNIFER | jen jennifer jenny |
| JENNIFER | jen jennifer jenny |
| JENNY | jen jenny |
| JENNY | jen jenny |
| JEREMIAH | jeremiah jerry |
| JEREMIAH | jeremiah jerry |
| JEREMY | jeremy jerry |
| JEREMY | jeremy jerry |
| JEROME | jerome jerry |
| JEROME | jerome jerry |
| JESSICA | jess jessica jessie |
| JESSICA | jess jessica jessie |
| JESSICA | jess jessica jessie |
| JESSIE | jess jessie |
| JESSIE | jess jessie |
| JOAN | joan joni |
| JOAN | joan joni |
| JOANNA | jo joan joanna jody joni |
| JOANNA | jo joan joanna jody joni |
| JOANNA | jo joan joanna jody joni |
| JOANNA | jo joan joanna jody joni |
| JOANNA | jo joan joanna jody joni |
| JOANNE | jo joanne joey |
| JOANNE | jo joanne joey |
| JOANNE | jo joanne joey |
| JOHN | jack john johnny |
| JOHN | jack john johnny |
| JOHN | jack john johnny |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JONATHAN | jack john johnny jonathan nat nate nathan |
| JOSEPH | joe joey joseph |
| JOSEPH | joe joey joseph |
| JOSEPH | joe joey joseph |
| JOSEPHINE | joey josephine |
| JOSEPHINE | joey josephine |
| JOSHUA | josh joshua |
| JOSHUA | josh joshua |
| JOYCE | joy joyce |
| JOYCE | joy joyce |
| JUDITH | judith judy |
| JUDITH | judith judy |
| JULIETTE | julia julie juliette |
| JULIETTE | julia julie juliette |
| JULIETTE | julia julie juliette |
| JULIUS | jules julius |
| JULIUS | jules julius |
| KATE | kate katie kay |
| KATE | kate katie kay |
| KATE | kate katie kay |
| KATHERINE | kate katherine kathy katie kay |
| KATHERINE | kate katherine kathy katie kay |
| KATHERINE | kate katherine kathy katie kay |
| KATHERINE | kate katherine kathy katie kay |
| KATHERINE | kate katherine kathy katie kay |
| KATHLEEN | kate kathleen kathy katie kay |
| KATHLEEN | kate kathleen kathy katie kay |
| KATHLEEN | kate kathleen kathy katie kay |
| KATHLEEN | kate kathleen kathy katie kay |
| KATHLEEN | kate kathleen kathy katie kay |
| KATHY | kate kath kathy katie kay |
| KATHY | kate kath kathy katie kay |
| KATHY | kate kath kathy katie kay |
| KATHY | kate kath kathy katie kay |
| KATHY | kate kath kathy katie kay |
| KATIE | kate katie kay |
| KATIE | kate katie kay |
| KATIE | kate katie kay |
| KATRINA | kate katie katrina |
| KATRINA | kate katie katrina |
| KATRINA | kate katie katrina |
| KENNETH | ken kenneth kenny |
| KENNETH | ken kenneth kenny |
| KENNETH | ken kenneth kenny |
| KENNY | ken kenny |
| KENNY | ken kenny |
| KEVIN | kev kevin |
| KEVIN | kev kevin |
| KIMBERLY | kim kimberly |
| KIMBERLY | kim kimberly |
| KRISSY | kris krissy |
| KRISSY | kris krissy |
| KRISTEN | kris krissy kristen kristy |
| KRISTEN | kris krissy kristen kristy |
| KRISTEN | kris krissy kristen kristy |
| KRISTEN | kris krissy kristen kristy |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINA | kris krissy kristin kristina kristy tina |
| KRISTINE | kris krissy kristine kristy |
| KRISTINE | kris krissy kristine kristy |
| KRISTINE | kris krissy kristine kristy |
| KRISTINE | kris krissy kristine kristy |
| KRISTY | kris krissy kristy |
| KRISTY | kris krissy kristy |
| KRISTY | kris krissy kristy |
| LARRY | larry lars |
| LARRY | larry lars |
| LAVERNE | laverne verna |
| LAVERNE | laverne verna |
| LAWRENCE | larry lars laurie lawrence |
| LAWRENCE | larry lars laurie lawrence |
| LAWRENCE | larry lars laurie lawrence |
| LAWRENCE | larry lars laurie lawrence |
| LENNY | len lenny |
| LENNY | len lenny |
| LEON | leo leon |
| LEON | leo leon |
| LEONARD | len lenny leo leon leonard |
| LEONARD | len lenny leo leon leonard |
| LEONARD | len lenny leo leon leonard |
| LEONARD | len lenny leo leon leonard |
| LEONARD | len lenny leo leon leonard |
| LEONARDO | len lenny leo leon leonardo |
| LEONARDO | len lenny leo leon leonardo |
| LEONARDO | len lenny leo leon leonardo |
| LEONARDO | len lenny leo leon leonardo |
| LEONARDO | len lenny leo leon leonardo |
| LEROY | lee leroy roy |
| LEROY | lee leroy roy |
| LEROY | lee leroy roy |
| LESLEY | les lesley |
| LESLEY | les lesley |
| LESTER | les lester |
| LESTER | les lester |
| LEWIS | lewis lou louie |
| LEWIS | lewis lou louie |
| LEWIS | lewis lou louie |
| LILLIAN | lil lillian lilly |
| LILLIAN | lil lillian lilly |
| LILLIAN | lil lillian lilly |
| LILLY | lil lilly |
| LILLY | lil lilly |
| LINDA | linda lindy |
| LINDA | linda lindy |
| LISA | lisa liz |
| LISA | lisa liz |
| LIVIA | liv livia |
| LIVIA | liv livia |
| LIZA | liz liza |
| LIZA | liz liza |
| LOUIE | lou louie |
| LOUIE | lou louie |
| LOUISE | eloise lois lou louise lulu |
| LOUISE | eloise lois lou louise lulu |
| LOUISE | eloise lois lou louise lulu |
| LOUISE | eloise lois lou louise lulu |
| LOUISE | eloise lois lou louise lulu |
| LUCAS | lucas luke |
| LUCAS | lucas luke |
| LUCIA | lucia lucy |
| LUCIA | lucia lucy |
| LUCILLE | lucille lucy |
| LUCILLE | lucille lucy |
| LUCINDA | cindy lucinda |
| LUCINDA | cindy lucinda |
| LYDIA | liddy lydia |
| LYDIA | liddy lydia |
| LYNNETTE | lynn lynnette |
| LYNNETTE | lynn lynnette |
| MADELINE | lena maddy madeline maggie |
| MADELINE | lena maddy madeline maggie |
| MADELINE | lena maddy madeline maggie |
| MADELINE | lena maddy madeline maggie |
| MALCOLM | mac malcolm |
| MALCOLM | mac malcolm |
| MANUEL | manny manuel |
| MANUEL | manny manuel |
| MARCIA | marcia marcie |
| MARCIA | marcia marcie |
| MARCUS | marc marcus |
| MARCUS | marc marcus |
| MARGARET | margaret marge margie meg meggie |
| MARGARET | margaret marge margie meg meggie |
| MARGARET | margaret marge margie meg meggie |
| MARGARET | margaret marge margie meg meggie |
| MARGARET | margaret marge margie meg meggie |
| MARGO | margie margo |
| MARGO | margie margo |
| MARIA | maria marie mary |
| MARIA | maria marie mary |
| MARIA | maria marie mary |
| MARIAH | maria mariah marie mary |
| MARIAH | maria mariah marie mary |
| MARIAH | maria mariah marie mary |
| MARIAH | maria mariah marie mary |
| MARIAN | marian mary |
| MARIAN | marian mary |
| MARJORIE | marje marjorie |
| MARJORIE | marje marjorie |
| MARTIN | martin marty |
| MARTIN | martin marty |
| MARVIN | marv marvin |
| MARVIN | marv marvin |
| MATILDA | matilda matty tilda tilly |
| MATILDA | matilda matty tilda tilly |
| MATILDA | matilda matty tilda tilly |
| MATILDA | matilda matty tilda tilly |
| MATTHEW | matt matthew |
| MATTHEW | matt matthew |
| MAUREEN | maureen mo |
| MAUREEN | maureen mo |
| MAURICE | maurice maury |
| MAURICE | maurice maury |
| MAXINE | max maxine |
| MAXINE | max maxine |
| MEGAN | meg megan meggie |
| MEGAN | meg megan meggie |
| MEGAN | meg megan meggie |
| MELANIE | mel melanie |
| MELANIE | mel melanie |
| MELINDA | linda lindy mel melinda |
| MELINDA | linda lindy mel melinda |
| MELINDA | linda lindy mel melinda |
| MELINDA | linda lindy mel melinda |
| MELISSA | lissa mel melissa milly missy |
| MELISSA | lissa mel melissa milly missy |
| MELISSA | lissa mel melissa milly missy |
| MELISSA | lissa mel melissa milly missy |
| MELISSA | lissa mel melissa milly missy |
| MELVIN | mel melvin |
| MELVIN | mel melvin |
| MERVIN | merv mervin |
| MERVIN | merv mervin |
| MICHAEL | michael mike |
| MICHAEL | michael mike |
| MICHELLE | michelle shelly |
| MICHELLE | michelle shelly |
| MICKEY | mick mickey |
| MICKEY | mick mickey |
| MILDRED | mildred millie |
| MILDRED | mildred millie |
| MILLICENT | millicent millie |
| MILLICENT | millicent millie |
| MIRANDA | mandy mira miranda randy |
| MIRANDA | mandy mira miranda randy |
| MIRANDA | mandy mira miranda randy |
| MIRANDA | mandy mira miranda randy |
| MITCHELL | mitch mitchell |
| MITCHELL | mitch mitchell |
| MONTGOMERY | gum montgomery monty |
| MONTGOMERY | gum montgomery monty |
| MONTGOMERY | gum montgomery monty |
| MORTIMER | mort mortimer |
| MORTIMER | mort mortimer |
| NATALIA | nat natalia |
| NATALIA | nat natalia |
| NATALIE | nat natalie nettie |
| NATALIE | nat natalie nettie |
| NATALIE | nat natalie nettie |
| NATASHA | natasha tash tasha |
| NATASHA | natasha tash tasha |
| NATASHA | natasha tash tasha |
| NATE | nat nate |
| NATE | nat nate |
| NATHAN | nat nate nathan |
| NATHAN | nat nate nathan |
| NATHAN | nat nate nathan |
| NATHANIEL | nat nate nathan nathaniel |
| NATHANIEL | nat nate nathan nathaniel |
| NATHANIEL | nat nate nathan nathaniel |
| NATHANIEL | nat nate nathan nathaniel |
| NELLIE | nell nellie |
| NELLIE | nell nellie |
| NELSON | nels nelson |
| NELSON | nels nelson |
| NICHOLAS | nicholas nick nicki |
| NICHOLAS | nicholas nick nicki |
| NICHOLAS | nicholas nick nicki |
| NICOLA | nicki nicola |
| NICOLA | nicki nicola |
| NICOLE | nicki nicole |
| NICOLE | nicki nicole |
| NORBERT | bert norbert |
| NORBERT | bert norbert |
| NORMAN | norm norman |
| NORMAN | norm norman |
| OLIVE | liv olive |
| OLIVE | liv olive |
| OLIVER | oliver ollie |
| OLIVER | oliver ollie |
| OLIVIA | liv livia olivia |
| OLIVIA | liv livia olivia |
| OLIVIA | liv livia olivia |
| PAMELA | pam pamela |
| PAMELA | pam pamela |
| PATRICIA | pat patricia patsy patti tricia |
| PATRICIA | pat patricia patsy patti tricia |
| PATRICIA | pat patricia patsy patti tricia |
| PATRICIA | pat patricia patsy patti tricia |
| PATRICIA | pat patricia patsy patti tricia |
| PATRICK | paddy pat patrick |
| PATRICK | paddy pat patrick |
| PATRICK | paddy pat patrick |
| PATSY | pat patsy patti |
| PATSY | pat patsy patti |
| PATSY | pat patsy patti |
| PATTI | pat patti |
| PATTI | pat patti |
| PAULINA | paula paulina |
| PAULINA | paula paulina |
| PAULINE | paula pauline |
| PAULINE | paula pauline |
| PEGGY | peg peggy |
| PEGGY | peg peggy |
| PENELOPE | penelope penny |
| PENELOPE | penelope penny |
| PERCY | perce percy |
| PERCY | perce percy |
| PETER | pete peter |
| PETER | pete peter |
| PHILIP | phil philip |
| PHILIP | phil philip |
| PRISCILLA | cilla priscilla |
| PRISCILLA | cilla priscilla |
| RAMONA | mona ramona |
| RAMONA | mona ramona |
| RANDAL | randal randy |
| RANDAL | randal randy |
| RANDOLPH | dolph randolph randy |
| RANDOLPH | dolph randolph randy |
| RANDOLPH | dolph randolph randy |
| RAPHAEL | ralph raphael |
| RAPHAEL | ralph raphael |
| RAYMOND | ray raymond |
| RAYMOND | ray raymond |
| REBECCA | becca becky rebecca |
| REBECCA | becca becky rebecca |
| REBECCA | becca becky rebecca |
| REGGIE | reg reggie |
| REGGIE | reg reggie |
| REGINALD | reg reggie reginald |
| REGINALD | reg reggie reginald |
| REGINALD | reg reggie reginald |
| REYNOLD | reg reggie reynold |
| REYNOLD | reg reggie reynold |
| REYNOLD | reg reggie reynold |
| RICHARD | dick rich richard richie rick ricky |
| RICHARD | dick rich richard richie rick ricky |
| RICHARD | dick rich richard richie rick ricky |
| RICHARD | dick rich richard richie rick ricky |
| RICHARD | dick rich richard richie rick ricky |
| RICHARD | dick rich richard richie rick ricky |
| ROBERT | bob bobby rob robbie robert |
| ROBERT | bob bobby rob robbie robert |
| ROBERT | bob bobby rob robbie robert |
| ROBERT | bob bobby rob robbie robert |
| ROBERT | bob bobby rob robbie robert |
| ROBERTA | bertie bobby roberta |
| ROBERTA | bertie bobby roberta |
| ROBERTA | bertie bobby roberta |
| ROBERTO | bob bobby rob roberto |
| ROBERTO | bob bobby rob roberto |
| ROBERTO | bob bobby rob roberto |
| ROBERTO | bob bobby rob roberto |
| ROBIN | rob robin |
| ROBIN | rob robin |
| RODERICK | rod roderick |
| RODERICK | rod roderick |
| RODNEY | rod rodney |
| RODNEY | rod rodney |
| ROGER | rog roger |
| ROGER | rog roger |
| RONALD | ron ronald ronnie |
| RONALD | ron ronald ronnie |
| RONALD | ron ronald ronnie |
| ROSALIE | ros rosalie rose rosie |
| ROSALIE | ros rosalie rose rosie |
| ROSALIE | ros rosalie rose rosie |
| ROSALIE | ros rosalie rose rosie |
| ROSALIND | ros rosalind rose rosie |
| ROSALIND | ros rosalind rose rosie |
| ROSALIND | ros rosalind rose rosie |
| ROSALIND | ros rosalind rose rosie |
| ROSEMARY | ros rose rosemary rosie |
| ROSEMARY | ros rose rosemary rosie |
| ROSEMARY | ros rose rosemary rosie |
| ROSEMARY | ros rose rosemary rosie |
| ROSIE | ros rosie |
| ROSIE | ros rosie |
| ROXANNE | rox roxanne roxie |
| ROXANNE | rox roxanne roxie |
| ROXANNE | rox roxanne roxie |
| ROYSTON | roy royston |
| ROYSTON | roy royston |
| RUDOLPH | dolph rolf rudolph rudy |
| RUDOLPH | dolph rolf rudolph rudy |
| RUDOLPH | dolph rolf rudolph rudy |
| RUDOLPH | dolph rolf rudolph rudy |
| RUSSELL | russ russell |
| RUSSELL | russ russell |
| SALLY | sal sally |
| SALLY | sal sally |
| SALMON | sal salmon sol |
| SALMON | sal salmon sol |
| SALMON | sal salmon sol |
| SAMPSON | sam sammy sampson |
| SAMPSON | sam sammy sampson |
| SAMPSON | sam sammy sampson |
| SAMUEL | sam sammy samuel |
| SAMUEL | sam sammy samuel |
| SAMUEL | sam sammy samuel |
| SANDRA | sandra sandy |
| SANDRA | sandra sandy |
| SCOTT | scott scotty |
| SCOTT | scott scotty |
| SHIRLEY | shirl shirley |
| SHIRLEY | shirl shirley |
| SIDNEY | sid sidney |
| SIDNEY | sid sidney |
| SIMON | sim simon |
| SIMON | sim simon |
| SOLOMON | sal sol solly solomon |
| SOLOMON | sal sol solly solomon |
| SOLOMON | sal sol solly solomon |
| SOLOMON | sal sol solly solomon |
| SONDRA | sandy sondra |
| SONDRA | sandy sondra |
| STANLEY | stan stanley |
| STANLEY | stan stanley |
| STEPHEN | stephen steve |
| STEPHEN | stephen steve |
| STEWART | stewart stu |
| STEWART | stewart stu |
| SULLIVAN | sullivan sully |
| SULLIVAN | sullivan sully |
| SUSAN | sue susan susie |
| SUSAN | sue susan susie |
| SUSAN | sue susan susie |
| SUSIE | sue susie |
| SUSIE | sue susie |
| SYLVESTER | sly sylvester vestor |
| SYLVESTER | sly sylvester vestor |
| SYLVESTER | sly sylvester vestor |
| TAMARA | tam tamara tammy |
| TAMARA | tam tamara tammy |
| TAMARA | tam tamara tammy |
| TAMMY | tam tammy |
| TAMMY | tam tammy |
| TERRENCE | terrence terry |
| TERRENCE | terrence terry |
| THEODORE | ted teddy theo theodore |
| THEODORE | ted teddy theo theodore |
| THEODORE | ted teddy theo theodore |
| THEODORE | ted teddy theo theodore |
| THOMAS | thomas tom tommy |
| THOMAS | thomas tom tommy |
| THOMAS | thomas tom tommy |
| TIMOTHY | tim timmy timothy |
| TIMOTHY | tim timmy timothy |
| TIMOTHY | tim timmy timothy |
| TOBIAS | tobias toby |
| TOBIAS | tobias toby |
| TYLER | ty tyler |
| TYLER | ty tyler |
| TYRONE | ty tyrone |
| TYRONE | ty tyrone |
| TYSON | ty tyson |
| TYSON | ty tyson |
| VALERIE | val valerie |
| VALERIE | val valerie |
| VANESSA | nessa vanessa |
| VANESSA | nessa vanessa |
| VERNON | vern vernie vernon |
| VERNON | vern vernie vernon |
| VERNON | vern vernie vernon |
| VERONICA | ronna ronnie veronica vonnie |
| VERONICA | ronna ronnie veronica vonnie |
| VERONICA | ronna ronnie veronica vonnie |
| VERONICA | ronna ronnie veronica vonnie |
| VICTOR | vic victor |
| VICTOR | vic victor |
| VICTORIA | vicki victoria |
| VICTORIA | vicki victoria |
| VINCE | vin vince vinny |
| VINCE | vin vince vinny |
| VINCE | vin vince vinny |
| VINCENT | vin vince vincent vinny |
| VINCENT | vin vince vincent vinny |
| VINCENT | vin vince vincent vinny |
| VINCENT | vin vince vincent vinny |
| VIRGINIA | ginny virginia |
| VIRGINIA | ginny virginia |
| VIVIAN | viv vivian |
| VIVIAN | viv vivian |
| WALLACE | wallace wally |
| WALLACE | wallace wally |
| WALTER | wally walt walter |
| WALTER | wally walt walter |
| WALTER | wally walt walter |
| WILFRED | wilf wilfred willy |
| WILFRED | wilf wilfred willy |
| WILFRED | wilf wilfred willy |
| WILLIAM | bill billy will william willy |
| WILLIAM | bill billy will william willy |
| WILLIAM | bill billy will william willy |
| WILLIAM | bill billy will william willy |
| WILLIAM | bill billy will william willy |
| WILLIS | will willis willy |
| WILLIS | will willis willy |
| WILLIS | will willis willy |
| WOODROW | woodrow woody |
| WOODROW | woodrow woody |
| ZACHARIAH | zach zachariah |
| ZACHARIAH | zach zachariah |
| ZACHARIAS | zach zacharias |
| ZACHARIAS | zach zacharias |
| ZACHARY | zach zachary |
| ZACHARY | zach zachary |

## 13.12 Subject Line Formats

Message subject lines are visible when users view and listen to messages in the Cisco Unity Inbox, an IMAP client, an RSS client, or any other visual client that displays the message subject. Subject lines are not presented to users when they listen to voice messages by phone. You can configure both the wording and the information that is included in the subject line of voice messages, including localizing the subject line according to the language of the recipient.

The subject lines of the following message types can be defined:

* **Outside Caller Messages**  
  Messages from callers who are not Cisco Unity Connection users, and also from Connection users who send messages without first logging on to Connection or who have not been automatically identified as Connection users by the Identified User Messaging feature. This includes messages that are left for a system call handler.
* **User to User Messages**  
  Messages from callers who have either logged on to Connection, or have been automatically identified as Connection users because Identified User Messaging is enabled. This includes messages that are left from users for a system call handler.
* **Interview Handler Messages**  
  Messages that are left for interview handlers.
* **Live Record Messages**  
  Messages containing conversations that users recorded while they talked to callers.

Subject lines for call handler messages use the definition of outside caller messages or user to user messages, depending on whether the call handler message is from an outside caller or a user.

| **Subject Line Formats** | |
| --- | --- |
| **Message Type** | **Details** |
| Voice Messages | |  |  | | --- | --- | | **Language** | | | Language | English (United States) | | **Subject Line Formats** | | | Outside Caller Messages | %D% %U% %P% Message from %NAME% (%CALLERID%) | | User to User Messages | %D% %U% %P% Message from %NAME% (%EXTENSION%) | | Interview Handler Messages | %D% %U% %P% Interview Handler Message from %NAME% (%CALLERID%) | | Live Record Messages | Live record message | | **Parameter Definitions** | | | %CALLERID% (When Unknown) | Unknown caller ID | | %CALLEDID% (When Unknown) | Unknown called ID | | %NAME% (When Unknown) | Unknown sender | | %EXTENSION% (When Unknown) | Unknown extension | | %U% | Urgent | | %P% | Private | | %S% | Secure | | %D% | Dispatch | |
| Notifications | |  |  | | --- | --- | | **Language** | | | Language | English (United States) | | **Subject Line Formats** | | | Live Record Messages | Message notification: Voice message from %NAME% %CALLERID% | | Live Record Messages | Missed Call from %NAME% (%CALLERID%) | | Live Record Messages | Message Notification | | **Parameter Definitions** | | | %CALLERID% (When Unknown) | Unknown Caller ID | | %NAME% (When Unknown) | Unknown sender | | %U% | Urgent | | %P% | Private | | %S% | Secure | | %D% | Dispatch | |

## 13.13 Attachment Descriptions

When Cisco Unity Connection is integrated with a third-party message store, Connection uses Text to Speech (TTS) to describe message attachments for users who check their messages on the phone. For example, an attachment with the extension .jpg is described as 'an image.'

The following TTS description(s) for message attachments are configured:

| **Attachment Descriptions** | |
| --- | --- |
| **Extension** | **Description** |
| .doc | a WORD document |
| .docx | a document |
| .gz | an archive |
| .jpeg | an image |
| .jpg | an image |
| .pdf | a document |
| .txt | a text part |
| .wav | an audio part |
| .xls | a spreadsheet |
| .zip | an archive |

## 13.14 Enterprise Parameters

Enterprise parameters for Cisco Unity Connection provide default settings that apply to all services in Cisco Unified Serviceability.

The following list contains all Enterprise Parameters:

| **Enterprise Parameters** | |
| --- | --- |
| **Parameter** | **Value** |
| MaxUsers | 160000 |
| MaxPhones | 80000 |
| MaxServers | 30 |
| EnableUserSearchWithCustomer | 1 |
| EnableDirectoryPartitionSearch | 0 |
| UseSSOforRTMT | 1 |
| oAuthWithRefreshLoginFlow | 0 |
| SSOLoginBehaviorForIos | 0 |
| thirdpartyclient\_redirecturi |  |
| refreshTokenExpiryTimer | 60 |
| oauthTokenExpiryTimer | 60 |
| RoutePlanReportMaxIndex | 1500000 |
| DSCPValue | None |
| neverStartCallWithVideo | N |
| CallTraceLogFileSize | 2 |
| MaxCallTraceLogFiles | 2000 |
| EnableCallTraceLog | 1 |
| EnableMgcpTraceLog | 0 |
| logicalPartitioningDefaultFilter |  |
| logicalPartitioningDefaultPolicy | 2 |
| defaultGeolocation | 00000000-1111-0000-0000-000000000000 |
| isCustomLogicalPartitioningApplied | N |
| isLogicalPartitioningEnabled | N |
| GRTSocketReadTimeout | 60 |
| GRTSocketConnectTimeout | 10 |
| RemoteSyslogSeverity | 3 |
| RemoteSyslogServerName5 |  |
| RemoteSyslogServerName4 |  |
| RemoteSyslogServerName3 |  |
| RemoteSyslogServerName2 |  |
| RemoteSyslogServerName |  |
| ReplyMulticastEchoRequest | 0 |
| AcceptRedirectMessages | 0 |
| AllowDuplicateAddressDetection | 1 |
| AllowAutoConfigurationForPhones | 1 |
| IPAddressingModePrefControl | 0 |
| IPAddressingModePrefMedia | 0 |
| EnableIPV6 | N |
| UserMustChangeCredentialBehavior |  |
| UnsupportedPickup |  |
| TLSResumptionTimer | 3600 |
| TLSHandshakeTimer | 60 |
| DoSProtectionFlag | Y |
| ClusterName |  |
| OrganizationDomain |  |
| IAQInstalledFlag | N |
| AAInstalledFlag | N |
| ClientPortNumber | 8889 |
| ServerPortNumber | 8888 |
| syncingModeForEnterpriseGroups | 1 |
| groupSizeToLimitPresencePacketsForEnterpriseGroups | 100 |
| directoryGroupOperationsOnCiscoIMandPresence | 0 |
| userAssignmentMode | 0 |
| restrictNonSuperUser | Y |
| restrictOnUserGroupOverlap | 1 |
| FileCloseThreadQueueWatermark | 100 |
| FileCloseThreadFlag | Y |
| AllowedCdrGetFileListQueriesPerMinute | 20 |
| AllowedCdrGetFileQueriesPerMinute | 10 |
| MaximumPerfmonCountersPerSession | 100 |
| PerfmonQueueLimit | 100 |
| AllowedRisQueriesPerMinute | 15 |
| AllowedPerfmonQueriesPerMinute | 50 |
| CCMPDSessionTimeout | 86400 |
| NumberofDigitstoMatch | 4 |
| UserSearchLimit | 64 |
| EnableAllUserSearch | Y |
| SecureServicesURL |  |
| SecureMessagesURL |  |
| SecureInformationURL |  |
| SecureIdleURL |  |
| SecureUDSUsersAccessURL |  |
| SecureDirectoryURL |  |
| SecureAuthenticationURL |  |
| URLServices |  |
| URLProxy |  |
| URLMessages |  |
| URLInformation |  |
| URLIdleTime | 0 |
| URLIdle |  |
| URLDirectories |  |
| URLAuthentication |  |
| RollBackToPreGrayback | N |
| CertificateValidityCheckFrequency | 24 |
| CertificateValidityCheck | 0 |
| TerminateUserSession | 1 |
| TrustedServers |  |
| HTTPSCipherSelection | 0 |
| SRTPCipherSelection | 0 |
| TLSCipherPreference | 1 |
| AuthMethodForBrowserAccess | 1 |
| CacheControl | Y |
| TFTPFileSignatureAlgorithm | 1 |
| EndpointEncryptionAlgorithms | 0 |
| CAPFOperationDuration | 10 |
| CAPFPhonePort | 3804 |
| LBMSecurityMode | 0 |
| ClusterSIPOAuthMode | 0 |
| ClusterSecurityMode | 0 |
| ConfidentialAccessLevelFailureMessageText | CAL MISMATCH |
| ConfidentialAccessLevelWarningMessageText |  |
| ConfidentialAccessLevelValueForWarning | 0 |
| ConfidentialAccessLevelEnforcementLevel | 0 |
| ConfidentialAccessLevelPolicy | F |
| UseStandardVMHandlingForPrecedenceCalls | N |
| PrecedenceAlternatePartyTimeout | 30 |
| MLPPPreemptionSetting | Disabled |
| MLPPIndicationStatus | Off |
| MLPPDomainIdentifier | c80cafe0-af65-43d6-a1f1-225ad998bd26 |
| DefaultUserLocale | 1 |
| DefaultNetworkLocale | 64 |
| CDRFlatFileInterval | 1 |
| EndUserDirectoryURIPartitionAlias | 4b8d4a55-1943-4c22-ac6a-0ee012618033 |
| CCMUserShowPhonesReadyToActivate | Y |
| CCMUserDisplayName | Y |
| CCMUserShowDownload | Y |
| CCMUserShowVideoConferencingScheduler | 1 |
| CCMUserShowConferencingScheduler | Y |
| CCMUserShowVoicemailIVROption | Y |
| CCMUserShowCallForward | 1 |
| CCMUserShowChangePin | Y |
| CCMUserShowChangePassword | Y |
| CCMUserShowPhoneLocale | Y |
| CCMUserShowCalendarPreference | Y |
| CCMUserShowDirectory | Y |
| CCMUserShowMobilityFeatures | Y |
| CCMUserShowOnlineGuide | Y |
| CCMUserShowLineTextSettings | N |
| CCMUserShowPersonalAddressBook | Y |
| CCMUserShowHistorySettings | Y |
| CCMUserShowMessageWaitingLampPolicy | Y |
| CCMUserShowRingSettings | N |
| CCMUserShowIPPhoneServicesSettings | Y |
| CCMUserShowSpeedDialSettings | Y |
| CCMUserOptionsPortalDefaultServer |  |
| AutoSelectDNOnAnyPartition | 0 |
| CCMAdminEnableDependencyRecords | N |
| CCMAdminMaxItemsInLookup | 1000 |
| CCMAdminMaxItemsInList | 250 |
| URILookupPolicy | 0 |
| IMSInterOperatorId | IMS Inter Operator Identification |
| WifiHotspotProfile |  |
| FeatureControlPolicy |  |
| PhoneServiceDisplay | 0 |
| PhonePersonalization | 0 |
| AdvertiseG722Codec | 1 |
| BLFForCallLists | 0 |
| PhoneTemplateSelection | 1 |
| AutoRegistrationLegacyMode | N |
| AutoRegistrationPhoneProtocol | 0 |
| ConnectionMonitorDuration | 120 |
| DSCPForCm2Dvce | 96 |
| DSCPForSCCPPhoneConfig | 96 |
| DSCPForSCCPPhoneServices | 0 |
| EnableTraceCompression | 0 |
| MaxNumberDeviceLevelTrace | 12 |
| ClusterID | StandAloneCluster |

## 13.15 Service Parameters

Service parameters for Cisco Unity Connection allow you to configure different services in Cisco Unified Serviceability.

The following list contains all Service Parameters:

| **Service Parameters** | | | |
| --- | --- | --- | --- |
| **Server** | **Service** | **Parameter** | **Value** |
| 10.5.1.121 | Cisco Database Layer Monitor | DisableUser | 0 |
| 10.5.1.121 | Cisco Database Layer Monitor | MaximumInactivePeriod | 180 |
| 10.5.1.121 | Cisco Database Layer Monitor | ReplicationMonitorTimeout | 1800 |
| 10.5.1.121 | Cisco Database Layer Monitor | ValidateServiceURL | Y |
| 10.5.1.121 | Cisco Database Layer Monitor | CheckForNamespaceInTag | Y |
| 10.5.1.121 | Cisco Database Layer Monitor | EnableAXLEncodingInfo | N |
| 10.5.1.121 | Cisco Database Layer Monitor | MaintenanceTaskTrace | 0 |
| 10.5.1.121 | Cisco Database Layer Monitor | SPLAppTraceLevel | 1 |
| 10.5.1.121 | Cisco Database Layer Monitor | SPLTrace | 1 |
| 10.5.1.121 | Cisco Database Layer Monitor | ValidNamespace | Y |
| 10.5.1.121 | Cisco Database Layer Monitor | AxlChangeNotificationQueueSize | 20000 |
| 10.5.1.121 | Cisco Database Layer Monitor | AxlChangeNotification | 1 |
| 10.5.1.121 | Cisco Database Layer Monitor | SortEndUserLocale | 0 |
| 10.5.1.121 | Cisco Database Layer Monitor | TableOutOfSync | 0 |
| 10.5.1.121 | Cisco Database Layer Monitor | CDRPurgeWindow | 12 |
| 10.5.1.121 | Cisco Database Layer Monitor | CDRPurgeTime | 00:00 |
| 10.5.1.121 | Cisco Database Layer Monitor | DeviceNameValidationEnabled | Y |
| 10.5.1.121 | Cisco RIS Data Collector | RisSystemAccessMaxProcessesThreads | 3000 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTLCSFTPKeepaliveDelay | 5000 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTLCThrottlePollRate | 250 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTLCCPUThrottleLimit | 80 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTLCIOThrottleLimit | 10 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTLCThrottleEnable | N |
| 10.5.1.121 | Cisco RIS Data Collector | RisMaxNumUnusedCTIRecords | 3000 |
| 10.5.1.121 | Cisco RIS Data Collector | RisUnusedCTIDeviceStorePeriod | 1 |
| 10.5.1.121 | Cisco RIS Data Collector | RisUnusedCMDeviceStorePeriod | 3 |
| 10.5.1.121 | Cisco RIS Data Collector | RisCleanupTimeOftheDay | 22:00 |
| 10.5.1.121 | Cisco RIS Data Collector | RisClientTimeout | 30 |
| 10.5.1.121 | Cisco RIS Data Collector | RisClientTcpPort | 2556 |
| 10.5.1.121 | Cisco RIS Data Collector | RisClusterTcpPort | 2555 |
| 10.5.1.121 | Cisco RIS Data Collector | RisTSEnableLogging | N |
| 10.5.1.121 | Cisco Directory Number Alias Sync | MaxRecordsPerContextSync | 1000 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | TimeoutForLDAPContextSync | 60 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | PUTFailCount | 0 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | ThresholdForErrorsSync | 5 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | ErrorCheckEnabledSync | Y |
| 10.5.1.121 | Cisco Directory Number Alias Sync | AllowedKeepAliveRetryCountSync | 0 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | AllowedLDAPRetryCountSync | 2 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | TimeOutThresholdIntervalForLDAPRetrySync | 5000 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | TimeOutThresholdIntervalSync | 1000 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | UpdateSleepInterval | 1 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | RecordSizeForUpdate | 100 |
| 10.5.1.121 | Cisco Directory Number Alias Sync | ProcessuserThreadSleepInterval | 1 |
| 10.5.1.121 | Cisco Directory Number Alias Lookup | TimeoutForLDAPContextLookup | 45 |
| 10.5.1.121 | Cisco Wireless Controller Synchronization Service | SNMPRequestQuerySize | 10 |
| 10.5.1.121 | Cisco Wireless Controller Synchronization Service | SNMPRequestRetries | 3 |
| 10.5.1.121 | Cisco Wireless Controller Synchronization Service | SNMPRequestTimeout | 10 |
| 10.5.1.121 | Cisco AMC Service | LoggerEnabled | Y |
| 10.5.1.121 | Cisco AMC Service | AlertMgrEnabled | Y |
| 10.5.1.121 | Cisco AMC Service | RMIObjectPort | 1090 |
| 10.5.1.121 | Cisco AMC Service | RMIRegistryPort | 1099 |
| 10.5.1.121 | Cisco AMC Service | AmcLinkServiceSyncUpPeriod | 60 |
| 10.5.1.121 | Cisco AMC Service | AmcCollectionPollingRate | 30 |
| 10.5.1.121 | Cisco AMC Service | AmcCollectionEnabled | Y |
| 10.5.1.121 | Cisco AMC Service | FailoverCollector | fac00cc0-6f45-4e88-a2df-8045265cab9f |
| 10.5.1.121 | Cisco AMC Service | PrimaryCollector | fac00cc0-6f45-4e88-a2df-8045265cab9f |
| 10.5.1.121 | Cisco DirSync | UserCustomerMapAuditTime | 0000-00-00 00:00 |
| 10.5.1.121 | Cisco DirSync | DelayedSyncStart | 5 |
| 10.5.1.121 | Cisco DirSync | LDAPConnectionTimeout | 5 |
| 10.5.1.121 | Cisco DirSync | RetryDelayOnFailureHostList | 10 |
| 10.5.1.121 | Cisco DirSync | RetryDelayOnFailureHost | 5 |
| 10.5.1.121 | Cisco DirSync | MaxNumberOfHost | 3 |
| 10.5.1.121 | Cisco DirSync | MaxNumberOfAgreements | 20 |
| 10.5.1.121 | Cisco Serviceability Reporter | RTMTReportDeletionAge | 7 |
| 10.5.1.121 | Cisco Serviceability Reporter | RTMTReportGenerationTime | 30 |
| 10.5.1.121 | Cisco Serviceability Reporter | RTMTReporterNode | fac00cc0-6f45-4e88-a2df-8045265cab9f |

## 13.16 Fax Server

Cisco Unity Connection can integrate with the Cisco Fax Server so that users can do the following while on the phone or while using the Cisco Unity Inbox:

* Receive faxes that are sent to the fax extension for the user. Depending on the system configuration, faxes will be available in the user mailboxes or in the user IMAP clients.
* Forward the faxes that they receive to a fax machine for printing.
* Forward the faxes that they receive to another user.

Inbound faxes are sent to the fax extension for the user. The Cisco Fax Server uses its email gateway to route the fax through SMTP to the user mailbox on the Connection server. The Text to Speech (TTS) feature cannot read faxes.

|  |  |
| --- | --- |
| **Outgoing Fax Server** | |
| Enabled | Y |
| Fax Server Name | Fax Server |
| SMTP Address | fax@uplinx.com |
| IP Address | 10.5.1.166 |
| Use SMTP Smart Host | N |

## 13.17 LDAP

If you are using a supported LDAP directory for your corporate directory, Cisco Unity Connection gives you the option to synchronize a small subset of user data in the Connection database with user data in the LDAP directory. In addition, if you configure directory synchronization, you can have Connection authenticate user access to Connection web applications against Active Directory credentials. You can also configure Connection to periodically resynchronize Connection user data with user data in the LDAP directory.

Connection LDAP directory support does not require directory schema extensions, and access to the directory is read-only.

Connection also supports standalone users and users imported from Cisco Unified Communications Manager via AXL. Both standalone users and users imported from Cisco Unified CM can be converted to LDAP users at any time.

This section contains the following sub chapters:

* LDAP Setup
* LDAP Directory Configuration
* LDAP Authentication
* LDAP Custom Filter

### 13.17.1 LDAP Setup

If the check box 'Enable Synchronizing from LDAP Server' is enabled, Cisco Unity Connection gets basic information on Connection users from the LDAP directories that you specify on the LDAP Directory Configuration page. Data is synchronized only for the Connection users that you created by importing users from the LDAP directory. Connection does not automatically create new Connection users when new users are added to the LDAP directory.

If you want to use LDAP authentication, you must enable LDAP synchronization.

|  |  |
| --- | --- |
| **LDAP System Information** | |
| Enable Synchronizing from LDAP Server | Y |
| LDAP Server Type | Microsoft Active Directory |
| LDAP Attribute for User ID | sAMAccountName |

### 13.17.2 LDAP Directory Configuration

Cisco Unity Connection LDAP directory configurations specify which users in the LDAP directory are imported into Connection. For each LDAP directory configuration, a user search base is specified, which is the position in the LDAP directory tree where Connection begins its search for user accounts.

Connection imports all users in the tree or subtree (domain or OU) specified by the search base. A Connection server or cluster can only import LDAP data from subtrees with the same directory root, for example, from the same Active Directory forest.

| **LDAP Directory** | |
| --- | --- |
| **Name** | **Details** |
| LDAP2013 | |  |  | | --- | --- | | **LDAP Directory Information** | | | **LDAP Directory Information** | | | LDAP Manager Distinguished Name | CN=Administrator,CN=Users,DC=lab,DC=test | | LDAP User Search Base | DC=lab,DC=test | | LDAP Custom Filter | < None > | | **LDAP Directory Synchronization Schedule** | | | Perform Sync Just Once | N | | Perform a Re-sync Every | 6 HOUR | | Next Re-sync Time (YYYY-MM-DD hh:mm) | 2019-10-21 06:00 | | **Standard User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | UserId | sAMAccountName | | FirstName | givenName | | MiddleName | middleName | | LastName | sn | | Manager | manager | | Department | department | | TelephoneNumber | telephoneNumber | | Mailid | mail | | Title | title | | HomePhone | homephone | | Mobile | mobile | | Pager | pager | | DirectoryURI | none | | DisplayName | displayName | | | **Custom User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | employeeFullName |  | | employeeNumber | employeeNumber | | | **LDAP Server Information** | | | LDAP Server Information | | **Host Name or IP Address** | **LDAP Port** | **Use SSL** | | --- | --- | --- | | 10.5.1.166 | 389 | N | | |
| NewLDAPDirectoryConfig | |  |  | | --- | --- | | **LDAP Directory Information** | | | **LDAP Directory Information** | | | LDAP Manager Distinguished Name | CN=Administrator,CN=Users,DC=lab,DC=test | | LDAP User Search Base | DC=lab,DC=test | | LDAP Custom Filter | < None > | | **LDAP Directory Synchronization Schedule** | | | Perform Sync Just Once | N | | Perform a Re-sync Every | 7 DAY | | Next Re-sync Time (YYYY-MM-DD hh:mm) | 2019-10-23 00:00 | | **Standard User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | UserId | sAMAccountName | | FirstName | givenName | | MiddleName | middleName | | LastName | sn | | Manager | manager | | Department | department | | TelephoneNumber | telephoneNumber | | Mailid | mail | | Title | title | | HomePhone | homephone | | Mobile | mobile | | Pager | pager | | DirectoryURI | msRTCSIP-primaryuseraddress | | DisplayName | displayName | | | **Custom User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | employeeFullName |  | | employeeNumber |  | | | **LDAP Server Information** | | | LDAP Server Information | | **Host Name or IP Address** | **LDAP Port** | **Use SSL** | | --- | --- | --- | | 10.5.1.166 | 389 | N | | |
| SecondLDAPDirectoryConfig | |  |  | | --- | --- | | **LDAP Directory Information** | | | **LDAP Directory Information** | | | LDAP Manager Distinguished Name | CN=Administrator,CN=Users,DC=lab,DC=test | | LDAP User Search Base | DC=lab,DC=test | | LDAP Custom Filter | < None > | | **LDAP Directory Synchronization Schedule** | | | Perform Sync Just Once | Y | | Perform a Re-sync Every | 7 DAY | | Next Re-sync Time (YYYY-MM-DD hh:mm) | 2019-10-09 00:00 | | **Standard User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | UserId | sAMAccountName | | FirstName | givenName | | MiddleName | initials | | LastName | sn | | Manager | manager | | Department | department | | TelephoneNumber | telephoneNumber | | Mailid | mail | | Title | title | | HomePhone | homephone | | Mobile | mobile | | Pager | pager | | DirectoryURI | mail | | DisplayName | displayName | | | **Custom User Fields To Be Synchronized** | | | User Fields | | **CUCM User Fields** | **LDAP User Fields** | | --- | --- | | employeeFullName |  | | employeeNumber |  | | | **LDAP Server Information** | | | LDAP Server Information | | **Host Name or IP Address** | **LDAP Port** | **Use SSL** | | --- | --- | --- | | 10.5.1.166 | 389 | N | | |

### 13.17.3 LDAP Authentication

Connection web applications authenticate user names and passwords against the user name and web application password in the Connection database if LDAP Authentication is enabled.

When users sign in to Connection by phone, Connection always authenticates based on the voicemail password in the Connection database, never based on any value in the LDAP directory.

|  |  |
| --- | --- |
| **LDAP Authentication for End Users** | |
| Use LDAP Authentication for End Users | Y |
| LDAP Manager Distinguished Name | CN=Administrator,CN=Users,DC=lab,DC=test |
| LDAP User Search Base | DC=lab,DC=test |
| LDAP Server Information | | **LDAP Server Information** | | | | --- | --- | --- | | **Host Name or IP Address for Server** | **LDAP Port** | **Use TLS** | | 10.5.1.166 | 389 | N | |

### 13.17.4 Phone Number Conversion

If you want to map phone numbers in the LDAP directory to extensions in Connection but the phone numbers do not match the extensions, you can add a regular expression and a replacement pattern that together convert the phone numbers into extensions.

|  |  |
| --- | --- |
| **LDAP Phone Number Conversion** | |
| Regular Expression for LDAP Phone Number Pattern | 909056XXXX |
| Replacement Pattern | 56XXXX |

### 13.17.5 LDAP Custom Filter

LDAP Custom Filters allow for additional control over which LDAP users are imported into Cisco Unity Connection. subset of LDAP user accounts to become Connection users

When creating LDAP directory configurations in Connection, both a user search base and an LDAP filter must be specified. As applicable, create filters that integrate with the user search bases that you will specify for the maximum of five LDAP directory configurations that you can create.

Each filter must adhere to the LDAP filter syntax specified in RFC 4515, 'Lightweight Directory Access Protocol (LDAP): String Representation of Search Filters.'

| **LDAP Custom Filter** | |
| --- | --- |
| **Filter Name** | **Filter** |
| NewCustomFilter | (\*XXXX) |

## 13.18 Cross-Origin Resource Sharing (CORS)

CORS is a specification that allows client applications to process cross-origin requests in a more secure way. Typically for a web application, cross-origin requests from the original domain (where the application originated) to another domain are forbidden by the web browser due to a Single Origin Policy. CORS provide a way for the web browser and server to interact and determine whether or not to allow cross-origin request. CORS standard uses HTTP headers to establish an agreement between the web browser and the Unity Connection server to provide services to permitted domains.

Unity Connection provides support to the client applications of a cross domain server to access content on a Unity Connection server directly by creating an entry for cross domain server in Unity Connection. The entry for cross domain server must pre-exist in Unity Connection to process the CORS requests.

Unity Connection has extended the Single Sign On (SAML SSO) endpoint to support CORS.

| **Cross-Origin Resource Sharing (CORS)** | | |
| --- | --- | --- |
| **Domain** | **Description** | **Type** |
| https://uplinx.com | NewCORSinfo | Read-Only (GET, HEAD) |
| http://justanexampleyo.com | Second CORS | Full-Access (GET, HEAD, POST, PUT, DELETE) |

## 13.19 SMTP Configuration

This section describes the SMTP configuration of the system settings. By using SMTP, Cisco Unity Connection can send text notification to notify users that they have received a new message or calendar event.

This section contains the following sub chapters:

* Server
* Smart Host

### 13.19.1 SMTP Server

By using SMTP, Cisco Unity Connection can send text notification to notify users that they have received a new message or calendar event. Text notifications can be sent to any device that supports SMTP, for example, email addresses, cell phones, and text pagers.

To enable Connection to send text notifications by using SMTP, your Connection server must be configured to relay messages through a smart host. If Connection is configured to deliver text notifications but has not been configured to relay messages to a smart host, the notification attempt fails and the notification is put in the Connection SMTP Server badmail folder.

When a Connection user receives a new message, Connection can send a text notification to an email address. (When you set up this type of notification, you can configure Connection to include a link to the Cisco PCA in the body of the email message. On the Edit Notification Device page for the user, check the Include a Link to Cisco PCA in Message Text check box.)

|  |  |
| --- | --- |
| **SMTP Server Configuration** | |
| SMTP Port # | 25 |
| SMTP Domain | cuc121 |
| Limit Number of Simultaneous Incoming Connections | 20 |
| Limit Number of Simultaneous Outgoing Connections | 2 |
| Limit Size of Message (KB) | 10000 |
| Limit Messages Accepted per SMTP Session | 10 |
| Limit Number of Recipients per Message | 15000 |
| Delivery Retry Timeout (mins) | 240 |
| Allow Connections From Untrusted IP Addresses | N |
| Require Authentication From Untrusted IP Addresses | N |
| Transport Layer Security From Untrusted IP Addresses is | Required |

### 13.19.2 Smart Host

Digital Networking uses SMTP to transmit both directory information and messages between Cisco Unity Connection servers.

If any pair of servers in the Digital Network cannot transmit and receive SMTP messages directly (for example, because a firewall separates the servers), you must configure these servers to route these messages through an SMTP smart host.

|  |  |
| --- | --- |
| **Smart Host** | |
| Smart Host | NewSmartHost |

## 13.20 Advanced

This section contains the advanced system settings for the Cisco Unity Connection server.

This section contains:

* SMPP Providers
* Conversations
* Messaging
* Intrasite Networking (CUC version 8.5 and later)
* Telephony
* Reports
* Connection Administration
* TRAP
* Disk Capacity
* PCA
* RSS
* Cluster Configuration
* Fax
* External Services
* API Settings (CUC version 8.5 and later)

### 13.20.1 SMPP Providers

Cisco Unity Connection can use the Short Message Peer-to-Peer (SMPP) protocol to send message notifications in the Short Message Service (SMS) format to cell phones and other SMS-compatible devices when users receive new messages. An advantage of using SMS is that the user device often receives message notifications much faster than when using SMTP.

| **SMPP Provider** | |
| --- | --- |
| **Name** | **Details** |
| NewSMPPProvider | |  |  | | --- | --- | | **SMPP Provider** | | | Enable | Y | | Host Name/Address | 10.5.1.166 | | Port | 0 | | System ID | 1 | | System Type |  | | Interface Version | SMPP v3.4 | | Address NPI | National | | Address Type of Number (TON) | National | | Address Range |  | | **Owner** | | | Owner | aberg | | **Message Settings** | | | Data Coding | IA5/ASCII | | Source Address | Thias source address | | Source Address NPI | National | | Source Address TON | User number | | Destination Address TON | National | | Destination Address NPI | Internet (IP) | | **Additional Settings** | | | Allow to Replace Message | Y | |

### 13.20.2 Conversations

A Cisco Unity Connection conversation is a set of prerecorded prompts and menu options that callers hear as they interact with Connection by phone. It is organized into two main conversations-one for outside callers and one for Connection users. This chapter details the Connection conversation global settings.

| **Conversations** | |
| --- | --- |
| **Name** | **Value** |
| System.SystemSetup.MonitorDataStreamEnabled | N |
| System.SystemSetup.MonitorDataStreamAllowedClientsIPAddr |  |
| System.Conversations.WarnOfMultipleRecipientsOnReplyAll | 0 |
| System.Conversations.UserMaxConcurrentSessionsTUI | 0 |
| System.Conversations.PlayBackForIntroOnForward | Y |
| System.Conversations.EnableMultipleRecipientAnnounce | N |
| System.Conversations.EnableSecureMessageStatusAnnounce | Y |
| System.Conversations.SupportSipReinviteWithCseq1 | Y |
| System.Conversations.ValueMultipleRecipientList | Y |
| System.Conversations.ValueMessageStatus | Y |
| System.Conversations.CuCsMgrFastStart | Y |
| System.Conversations.UseTTSOnDisplayNames | Y |
| System.Conversations.StickySpeedAndVolumeActive | N |
| System.Conversations.RequestIdAfterPasswordFailure | Y |
| System.Conversations.DisableISMSystemWide | N |
| System.Conversations.EnableGTM | Y |
| System.Conversations.SubscriberSend.SendMessageAddressFirst | N |
| System.Conversations.SubscriberSend.RapidSend | N |
| System.Conversations.SubscriberSend.RapidSendFastAddress | Y |
| System.Conversations.SubscriberSend.DirNumberInLiveReply | Y |
| System.Conversations.Notification.UseStarToCancel | N |
| System.Conversations.Notification.AllowDeviceCancel | Y |
| System.Conversations.MessagePlayback.DoNotReplayMessageSummary | N |
| System.Conversations.MessagePlayback.DisableSpelledNameSearch | N |
| System.Conversations.MessagePlayback.Opt1SkippedMsgState | N |
| System.Conversations.MessagePlayback.PlayReceiptReasonCode | Y |
| System.Conversations.Foldering.DeletedItemsFolder.ConfirmPurgeForDeletedMsg | N |
| System.Conversations.DeletedItemClearance | 1 |
| System.Conversations.ConfirmBeforeTransfer | Y |
| System.Conversations.SkipRecGreetingAtEnroll | N |
| System.Conversations.Speech.SpeechIncompleteTimeout | 750 |
| System.Conversations.Speech.ConfirmationConfidenceThreshold | 60 |
| System.Conversations.Speech.AllowSpokenPIN | N |
| System.Conversations.Speech.UseNameDictionary | Y |
| System.Conversations.Transfer.MaxCallTransferAttempts | 5 |
| System.Conversations.Transfer.CallTransferAttemptWaitTimeSec | 5 |
| System.Conversations.ForceRecordedName | N |
| System.Conversations.BroadcastMessage.PurgeMessageOlderThan | 30 |
| System.Conversations.BroadcastMessage.DefaultActiveDays | 30 |
| System.Conversations.BroadcastMessage.MaximumMessageSize | 300000 |
| System.Conversations.BroadcastMessage.OlderMessagesFirst | Y |
| System.Conversations.UseLastRedirectingNumber | N |
| System.Conversations.ApplySubscriberSettingsForPINCollection | N |
| System.Conversations.CrossBox.HandoffRequestDTMF | B |
| System.Conversations.CrossBox.HandoffResponseDTMF | D |
| System.Conversations.CrossBox.HandoffResponseInterdigitTimeout | 1000 |
| System.Conversations.CrossBox.HandoffPacketFirstDigitTimeout | 5 |
| System.Conversations.CrossBox.HandoffPacketInterdigitTimeout | 1000 |
| System.Conversations.CrossBox.HandoffPlayBackEnabled | Y |
| System.Conversations.CrossBox.HandoffRespondToRequests | N |
| System.Conversations.CrossBox.HandoffForwardRemoteForward | N |
| System.Conversations.CrossBox.Unity.HandoffRequestDTMF | #9\* |
| System.Conversations.CrossBox.Unity.TransferOverrideHandoffRequestDTMF | #7 |
| System.Conversations.CrossBox.Unity.LiveReplyHandoffRequestDTMF | #8 |
| System.Conversations.CrossBox.Unity.HandoffResponseDTMF | #\* |
| System.Conversations.NameSearchWeightMaxAgeInDays | 90 |
| System.Conversations.NameSearchWeightMaxSubscriberCount | 100 |
| System.Conversations.LiveReplyDialPrefix |  |
| System.Conversations.LiveReplyMinimumDigitsForPrefix | 0 |
| System.Conversations.MessageBookmarkTimeout | 5 |
| System.Conversations.AutoAddAlternateExtensions.AfterNumCalls | 5 |
| System.Conversations.AutoAddAlternateExtensions.NumberofDays | 30 |

### 13.20.3 Messaging

This section contains parameters for Cisco Unity Connection to relay messages for users to another SMTP server.

| **Messaging** | |
| --- | --- |
| **Name** | **Value** |
| System.Messaging.SecureDelete.Iterations | 0 |
| System.Messaging.IMAP.UserMaxIMAPConcurrentSessions | 0 |
| System.Messaging.RelayPrivateMessage | Y |
| System.Messaging.RelaySecureMessage | N |
| System.Messaging.AllowVoiceMailAsAttachmentToHtmlNotification | Y |
| System.Messaging.MaxAttachmentSize | 2048 |
| System.Messaging.DraftFolderAgingDays | 2 |
| System.Messaging.SentFolderAgingDays | 0 |
| System.Messaging.MaxNestedDLLooping | 20 |
| System.Messaging.SDLAccessList.Enabled | N |
| System.Messaging.SDLAccessList.Suffix | -accesslist |
| System.Messaging.SDLAccessList.SDLAccessList.AllowIfNoSDLAccessList | Y |
| System.Messaging.MaximumCumulativeAttachmentSize | 1 |
| System.Messaging.SmtpResponseTimeoutSec | 14 |

### 13.20.4 Intrasite Networking

Each Cisco Unity Connection server (or cluster) has a maximum number of users that it can serve. When the messaging needs of your organization require more than one Connection server or cluster, or you need a way to combine multiple Connection directories or to internetwork Connection with Cisco Unity, you can link Connection servers or clusters together to form sites, and link a Connection site with another Connection site or with a Cisco Unity site to form a Cisco Voicemail Organization.

The following Intrasite Networking settings are configured:

| **Intrasite Networking** | |
| --- | --- |
| **Name** | **Value** |
| System.Networking.DiginetCleanupTimer | 30 |
| System.Networking.ReplicationInterval | 15 |
| System.Networking.DependencyTimeout | 300 |
| System.Networking.StalledReplicationTimeout | 300 |
| System.Networking.ReplicationWindow | 100 |
| System.Networking.MessagesPerMinute | 180 |
| System.Networking.TransferVoiceNames | Y |

### 13.20.5 Telephony

This section contains the advanced global settings for phone system integrations.

| **Telephony** | |
| --- | --- |
| **Name** | **Value** |
| System.Telephony.VadEnabled | Y |
| System.Telephony.RecordingTermWarningMinRecordingLengthMs | 30000 |
| System.Telephony.PortLockedThresholdMin | 240 |
| System.Telephony.RecordingLeadingTimeoutMs | 5000 |
| System.Telephony.RecordingLongTrailingTimeoutMs | 3000 |
| System.Telephony.RecordingMinimumLengthMs | 1000 |
| System.Telephony.RecordingTermWarningTimeMs | 15000 |
| System.Telephony.RecordingMaximumLengthMs | 1200000 |
| System.Telephony.KeyFrameRequestInterval | 1 |
| System.Telephony.PerCallKeepAliveInterval | 900 |
| System.Telephony.Arbiter.MinimumFreeAnswerPorts | 1 |
| System.Telephony.LiveRecordBeepInterval | 15000 |
| System.Telephony.dscpSignaling | 24 |
| System.Telephony.dscpAudio | 46 |
| System.Telephony.dscpVideo | 34 |
| System.Telephony.SCCPCalledIDCompatibility | N |

### 13.20.6 Reports

Cisco Unity Connection is automatically set to gather and store data from which you can generate reports.

This section contains the advanced global settings for the reports generation:

* Milliseconds Between Data Collection Cycles: Set by default to 30 minutes (1,800,000 milliseconds). This setting controls the amount of time Connection waits between cycles of gathering report data.
* Days to Keep Data in Reports Database: Set by default to 90 days. Note that even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
* Maximum Records in Report Output: Set by default to 25,000 records. The maximum value allowed for this field is 30,000 records. If the report you want to generate exceeds the maximum number of records allowed, you can generate the report in pieces, for example by reducing the date range or number of user accounts included in each iteration.  
  Note : The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records-rather than the default of 25,000 records-because of the size of the report.
* Minimum Records Needed to Display Progress Indicator: Set by default to 2,500 records. The maximum value allowed for this field is 10,000 records. The purpose of the progress indicator is to warn you if the report you request is large and likely to take a long time to complete. In Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Connection Administration session open.

| **Reports** | |
| --- | --- |
| **Name** | **Value** |
| System.Reports.Auditing.AuditLog.MaxLength | 100000 |
| System.Reports.Auditing.SecurityLog.Enabled | Y |
| System.Reports.Auditing.SecurityLog.MaxLength | 100000 |
| System.Reports.DataCollection.CycleTime | 30 |
| System.Reports.MaxDataAge | 90 |
| System.Reports.ReportsGeneration.MaxRecordsInOutput | 25000 |
| System.Reports.ReportsGeneration.MinRecordsToDisplayProgress | 2500 |
| System.Reports.MaxDatabaseSize | 80 |
| System.Reports.Auditing.AuditLog.Enabled | Y |

### 13.20.7 Connection Administration

This section contains the administrator global settings for the Connection Cluster:

| **Connection Administration** | |
| --- | --- |
| **Name** | **Value** |
| System.Notifier.AcceptSelfSignedCertificates | N |
| System.Messaging.VMWS.AllowPasswordCaching | Y |
| System.Messaging.VMWS.SessionTimeout | 300 |
| System.Messaging.VMWS.VoicemailPilotNumber |  |
| System.SA.SessionTimeout | 20 |
| System.SA.Use24HrClockFormat | N |
| System.SA.UserInactivityTimeout | 0 |
| System.SA.InternetAddress |  |
| System.DatabaseProxy.MaxConnections | 10 |
| System.Messaging.VMWS.ReverseTrapPilotNumber | 94947887 |

### 13.20.8 TRAP

This section contains the advanced global settings for Telephone Record and Play (TRAP):

| **TRAP** | |
| --- | --- |
| **Name** | **Value** |
| System.TRaP.ConnectionIdleTimeoutSeconds | 60 |
| System.TRaP.MaxRings | 4 |

### 13.20.9 Disk Capacity

This section contains the advanced global settings for the disk:

| **Disk Capacity** | |
| --- | --- |
| **Name** | **Value** |
| System.SystemSetup.PercentDiskMaxThreshold | 95 |

### 13.20.10 PCA

The Cisco Personal Communications Assistant (PCA) 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 Assistant
* Cisco Unity Inbox
* Cisco Unity Personal Call Transfer Rules

This section contains the advanced global settings for the Cisco Personal Communications Assistant (PCA):

| **PCA** | |
| --- | --- |
| **Name** | **Value** |
| System.PCA.SessionTimeout | 20 |
| System.PCA.UnityInbox.DisableCopyVoiceMessage | N |
| System.PCA.UnityInbox.ConfirmDeleteMessage | 1 |
| System.PCA.UnityInbox.DisablePasswordCaching | N |

### 13.20.11 RSS

As an alternative to checking messages by phone or using the Cisco Unity Inbox or an IMAP client, users can retrieve voice messages by using an RSS reader. In order to use the RSS Feed feature, users must be assigned to a class of service that is configured to allow them to use the Cisco Unity Inbox and RSS Feeds, and the Connection Inbox RSS Feed service must be activated and started.

RSS (most commonly translated as "Really Simple Syndication" but sometimes "Rich Site Summary") is a family of web feed formats used to publish frequently updated works (such as blog entries, news headlines, audio, and video) in a standardized format.

This section contains the advanced global settings for RSS:

| **RSS** | |
| --- | --- |
| **Name** | **Value** |
| System.RSS.AllowInsecureConnection | Y |

### 13.20.12 Cluster Configuration

This section contains the advanced global settings for the Connection Cluster:

| **Cluster Configuration** | |
| --- | --- |
| **Name** | **Value** |
| System.SRM.ForceIdleOnReplicationDelay | N |
| System.SRM.EnableAutomaticFailover | Y |

### 13.20.13 Fax

Cisco Unity Connection can integrate with the Cisco Fax Server so that users can do the following while on the phone or while using the Cisco Unity Inbox.

This section contains the advanced global settings for the fax:

| **Fax** | |
| --- | --- |
| **Name** | **Value** |
| System.Fax.FaxableFileExtensions | tif,txt,bmp,doc,docx |
| System.Fax.PrefixForSuccessfulFax | [Fax Success] |
| System.Fax.PrefixForFailedFax | [Fax Failure] |

### 13.20.14 Unified Messaging Services

This section contains the advanced global settings for External Services:

| **Unified Messaging Services** | |
| --- | --- |
| **Name** | **Value** |
| System.Notifier.CalEventAdvanceNotificationTime | 2 |
| System.Directory.Calendaring.CalendarCache.CalCacheHours | 48 |
| System.Directory.Calendaring.CalendarCache.CalCachePollingIntervalNormal | 30 |
| System.Directory.Calendaring.CalendarCache.CalCachePollingIntervalShort | 30 |
| System.ExternalService.MaxResponseTime | 4 |
| System.ExternalService.MaxResponseTimeOfficeThreeSixtyFive | 10 |
| System.STT.TimeoutWait | 900 |

### 13.20.15 API Settings

Applications that use the Cisco Unity Connection Messaging Interface (CUMI) can access secure message recordings (audio attachments) for playback.

These settings affect all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.

The following CUMI API settings are configured:

| **API Settings** | |
| --- | --- |
| **Name** | **Value** |
| System.API.CumiAccessSecureMessageAttachments | Y |
| System.API.CumiAllowSecureMessageHeaders | Y |
| System.API.CumiAllowVoiceMailAttachments | Y |

# 14 Telephony Integrations

This section contains the configuration of the Telephony Integrations. Multiple phone systems can be integrated with Cisco Unity Connection.

This section contains:

* Phone System
* Port Group
* Port
* Speech Connect Port (for Unity Connection 9 and later)
* Trunk
* Security

## 14.1 Phone System

The phone system pages in Cisco Unity Connection Administration identify the phone systems that Cisco Unity Connection integrates with. In Connection Administration, a phone system has one or more port groups, which in turn have voice messaging ports.

| **Phone Systems** | |
| --- | --- |
| **Name** | **Details** |
| PhoneSystem | |  |  | | --- | --- | | **Phone System** | | | Default TRAP Phone System | Y | | **Message Waiting Indicators** | | | Send Message Counts | Y | | Use Same Port for Enabling and Disabling MWIs | Y | | Force All MWIs Off for this Phone System | N | | **Call Loop Detection by Using DTMF** | | | Enable for Supervised Transfers | N | | Enable for Forwarded Message Notification Calls (by Using DTMF) | N | | DTMF Tone To Use | A | | Guard Time (msecs) | 2500 | | **Call Loop Detection by Using Extension** | | | Enable for Forwarded Message Notification Calls (by Using Extension) | Y | | **Phone View Settings** | | | Enable Phone View | Y | | CTI Phone Access User Name | admin | | **Outgoing Call Restrictions** | | | Restrictions | Disable all outgoing calls between 00:00 AM to 08:00 PM | | **AXL Servers** | | | AXL Servers | < No records found > | | **AXL Server Settings** | | | Username |  | | Cisco Unified Communications Manager Version |  | | Enable End User PIN Synchronization for Primary AXL Server | N | | Ignore Certificate Errors | Y | | **Phone System Associations** | | | Phone System Associations | | **User Alias** | **MWI** | **Notification Device** | | --- | --- | --- | | aberg | 1 MWIs Referenced | 4 Notification Devices Referenced | | aps04 | 1 MWIs Referenced | 4 Notification Devices Referenced | | asterix | 1 MWIs Referenced | 4 Notification Devices Referenced | | bbreu | 1 MWIs Referenced | 4 Notification Devices Referenced | | bwayne | 1 MWIs Referenced | 4 Notification Devices Referenced | | bwillis | 1 MWIs Referenced | 4 Notification Devices Referenced | | ceastwood | 1 MWIs Referenced | 4 Notification Devices Referenced | | operator | 1 MWIs Referenced | 4 Notification Devices Referenced | | undeliverablemessagesmailbox | 1 MWIs Referenced | 4 Notification Devices Referenced | | |
| PhoneSystem-2 | |  |  | | --- | --- | | **Phone System** | | | Default TRAP Phone System | N | | **Message Waiting Indicators** | | | Send Message Counts | Y | | Use Same Port for Enabling and Disabling MWIs | Y | | Force All MWIs Off for this Phone System | N | | **Call Loop Detection by Using DTMF** | | | Enable for Supervised Transfers | N | | Enable for Forwarded Message Notification Calls (by Using DTMF) | N | | DTMF Tone To Use | A | | Guard Time (msecs) | 2500 | | **Call Loop Detection by Using Extension** | | | Enable for Forwarded Message Notification Calls (by Using Extension) | Y | | **Phone View Settings** | | | Enable Phone View | Y | | CTI Phone Access User Name | admin | | **Outgoing Call Restrictions** | | | Restrictions | Enable outgoing calls | | **AXL Servers** | | | AXL Servers | < No records found > | | **AXL Server Settings** | | | Username |  | | Cisco Unified Communications Manager Version |  | | Enable End User PIN Synchronization for Primary AXL Server | N | | Ignore Certificate Errors | Y | | **Phone System Associations** | | | Phone System Associations | < No records found > | |

## 14.2 Port Group

Port groups hold most of the integration configuration settings and some or all of the voice messaging ports for Cisco Unity Connection.

While most phone system integrations need only one port group, multiple port groups may be needed in the following circumstances:

* For integrations with phone systems through PIMG/TIMG units, each PIMG/TIMG unit is connected to one port group with the applicable voice messaging ports. For example, a system that uses five PIMG units requires five port groups, one port group for each PIMG unit.
* For integrations with other phone systems, an additional port group with its own voice messaging ports may be used for testing a new configuration or for troubleshooting.

| **Port Groups** | |
| --- | --- |
| **Name** | **Details** |
| PhoneSystem-1 | |  |  | | --- | --- | | **Port Group** | | | Port Count | 2 | | Phone System | PhoneSystem | | Integration Method | SCCP | | Device Name Prefix | CiscoUM1-VI | | Reset Status | Reset Not Required | | **Message Waiting Indicator Settings** | | | Enable Message Waiting Indicators | Y | | MWI On Extension | 9998 | | MWI Off Extension | 9997 | | Delay Between Requests (ms) | 0 | | Maximum Concurrent Requests | 0 | | Retries After Successful Attempt | 0 | | Retry Interval After Successful Attempt (ms) | 5 | | **Cisco Unified Communications Manager Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | **Port** | **TLS Port** | **Server Type** | | --- | --- | --- | --- | --- | --- | | 0 | 10.5.1.120 |  | 2000 | 2443 | Cisco Unified Communications Manager | | |  | Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available | | **TFTP Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | | --- | --- | --- | | 0 | 10.5.1.120 |  | | | **IPv6 Addressing Mode** | | | Preference for Signaling | IPv4 | | **Port Group Advanced Settings** | | | Delay After Answer (msecs) | 0 milliseconds | | Outgoing Guard Time (msecs) | 2500 milliseconds | | Outgoing Pre-dial Delay (msecs) | 0 milliseconds | | Outgoing Post-dial Delay (msecs) | 50 milliseconds | | DTMF Interdigit Delay (msecs) | 300 milliseconds | | Recording DTMF Clip | 170 milliseconds | | Recording Tone Extra Clip | 250 milliseconds | | **Audio Normalization for Recordings and Messages** | | | Enable Audio Normalization | Y | | **Noise Reduction Settings** | | | Enable Noise Reduction | Y | | **Codec Advertising** | | | Advertised Codecs | G.711 mu-law G.729 | |
| PhoneSystem-2 | |  |  | | --- | --- | | **Port Group** | | | Port Count | 0 | | Phone System | PhoneSystem | | Integration Method | SCCP | | Device Name Prefix | 9494-VI | | Reset Status | Reset Not Required | | **Message Waiting Indicator Settings** | | | Enable Message Waiting Indicators | Y | | MWI On Extension | 2882 | | MWI Off Extension | 2883 | | Delay Between Requests (ms) | 0 | | Maximum Concurrent Requests | 0 | | Retries After Successful Attempt | 0 | | Retry Interval After Successful Attempt (ms) | 5 | | **Cisco Unified Communications Manager Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | **Port** | **TLS Port** | **Server Type** | | --- | --- | --- | --- | --- | --- | | 0 | 10.5.1.121 |  | 2000 | 2443 | Cisco Unified Communications Manager | | |  | Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available | | **TFTP Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | | --- | --- | --- | | 0 | 10.5.1.121 |  | | | **IPv6 Addressing Mode** | | | Preference for Signaling | IPv4 | | **Port Group Advanced Settings** | | | Delay After Answer (msecs) | 0 milliseconds | | Outgoing Guard Time (msecs) | 2500 milliseconds | | Outgoing Pre-dial Delay (msecs) | 0 milliseconds | | Outgoing Post-dial Delay (msecs) | 50 milliseconds | | DTMF Interdigit Delay (msecs) | 300 milliseconds | | Recording DTMF Clip | 170 milliseconds | | Recording Tone Extra Clip | 250 milliseconds | | **Audio Normalization for Recordings and Messages** | | | Enable Audio Normalization | Y | | **Noise Reduction Settings** | | | Enable Noise Reduction | Y | | **Codec Advertising** | | | Advertised Codecs | G.711 mu-law G.729 | |
| PhoneSystem-2-1 | |  |  | | --- | --- | | **Port Group** | | | Port Count | 3 | | Phone System | PhoneSystem-2 | | Integration Method | SCCP | | Device Name Prefix | 2882-VI | | Reset Status | Reset Not Required | | **Message Waiting Indicator Settings** | | | Enable Message Waiting Indicators | Y | | MWI On Extension | 283 | | MWI Off Extension | 284 | | Delay Between Requests (ms) | 0 | | Maximum Concurrent Requests | 0 | | Retries After Successful Attempt | 0 | | Retry Interval After Successful Attempt (ms) | 5 | | **Cisco Unified Communications Manager Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | **Port** | **TLS Port** | **Server Type** | | --- | --- | --- | --- | --- | --- | | 0 | 10.5.1.121 |  | 2000 | 2443 | Cisco Unified Communications Manager | | |  | Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available | | **TFTP Servers** | | | Servers | | **Order** | **IPv4 Address or Host Name** | **IPv6 Address or Host Name** | | --- | --- | --- | | 0 | 10.5.1.121 |  | | | **IPv6 Addressing Mode** | | | Preference for Signaling | IPv4 | | **Port Group Advanced Settings** | | | Delay After Answer (msecs) | 0 milliseconds | | Outgoing Guard Time (msecs) | 2500 milliseconds | | Outgoing Pre-dial Delay (msecs) | 0 milliseconds | | Outgoing Post-dial Delay (msecs) | 50 milliseconds | | DTMF Interdigit Delay (msecs) | 300 milliseconds | | Recording DTMF Clip | 170 milliseconds | | Recording Tone Extra Clip | 250 milliseconds | | **Audio Normalization for Recordings and Messages** | | | Enable Audio Normalization | Y | | **Noise Reduction Settings** | | | Enable Noise Reduction | Y | | **Codec Advertising** | | | Advertised Codecs | G.711 mu-law G.729 | |

## 14.3 Port

Voice messaging ports provide the connections for calls between Cisco Unity Connection and the phone system. You can add voice messaging ports after the phone system has been created. The number of voice messaging ports that you add cannot bring the total number of voice messaging ports for all port groups to more than the maximum number of voice messaging ports that are enabled by the Connection license files.

The voice messaging ports let Cisco Unity Connection receive calls (for example, to record a message) and let Connection make calls (for example to send message notifications or to set MWIs).

Each voice messaging port can belong to only one port group. Port groups, when there are several, each have their own voice messaging ports. The total voice messaging ports belonging to all port groups must not exceed the maximum number of voice messaging ports that are enabled by the Connection license files.

| **Ports** | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Phone System Port** | | | | | | **Port Behavior** | | | | | | **Advanced** |
| **Port Name** | **Phone System** | **Port Group** | **Server** | **Enabled** | **Extension** | **Answer Calls** | **Perform Message Notification** | **Send MWI Requests** | **Allow TRAP Connections** | **Outgoing Hunt Order** | **Security Mode** | **SCCP (Skinny) Device Name** |
| PhoneSystem-1-001 | PhoneSystem | PhoneSystem-1 | cuc121 | Y |  | Y | Y | Y | Y | 2 | Non-secure | CiscoUM1-VI1 |
| PhoneSystem-1-002 | PhoneSystem | PhoneSystem-1 | cuc121 | Y |  | Y | Y | Y | Y | 0 | Non-secure | CiscoUM1-VI2 |
| PhoneSystem-2-1-001 | PhoneSystem-2 | PhoneSystem-2-1 | cuc121 | Y |  | Y | Y | Y | Y | 0 | Non-secure | 2882-VI1 |
| PhoneSystem-2-1-002 | PhoneSystem-2 | PhoneSystem-2-1 | cuc121 | Y |  | Y | Y | Y | Y | 0 | Non-secure | 2882-VI2 |
| PhoneSystem-2-1-003 | PhoneSystem-2 | PhoneSystem-2-1 | cuc121 | Y |  | Y | Y | Y | Y | 0 | Non-secure | 2882-VI3 |

## 14.4 Speech Connect Port

Speech Connect uses voice-enabled directory handlers that allow both employees and outside callers to say the name of an employee and instantly get connected, without having to navigate an audio-text tree, and without knowing the extension of the employee. For easy access for employees, you can configure a Speech Connect speed dial on user phones.

| **Configured Speech Connect Ports** | |
| --- | --- |
| **Connection Server** | **Number of Ports** |
| cuc121 | 2 |

## 14.5 Trunk

When multiple phone systems are integrated with Cisco Unity Connection, you may want to set up a phone system trunk so that calls on one phone system can be transferred to extensions on another phone system. Phone system trunks are accessed by dialing extra digits (for example, dialing 9) before dialing the extension.

| **Phone System Trunks** | | |
| --- | --- | --- |
| **From Phone System** | **To Phone System** | **Trunk Access Code** |
| PhoneSystem | PhoneSystem-2 | 778 |

## 14.6 Security

SIP security might be used by SIP trunk integrations with Cisco Unified CM 7.0 and later. SIP security provides signaling authentication, device authentication, signaling and media encryption.

### 14.6.1 SIP Certificate

The SIP certificate is used only by SIP trunk integrations with Cisco Unified CM 7.0 and later, and is required for authentication of the Cisco Unity Connection voice messaging ports.

The following SIP certificates are present:

| **SIP Certificate** | |
| --- | --- |
| **Name** | **Details** |
| NewSIPCertificate | |  |  | | --- | --- | | Subject Name | SIPSubject | | Certificate Text | -----BEGIN CERTIFICATE----- MIIDazCCAlOgAwIBAgIRAO6hDZ4wh00C niAuaD5N2cIwDQYJKoZIhvcNAQELBQAw OjE4MDYGA1UEAwwvQ2lzY29Vbml 0eS0wN2M5ZWU0My0xYTc3LTQ5NTAtOWZiMi0z ZWU4YzgyNjYwYmQwHhcNMT kxMDAxMDg0NDU5WhcNMjYwOTE5MTIyNDA0WjBCMRsw GQYDVQQKDBJDaXNjb yBTeXN0ZW1zIEluYy4xDjAMBgNVBAsMBUVDU0JVMRMwEQYD VQQDDApTSVBT dWJqZWN0MIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEA uS7CHVm XCjSvJha6JjlwSOF26nhhVmuO2wzbDilsdvxUqrkBaY745oEW9bNpMGeu i5 qDSDByvo+lQReQzEtg/wbIIhRpN/BJEORCiTmaf6cvh76uU3gkw9AkmlFeu9 Kz wt5MLmu8rI6wfHor8osgPRiXsEFhq5onYsg+knSlEAmLFoNgjghcZnrAg 5oIpA5c Jxf/OFyegpsngMzhjbx8QwZuPEmh/C0WHjK/9K8DbI1vghwLxX9q S7/MU2npPOIp QqwPPdIVgv84BM2Q5ZnHvB0ysvQfldXMcvITC0T7g3gWqud OlhgC/xTVVNQj+36C vFCohETsCP958v+5c9MRlQIDAQABo2QwYjAdBgNVHQ 4EFgQU6VkdaIsLMUvISoyN 1JzxQt64bVAwCwYDVR0PBAQDAgOoMB0GA1UdJ QQWMBQGCCsGAQUFBwMBBggrBgEF BQcDAjAVBgNVHREEDjAMhgpTSVBTdWJq ZWN0MA0GCSqGSIb3DQEBCwUAA4IBAQAQ EbL1HgRA9jflE8R5Gtpn4pQYmc6 DfVioTQjnisQGBTIljrfahpHpuQwUceo40zSB vnGfJl7qG+hPNdIv8+qZHV TBJDgeOQnAjsb/BSEefjwXT7TxWsrDDfv1yUpUgyMH C/PAjsqFRFGJb/rxD 2ZiM9tS0IwVrbQEbQRROlQqT/iK1bOWm470xsAZFHGP+kLP f97q6S8dTOSX oQ33IomOxNxSLMNLWy614ntEcIFqEnQTRRuRavzwLLEaBEpq2WIz /HUIG3q jMmVWT5FTvHJ9nrL9Pk2suw9LsHBBYGHhVCW3ddnSPmG7TnkFRKIEeSZy v3 rKmdJfD3uE6LqLbQFZ -----END CERTIFICATE----- | | Private Key | RKdbNB1mqS4t4KYfdBjLkWAQwKqOYABjYcwqJifJeEonGKpDE7jEgExqyL63 tq4G2MKQnO63F9lNR2qRKBwPqYm+rnAHlvsVzHhdvkUZnmfzXqbV+SBxdYIJ sraAsNXvhLj6QoDsd7EEA4MX8KbDG/+cmKd5vArdqVo4eEeKNrEVxuIbPx2E rn9fyx3WyQ847wf196kkDMDRqBYop+Lu5miwMyLCIYB1evw04kXraUVUE4Md EioC2yb1Lt2hUbYyeNatJTV2IoWXGg+Ep1td76gNm5s1A3pmCoAC/SV1pBZ1 WAyfL3EHpYjXR09gmWL5/LgI4I4bI/Prj6H4EN0OEBxKNEAzTc1PF/6jFwAp mtXtHKgbSHvnHG5IDJOFI8nrwv+zOS5ranPR89JU9Yg8XtNVSY4+xglWf7gN zEWgG+jQbvgQWJAcfCpFjclu5PwJv64PeG9OfcNGxxPj1vQ9LcznHohkykiB Jvc4LYmVqQ21BDyJ2ccZUE7QNBmG84VLMjdZkzNbMrgUh7O6M8mXvu9D8CB+ 4n+8dHcc/e+J/bods23NPjh2/HnBJGpNKnhrBKE/KcKHLQ+uO0BHKHO3fhmo HNxyJQO94Ey30hfXxxbtTmuIRt4KbD5FrRVLK+ZboOZU4dSzmunZPkYVk4C9 nkhotwlI8EL/ieH/RmWWkPE05a62Lpqd4AQwLj2GekyTtErYlv0t4SaVjp/G NX3pFkhPiO5VC9xUpwEQtQpMSWo1izRE5UF9zAXiZvkEP0PieuDFqeQZEOXA A4aTKB0KdZab8TWzbJo2lLjR8ssSObQ8dOBHKmdl698OQmeYPUijtqa6jnIz 2Dky+dYaO/tzt2wKpX4E4SzUgY5uCh6694qgSY1I39kmvFRARry0nBjdCcNY s/px6TEqvZ3iiKCl21XrYaZ2kOuDbZEwSKr5pFzPdcSrCX1iloHSAUDqbQaA C1RKa5sTQUqLDUmgH8B/iHLFAteBipDG1dyUmjYUbKjMsV/zl/kifwLcLc7L ig0e3jz8SaiBrUNZvErcy3xVE8PSlLReLVP1wFNpQEwWA8IPgrPQprkSxZPg Z05wkEN8HOKQyaBlTcZ3V5yGQMxAcGzQU9nadYgZC8Az6oIi3yKSVYDP2TpP NJYBskGsk0mZHOQDuOcRAPnAXU9pdg0rtosDV/HxCHJJUFYeNrWTh5H94YWM 9NtgJz5/QO1ifEe3s4JfyPK1nq07/grzl7mgNhh4ERiihQFxlxx/Kekxja/j 589BmE2NGZWYyTjxOIT005ML5Z8kFTbTDTsaQlHty3Ar9iUnLD8fUJV2SMMs c0u3ncjZgiQjKFfg0PJtgLXU753aTEUDh8IQmIu49ZkRDskr128JDtRWPAx3 jSmGHU7ly8h0UMEiqi7TzZ2NyZaWq0d7XNgI78oIGbNlOK0tuNBh87Y3/iiC pmQdFhw/BnR7XdGdp2Uie7ZasucjG46BJsboiRO/9dyOUZ8wNUKJgas1rxCs EsQTN8xYOLLvKVts4gnG6onai3uWb0daxpj4EAiTf0M/EM20cXdVrAsX6zgf Tyy7gHA9swTChKzMNDqT3n4gHNA9D1JQOdgcRSBZ9ytMHnt5r+zVeTKlGvqo 1KrW1PMQPjM0pyTgEIbOvp/cKNowaeUSWSZCF2R7ALsHp4n5WstYq4Pl/J3q ioKafjrRnZM7KNheC18HqdwYaR5g2JffvFZEdDcmgtXoNe4k4sbYjS//oVlU TazaupikRPeMyAQJ1LsTRm9XuGwdAb4PFd5yVSiQj6RagLoj1EkIblBFqIgs 2cMV4DGCgATAQlYp1ECBiefvyobrJL1rBRFXzYMYPgPhPNkp/lhobCN0DqSY hOnhVzYcpCpc6hLpXnWDjXbmC0i0xmww2uaIxJiu6j4Wh/Fphd7ngCjEqdp0 7qqQr+/jlfOlS37a+46q2GXK9RuxiuagMA8p5VXB7Loh9ZWDNNLpa2WiLY+0 QuvAok9tUxxNOzr/1oT9QhNZREmcOYENowE26Bsb5io6ZwSm4emoEUzSiuI4 4DDVfWyfzzvVqguC1SYMZOVtH0TZz0ar3IGrT++22QkxmFYcG/phYUjCxjaJ v5FRJYiuaEYAGcBlzQrq8BzgVdMaoxcsYuwBM5NANGLnIWorwXfUJ8laiDDM sQAjoxn7ekiLlxc1jRLXEjcFqIx2xNeve3OsRh3dbvwFhnfP2yXslvVj7NZo xuBzsadwSd0ZzSaodyEQVgZPZB+wbbsCKRSkhfrytRnDJDjbICoZWCUIczbu mPDdz2yNLIJbUxjtULDGqa1sIf0Lhxyu5Y/r7Pby3vB2xBalOqykv7Gc1Zn4 f+1396AB5FNZzkuHsVpjoantqid50GmCu7Ohl0VjjAYcvrO+MZfuLoEbfHlx eCsr0gZnYN+yzluHg4Qi2EDYFdU2sqhRfqS4PLzOXNHUYJv/53xe4wbRMzjJ DkLYgVvC5nuX1KD48fITAx3qKgJy6w8mnmA1 | |
| SecondSIPCertificate | |  |  | | --- | --- | | Subject Name | sipSubjectToo | | Certificate Text | -----BEGIN CERTIFICATE----- MIIDcDCCAligAwIBAgIQUmai3T6zT3Cc oJK3TxKoNDANBgkqhkiG9w0BAQsFADA6 MTgwNgYDVQQDDC9DaXNjb1VuaXR 5LTA3YzllZTQzLTFhNzctNDk1MC05ZmIyLTNl ZThjODI2NjBiZDAeFw0xOT EwMDEwODQ1MzJaFw0yNjA5MTkxMjI0MDRaMEUxGzAZ BgNVBAoMEkNpc2NvI FN5c3RlbXMgSW5jLjEOMAwGA1UECwwFRUNTQlUxFjAUBgNV BAMMDXNpcFN1 YmplY3RUb28wggEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIB AQC9Fzk JUl4fkK55gqkOOXGGOZ7hWmNyjeSrY+7aXbOJxYa2HANogbnudu1LOaEM NW cmkB21s+ND20ZjoYfCecVCNP5d+YOsv0Eim8ZXzS3M5StzIzo/UonJ4M7rZn A5 448O3phMqnDiDepNypMx/wsqCyW7xBULyYGYugWrH1IoS2G9ArmQCZ3Sn aP16eHk ag5gb85w8OHScEP1yeMjI3t3PqE69k5DFLJzTiZ3IDfMEwejvYhl gMBpqiHy/WyZ 2BexoOvpfix6qRYbCnzPbfPNxWpqYXNoZnfsgIBamCMlmg5 lapJX8RIG/7DjkRoQ v/6lINKQb42Hkvz3w047hXTJAgMBAAGjZzBlMB0GA1 UdDgQWBBTp/0KcV5NUojmR bsMRTBaY8PgIGDALBgNVHQ8EBAMCA6gwHQYDV R0lBBYwFAYIKwYBBQUHAwEGCCsG AQUFBwMCMBgGA1UdEQQRMA+GDXNpcFN1 YmplY3RUb28wDQYJKoZIhvcNAQELBQAD ggEBACFJ0UbAa065CuWkNIz7wYj h7PoKAOOkur/PMgrvZyXTfI726R1jdTTVOw+p QT6m2ueCIU5tGypK0ey2c0 6s6YGkG3PPJSc5MjG7/hLqLIKyFHt8LkqglTbj+9/B JMc+ZVx0rw1A4gksy aSpTdHKxl0HIB/6iroiHwxRQvJW0yqJ417Hh4aM+g2xT8Op 7IwRdmn9+p9Z zQOCavodXR+fwxOG75HIF2TqhVrUssNedcgCSkrbq3CWJBk0iZd8 o3vyZbe E3V41Dwry5aVyDUs/YvQneuCBnVVGxttYLlVLGRvR99U3hpah8/iuxDs/ g7 K8JI5inAt4M8Gk3OyDe5twrus= -----END CERTIFICATE----- | | Private Key | RKdbNB1mqS4t4KYfdBjLkWAQwKqOYABjYcwqJifJeEoaPFGcUrqNAWkbeMor hCcMZnqac2CJYTuJ8VIT6zY/lN3En3Mfjqm9ajG6bFv9/i9jy0bkg3repLQi z2DJ6l1jqWUirOop9TalqPgwW96OCyk2j0yFi7AgeHk9pQWMcGw/FhWAkhre Z+/RlGULLYhLmqmbz6J72A+ma30Tf1rMfwuMu9K2n3mCeYQcvpF75jBKBHWo dw8xsOCXTm9RnAcUEe1d1eWqghbexWwsgQP0u/HuI8dgBB4H+1ICP2FrljiJ Jm6sxATVL70q/Ffr+KxBxjtUjSPkbHRdwmD1C7PxxNa//MKlBYQzWG07NmYu NQw4Qnzlfp+j1WUdW7JhmvKhovbqI5bl6rmPlG+Kp3ijAUozBNDmGBs4qjZe NrJ7Loup0lSS50zS6S8s+EiRkGSzS7lb/IgarEzGpqTWMfuxfAiJPSOsU4PS p2ZlrtRVMRMuTFbvV7U0fKSP16YE+7u5LXfUWY3EBzBlwsxwQ5NcKhgZeJBZ YcvfNFpiDy6XYl9FdxBVB4y7moRuWYiokP8G9zkuL+NBhefp9dtDm6VhFlmf pjulK/WS9Lv2P4yQ+dtBLPR4tbi9YX+nE/CKxb7f948zkGubIU8ZKmDCpVCQ 6s3ODbu1G26LxXwJycNy8130wihH+/JKdFC2GhD7+ENB3UeNRnMhx9hHG5rC FM0IiPEn+jq2IyS8N1C3tr5EpJXuNhmc7G8MWksdb6FuxO+oLs03OGHyh+J1 p2hrh38Ijhu6IM3VeDlC2V0LhiRqKn2WEH57EIWq+EWfMLp+Wl5lkhtY82C6 yZL8LbjA7l27aC9kCjFBed/re8J2ZBE4EzKoRi7O6e8+uS2Pg2drLAkNqdL1 4lVKzGtVDP84FMN/C0KUZd2uVZYX1LDGuUu3oLGfhDX2E/PihNVmvmrG26hU ud2dkUzpEyZdHlNgg9TAoOvm2CEjdCgMz49ccFbKZCpKpH/s7x12k80ZlmGw 4b5kTpL/56K1YdjsXt1slBC46udoqItyxmnyjvF0TMRD6UP+zJ6ww8uCHQMK RiviWP7kv/Vylh5MRfCmAd/OYlsPacTx2d84U8fO8XyYiMyRHW5twcTSxD1F /0fM4ud+GSGR/oGCsGd9TIHcROE6Wq5QZ6wLwYZQ/dIjoJ0iE5Uh/bu4XKBH FQE3zLU7hBfv0yHRYgbhlmuUrBNy7dVlnoIyfh/KPPkL66dGdG1WJc3yjW8Q 2P+5G5oKcnmq6VK91JrZucl3ynRRCqUJAuxobNdyE6TUOqJxVYB87JkiD4XZ RugafsaW5/0IVP5Xc8Zqr/RdeEICwCQFqd9gjqzyAGj7gyaKNylAb3daomBg oPD8JiaQZz/weoZsbINfjzG7Z3O1Cr90o497IQ9mOS2IZzw/XftWf8myB9LJ k5Jm/J5g6vtQZyJx0ALEN3engS/GrIy1zTPrK1R+a1fC+GmMU27R8/Zk+FgA zGcoAWxD9JUXVOO+ULqkgD/X/GBcVzyMeX585Nq2ZpMA08VGXtL0j/UCtL8D OdfIXxl0d+IAGTZgYoqLYBYPQA1Cy2bnhUJxqG5JLFiXoPyB6xxyQQasxVp7 2r+ICB8c9I4Ce6tLATdreWR1FG9djixR68Bwjv3J2SDNsm9gaJkezuEhhwiu SzkIPgMP3SWndwOWjSl58UaWJjp0IMXwyrx1uq77Vi7PDrsmjz7+HBP05XNf p4ZjhwOnDY3EWbVKYFyPT+zf6pBfGQjuwj8qcluMKIJSWsAAnatSRhvjsLRe p6exKw9C40WpMztsT4bmxyfoTjcUk4O6lG5conEuyKEqMdf/39mn9kAAs1na alr4HbiaNhw89Lo403GwwvoblrB54+ABfNSYbtxeozBT/6C9IrpPq1L7m5wm VFytAqIexMy8EkbzrTkksrWWAyGVvFHkeP27O2T4ypy9BiE8Ylnl4H6/Fp8E sQU6dhMS+QmdnFC8KhyEqFBZmN5m9KoQGttMoW6LYGPr+qcGKxt7KUImXtpu 5FfsRyHuCInG2gUtQeBi58JffTVZgAHV5B9q8jf4YLI2s1Okteo3K+tNj6XR JjWFgMecreJd9WgGzAmzB+267bwzGwXzeNGU5fxbaGV6FaPwxsT7r42PHPZT avcyESxVbfOuUbGjfxYiQYChBiclPpogqo/ACHqkk2+GJahE/y+2l0JwkmdP yHSYXoRYFYR/MatXSccQ1xztkWiP/IqxV5FXWL+aJ4VtXXWOzb7W1Y5jr82z AfkYZoXndBOfBYs8U++yZMy2Tbk0h695bMC1WcADH1i+Zu5a/whOG8zdyO5f XY0G/JT8lCamV8y4C7MyqvNU6BQ+KmIwkfSOPAb2C0bIZmPJJjaYv1NdfDu6 UDwE8Pcvv0yLnJoYF9nIp2sDOm3B5TgnmsluHXimPwaFH6f7qGRkwQ== | |

### 14.6.2 SIP Security Profile

The SIP security profile is used only by SIP trunk integrations with Cisco Unified CM 7.0 and later, and is required for authentication of the Cisco Unity Connection voice messaging ports.

The following SIP security profiles are present:

| **SIP Security Profile** | | |
| --- | --- | --- |
| **Display Name** | **Port** | **Do TLS** |
| 5060 | 5060 | N |
| 5061/TLS | 5061 | Y |

# 15 Command Line Objects

This section contains status and configuration objects obtained via the command line.

## 15.1 Server 10.5.1.121

* [show status](#show_status_1)
* [utils ntp status](#utils_ntp_status_1)
* [show hardware](#show_hardware_1)
* [show network eth0](#show_network_eth0_1)
* [show version active](#show_version_active_1)
* [show version inactive](#show_version_inactive_1)
* [show timezone config](#show_timezone_config_1)
* [show stats io](#show_stats_io_1)
* [utils disaster\_recovery device list](#utils_disaster_recovery_device_list_1)
* [utils disaster\_recovery schedule list](#utils_disaster_recovery_schedule_list_1)

### 15.1.1 Show status

| **show status** |
| --- |
| Host Name : cuc121 Date : Mon Oct 21, 2019 03:35:18 Time Zone : Pacific Daylight Time (America/Los\_Angeles) Locale : en\_US.UTF-8 Product Ver : 12.5.1.10000-1 Unified OS Version : 7.0.0.0-4  Uptime: 03:35:20 up 20 days, 26 min, 2 users, load average: 0.58, 0.40, 0.40  CPU Idle: 00.00% System: 02.77% User: 25.69% IOWAIT: 00.25% IRQ: 00.00% Soft: 00.00%  Memory Total: 3881040K Free: 136576K Used: 2268540K Cached: 475536K Shared: 814476K Buffers: 1475924K  Total Free Used Disk/active 30164940K 19134456K 10706308K (36%) Disk/inactive 30164940K 28564472K 45116K (1%) Disk/logging 105281320K 73512884K 26397300K (27%) |

### 15.1.2 NTP Status

| **utils ntp status** |
| --- |
| ntpd (pid 30550) is running...  remote refid st t when poll reach delay offset jitter ============================================================================== \*10.5.1.100 95.81.173.8 3 u 395 1024 377 1.119 -0.598 0.322   synchronised to NTP server (10.5.1.100) at stratum 4  time correct to within 112 ms polling server every 1024 s  Current time in UTC is : Mon Oct 21 10:35:20 UTC 2019 Current time in America/Los\_Angeles is : Mon Oct 21 03:35:20 PDT 2019 |

### 15.1.3 Show hardware

| **show hardware** |
| --- |
| HW Platform : VMware Virtual Machine Processors : 4 Type : Intel(R) Core(TM) i7-4930K CPU @ 3.40GHz CPU Speed : 3400 Memory : 4096 MBytes Object ID : 1.3.6.1.4.1.9.1.1348 OS Version : UCOS 7.0.0.0-4.i386 Serial Number : VMware-56 4d 70 0a 83 c1 c4 64-ec 5d 7c 2e f1 13 8c fa  RAID Version : No RAID controller information is available  BIOS Information : PhoenixTechnologiesLTD 6.00 04/05/2016  RAID Details : No RAID information is available ----------------------------------------------------------------------- Physical device information ----------------------------------------------------------------------- Number of Disks : 1 Hard Disk #1 Size (in GB) : 165  Partition Details :  Disk /dev/sda: 21539 cylinders, 255 heads, 63 sectors/track Units: sectors of 512 bytes, counting from 0  Device Boot Start End #sectors Id System /dev/sda1 \* 2048 61560831 61558784 83 Linux /dev/sda2 61560832 123119615 61558784 83 Linux /dev/sda3 123119616 123643903 524288 83 Linux /dev/sda4 123643904 346030079 222386176 5 Extended /dev/sda5 123645952 131837951 8192000 82 Linux swap / Solaris /dev/sda6 131840000 346030079 214190080 83 Linux |

### 15.1.4 Show network eth0

| **show network eth0** |
| --- |
| Ethernet 0 DHCP : disabled Status : up IP Address : 10.5.1.121 IP Mask : 255.255.255.000 Link Detected: yes Mode : Auto disabled, Full, 10000 Mbits/s Duplicate IP : no  DNS Not configured. Gateway : 10.5.1.1 on Ethernet 0 |

### 15.1.5 Show version active

| **show version active** |
| --- |
| Active Master Version: 12.5.1.10000-1 Active Version Installed Software Options:  No Installed Software Options Found. |

### 15.1.6 Show version inactive

| **show version inactive** |
| --- |
| Inactive Master Version: 0.0.0.0000-0000 |

### 15.1.7 Show timezone config

| **show timezone config** |
| --- |
| Current timezone: Pacific Daylight Time (America/Los\_Angeles) Timezone version: 2018c |

### 15.1.8 Show stats io

| **show stats io** |
| --- |
| avg-cpu: %user %nice %system %iowait %steal %idle 2.25 0.03 3.54 0.01 0.00 94.17  Device: tps kB\_read/s kB\_wrtn/s kB\_read kB\_wrtn sda 32.12 8.10 187.98 14006995 325122730 scd0 0.00 0.00 0.00 1028 0 |

### 15.1.9 utils disaster\_recovery device list

| **utils disaster\_recovery device list** |
| --- |
| Device Name Device Type Device Path -------------------------------------------------------------- drfCliMsg: No device found |

### 15.1.10 utils disaster\_recovery schedule list

| **utils disaster\_recovery schedule list** |
| --- |
| Schedule name Device name Schedule status ---------------------------------------------------------- drfCliMsg: No Schedules are configured |