



APPENDIX **A**

Adjusting the Recording Gain for PIMG Units

This appendix contains the following sections:

- [Adjusting Recording Gain for a Single Phone System Integration, page A-1](#)
- [Adjusting Recording Gain for Multiple Phone System Integrations, page A-7](#)

Adjusting Recording Gain for a Single Phone System Integration

This section contains instructions on adjusting the recording gain in PIMG units for messages that are recorded in a configuration that has only one phone system integration.

Task List for a Single Phone System Integration

1. Set up the test configuration. See the [“Setting Up the Test Configuration”](#) section on page A-1.
2. Enable the diagnostic traces for measuring recording gain. See the [“Enabling the Diagnostic Traces for Measuring Recording Gain”](#) section on page A-4.
3. Call the test subscriber 1 so that the message plays. See the [“Calling Test Subscriber 1 So That the Message Plays”](#) section on page A-4.
4. Review the diagnostic traces. See the [“Reviewing the Diagnostic Traces”](#) section on page A-5.
5. Adjust recording gain in the PIMG units. See the [“Adjusting the Recording Gain in the PIMG Units”](#) section on page A-5.
6. Repeat Task 3. through Task 5. until the recording volume of messages is satisfactory for your system.
7. Disable the diagnostic traces. See the [“Disabling the Diagnostic Traces”](#) section on page A-5.
8. Remove the test users. See the [“Removing the Test Users”](#) section on page A-6.

Setting Up the Test Configuration

Do the following procedures in the order given.

To Copy the Sample Message onto the Cisco Unity Server

- Step 1** On the Cisco Unity server, open a web browser and go to the **Cisco Unity PIMG Software Download** page at <http://www.cisco.com/pcgi-bin/tablebuild.pl/unity-PIMG>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** On the Cisco Unity PIMG Software Download page, click **Sample_Message**.
- Step 3** On the Details page, click **Next**.
- Step 4** On the Document page, click **Accept**.
- Step 5** In the Enter Network Password dialog box, enter your user name and password, then click **OK**.
- Step 6** In the File Download dialog box, click **Save**.
- Step 7** In the Save As dialog box, browse to a directory where you want to save the file, and click **Save**.
- Step 8** In the Download Complete dialog box, click Close.

To Set Up the Test Subscribers

- Step 1** Set up three test extensions (Phone 1, Phone 2, and Phone 3) on the same phone system that Cisco Unity is integrated with.
- Step 2** Set Phone 1 to forward calls to the Cisco Unity pilot number when calls are not answered.



Caution The phone system must forward calls to the Cisco Unity pilot number in no fewer than four rings. Otherwise, the test may fail.

- Step 3** In the Cisco Unity Administrator, create test subscriber 1 by doing the applicable substeps below. If your message store is Microsoft Exchange, do the following:
- In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - Click the **Add** icon.
 - Select **New Exchange Subscriber**.
 - On the Add Subscriber page, enter the applicable information.
 - Click **Add**.
- If your message store is IBM Lotus Domino, do the following:
- In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - Click the **Add** icon.
 - Click **Notes**.
 - In the Address Book list, confirm that the address book listed is the one that contains the user data that you want to import.

If the address book that you want to use is not listed, go to the **System > Configuration > Subscriber Address Books** page and add a different address book.

- e. In the Find Domino Person By list, indicate whether to search by short name, first name, or last name.
 - f. Enter the applicable short name or name. You also can enter * to display a list of all users, or enter one or more characters followed by * to narrow your search.
 - g. Click **Find**.
 - h. On the list of matches, click the name of the user to import.
 - i. On the Add Subscriber page, enter the applicable information.
 - j. Click **Add**.
- Step 4** In the Extension field, enter the extension of the applicable phone:
- For test subscriber 1, enter the extension of Phone 1.
 - For test subscriber 2, enter the extension of Phone 2.
- Step 5** In the Active Schedule field, click **All Hours - All Days**.
- Step 6** Click the **Save** icon.
- Step 7** In the navigation bar, click **Call Transfer** to go to the **Subscribers > Subscribers > Call Transfer** page for the test subscriber.
- For more information on transfer settings, see the “Subscriber Template Call Transfer Settings” section in Cisco Unity Administrator Help.
- Step 8** Under Transfer Incoming Calls, click **Yes, Ring Subscriber's Extension**, and confirm that the extension number is for Phone 1.
- Step 9** Under Transfer Type, click **Release to Switch**.
- Step 10** Click the **Save** icon.
- Step 11** In the navigation bar, click **Messages** to go to the **Subscribers > Subscribers > Messages** page for the test subscriber.
- Step 12** Under Message Waiting Indicators (MWIs), check the **Use MWI for Message Notification** check box.
- Step 13** In the Extension field, enter **x**.
- Step 14** Click the **Save** icon.
- Step 15** Repeat [Step 3](#) through [Step 14](#) to create test subscriber 2.

To Copy the Sample Message as the Greeting for Test Subscriber 1

- Step 1** In Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
- Step 2** Click the **Find** icon to locate test subscriber 1.
- Step 3** In the Find and Select Subscriber dialog box, enter the user name for test subscriber 1 and click **Find**.
- Step 4** In the list of subscribers, click the name of test subscriber 1.
- Step 5** On the Profile page for test subscriber 1, in the Recorded Voice field, on the Options menu of the Media Master, click **Paste from File**.
- Step 6** In the Open dialog box, browse to the sample message that you copied to the Cisco Unity server in the “[To Copy the Sample Message as the Greeting for Test Subscriber 1](#)” procedure on page A-3.
- Step 7** Click **Open**.

- Step 8** When prompted to confirm overwriting the current message, click **OK**.
 - Step 9** Close Cisco Unity Administrator.
-

Enabling the Diagnostic Traces for Measuring Recording Gain

Do the following procedure.

To Enable the Diagnostic Traces for Measuring Recording Gain

- Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
 - Step 2** In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Configure Micro Traces** icon. The Configure Micro Traces wizard appears.
 - Step 3** On the Welcome page, click **Next**.
 - Step 4** On the Configure Micro Traces page, check the **MiuIO 23** check box.
 - Step 5** Click **Next**.
 - Step 6** On the Completing page, click **Finish**.
 - Step 7** In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Start New Log Files** icon.
-

Calling Test Subscriber 1 So That the Message Plays

Do the following procedure.

To Call the Test Subscriber So That the Message Plays

- Step 1** From Phone 3, call the extension for test subscriber 1 (Phone 1).
 - Step 2** Let Phone 1 ring until the call is forwarded to Cisco Unity and you hear the greeting for test subscriber 1.
 - Step 3** When the greeting for test subscriber 1 begins to play, create a conference call with test subscriber 2 (Phone 2).
 - Step 4** Let Phone 2 ring until the call is forwarded to Cisco Unity.
 - Step 5** Let the greeting for test subscriber 2 play until Cisco Unity sounds a tone and begins recording a message for test subscriber 2.
 - Step 6** As Cisco Unity records a message for test subscriber 2, speak into the phone until the 30 seconds of silence in the greeting for test subscriber 1 has finished playing.
 - Step 7** Put your phone on mute, and wait until the greeting for test subscriber 1 has played completely into a message for test subscriber 2.
 - Step 8** Hang up Phone 3.
-

Reviewing the Diagnostic Traces

Do the following procedure.

To Review the Diagnostic Traces

-
- Step 1** If the Cisco Unity Diagnostic Viewer window is not open, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
 - Step 2** In the left pane of the Cisco Unity Diagnostic Viewer window, expand the **Processes** node.
 - Step 3** In the left pane, expand the **MiuIO** process, and click the log file for the test. The log file is formatted and appears in the right pane.
 - Step 4** Examine the log for the power levels of the recording samples, which appear similar to the following example.

```
MiuIO 23 [Thread 0x00000EB0] [Port 2] [AvWav: Miscellany]
Power = -31.012355dB Gain adjustment = 5.000000dB.
```

Adjusting the Recording Gain in the PIMG Units

Do the following procedure.

To Adjust the Recording Gain in the PIMG Units

-
- Step 1** In a web browser, go to **http://<IP address of PIMG unit>**.
 - Step 2** On the System Login page, enter the user name and password.
 - Step 3** Click **Log On**.
 - Step 4** Go to **http://<IP address of PIMG unit>/dsp.htm**.
 - Step 5** In the TDM to IP Gain Adjustment field, increase the value to make recordings louder, or lower the value to make recordings quieter.



Caution Increasing the recording gain too much can cause the PIMG unit to fail to recognize DTMF tones, which will result in integration problems. If DTMF recognition problems occur after increasing the recording gain, decrease the value in the TDM to IP Gain Adjustment field.

- Step 6** Click **Apply Changes**.
 - Step 7** Repeat [Step 1](#) through [Step 6](#) for all remaining PIMG units.
-

Disabling the Diagnostic Traces

Do the following procedure.

To Disable the Diagnostic Traces

- Step 1** If the Cisco Unity Diagnostic Viewer window is not open, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
- Step 2** If you want to disable only the diagnostic traces for measuring recording gain, do the following substeps. Otherwise, skip to [Step 3](#).
- a. In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Configure Micro Traces** icon. The Configure Micro Traces wizard appears.
 - b. On the Welcome page, click **Next**.
 - c. On the Configure Micro Traces page, uncheck the **MiuIO 23** check box.
 - d. Click **Next**.
 - e. On the Completing page, click **Finish**.
 - f. Skip to [Step 4](#).
- Step 3** If you want to disable all diagnostic traces except those that are enabled by default, do the following substeps.
- a. In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Reset to Default Traces** icon. The Reset to Default Traces wizard appears.
 - b. On the Welcome page, check the **Reset to Default Traces** check box and click **Finish**.
 - c. Continue to [Step 4](#).
- Step 4** Close the Cisco Unity Diagnostic Viewer window.
-

Removing the Test Users

Do the following procedure.

To Delete the Test Subscriber Accounts

- Step 1** In Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
If the names of the test subscribers are not displayed, click the Find icon (the magnifying glass) in the title bar, then click **Find**.
- Step 2** Select the name of a test subscriber in the list that appears.
- Step 3** In the title bar, click the **Delete Subscriber** icon (the X).
- Step 4** Click **Delete**.
- Step 5** Repeat [Step 2](#) through [Step 4](#) for test subscriber 2.
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Adjusting Recording Gain for Multiple Phone System Integrations

This section contains instructions on adjusting the recording gain in PIMG units for messages that are recorded in a configuration that has only multiple phone system integrations. One of the integrations must be to an IP phone system such as Cisco Unified CallManager.

Task List for Multiple Phone System Integrations

1. Set up the test configuration. See the “[Setting Up the Test Configuration](#)” section on page A-7.
2. Enable the diagnostic traces for measuring recording gain. See the “[Enabling the Diagnostic Traces for Measuring Recording Gain](#)” section on page A-11.
3. To obtain an recording gain reference for an IP-only call, use IP Phone 3 to call IP test subscriber 1 and conference to IP test subscriber 2. See the “[Calling from IP Phone 3 to IP Test Subscriber 1 and Conferencing to IP Test Subscriber 2](#)” section on page A-11.
4. To obtain an recording gain reference for an IP-to-PIMG call, use IP Phone 3 to call PIMG test subscriber 1 and conference to IP test subscriber 2. See the “[Calling from IP Phone 3 to PIMG Test Subscriber 1 and Conferencing to IP Test Subscriber 2](#)” section on page A-12.
5. To obtain an recording gain reference for a PIMG-to-IP call, use IP Phone 3 to call IP test subscriber 1 and conference to PIMG test subscriber 2. See the “[Calling from IP Phone 3 to IP Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2](#)” section on page A-12.
6. To obtain an recording gain reference for a PIMG-only call, use Phone 3 to call PIMG test subscriber 1 and conference to PIMG test subscriber 2. See the “[Calling from Phone 3 to PIMG Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2](#)” section on page A-13.
7. Review the diagnostic traces. See the “[Reviewing the Diagnostic Traces](#)” section on page A-13.
8. Adjust recording gain in the PIMG units. See the “[Adjusting the Recording Gain in the PIMG Units](#)” section on page A-14.
9. Repeat Task 4. through Task 8. until the recording volume of messages is satisfactory for your system.
10. Disable the diagnostic traces. See the “[Disabling the Diagnostic Traces](#)” section on page A-14.
11. Remove the test users. See the “[Removing the Test Users](#)” section on page A-15.

Setting Up the Test Configuration

Do the following procedures in the order given.

To Copy the Sample Message onto the Cisco Unity Server

- Step 1** On the Cisco Unity server, open a web browser and go to the **Cisco Unity PIMG Software Download** page at <http://www.cisco.com/pcgi-bin/tablebuild.pl/unity-PIMG>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** On the Cisco Unity PIMG Software Download page, click **Sample_Message**.
- Step 3** On the Details page, click **Next**.
- Step 4** On the Document page, click **Accept**.
- Step 5** In the Enter Network Password dialog box, enter your user name and password, then click **OK**.
- Step 6** In the File Download dialog box, click **Save**.
- Step 7** In the Save As dialog box, browse to a directory where you want to save the file, and click **Save**.
- Step 8** In the Download Complete dialog box, click Close.

To Set Up the Test Subscribers for the PIMG Integration

- Step 1** Set up three test extensions (Phone 1, Phone 2, and Phone 3) on the same phone system that is connected to the PIMG units.
- Step 2** Set Phone 1 to forward calls to the Cisco Unity pilot number when calls are not answered.



Caution The phone system must forward calls to the Cisco Unity pilot number in no fewer than four rings. Otherwise, the test may fail.

- Step 3** In the Cisco Unity Administrator, create test subscriber 1 by doing the applicable substeps below.
- If your message store is Microsoft Exchange, do the following:
- In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - Click the **Add** icon.
 - Select **New Exchange Subscriber**.
 - On the Add Subscriber page, enter the applicable information.
 - Click **Add**.
- If your message store is IBM Lotus Domino, do the following:
- In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - Click the **Add** icon.
 - Click **Notes**.
 - In the Address Book list, confirm that the address book listed is the one that contains the user data that you want to import.

If the address book that you want to use is not listed, go to the **System > Configuration > Subscriber Address Books** page and add a different address book.
 - In the Find Domino Person By list, indicate whether to search by short name, first name, or last name.
 - Enter the applicable short name or name. You also can enter * to display a list of all users, or enter one or more characters followed by * to narrow your search.
 - Click **Find**.
 - On the list of matches, click the name of the user to import.
 - On the Add Subscriber page, enter the applicable information.

- j. Click **Add**.
- Step 4** In the Extension field, enter the extension of the applicable phone:
- For test subscriber 1, enter the extension of Phone 1.
 - For test subscriber 2, enter the extension of Phone 2.
- Step 5** In the Active Schedule field, click **All Hours - All Days**.
- Step 6** In the Switch field, click the name of the phone system that is connected to the PIMG units.
- Step 7** Click the **Save** icon.
- Step 8** In the navigation bar, click **Call Transfer** to go to the **Subscribers > Subscribers > Call Transfer** page for the test subscriber.
- For more information on transfer settings, see the “Subscriber Template Call Transfer Settings” section in Cisco Unity Administrator Help.
- Step 9** Under Transfer Incoming Calls, click **Yes, Ring Subscriber's Extension**, and confirm that the extension number is for Phone 1.
- Step 10** Under Transfer Type, click **Release to Switch**.
- Step 11** Click the **Save** icon.
- Step 12** In the navigation bar, click **Messages** to go to the **Subscribers > Subscribers > Messages** page for the test subscriber.
- Step 13** Under Message Waiting Indicators (MWIs), check the **Use MWI for Message Notification** check box.
- Step 14** In the Extension field, enter **x**.
- Step 15** Click the **Save** icon.
- Step 16** Repeat [Step 3](#) through [Step 15](#) to create test subscriber 2.
-

To Set Up the Test Subscribers for the IP Phone System Integration

- Step 1** Set up three test extensions (IP Phone 1, IP Phone 2, and IP Phone 3) on the same IP phone system that is integrated with Cisco Unity.
- Step 2** Set IP Phone 1 to forward calls to the Cisco Unity pilot number when calls are not answered.



Caution The phone system must forward calls to the Cisco Unity pilot number in no fewer than four rings. Otherwise, the test may fail.

- Step 3** In the Cisco Unity Administrator, create test subscriber 1 by doing the applicable substeps below. If your message store is Microsoft Exchange, do the following:
- a. In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - b. Click the **Add** icon.
 - c. Select **New Exchange Subscriber**.
 - d. On the Add Subscriber page, enter the applicable information.
 - e. Click **Add**.

If your message store is IBM Lotus Domino, do the following:

- a. In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
- b. Click the **Add** icon.
- c. Click **Notes**.
- d. In the Address Book list, confirm that the address book listed is the one that contains the user data that you want to import.
If the address book that you want to use is not listed, go to the **System > Configuration > Subscriber Address Books** page and add a different address book.
- e. In the Find Domino Person By list, indicate whether to search by short name, first name, or last name.
- f. Enter the applicable short name or name. You also can enter * to display a list of all users, or enter one or more characters followed by * to narrow your search.
- g. Click **Find**.
- h. On the list of matches, click the name of the user to import.
- i. On the Add Subscriber page, enter the applicable information.
- j. Click **Add**.

Step 4 In the Extension field, enter the extension of the applicable phone:

- For IP test subscriber 1, enter the extension of IP Phone 1.
- For IP test subscriber 2, enter the extension of IP Phone 2.

Step 5 In the Active Schedule field, click **All Hours - All Days**.

Step 6 In the Switch field, click the name of the IP phone system.

Step 7 Click the **Save** icon.

Step 8 In the navigation bar, click **Call Transfer** to go to the **Subscribers > Subscribers > Call Transfer** page for the test subscriber.

For more information on transfer settings, see the “Subscriber Template Call Transfer Settings” section in Cisco Unity Administrator Help.

Step 9 Under Transfer Incoming Calls, click **Yes, Ring Subscriber's Extension**, and confirm that the extension number is for IP Phone 1.

Step 10 Under Transfer Type, click **Release to Switch**.

Step 11 Click the **Save** icon.

Step 12 In the navigation bar, click **Messages** to go to the **Subscribers > Subscribers > Messages** page for the test subscriber.

Step 13 Under Message Waiting Indicators (MWIs), check the **Use MWI for Message Notification** check box.

Step 14 In the Extension field, enter **x**.

Step 15 Click the **Save** icon.

Step 16 Repeat [Step 3](#) through [Step 15](#) to create IP test subscriber 2.

To Copy the Sample Message as the Greeting for Test Subscriber 1 in Both Integrations

- Step 1** In Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
 - Step 2** Click the **Find** icon to locate test subscriber 1 in the PIMG integration.
 - Step 3** In the Find and Select Subscriber dialog box, enter the user name for test subscriber 1 and click **Find**.
 - Step 4** In the list of subscribers, click the name of test subscriber 1.
 - Step 5** On the Profile page for test subscriber 1, in the Recorded Voice field, on the Options menu of the Media Master, click **Paste from File**.
 - Step 6** In the Open dialog box, browse to the sample message that you copied to the Cisco Unity server in the [“To Copy the Sample Message onto the Cisco Unity Server” procedure on page A-7](#).
 - Step 7** Click **Open**.
 - Step 8** When prompted to confirm overwriting the current message, click **OK**.
 - Step 9** Repeat [Step 2](#) through [Step 8](#) for IP test subscriber 1 in the IP integration.
 - Step 10** Close Cisco Unity Administrator.
-

Enabling the Diagnostic Traces for Measuring Recording Gain

Do the following procedure.

To Enable the Diagnostic Traces for Measuring Recording Gain

- Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
 - Step 2** In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Configure Micro Traces** icon. The Configure Micro Traces wizard appears.
 - Step 3** On the Welcome page, click **Next**.
 - Step 4** On the Configure Micro Traces page, check the **MiuIO 23** check box.
 - Step 5** Click **Next**.
 - Step 6** On the Completing page, click **Finish**.
 - Step 7** In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Start New Log Files** icon.
-

Calling from IP Phone 3 to IP Test Subscriber 1 and Conferencing to IP Test Subscriber 2

Do the following procedure.

To Call from IP Phone 3 to IP Test Subscriber 1 and Conferencing to IP Test Subscriber 2

- Step 1** From IP Phone 3, call the extension for IP test subscriber 1 (IP Phone 1).

- Step 2** Let IP Phone 1 ring until the call is forwarded to Cisco Unity and you hear the greeting for IP test subscriber 1.
 - Step 3** When the greeting for IP test subscriber 1 begins to play, create a conference call with IP test subscriber 2 (IP Phone 2).
 - Step 4** Let IP Phone 2 ring until the call is forwarded to Cisco Unity.
 - Step 5** Let the greeting for IP test subscriber 2 play until Cisco Unity sounds a tone and begins recording a message for IP test subscriber 2.
 - Step 6** As Cisco Unity records a message for IP test subscriber 2, speak into the phone until the 30 seconds of silence in the greeting for IP test subscriber 1 has finished playing.
 - Step 7** Put your phone on mute, and wait until the greeting for IP test subscriber 1 has played completely into a message for IP test subscriber 2.
 - Step 8** Hang up IP Phone 3.
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Calling from IP Phone 3 to PIMG Test Subscriber 1 and Conferencing to IP Test Subscriber 2

Do the following procedure.

To Call from IP Phone 3 to PIMG Test Subscriber 1 and Conferencing to IP Test Subscriber 2

- Step 1** From IP Phone 3, call the extension for PIMG test subscriber 1 (Phone 1).
 - Step 2** Let Phone 1 ring until the call is forwarded to Cisco Unity and you hear the greeting for PIMG test subscriber 1.
 - Step 3** When the greeting for PIMG test subscriber 1 begins to play, create a conference call with IP test subscriber 2 (IP Phone 2).
 - Step 4** Let IP Phone 2 ring until the call is forwarded to Cisco Unity.
 - Step 5** Let the greeting for IP test subscriber 2 play until Cisco Unity sounds a tone and begins recording a message for IP test subscriber 2.
 - Step 6** As Cisco Unity records a message for IP test subscriber 2, speak into the phone until the 30 seconds of silence in the greeting for PIMG test subscriber 1 has finished playing.
 - Step 7** Put your phone on mute, and wait until the greeting for PIMG test subscriber 1 has played completely into a message for IP test subscriber 2.
 - Step 8** Hang up IP Phone 3.
-

Calling from IP Phone 3 to IP Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2

Do the following procedure.

To Call from IP Phone 3 to IP Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2

-
- Step 1** From IP Phone 3, call the extension for IP test subscriber 1 (IP Phone 1).
 - Step 2** Let IP Phone 1 ring until the call is forwarded to Cisco Unity and you hear the greeting for IP test subscriber 1.
 - Step 3** When the greeting for IP test subscriber 1 begins to play, create a conference call with PIMG test subscriber 2 (Phone 2).
 - Step 4** Let Phone 2 ring until the call is forwarded to Cisco Unity.
 - Step 5** Let the greeting for PIMG test subscriber 2 play until Cisco Unity sounds a tone and begins recording a message for PIMG test subscriber 2.
 - Step 6** As Cisco Unity records a message for PIMG test subscriber 2, speak into the phone until the 30 seconds of silence in the greeting for IP test subscriber 1 has finished playing.
 - Step 7** Put your phone on mute, and wait until the greeting for IP test subscriber 1 has played completely into a message for PIMG test subscriber 2.
 - Step 8** Hang up IP Phone 3.
-

Calling from Phone 3 to PIMG Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2

Do the following procedure.

To Call from Phone 3 to PIMG Test Subscriber 1 and Conferencing to PIMG Test Subscriber 2

-
- Step 1** From Phone 3, call the extension for PIMG test subscriber 1 (Phone 1).
 - Step 2** Let Phone 1 ring until the call is forwarded to Cisco Unity and you hear the greeting for PIMG test subscriber 1.
 - Step 3** When the greeting for PIMG test subscriber 1 begins to play, create a conference call with PIMG test subscriber 2 (Phone 2).
 - Step 4** Let Phone 2 ring until the call is forwarded to Cisco Unity.
 - Step 5** Let the greeting for PIMG test subscriber 2 play until Cisco Unity sounds a tone and begins recording a message for PIMG test subscriber 2.
 - Step 6** As Cisco Unity records a message for PIMG test subscriber 2, speak into the phone until the 30 seconds of silence in the greeting for PIMG test subscriber 1 has finished playing.
 - Step 7** Put your phone on mute, and wait until the greeting for PIMG test subscriber 1 has played completely into a message for PIMG test subscriber 2.
 - Step 8** Hang up Phone 3.
-

Reviewing the Diagnostic Traces

Do the following procedure.

To Review the Diagnostic Traces

-
- Step 1** If the Cisco Unity Diagnostic Viewer window is not open, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
 - Step 2** In the left pane of the Cisco Unity Diagnostic Viewer window, expand the **Processes** node.
 - Step 3** In the left pane, expand the **MiuIO** process, and click the log file for the test. The log file is formatted and appears in the right pane.
 - Step 4** Examine the log for the power levels of the recording samples, which appear similar to the following example.

```
MiuIO 23 [Thread 0x00000EB0] [Port 2] [AvWav: Miscellany]
Power = -31.012355dB Gain adjustment = 5.000000dB.
```

Adjusting the Recording Gain in the PIMG Units

Do the following procedure.

To Adjust the Recording Gain in the PIMG Units

-
- Step 1** In a web browser, go to **http://<IP address of PIMG unit>**.
 - Step 2** On the System Login page, enter the user name and password.
 - Step 3** Click **Log On**.
 - Step 4** Go to **http://<IP address of PIMG unit>/dsp.htm**.
 - Step 5** In the TDM to IP Gain Adjustment field, increase the value to make recordings louder, or lower the value to make recordings quieter.



Caution Increasing the recording gain too much can cause the PIMG unit to fail to recognize DTMF tones, which will result in integration problems. If DTMF recognition problems occur after increasing the recording gain, decrease the value in the TDM to IP Gain Adjustment field.

- Step 6** Click **Apply Changes**.
 - Step 7** Repeat [Step 1](#) through [Step 6](#) for all remaining PIMG units.
-

Disabling the Diagnostic Traces

Do the following procedure.

To Disable the Diagnostic Traces

- Step 1** If the Cisco Unity Diagnostic Viewer window is not open, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**. The Cisco Unity Diagnostic Viewer window appears.
- Step 2** If you want to disable only the diagnostic traces for measuring recording gain, do the following substeps. Otherwise, skip to [Step 3](#).
- In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Configure Micro Traces** icon. The Configure Micro Traces wizard appears.
 - On the Welcome page, click **Next**.
 - On the Configure Micro Traces page, uncheck the **MiuIO 23** check box.
 - Click **Next**.
 - On the Completing page, click **Finish**.
 - Skip to [Step 4](#).
- Step 3** If you want to disable all diagnostic traces except those that are enabled by default, do the following substeps.
- In the right pane of the Cisco Unity Diagnostic Viewer window, click the **Reset to Default Traces** icon. The Reset to Default Traces wizard appears.
 - On the Welcome page, check the **Reset to Default Traces** check box and click **Finish**.
 - Continue to [Step 4](#).
- Step 4** Close the Cisco Unity Diagnostic Viewer window.
-

Removing the Test Users

Do the following procedure.

To Delete the Test Subscriber Accounts

- Step 1** In Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
If the names of the test subscribers are not displayed, click the Find icon (the magnifying glass) in the title bar, then click **Find**.
- Step 2** Select the name of a test subscriber in the list that appears.
- Step 3** In the title bar, click the **Delete Subscriber** icon (the X).
- Step 4** Click **Delete**.
- Step 5** Repeat [Step 2](#) through [Step 4](#) for all remaining test subscribers.
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