



CHAPTER 3

Finding Users and Contacts in Cisco Unity Connection Administration

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

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

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

To Find a User Account

- Step 1** In Cisco Unity Connection Administration, click **Users**.
 - Step 2** On the Search Users page, in the Search Results table, click the user alias to display the user account.
If you do not see the user alias listed in the Search Results table, continue with [Step 3](#).
 - Step 3** In the Find Users Where search fields, indicate whether to search by Alias, Extension, First Name, Last Name, or Display Name. You can further refine your search by setting additional parameters such as Begins With or Ends With. Enter the applicable characters to search for, and click **Find**.
 - Step 4** In the Search Results table, click the user alias to display the user account.
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To Find a Contact

- Step 1** In Cisco Unity Connection Administration, click **Contacts**.
- Step 2** If the applicable record is listed in the Search Results table, click the contact to display it.
If you do not see the record listed in the Search Results table, continue with [Step 3](#).
- Step 3** In the search fields, indicate the search parameters, and enter the applicable characters to search for. Click **Find**.

Step 4 In the Search Results table, click the record name to display the record.
