



## **Cisco Unity Connection User Setup Guide**

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## Preface

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## Audience and Use

The *Cisco Unity Connection User Setup Guide* contains information and instructions that system administrators can use for setting up user workstation access to Cisco Unity Connection web tools, for setting up user phones, for configuring e-mail accounts to access Connection voice messages, and for conducting orientation sessions for users.

## Documentation Conventions

**Table 1** *Cisco Unity Connection User Setup Guide Conventions*

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"><li>• Key and button names. (Example: Click <b>OK</b>.)</li><li>• Information that you enter. (Example: Enter <b>Administrator</b> in the User Name box.)</li></ul>
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter <b>ping &lt;IP address&gt;</b> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press <b>Ctrl-Alt-Delete</b> .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make on menus. (Example: On the Windows Start menu, click <b>Settings &gt; Control Panel &gt; Phone and Modem Options</b> .)

The *Cisco Unity Connection User Setup Guide* also uses the following conventions:



### Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

## Cisco Unity Connection Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Cisco Unity Connection Documentation Guide*. The document is shipped with Cisco Unity Connection and is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

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Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>





# Setting Up Access to the Cisco Personal Communications Assistant

The Cisco Personal Communications Assistant (PCA) is the portal that provides access to the Cisco Unity web tools for users to manage messages and personal preferences in Cisco Unity Connection. The Cisco Unity web tools include the Cisco Unity Assistant, the Cisco Unity Inbox, and the Cisco Unity Personal Call Transfer Rules. The Cisco PCA is installed on the Connection server during installation.

See the following sections in this chapter:

- [Configuring an Internet Browser to Access the Cisco PCA, page 1-1](#)
- [Securing and Changing the Cisco PCA Password, page 1-3](#)
- [Customizing the Cisco Unity Inbox for a Low-Bandwidth Deployment, page 1-4](#)
- [Managing Security Alerts When Using SSL, page 1-5](#)

## Configuring an Internet Browser to Access the Cisco PCA

The browser(s) on each user workstation must be set up to use the Cisco PCA and the web tools. See the applicable section, depending on the browser(s) installed on the computer:

- [Apple Safari, page 1-2](#)
- [Microsoft Internet Explorer, page 1-2](#)
- [Mozilla Firefox, page 1-2](#)

(For information on browser version support, see the *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*, available at [http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).)

To change the GUI language used in the Cisco PCA, select a language in the Internet browser. The language selected in the browser must be one of the languages that the Cisco PCA offers. For a list of supported languages, see the “Available Languages for Cisco Unity Connection Components” section of the *Release Notes for Cisco Unity Connection*, at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

## Apple Safari

Do the following tasks to set up Safari for accessing the Cisco PCA.

1. Install the latest Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 3 or later.
2. Configure Safari:
  - a. Enable Java.
  - b. Enable Java Script.
  - c. Accept cookies only from sites that you navigate to.

## Microsoft Internet Explorer

Do the following tasks to set up Internet Explorer for accessing the Cisco PCA.

1. Install the latest Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0\_06) or later.
2. Configure Internet Explorer:
  - a. Enable Active scripting.
  - b. Download and run ActiveX controls.
  - c. Enable Java scripting.
  - d. Accept First-Party Cookies. (Note: You can also safely configure Internet Explorer to block third-party cookies, if needed.)
  - e. Automatically check for newer versions of temporary Internet files.
  - f. Enable Medium-High privacy.

## Mozilla Firefox

Do the following tasks to set up Firefox for accessing the Cisco PCA.

1. Install the applicable software, depending on the computer operating system:

<b>Mac OS X</b>	<ol style="list-style-type: none"> <li>a. Install the latest Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 3 or later.</li> <li>b. Install Java Embedding Plugin for Mac OS X version 0.9.5 or later.<sup>1</sup></li> </ol>
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<b>Red Hat</b>	<p><b>a.</b> Confirm that you are using the correct sound card by referring to the sound card support matrix on the <a href="http://Alsa-project.org">Alsa-project.org</a> website.</p> <p><b>Note</b> The J2SE software uses the Advanced Linux Sound Architecture (ALSA) driver to access system sound devices and control playback and recording functionality. Depending on the sound card, playback and recording capabilities may be limited.</p> <p><b>b.</b> Install the Advanced Linux Sound Architecture (ALSA) driver version 1.0.9 or later from the <a href="http://Alsa-project.org">Alsa-project.org</a> website.</p> <p><b>c.</b> Install the latest Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later.</p>
<b>Windows</b>	Install the latest Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later.

1. The Java Embedding Plugin for Mac OS X is included with Firefox version 1.5.0.1 and later.

2. Configure Firefox:

- a. Enable Java.
- b. Enable Java Script > Enable Change Images in Java Script Advanced.
- c. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Web Site Only.)

## Securing and Changing the Cisco PCA Password

Users enter a user name and password to log on to the Cisco PCA. The Cisco PCA password is not related to the Cisco Unity Connection phone password, and the two are not synchronized.



### Note

The Cisco PCA password is referred to as the “Web Application Password” in Cisco Unity Connection Administration.

You can change user passwords in Cisco Unity Connection Administration after you create user accounts. Each user should be assigned a unique password. Connection requires that you specify a long—eight or more characters—and nontrivial password. For the Cisco PCA, a nontrivial password has the following attributes:

- The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol.
- The password cannot contain the user name or its reverse.
- The password cannot contain the primary extension or its reverse.
- A character cannot be used more than three times consecutively (for example, !Cooool).
- The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Depending on how you set up user accounts, you can require users to change their Cisco PCA password the first time they log on. Encourage users to enter secure passwords whenever they change their Cisco PCA password, or set your secure password policy for the Cisco PCA to require them to do so. Logon, password, and lockout policies are defined on the Edit Authentication Rules page in Connection Administration.

Users can change the Cisco PCA password only in the Cisco Unity Assistant; they cannot change it by using the Connection conversation.

Users may assume that their phone and Cisco PCA passwords are the same. As a result, they may think that they are changing both passwords when the Connection conversation prompts them to change their phone password during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.

Default voice mail and web application passwords are applied to each user account that you create. These passwords are either the defaults set for the default Voice Mail User Template during installation (set on the Set Default User Template Password page of the Cisco Unity Connection Configuration Assistant), or defaults that are set on the Change Password page for the user template that you select when creating the accounts. To increase system security, be sure to tell users to change both passwords as soon as possible, and that you enforce password complexity rules.

## Customizing the Cisco Unity Inbox for a Low-Bandwidth Deployment

If users play recordings by using computer speakers in a low-bandwidth deployment (for example, with a slow modem or in a branch office), they should download messages before playing them for best performance and quality.

To customize the Cisco Unity Inbox so that messages are downloaded rather than streamed from the Cisco Unity Connection server during playback, do the following procedure to change the Performance setting on each user workstation (as applicable). Alternatively, refer users to the *Cisco Unity Connection User Guide* for procedures on how to change this setting.

### To Customize the Cisco Unity Inbox to Download Messages Before Playing Them

- 
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
  - Step 2** In the Cisco Unity Inbox, go to a page that contains a Media Master. (For example, click the New Message icon to open a new message window.)
  - Step 3** On the Media Master Options menu, click **Playback & Recording**.
  - Step 4** In the Playback and Recording Settings dialog box, under Performance, click **Download Complete Message Before Playing**.
  - Step 5** Click **OK**.
-

# Managing Security Alerts When Using SSL

If you installed an SSL certificate on the Cisco Unity Connection server to secure Cisco PCA access to Connection, you probably will also want to add the certificate to the Trusted Root Store on user workstations. If you do not install the certificate on user workstations, users can use Cisco PCA, but the web browser will display a message to alert the user that the authenticity of the site cannot be verified, and therefore its content cannot be trusted. Connection may also display this warning message if the URL used to connect to the Connection server is different from the hostname of the server at the time the Cisco Unity Connection software was installed.

If you installed an SSL certificate to secure IMAP e-mail client access to Connection, you may need to add the certificate to the Trusted Root Store on user workstations. Some of the IMAP e-mail clients supported for use with Connection display SSL security messages, while others do not.

For situations where the client computer is running Windows Server 2003 and a user is using Internet Explorer 6.0 to access the Cisco Personal Communications Assistant, provide the user with the following [“Adding the Cisco Unity Connection Server to the List of Trusted Sites for Internet Explorer 2003”](#) procedure to add the Cisco Unity Connection server to the list of Trusted Sites. These additional configuration steps must be performed for these user workstations in order for the Cisco PCA to work correctly.

## Adding the Cisco Unity Connection Server to the List of Trusted Sites for Internet Explorer 2003

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- Step 1** Open the Cisco Personal Communications Assistant Login page. It is not necessary to log in to the Cisco PCA.
  - Step 2** On the Internet Explorer File menu, click **Add This Site To > Trusted Sites Zone**.
  - Step 3** In the Trusted Sites dialog box, click **Add**.
  - Step 4** Click **Close** to close the Trusted Sites dialog box.
  - Step 5** Restart Internet Explorer.
-





# Setting Up Playback and Recording Devices for the Media Master

The Media Master is used to make and play recordings in the Cisco Unity web tools.

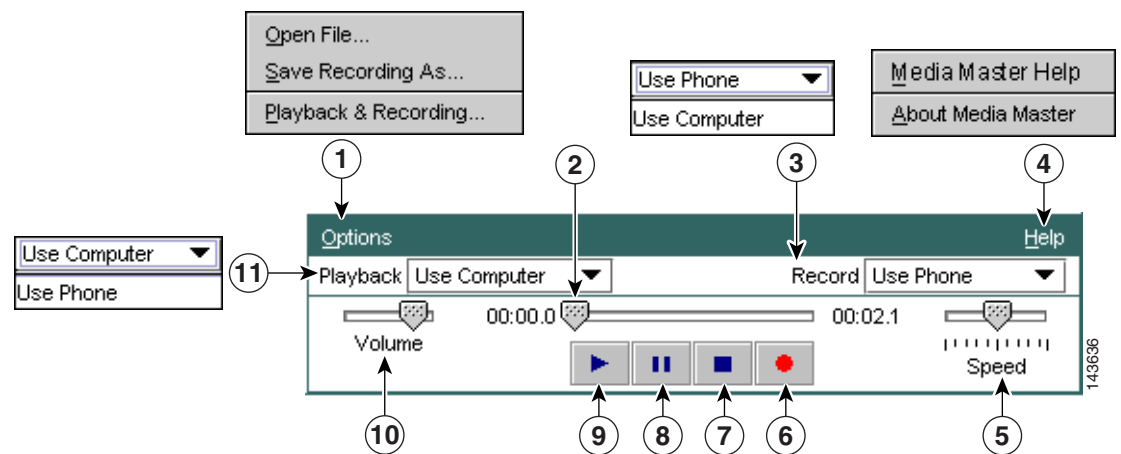
See the following sections in this chapter:

- [About the Media Master, page 2-1](#)
- [Determining Which Recording and Playback Devices Users Will Use for the Media Master, page 2-2](#)
- [How Users Specify Their Recording and Playback Device Preferences, page 2-3](#)

## About the Media Master

The Media Master appears on the pages of the Cisco Unity Inbox and Cisco Unity Personal Call Transfer Rules web tools on which users can make or play recordings. Depending on how Cisco Unity Connection is set up, the Media Master may also appear on some Cisco Unity Assistant pages. Users can use the phone or the computer microphone and speakers with the Media Master controls to make and play recordings.

**Figure 2-1** Media Master Control Bar



1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play
4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

The Media Master is a Java 2 Platform, Standard Edition (J2SE) application, and the Java plug-in component must be installed on the user workstation for it to run properly.

**Note**

Depending on the Internet browser, if the Java plug-in component is not installed, the Media Master will not appear in the browser window or the user will be prompted to install the component. (See the [“Configuring an Internet Browser to Access the Cisco PCA”](#) section on page 1-1.)

Before users start using the Cisco Unity web tools that offer the Media Master, specify that Connection has at least one voice messaging port designated to allow users to use the phone as a recording and playback device, by adjusting the Allow TRAP Connections setting on the Telephony Integrations > Port page in Cisco Unity Connection Administration. See the “Changing Port Settings” section of the “Managing the Phone System Integrations” chapter of the *Cisco Unity Connection System Administration Guide* for instructions. (The guide is available at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).) Alternatively, provide sound cards, earphones or speakers, and microphones to users who do not want to use the phone as their recording and playback device.

## Determining Which Recording and Playback Devices Users Will Use for the Media Master

When determining the recording and playback devices that you want users to use, note the following considerations:

- The phone offers the best sound quality for recordings, and serves as the default recording and playback device for the Media Master.
- In order for users to use the phone as a recording and playback device, Cisco Unity Connection must have at least one voice messaging port designated for this purpose. Note that when a user listens to messages or other recordings by using a computer microphone and speakers, no ports are used, which decreases the load on the Connection server and leaves ports open for other functions.
- You must provide sound cards, speakers, and microphones to users who do not want to use the phone as their recording and playback device.

See the following sections for detailed descriptions of the events that occur when using the phone or the computer microphone and speakers for recording and playback:

- [What Happens When the Phone Is Used as the Recording and Playback Device, page 2-3](#)
- [What Happens When a Computer Microphone and Speakers Are Used as the Recording and Playback Devices, page 2-3](#)

## What Happens When the Phone Is Used as the Recording and Playback Device

When users use the phone as a recording and playback device in the web tools accessed through the Cisco PCA (and in Cisco Unity Connection Administration), the following events occur:

1. The user clicks the applicable option in the client application to make or play a recording.
2. The client application asks Cisco Unity Connection to place a call to the user extension, and Connection calls the extension.
3. When making a recording, the user answers the phone, and begins recording the message, name, or greeting. When the user hangs up, the client application tells Connection that the recording is finished.
4. When playing a recording, the user answers the phone, and the client application asks Connection to play the message. Connection streams the recording over the phone.

## What Happens When a Computer Microphone and Speakers Are Used as the Recording and Playback Devices

When users use a computer microphone and speakers as the recording and playback devices, the following events occur:

1. The user clicks the applicable option in the client application to make or play a recording.
2. When making a recording, the user begins speaking into the microphone. When the user clicks the applicable option in the client application to stop recording, the client application tells Cisco Unity Connection that the recording is finished.
3. When playing a recording, Connection streams the message to the client application. Streaming occurs on demand, regardless of network traffic. The client application begins to play the message through the speakers as soon as a few seconds of the message are buffered in memory on the user workstation.

## How Users Specify Their Recording and Playback Device Preferences

Users can set their own recording and playback device preferences. For example, the Options menu in the Media Master allows users to choose their own recording and playback devices. Media Master recording and playback settings are saved per user, per workstation. This means that:

- A user can change recording and playback devices from the Options menu and from both the Playback and Record lists of any Media Master on the web-tool pages. The recording and playback devices that a user chooses apply to all Cisco Unity web tools, as long as the user accesses the applications from the same workstation on which the changes were initially made.
- If multiple users share the same workstation, each user who uses the workstation must indicate a choice of recording and playback devices.
- If a user has updated the choice of recording and playback devices from one workstation but also accesses the web tools on a different workstation (for example, from a computer at home), the choice of recording and playback devices must be indicated for the second workstation as well.





## Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. Currently, it is possible only to play voice messages with the IMAP client; there are no reply or forwarding capabilities.

See the following sections in this chapter:

- [Configuring Cisco Unified Personal Communicator, page 3-1](#)
- [Creating and Configuring an Account in Apple Mail, page 3-2](#)
- [Creating and Configuring an Account in Entourage, page 3-3](#)
- [Creating and Configuring an Account in Eudora, page 3-5](#)
- [Creating and Configuring an Account in IBM Lotus Notes, page 3-6](#)
- [Creating and Configuring an Account in Microsoft Outlook, page 3-8](#)
- [Creating and Configuring an Account in Microsoft Outlook Express, page 3-9](#)
- [Creating and Configuring an Account in Netscape, page 3-11](#)
- [Creating and Configuring an Account in Novell GroupWise, page 3-12](#)
- [Creating and Configuring an Account in Opera, page 3-14](#)
- [Creating and Configuring an Account in Thunderbird, page 3-15](#)

Regardless of which IMAP client application you use, if users change their Cisco Unity Connection web application password used to access the Cisco Personal Communications Assistant from the Cisco Unity Assistant, they also must update this password from their IMAP client application. Passwords are not automatically synchronized between third-party IMAP clients and the Cisco Personal Communications Assistant. Users must manually change their password in the IMAP client each time the Cisco PCA password changes so they can continue using the IMAP client to access their Connection account and retrieve voice messages. See the [“Troubleshooting IMAP Client Logon Problems”](#) section on page 3-16 for instructions.

### Configuring Cisco Unified Personal Communicator

To use Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages, you add the following information to Personal Communicator.

- Connection user name.

- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)

For information on configuring Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages, see the *User Guide for Cisco Unified Personal Communicator* at [http://www.cisco.com/en/US/products/ps6844/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html), or the Cisco Unified Personal Communicator Help.

## Creating and Configuring an Account in Apple Mail

To use Apple Mail to access Cisco Unity Connection voice messages, create and configure a new Apple Mail account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Apple Mail

- 
- Step 1** Start Apple Mail.
- Step 2** In Apple Mail, on the Mail menu, click **Preferences**.
- Step 3** At the top of the Preferences dialog box, click **Accounts**.
- Step 4** In the lower left corner, click **+**.
- Step 5** In the Account Type list, click **IMAP**.
- Step 6** In the Description field, enter a name for the account. This name appears only in Apple Mail.
- Step 7** In the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:
- `<alias>@<fully qualified domain name of the Connection server>`
- Step 8** In the Full Name field, enter the user name.
- Step 9** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.



**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

---

- Step 10** In the User Name field, enter the Connection user name.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** In the Outgoing Mail Server (SMTP) field, click the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 13** Click **Server Settings**.

**Step 14** Optionally, in the SMTP Server Options dialog box, check the **Use Secure Sockets Layer (SSL)** check box.



**Caution** If you do not configure Apple Mail to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

**Step 15** In the Authentication list, click **Password**.

**Step 16** Click **OK** to close the SMTP Options dialog box.

**Step 17** Click the **Advanced** tab.

**Step 18** In the Keep Copies of Messages for Offline Viewing list, choose the applicable option.

**Step 19** Close the Preferences dialog box.

**Step 20** In the Save Changes dialog box, click **Save**.

## Creating and Configuring an Account in Entourage

To use Entourage to access Cisco Unity Connection voice messages, create and configure a new Entourage account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Entourage

**Step 1** Start Entourage.

**Step 2** On the Entourage Tools menu, click **Accounts**.

**Step 3** In the Accounts dialog box, click **New**.

**Step 4** In the Account Setup Assistant, enter the Connection alias of the user and the name of the Connection server. Use the following format:

<alias>@<fully qualified domain name of Connection server>

**Step 5** Click the right arrow.

If the Automatic Configuration Failed dialog box appears, click the right arrow.

**Step 6** On the Verify and Complete Settings page, enter the following values:

- a. In the Your Name field, enter the user name.
- b. The E-Mail Address field should contain the value that you entered in [Step 4](#). If it does not, change it to that value.
- c. In the Account ID field, enter the Connection user name. This may or may not be the same as the Connection alias.

- d. In the Password field, enter the Cisco PCA password.
- e. In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.




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**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

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- f. In the Incoming Mail Server Type list, click **IMAP**.
- g. In the Outgoing Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.  
The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- h. Click the right arrow.

**Step 7** On the Optional: Verify Settings page, if you want to verify settings, click **Verify My Settings**, and do the following sub-steps:

- a. If the verification fails, troubleshoot the problem.
- b. If the verification succeeds, click the right arrow and continue with [Step 8](#).

If you do not want to verify settings, click the right arrow, and the Do You Want to Verify Your Account Settings message appears. Click **Skip**.

**Step 8** On the Setup Complete page, in the Account Name field, enter a display name for this account. The display name appears only in Entourage.

**Step 9** Check or uncheck other options as applicable.

**Step 10** Click **Finish**.

**Step 11** In the Accounts dialog box, click the account, and click **Edit**.

**Step 12** Click the **Options** tab.

**Step 13** Uncheck the **Partially Receive Messages Over** check box.

**Step 14** Click the **Advanced** tab.

**Step 15** Uncheck the following three check boxes:

- Store Sent Messages in This IMAP Folder
- Store Drafts in This IMAP Folder
- Store Junk E-Mail in This IMAP Folder

**Step 16** Click **Mark Messages As Deleted**.

**Step 17** Choose when deleted messages are purged.

**Step 18** Optionally, configure Entourage to use SSL when sending the user name and password over the network.




---

**Caution** If you do not configure Entourage to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

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- a. Click the **Account Settings** tab.
- b. Click **Click Here for Advanced Receiving Options**.

- c. In the popup window, check the **This IMAP Service Requires a Secure Connection (SSL)** check box.
  - d. Close the popup window.
- Step 19** Click **OK** to close the Edit Account dialog box.
- Step 20** Close the Accounts dialog box.
- 

## Creating and Configuring an Account in Eudora

To use Eudora to access Cisco Unity Connection voice messages, create and configure a new Eudora account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Eudora

---

- Step 1** Start Eudora.
- Step 2** On the Eudora Tools menu, click **Personalities**.
- Step 3** Right-click anywhere in the Personalities tab, and click **New**.
- Step 4** In the New Account wizard, on the Account Settings page, click **Next** to accept the default value, Create a Brand New E-Mail Account.
- Step 5** On the Personality Name page, enter a display name for the account. The value that you enter here is visible only in Eudora.
- Step 6** Click **Next**.
- Step 7** On the Personal Information page, enter the user name.
- Step 8** Click **Next**.
- Step 9** On the E-Mail Address page, enter the Connection alias of the user and the name of the Connection server. Use the following format:
- ```
<alias>@<fully qualified domain name of the Connection server>
```
- Step 10** Click **Next**.
- Step 11** On the User Name page, enter the Connection user name. This may or may not be the same as the Connection alias.
- Step 12** Click **Next**.
- Step 13** On the Incoming E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.




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**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

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**Step 14** For the type of server, click **IMAP**.

**Step 15** Click **Next**.

**Step 16** On the IMAP Location Prefix page, do not enter a value.

**Step 17** Click **Next**.

**Step 18** On the Outgoing E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

**Step 19** Click **Next**.

**Step 20** On the Success page, click **Finish** to create the account and close the wizard.

**Step 21** In the Enter Password dialog box, enter the Cisco PCA password of the user.

**Step 22** Click **OK**.

**Step 23** Optionally, configure the new account to use SSL. For more information, see Eudora Help.




---

**Caution** If you do not configure Eudora to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

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## Creating and Configuring an Account in IBM Lotus Notes

You can use IBM Lotus Notes to access Cisco Unity Connection voice messages only if Connection 1.2(1) ES 2 is installed on the Connection server. ES 2 is available at <http://www.cisco.com/cgi-bin/tablebuild.pl/unityconnection>.

To use Notes to access Connection voice messages, create and configure a new Notes account for the user. You will need the following information:

- Connection alias.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in IBM Lotus Notes

---

**Step 1** Start IBM Lotus Notes.

**Step 2** On the Notes File menu, click **Preferences > Client Reconfiguration Wizard**.

**Step 3** In the Lotus Notes Client Configuration wizard, on the Additional Services page, check the **Internet Mail Servers (POP or IMAP, SMTP)** check box.

- Step 4** Click **Next**.
- Step 5** On the Set Up Internet Mail page, in the Select the Type of Server Used for Retrieving Incoming Mail list, click **IMAP**.
- Step 6** In the Enter a New Account Name list, click **Incoming Internet Mail**.
- Step 7** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Cisco Unity Connection server.



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**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

---

- Step 8** Click **Next**.
- Step 9** On the Set Up Internet Mail page, in the Account Name field, enter the Connection alias of the user and the IP address or the fully qualified domain name of the Connection server. Use the following format:  
<alias>@<IP address or fully qualified domain name of the Connection server>
- Step 10** In the Password fields, enter and confirm the Cisco PCA password of the user.
- Step 11** If you want to encrypt voice messages and other data that are sent between Notes and Connection, check the **Log On Using SSL** check box. If not, skip to [Step 12](#).



---

**Caution** If you do not configure Notes to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages that are sent back from Connection will not be encrypted.

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- Step 12** Click **Next**.
- Step 13** On the second Set Up Internet Mail page, in the Enter a New Account Name list, click **Outgoing Internet Mail**.  
  
The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 14** In the Outgoing SMTP Mail Server list, enter the IP address or the fully qualified domain name of the Connection server.
- Step 15** Click **Next**.  
  
On the third Set Up Internet Mail page, in the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:  
<alias>@<fully qualified domain name of the Connection server>
- Step 16** In the Internet Domain field, enter the Internet domain name of the Domino mail server.
- Step 17** Click **Next**.
- Step 18** Click **OK**.
-

# Creating and Configuring an Account in Microsoft Outlook

To use Outlook to access Cisco Unity Connection voice messages, create and configure a new Outlook account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

## To Create and Configure a New Account in Outlook

- 
- Step 1** Start Outlook.
- Step 2** On the Outlook Tools menu, click **E-Mail Accounts**.
- Step 3** In the E-Mail Accounts wizard, click **Add a New E-Mail Account**.
- Step 4** Click **Next**.
- Step 5** On the Server Type page, click **IMAP**.
- Step 6** Click **Next**.
- Step 7** Enter values in the User Information section:
- a. In the Your Name field, enter a display name for the account. The value that you enter here is visible only in Outlook.
  - b. In the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:  
 <alias>@<fully qualified domain name of the Connection server>
- Step 8** Enter values in the Server Information Section:
- a. In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
- 
- b. In the Outgoing Server field, click the IP address or the fully qualified domain name of the Connection server.
- The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 9** Enter values in the Logon Information section:
- a. In the User Name field, enter the Connection user name.
  - b. In the Password field, enter the Cisco PCA password of the user.
  - c. Verify that the Remember Password check box is not checked. If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.

- Step 10** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook and Connection, skip to [Step 15](#).



**Caution** If you do not configure Outlook to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook and Connection, continue with [Step 11](#).

- Step 11** Click **More Settings**.
- Step 12** In the Internet E-Mail Settings dialog box, click the **Advanced** tab.
- Step 13** Under Incoming Server (IMAP), check the **This Server Requires an Encrypted Connection (SSL)** check box.
- Step 14** Click **OK** to close the Internet E-Mail Settings dialog box.
- Step 15** Click **Next**.
- Step 16** Click **Finish**.
- Step 17** In the left pane of Outlook, click the **Inbox** folder for the new account.
- Step 18** On the Outlook Tools menu, click **Send/Receive > This Folder**.
- Step 19** If prompted, enter the Connection user name and Cisco PCA password.

## Creating and Configuring an Account in Microsoft Outlook Express

To use Outlook Express to access Cisco Unity Connection voice messages, create and configure a new Outlook Express account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Outlook Express

- Step 1** Start Outlook Express.
- Step 2** On the Outlook Express Tools menu, click **Accounts**.
- Step 3** In the Internet Accounts dialog box, click the **Mail** tab.
- Step 4** Click **Add > Mail**, and the Internet Connection wizard appears.
- Step 5** On the Your Name page, in the **Display Name** field, enter the user name.
- Step 6** Click **Next**.

- Step 7** On the Internet E-Mail Address page, click **I Already Have an E-Mail Address That I'd Like to Use**.
- Step 8** In the **E-Mail Address** field, enter the Connection alias and the name of the Connection server. Use the following format:  
 <alias>@<fully qualified domain name of the Connection server>
- Step 9** Click **Next**.
- Step 10** On the E-Mail Server Names page, in the My Incoming Mail Server Is a <protocol> Server list, click **IMAP**.
- Step 11** In the Incoming Mail (POP3, IMAP, or HTTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.




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**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

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- Step 12** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.  
 The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 13** Click **Next**.
- Step 14** On the Internet Mail Logon page, in the Account Name and Password fields, enter the Connection user name and Cisco PCA password. The user name may or may not be the same as the alias.
- Step 15** Verify that the **Remember Password** check box is not checked.  
 If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook Express will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.
- Step 16** Click **Next**.
- Step 17** On the Congratulations page, click **Finish**.
- Step 18** In the Internet Accounts dialog box, click the account that you created in [Step 4](#), and click **Properties**.
- Step 19** In the <account name> Properties dialog box, click the **IMAP** tab.
- Step 20** Uncheck the **Store Special Folders** check box.
- Step 21** In the Root Folder Path field, enter **INBOX** (all upper-case letters).
- Step 22** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook Express and Connection, skip to [Step 25](#).




---

**Caution** If you do not configure Outlook Express to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

---

If you want to encrypt voice messages and other data that are sent between Outlook Express and Connection, continue with [Step 23](#).

- Step 23** Click the **Advanced** tab.
- Step 24** Under Incoming Mail, check the **This Server Requires a Secure Connection (SSL)** check box.
- Step 25** Click **OK** to close the <account name> Properties dialog box.

**Step 26** Click **Close** to close the Internet Accounts dialog box.

---

## Creating and Configuring an Account in Netscape

To use Netscape to access Cisco Unity Connection voice messages, create and configure a new Netscape account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Netscape

---

**Step 1** Start Netscape.

**Step 2** On the Netscape Edit menu, click **Mail & Newsgroups Account Settings**.

**Step 3** On the Mail & Newsgroups Account Settings dialog box, click **Add Account**.

**Step 4** In the Account wizard, click **Email Account**.

**Step 5** Click **Next**.

**Step 6** On the Identity page, in the Your Name field, enter the user name.

**Step 7** In the Email Address field, enter the Connection alias and the name of the Connection server. Use the following format:

<alias>@<fully qualified domain name of the Connection server>

**Step 8** Click **Next**.

**Step 9** On the Server Information page, under Select the Type of Incoming Server You Are Using, click **IMAP**.

**Step 10** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

---

**Step 11** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

**Step 12** Click **Next**.

**Step 13** On the User Name page, enter the Connection user name.

**Step 14** Click **Next**.

**Step 15** On the Account Name page, enter a name for the account. This name appears only in Netscape.

**Step 16** Click **Next**.

**Step 17** On the Congratulations page, confirm that the settings are correct, then click **Finish**.

**Step 18** If you do not want to encrypt voice messages and other data that are sent over the network between Netscape and Connection, skip to [Step 21](#).



**Caution** If you do not configure Netscape to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between Netscape and Connection, continue with [Step 19](#).

**Step 19** In the left pane of the Mail & Newsgroups Account Settings dialog box, under the name of the account that you just created, click **Server Settings**.

**Step 20** Check the **Use Secure Connection (SSL)** check box.

**Step 21** Click **OK** to close the Mail and Newsgroups Account Settings dialog box.

## Creating and Configuring an Account in Novell GroupWise

To use GroupWise to access Cisco Unity Connection voice messages, create and configure a new GroupWise account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in GroupWise

**Step 1** Start GroupWise.

**Step 2** On the GroupWise Tools menu, click **Accounts > Account Options**.

**Step 3** In the Accounts dialog box, click **Add**.

**Step 4** In the Create Account dialog box, in the Account Name field, enter a name for the account. This name appears only in GroupWise.

**Step 5** In the Account Type list, click **IMAP4**.

**Step 6** Click **Next**.

**Step 7** In the Create Internet Account dialog box, in the **Incoming Mail Server (IMAP4)** field, enter the IP address or the fully qualified domain name of the Connection server.



**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

**Step 8** In the Login Name field, enter the Connection user name.

- Step 9** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.
- The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 10** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 11** In the From Name field, enter the user name.
- GroupWise enters this value in the From field in messages that the user sends. However, Connection does not support sending voice messages from GroupWise, so this value will never be used.
- Step 12** Click **Next**.
- Step 13** Follow the on-screen prompts to complete the configuration.
- Step 14** If you do not want to encrypt voice messages and other data that are sent over the network between GroupWise and Connection, skip to [Step 20](#).



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**Caution** If you do not configure GroupWise to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

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If you want to encrypt voice messages and other data that are sent between GroupWise and Connection, continue with [Step 15](#).

- Step 15** In the Accounts dialog box, click the name of the account that you just created.
- Step 16** Click **Properties**.
- Step 17** Click the **Advanced** tab.
- Step 18** Under Incoming Mail Server (IMAP4), check the **Use SSL** check box.
- Step 19** Click **OK** to close the <Account Name> Properties dialog box.
- Step 20** Click **Close** to close the Accounts dialog box.
- Step 21** Create the inbox for the new account, and download Connection voice messages:
- In the left pane of GroupWise, click the name of the new account.
  - In the Logon to <AccountName> dialog box, enter the PCA password for the user.
  - Verify that the **Remember Password** check box is not checked.
- If this option is checked, and the Connection password of the user expires, changes, or is locked, GroupWise will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.
- Click **OK** to close the Logon to <AccountName> dialog box.
  - With the name of the new account still selected in the left pane, on the GroupWise Tools menu, click **Send/Receive > This Folder**.

# Creating and Configuring an Account in Opera

To use Opera to access Cisco Unity Connection voice messages, create and configure a new Opera account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

## To Create and Configure a New Account in Opera

- 
- Step 1** Start Opera.
- Step 2** On the Opera Tools menu, click **Mail and Chat Accounts**.
- Step 3** In the Manage Accounts dialog box, click **New**.
- Step 4** In the New Account wizard, click **IMAP**.
- Step 5** Click **Next**.
- Step 6** In the Real Name field, enter the account name.
- Step 7** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Organization field, enter the applicable value.
- Step 9** Click **Next**.
- Step 10** In the Login Name field, enter the Connection user name.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** Click **Next**.
- Step 13** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.




---

**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

---

- Step 14** If you want to encrypt voice messages and other data that are sent between Opera and Connection, check the Use Secure Connection (TLS) check box. (TLS is an updated version of SSL.)




---

**Caution** If you do not configure Opera to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

---

- Step 15** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 16** Click **Finish**.
  - Step 17** Click **OK** to close the Subscribe IMAP Folders dialog box.
  - Step 18** Click **OK** to close the Manage Accounts dialog box.
- 

## Creating and Configuring an Account in Thunderbird

To use Thunderbird to access Cisco Unity Connection voice messages, create and configure a new Thunderbird account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

### To Create and Configure a New Account in Thunderbird

---

- Step 1** Start Thunderbird.
- Step 2** On the Thunderbird File menu, click **New > Account**.
- Step 3** In the Account wizard, on the New Account Setup page, click **E-Mail Account**.
- Step 4** Click **Next**.
- Step 5** On the Identity page, in the Your Name field, enter the user name.
- Step 6** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:  
`<alias>@<fully qualified domain name of the Connection server>`
- Step 7** Click **Next**.
- Step 8** On the Server Information page, under Select the Type of Incoming Server You Are Using, click **IMAP**.
- Step 9** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



**Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

---

- Step 10** Click **Next**.
- Step 11** On the User Names page, enter the Connection user name.
- Step 12** Click **Next**.
- Step 13** On the Account Name page, enter a name for the account. This name appears only in Thunderbird.
- Step 14** Click **Next**.
- Step 15** On the Congratulations page, confirm that the settings are correct, then click **Finish**.

- Step 16** If you do not want to encrypt voice messages and other data that are sent over the network between Thunderbird and Connection, you are finished creating and configuring a new account.
- If you want to encrypt voice messages and other data that are sent between Thunderbird and Connection, continue with [Step 17](#).
- Step 17** In the left pane of Thunderbird, click the name of the account that you just created.
- Step 18** In the right pane of Thunderbird, under Accounts, click **View Settings for This Account**.
- Step 19** In the Account Settings dialog box, under the account that you just created, click **Server Settings**.
- Step 20** Under Server Settings, click the **Use Secure Connection (SSL)** check box.

**Caution**

---

If you do not configure Thunderbird to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

---

- Step 21** Click **OK** to close the Account Settings dialog box.
- 

## Troubleshooting IMAP Client Logon Problems

If users change their Cisco Unity Connection password from the Cisco Unity Assistant, they also must update this password from their IMAP client application so that the client can continue to access Connection and retrieve voice messages.

If users have trouble receiving voice messages in an IMAP client, consider the following information:

- If the IMAP client application prompts a user for the Cisco PCA password, but does not accept it, the Cisco PCA password may have expired or changed, or is locked. Users can change their password from the Cisco Unity Assistant first and then update it from their IMAP client application.
- If Microsoft Outlook users are not prompted for their Cisco PCA password, verify that the Remember Password check box on the Internet E-mail Settings (IMAP) page is not checked. If this option is checked, and the password of the user has expired, changed, or is locked, Microsoft Outlook will not prompt the user to enter the Cisco PCA password. The result is that the user will not receive voice messages from Connection, and Outlook will prompt for the user name and password.



## Setting Up User Phones

---

This chapter lists tasks that you may want to do before users access Cisco Unity Connection by phone.

### Task List for Setting Up User Phones

1. Set up Cisco Unity Connection to handle busy and unanswered calls. Enable call forwarding to Connection for each user phone, so that busy and unanswered calls to the user extension are transferred to Connection to handle. Connection then uses the call transfer settings specified for each user in Cisco Unity Connection Administration to determine, for example, whether callers will be put on hold or sent directly to the user greeting.
2. Specify a Messages button for user phones. Enable each user phone so that the user can use a Messages button or a similar speed-dial button on the phone to dial the internal Connection phone number for your organization. This makes calling Connection to check messages or to change personal settings by phone quick and easy for the user, as the user does not have to dial the number for Connection from his or her desk phone.
3. Specify phone and TTS languages for prompts. Phone languages are the languages in which Connection can play system prompts to users and callers; TTS languages are the languages in which Connection can play e-mail messages over the phone.
4. Install TTY prompts. A TTY prompt set, available in U.S. English (ENX) only, can be installed and used just like any other supported phone language. When the TTY prompt set is installed, users and outside callers who use TTY can call Connection and use the same features that a hearing caller can use.

However, note the following exceptions:

- TTY tones are not available for use in navigating the Connection conversation.
  - Some TTY phones do not have the capability to send DTMF tones. In this case, TTY users may need to use the phone keypad for system navigation.
5. Change conversation defaults and enable conversation-specific features. You may want to change some default settings for the Connection conversation to ensure that users have an easier transition from a previous voice messaging system. (For example, you can change the default conversation version so that users hear menus that offer a more familiar keypad mapping.)
  6. Enable features such as the Cisco Unity Personal Call Transfer Rules web tool, speech access for those users who prefer to use voice commands rather than touchtone phone keys, “Easy” Sign-In, system transfers, Text to Speech, and live reply.





## User Orientation

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See the following sections in this chapter:

- [Orientation Task List, page 5-1](#)
- [Settings That Users Can Change, page 5-3](#)

### Orientation Task List

After you create user accounts and set up the client applications that users will use to access Cisco Unity Connection from their phones and computers, use the following task list to acquaint users with Connection. If you are planning supplemental Connection training, also consider reviewing the potential user concerns and misconceptions listed in the [“Support Desk Orientation”](#) section on page 6-2.

1. Give each user a *Cisco Unity Connection User Guide*, a *Cisco Unity Connection at a Glance* card, a *Connection Phone Menus and Shortcuts* card, and/or the URLs to the document(s). The *Cisco Unity Connection at a Glance* and *Connection Phone Menus and Shortcuts* cards are provided in standard conversation and Optional Conversation 1 versions. (Cards are not available for any other conversation styles.) All user documentation is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html).
2. Depending on the conversation version that users in your organization are familiar with, you may want to provide them with a list of phone menu differences between Connection and a former voice messaging system—especially if you choose not to offer them an alternative to the standard conversation, which is specified by default in the Voice Mail User template.
3. Give users the phone numbers that they dial to access Connection from within your organization and from outside the organization. As applicable, show users which button or key to use on their desk phones to access Connection.

Also give them the name and extension of the Connection administrator and any support desk contact information. There are spaces to record phone numbers and contacts in the *Cisco Unity Connection User Guide*, and in the *Cisco Unity Connection at a Glance* and *Connection Phone Menus and Shortcuts* cards.

4. Provide users with their initial phone passwords. Alternatively, tell users to log on to the Cisco Personal Communications Assistant (PCA) website to set their phone passwords before they call Connection to complete first-time enrollment. (Users are not required to enter an existing phone password in order to change it in the Cisco PCA.)

If users choose not to initially change their password in the Cisco PCA, they will be prompted to change their phone password during first-time enrollment.

5. Make sure that users know that they need to complete first-time enrollment. They do not need to refer to any Connection documentation during enrollment. Connection indicates when the enrollment process is complete. If users hang up before they have completely enrolled, none of their changes are saved and the first-time enrollment conversation plays again the next time that they log on to Connection.

The “Getting Started” chapter of the *Cisco Unity Connection User Guide* details the tasks that users are asked to complete as part of enrollment.

6. Give users the URL to the Cisco PCA website: `http://<Cisco Unity Connection server name>/ciscopca`. There are spaces to record this URL in the *Cisco Unity Connection User Guide*, and in the *Cisco Unity Connection at a Glance* and *Connection Phone Menus and Shortcuts* cards.

Users use the Cisco PCA to access the Cisco Unity Assistant, Cisco Unity Inbox, and Cisco Unity Personal Call Transfer Rules, as applicable.

7. Explain to users how to secure their phone and Cisco PCA passwords so that they adequately protect their Connection mailboxes from unauthorized access. Detail the security guidelines for your organization.

Make sure users understand that their Cisco PCA passwords are not related to their Connection phone passwords, nor are the passwords synchronized. Users must use the Cisco Unity Assistant to change their Cisco PCA passwords.

8. Help users understand how Connection works with different types of messages, as applicable to your system configuration:

- Users with voice mail access can customize the order in which messages are played for new, saved, and deleted messages.
- Users who have access to e-mail messages via TTS, and who like to manage voice mail and e-mail messages separately, can turn on the Message Type menu so that they can pick which messages to hear by type (“Press 1 for voice messages, 2 for e-mails...”). Alternatively, users can use the Cisco Unity Assistant to specify that Connection will play e-mail messages last when they check messages by phone.
- Users who have set up an IMAP client application to access voice messages may want to create a folder in their e-mail client to store voice messages separately from other messages.

Users can also use the Save Recording As option available from the Options menu on the Media Master to save voice messages as WAV files on their hard drives. Note, however, that private messages cannot be saved to the user hard drive. In addition, you can prohibit users from saving any messages to their hard drives, regardless of message sensitivity, by checking the Unity Inbox: Disable Save Recording As Option in Media Master check box on the System Settings > Advanced > PCA page in Cisco Unity Connection Administration. To prohibit users from saving any messages sent to an IMAP client, select the Allow Users to Access Message Bodies or the Allow Users to Access Message Bodies Except on Private Messages option when enabling users to access messages using the IMAP client on the Class of Service page.

9. Explain how full mailboxes work with Connection. See the “[Support Desk Orientation](#)” section on [page 6-2](#) for issues that users may encounter. Refer users to the *Cisco Unity Connection User Guide* for similar information.
10. If your organization has users who will use TTY and the TTY prompt set, provide training on using TTY with Connection.
11. Make sure that users who own call handlers or system distribution lists understand their responsibilities (if applicable).
12. As applicable, tell users how to use the Cisco Unity Greetings Administrator and System Broadcast Administrator.

13. Provide training on how to personalize user settings by using the phone and the Cisco Unity Assistant, as summarized in [Table 5-1](#), “[Settings That Users Can Change By Using the Cisco Unity Assistant and the Phone Menus](#).” In particular, users may benefit from a hands-on demonstration of the Cisco Unity Assistant, as they may not be accustomed to using a web interface to set voice messaging options.
14. Provide training on how to use the Cisco Unity Personal Call Transfer Rules web tool, and how call transfers, call holding and screening, and caller options are used, as summarized in [Table 5-2](#), “[Settings That Users Can Change By Using the Cisco Unity Personal Call Transfer Rules and the Phone Menus](#).”

Users can refer to the *Cisco Unity Connection User Guide* or to Cisco Unity Assistant Help for further guidance after orientation.

## Settings That Users Can Change

[Table 5-1](#) lists settings that users can change by using the Cisco Unity Assistant web tool and by phone.

**Table 5-1** Settings That Users Can Change By Using the Cisco Unity Assistant and the Phone Menus

| Settings That Can Be Changed by Using the Cisco Unity Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Settings That Can Be Changed by Using the Phone Menus                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call Holding and Screening <sup>1</sup> : <ul style="list-style-type: none"> <li>• Select how Connection handles indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting</li> <li>• Select how Connection handles indirect calls, including telling the user who the call is for, announcing that Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names</li> </ul> | Call Holding and Screening <sup>1</sup> : <ul style="list-style-type: none"> <li>• None</li> </ul>                                                                            |
| Call Transfers <sup>2</sup> : <ul style="list-style-type: none"> <li>• Transfer indirect calls to an extension or send to the greeting</li> <li>• Change extension</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                        | Call Transfers <sup>2</sup> : <ul style="list-style-type: none"> <li>• Transfer indirect calls to an extension or send to the greeting</li> <li>• Change extension</li> </ul> |
| Caller Options: <ul style="list-style-type: none"> <li>• Allow callers to edit messages</li> <li>• Allow callers to mark messages urgent</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                  | Caller Options: <ul style="list-style-type: none"> <li>• None</li> </ul>                                                                                                      |

Table 5-1 Settings That Users Can Change By Using the Cisco Unity Assistant and the Phone Menus (continued)

| Settings That Can Be Changed by Using the Cisco Unity Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                | Settings That Can Be Changed by Using the Phone Menus                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Conversation Options:</p> <ul style="list-style-type: none"> <li>Specify conversation input style</li> <li>Set speed and language for Connection prompts</li> <li>Select full or brief Connection conversation menus</li> <li>Select the action that Connection performs when the user calls Connection, including greeting the user by name and announcing the number of new messages by type</li> <li>Specify alternative extensions</li> </ul>                                                           | <p>Conversation Options:</p> <ul style="list-style-type: none"> <li>Select full or brief Connection conversation menus</li> </ul>                                                              |
| <p>Greetings:</p> <ul style="list-style-type: none"> <li>Record a personal greeting</li> <li>Enable or disable greeting</li> <li>Specify an expiration date for an enabled greeting</li> <li>Switch between system prompt and personal greeting</li> </ul>                                                                                                                                                                                                                                                     | <p>Greetings:</p> <ul style="list-style-type: none"> <li>Record a personal greeting</li> <li>Enable or disable greeting</li> <li>Specify an expiration date for an enabled greeting</li> </ul> |
| <p>Message Notification:</p> <ul style="list-style-type: none"> <li>Enable or disable a notification device, and change its number</li> <li>Specify dialing options</li> <li>Select the types of messages and message urgency for which Connection will call a device</li> <li>Set up a notification schedule, and specify what happens when a device does not answer, is busy, or fails</li> </ul>                                                                                                            | <p>Message Notification:</p> <ul style="list-style-type: none"> <li>Enable or disable a notification device, and change its number</li> </ul>                                                  |
| <p>Message Playback:</p> <ul style="list-style-type: none"> <li>Specify message playback order</li> <li>Change the time format used for message time stamps</li> <li>Select the action that Connection performs when messages are played, including announcing the name and number of the sender who left a message, whether the timestamp is played before or after the message, and the volume level at which messages are played</li> <li>Specify whether Connection plays the Message Type menu</li> </ul> | <p>Message Playback:</p> <ul style="list-style-type: none"> <li>Speed and volume of message as it is played</li> </ul>                                                                         |
| <p>Message Addressing:</p> <ul style="list-style-type: none"> <li>Switch between addressing messages to other users by name, or by extension</li> <li>Specify order for addressing messages by name (last name followed by first name, or vice versa)</li> </ul>                                                                                                                                                                                                                                               | <p>Message Addressing:</p> <ul style="list-style-type: none"> <li>Switch between addressing to other users by name or by extension (by pressing ##)<sup>3</sup></li> </ul>                     |

**Table 5-1** Settings That Users Can Change By Using the Cisco Unity Assistant and the Phone Menus (continued)

| Settings That Can Be Changed by Using the Cisco Unity Assistant                                                                                                                       | Settings That Can Be Changed by Using the Phone Menus                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Personal Settings: <ul style="list-style-type: none"> <li>Record a name</li> <li>Specify alternate names</li> <li>Change directory listing status</li> <li>Change password</li> </ul> | Personal Settings: <ul style="list-style-type: none"> <li>Record a name</li> <li>Change directory listing status</li> <li>Change password</li> </ul> |
| Private Lists: <ul style="list-style-type: none"> <li>Enter a display name</li> <li>Record a list name</li> <li>Add and delete members</li> </ul>                                     | Private Lists: <ul style="list-style-type: none"> <li>Record a list name</li> <li>Add and delete members</li> </ul>                                  |

1. These settings apply if the user does not have Cisco Unity Personal Call Transfer Rules enabled. Call holding and screening options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Holding and screening options do not apply when an outside caller or another user dials a user extension directly. In addition, holding and screening options are only available when supervised transfers are enabled.
2. These settings apply if the user does not have Cisco Unity Personal Call Transfer Rules enabled. Call transfer options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Transfer options do not apply when an outside caller or another user dials a user extension directly.
3. Note that this depends on whether you have enabled spelled name addressing.

Table 5-2 lists settings that users can change by using the Cisco Unity Personal Call Transfer Rules web tool and by phone.

**Table 5-2** Settings That Users Can Change By Using the Cisco Unity Personal Call Transfer Rules and the Phone Menus

| Settings That Can Be Changed by Using the Cisco Unity Personal Call Transfer Rules                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Settings That Can Be Changed by Using the Phone Menus                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Call Holding and Screening: <ul style="list-style-type: none"> <li>Set up personal call transfer rules to specify how Connection handles direct and indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting</li> <li>Set up personal call transfer rules to specify how Connection handles direct and indirect calls, including telling the user who the call is for, announcing that Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names</li> </ul> | Call Holding and Screening: <ul style="list-style-type: none"> <li>None</li> </ul> |

**Table 5-2** *Settings That Users Can Change By Using the Cisco Unity Personal Call Transfer Rules and the Phone Menus (continued)*

| <b>Settings That Can Be Changed by Using the Cisco Unity Personal Call Transfer Rules</b>                                                                                                                                                                                                                                                                         | <b>Settings That Can Be Changed by Using the Phone Menus</b>                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Call Transfers:</p> <ul style="list-style-type: none"> <li>Set up personal call transfer rules to transfer direct and indirect calls to an extension, to an external phone number, or to the greeting</li> </ul>                                                                                                                                               | <p>Call Transfers:</p> <ul style="list-style-type: none"> <li>Enable or disable personal call transfer rules to transfer direct or indirect calls to an extension, to an external phone number, or to the greeting</li> <li>Enable or disable the Transfer All rule set to forward all calls to voice mail or to another phone number</li> <li>Forward all incoming calls directly to Connection, rather than to phone extension</li> </ul> |
| <p>Caller Options:</p> <ul style="list-style-type: none"> <li>Allow callers to edit messages</li> <li>Allow callers to mark messages urgent</li> </ul>                                                                                                                                                                                                            | <p>Caller Options:</p> <ul style="list-style-type: none"> <li>None</li> </ul>                                                                                                                                                                                                                                                                                                                                                               |
| <p>Destinations:</p> <ul style="list-style-type: none"> <li>Set up phone numbers or notification devices to use when transferring calls</li> <li>Set up groups of destinations to use in personal call transfer rules</li> <li>Specify the number of rings that Connection waits before transferring the call to the next destination or to voice mail</li> </ul> | <p>Destinations:</p> <ul style="list-style-type: none"> <li>None</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |
| <p>Personal Contacts:</p> <ul style="list-style-type: none"> <li>Set up an address book of personal contacts to use for both name dialing and call transfer rules</li> </ul>                                                                                                                                                                                      | <p>Personal Contacts:</p> <ul style="list-style-type: none"> <li>None</li> </ul>                                                                                                                                                                                                                                                                                                                                                            |
| <p>Caller Groups</p> <ul style="list-style-type: none"> <li>Create groups of personal contacts, system contacts, or Connection users to use in personal call transfer rules</li> </ul>                                                                                                                                                                            | <p>Caller Groups</p> <ul style="list-style-type: none"> <li>None</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |



## Operator and Support Desk Orientation

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Operators in your organization need information about Cisco Unity Connection that is specific to your installation. In addition, if your organization has a support desk, the staff will need to be prepared to answer the questions that users may ask, and to be aware of the resources that are available to assist them in answering user questions.

See the following sections in this chapter:

- [Operator Orientation, page 6-1](#)
- [Support Desk Orientation, page 6-2](#)

### Operator Orientation

Operator orientation should address the same points as user orientation, but in greater detail. Operators must be familiar with how users use Cisco Unity Connection. Depending on the size of your organization, the operator may be the person users are likely to ask when they have questions about Connection.

In addition to the information in the “[User Orientation](#)” chapter and the “[Support Desk Orientation](#)” section on page 6-2 (as applicable), operators also need to understand the following concepts and tasks:

#### **Roles of the Operator and the Automated Attendant**

The way your organization uses the automated attendant determines what the operator responsibilities are. The automated attendant is a call handler that is used in place of a human operator to answer and direct calls by playing greetings and responding to touchtones. The automated attendant can provide a menu of options (for example, “For Sales, press 1; for Service, press 2.”), and it can also provide information (for example, “Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.”).

#### **Directing Calls**

Regardless of how your organization uses the automated attendant, many calls will go to the operator. The operator must know how to direct calls to voice mail and to user phones. With Cisco CallManager, you can program the phone to direct calls to voice mail. For details on setting this up, see the tech note *How to Transfer a Caller Directly into a Mailbox*, available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_tech\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_tech_notes_list.html).

#### **Forwarding Messages to Intended Recipients**

If an operator also owns a call handler or system distribution list, make sure that the operator knows to review messages frequently, and to forward messages as necessary to the applicable recipient(s).

### Using the Cisco Unity Greetings Administrator

An operator who is responsible for changing call handler greetings for the organization can use the Cisco Unity Greetings Administrator when it is not practical to change a greeting in Cisco Unity Connection Administration. For example, if the office is unexpectedly closed because of bad weather, the operator can call from home to use the Cisco Unity Greetings Administrator to enable the alternate Opening Greeting, or to rerecord a call handler greeting stating that the office is closed. For information on using the Cisco Unity Greetings Administrator, see the *Cisco Unity Connection System Administration Guide*, at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

### Using the Cisco Unity Broadcast Message Administrator

If an operator will be responsible for sending recorded announcements to everyone in an organization (or to particular location(s) within an organization), explain how to access and use the Cisco Unity Broadcast Message Administrator to send broadcast messages. For information on using the Cisco Unity Broadcast Message Administrator, see the *Cisco Unity Connection System Administration Guide*, at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

## Support Desk Orientation

Support desk orientation should address the same points as user and operator orientation, but in greater detail. Support desk staff must be familiar with how users and operators use Cisco Unity Connection, and the common problems that users may encounter when using Connection. Instead of using the Connection server, it may be helpful to set up a test server that support desk staff can use to browse to Cisco Unity Connection Administration, and troubleshoot and test client applications.

To prepare for possible calls to the support desk at your organization, familiarize the support desk staff with the resources listed in the “[Support Desk Resources](#)” section below, and with the potential user concerns and misconceptions listed in the “[Potential User Concerns and Misconceptions](#)” section on page 6-3. (See also the “[Operator Orientation](#)” section on page 6-1 and the “[User Orientation](#)” chapter.)

## Support Desk Resources

- User documentation is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html). In particular, support desk staff may find the *Cisco Unity Connection at a Glance* documents helpful in gaining a high-level visual understanding of the flow of the Connection conversation.
- The *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* is available at [http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).
- The following chapters in this guide provide information on how user workstations should be set up, and describes how users use Connection client applications:
  - [Setting Up Access to the Cisco Personal Communications Assistant](#)
  - [Setting Up Playback and Recording Devices for the Media Master](#)
  - [Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages](#)
  - [Setting Up User Phones](#)

- For descriptions and the URLs of all Connection documentation on Cisco.com, see the *Cisco Unity Connection Documentation Guide*. The document is shipped with Connection and is available at [http://www.cisco.com/en/US/products/ps6509/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

## Potential User Concerns and Misconceptions

Table 6-1 describes potential user issues, which are typically based on misconceptions about how Cisco Unity Connection works. Users who encounter such issues are often those who are accustomed to another voice messaging system, have not yet completed Connection training, or are unaware of a new feature or functionality change to an existing system.

**Table 6-1** Potential User Concerns and Misconceptions

| Potential Issue                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco Personal Communications Assistant security alerts when using SSL | <p>If your organization set up Cisco Unity Connection to use SSL, but did not add it to the Group Policy in order to distribute the certificate to the trusted root store for all users in the domain (or did not tell users how to add the certificate to the trusted root store on their own computers), users may be concerned about the security alert that will be displayed each time that they access the Cisco PCA. Tell users that they can ignore the warning and proceed to use the Cisco PCA without doing any harm to their computers or the network.</p> <p>To prevent the browser from displaying the security alert, see the “<a href="#">Managing Security Alerts When Using SSL</a>” section on page 1-5.</p>                                                                                                                                |
| Delayed messages                                                       | <p>Users may believe that their messages are delayed for the following reasons:</p> <ul style="list-style-type: none"> <li>• While listening to new messages, users may skip a message and inadvertently mark it new. Later, when they check messages again, they hear the skipped message and believe that the message arrived after a delay.</li> <li>• Users may skip more messages than they intend while listening to their messages, and later check messages again only to hear one or more of the skipped messages, and believe that the message(s) arrived after a delay.</li> <li>• While listening to messages, other new messages arrive that users may not be aware of. Later, when they check messages again, they hear the new message(s) and believe that they were delayed.</li> </ul>                                                        |
| Deleted messages                                                       | <p>By default, when users delete a new or saved message, Cisco Unity Connection does not ask them to confirm the deletion. You may want to enable Connection to request confirmation from users before proceeding with the deletion, especially if many users do not belong to a class of service that allows them to retain and review their deleted messages. You can set up Connection to confirm deletion of messages on the System Settings &gt; Advanced &gt; Conversations page in Cisco Unity Connection Administration.</p> <p>For information on deleted messages, refer users to the “Deleting Messages” chapter of the <i>Cisco Unity Connection User Guide</i>, available at <a href="http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html</a>.</p> |

Table 6-1 Potential User Concerns and Misconceptions (continued)

| Potential Issue                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deleted messages: IMAP and MAPI behavior            | <p>When users access messages stored on a Microsoft Exchange server both from a Microsoft Outlook client and from Cisco Unity Connection, they may experience unexpected and confusing behavior when deleting messages. The difference in behavior occurs when the Microsoft Outlook client is configured to use MAPI, the Microsoft interface for connecting to Exchange, and stems from the fact that MAPI and IMAP—the protocol used by Connection—use different mechanisms for marking messages as deleted.</p> <p>If you have users who access a Microsoft Exchange server by using Outlook (with MAPI) or Outlook Web Access, and who also use Connection to manage messages on the same message store, be sure to alert them to this behavior.</p> <p><b>Deleted Messages—IMAP Behavior</b></p> <p>When a user deletes a message from Microsoft Outlook, the message is moved from the Inbox to the Deleted Items folder. At this point, Connection can no longer access the message, and will no longer indicate that the message exists either as a new, saved, or deleted message.</p> <p><b>Deleted Messages—MAPI Behavior</b></p> <p>When a user deletes a message from Connection, the message remains in the Inbox but is flagged to indicate that it has been marked deleted by the user. However, when configured to use MAPI, Microsoft Outlook does not recognize this flag as a deletion, and will continue to display the message as a new or saved message in the Inbox.</p> |
| Directory listing: users are not listed as expected | <p>When users do not have a recorded name, they are not listed in the phone directory and as a result, outside callers are not be able to find them when searching for them by name. By default, Cisco Unity Connection prompts users to record a name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not.</p> <p>To address this issue, consider the following options:</p> <ul style="list-style-type: none"> <li>• You can change whether recording a name is required to complete first-time enrollment on the System Settings &gt; Advanced &gt; Conversations page in Cisco Unity Connection Administration.</li> <li>• You can provide recorded names for users in Cisco Unity Connection Administration.</li> <li>• Users with class of service rights can record their own names by using the Connection conversation or the Cisco Unity Assistant.</li> </ul> <p><b>Note</b> This problem does not occur for internal users, but only for outside callers; Cisco Unity Connection users who address messages by name will still be able to find other users even if they have not recorded a voice name.</p>                                                                                                                                                                                                                                                                                                              |

**Table 6-1** Potential User Concerns and Misconceptions (continued)

| Potential Issue                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IMAP client:<br>Differences in client behavior | <p>Users who use different third-party IMAP clients to access voice messages from their desktop machines may note the following discrepancies in behavior:</p> <ul style="list-style-type: none"> <li>• Microsoft Outlook client: <ul style="list-style-type: none"> <li>– For new messages, the “Mark as Unread” feature will mark messages as new on the Cisco Unity Connection server, regardless of whether the WAV file message attachment is downloaded or not.</li> <li>– Voice messages that are deleted over the phone are marked for deletion in the Outlook client and are changed to strikethrough text when users select the “Send/Receive” command.</li> </ul> </li> <li>• Novell GroupWise client: <ul style="list-style-type: none"> <li>– When new messages with the WAV file message attachment have been downloaded to the GroupWise client, the “Read Later” feature no longer marks the message as new on the Connection server.</li> <li>– Voice messages that are deleted over the phone are not marked for deletion in GroupWise; users will need to manually delete them from this client.</li> <li>– GroupWise users will need to use the “Send/Retrieve” command to update message status from the Connection server.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Mailbox fills up quickly                       | <p>Users may complain that their mailboxes are filling up too quickly, for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• Cisco Unity Connection does not automatically delete messages when they reach a certain age. This means that user messages are saved until the user deletes them permanently. (For information on how to permanently delete messages, refer users to the “Deleting Messages” chapter of the <i>Cisco Unity Connection User Guide</i>, available at <a href="http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html</a>.)</li> <li>• When users receive nondelivery receipts (NDRs) to messages that they send, their e-mail client mailbox can quickly increase in size—especially if the original message included large attachments. For users who have access to e-mail messages via TTS, if their e-mail clients are configured to save their sent messages, the original message and attachments are stored in their Sent Items folders and another copy is sent to their Inboxes along with the NDR, increasing their mailbox size accordingly.</li> <li>• Users may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, users who have relatively few messages stored in their mailboxes may still find that their mailboxes exceed the storage limits.</li> <li>• User mailboxes can fill up while users are on vacation or on an extended leave of absence. To prevent this, specify that Connection will prevent callers from leaving messages when users have their alternate greetings enabled.</li> </ul> |

Table 6-1 Potential User Concerns and Misconceptions (continued)

| Potential Issue                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Managing multiple message types                           | <p>Users who are new to Cisco Unity Connection sometimes have a difficult time understanding how to manage multiple message types from a single Inbox.</p> <p>Depending on your system configuration:</p> <ul style="list-style-type: none"> <li>• Users with voice mail access can customize the order in which messages are played for new, saved, and deleted messages.</li> <li>• Users who have access to e-mail messages via TTS, and who like to manage voice mail and e-mail messages separately, can turn on the Message Type menu so that they can pick which messages to hear by type (“Press 1 for voice messages, 2 for e-mails...”). Alternatively, users can use the Cisco Unity Assistant to specify that Connection will play e-mail messages last when they check messages by phone.</li> <li>• Users who have set up an IMAP client application to access voice messages may want to create a folder in their e-mail client to store voice messages separately from other messages.</li> </ul> <p>Users can also use the Save Recording As option available from the Options menu on the Media Master to save voice messages as WAV files on their hard drives. Note, however, that private messages cannot be saved to the user hard drive. In addition, you can prohibit users from saving any messages to their hard drives, regardless of message sensitivity, by checking the Unity Inbox: Disable Save Recording As Option in Media Master check box on the System Settings &gt; Advanced &gt; PCA page in Cisco Unity Connection Administration.</p> |
| Message notification: repeat notification options         | <p>When a user chooses not to have Cisco Unity Connection restart notification each time a new message arrives, setting a long interval between repeat notification calls may lead the user to believe that Connection is delaying notification.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Passwords are not secure, or users use the wrong password | <p>Users may assume that their phone and Cisco Personal Communications Assistant (PCA) passwords are the same or are synchronized. As a result, they may think that they are changing both passwords when Cisco Unity Connection prompts them to change their phone password during first-time enrollment. Additionally, they may try to use their phone password to log on to the Cisco PCA.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Secure messaging: limitations                             | <p>To set user expectations for this feature, it is important to tell users, administrators, and help desk staff about the following limitations of the private and secure messaging feature:</p> <ul style="list-style-type: none"> <li>• When users leave a voice message after calling another user and being transferred to voice mail, they cannot mark the message private or secure.</li> <li>• The private keys that are required to decrypt secure messages are not specific to individual users or workstations. Thus, if a secure message is sent to an unintended recipient—perhaps because of an addressing mistake made by the sender or due to a system problem—Cisco Unity Connection will play the message for any recipient who receives the message as long as the recipient is homed on the same Connection server as the sender.</li> <li>• From an IMAP client, a user cannot send a secure message, nor can the user retrieve a secure message. If the user tries to listen to a secure message, a decoy message will instead be played, telling the user to log on to Connection by phone to listen to the message.</li> <li>• When you enable the Encrypt All Messages from Outside Callers and the Encrypt All Private Messages from Users settings on the System Settings &gt; Advanced &gt; Secure Messaging page, users will not be able to use IMAP clients to listen to any messages. Instead, they will need to listen to messages from the Connection conversation.</li> </ul>                                                                |

**Table 6-1** *Potential User Concerns and Misconceptions (continued)*

| Potential Issue                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Speed for elements of the Connection conversation varies | <p>Users may report that the speed at which Cisco Unity Connection plays menus, voice names, greetings, and messages is inconsistent. For example, users may report that when they listen to their messages, the message is played at a different speed than the voice names of users who leave them messages and the message properties (for example, the timestamp and message number).</p> <p>Such inconsistencies are expected when you consider the following:</p> <ul style="list-style-type: none"> <li>• Connection plays recorded names and greetings at the speed at which they were recorded. Neither you nor users can affect the playback speed of recorded names and greetings.</li> <li>• Messages played via Text to Speech (TTS) are always played at normal speed by default, regardless of message playback settings.</li> <li>• The speed that you or a user specifies for system prompts—the standard recordings that come with the Connection system, including prompts for message properties—does not affect the playback speed of messages.</li> <li>• The speed that users specify for message playback does not affect system prompts.</li> </ul> |
| Unread messages                                          | <p>Depending on how Cisco Unity Connection is set up at your organization, users may be surprised at how Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a cell phone loses its charge or signal) while users are in the process of listening to new messages. Some users may incorrectly assume that Connection marks the message as read, which is not the case.</p> <p>You can change how Connection handles unread messages when calls are disconnected by adjusting the “Mark Message Saved If User Hangs Up” setting on the System Settings &gt; Advanced &gt; Conversations page of Cisco Unity Connection Administration.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Unsent messages                                          | <p>Depending on how Cisco Unity Connection is set up at your organization, users may be surprised at how Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a cell phone loses its charge or signal) while users are in the process of sending, replying to, or forwarding a message. Some users may incorrectly assume that Connection offers a draft folder for unsent messages, which is not the case.</p> <p>You can change how Connection handles unsent messages when calls are disconnected by adjusting the “Send Message If User Hangs Up During Recording” setting on the System Settings &gt; Advanced &gt; Conversations page of Cisco Unity Connection Administration.</p>                                                                                                                                                                                                                                                                                                                                                                                                     |





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