

## Network Settings

### Overview: Network Settings

You use the network settings to set up and administer Cisco Unity for networking with other Cisco Unity servers and other voice messaging systems. The term networking has a broad definition and encompasses the following ideas:

- Subscribers associated with one Cisco Unity server can use the phone to send voice messages to:
  - Subscribers associated with another Cisco Unity server.
  - Individuals who use a voice messaging system other than Cisco Unity.
  - Individuals with access to a computer connected to the Internet.
- Unidentified callers can find any subscriber in the phone directory and leave a voice message. Depending on the phone system and network configuration, unidentified callers who reach the Cisco Unity automated attendant or directory assistance can be transferred to any subscriber phone, even to the phone of a subscriber who is not associated with the local server.

Cisco Unity provides the following networking options:

- **Digital Networking**—Allows messaging among multiple Cisco Unity servers connected to a single, global directory. The message transport agent (MTA) is the message transport mechanism between servers. You use this option when the Cisco Unity servers access a shared voice mail directory.
- **Internet Subscribers**—Allows messaging between Cisco Unity subscribers and individuals with access to a computer connected to the Internet.
- **SMTP Networking**—Allows messaging among Cisco Unity servers that are on separate networks. You use this option when the Cisco Unity servers have separate voice mail directories.
- **AMIS Networking**—Allows messaging to and from other voice messaging systems that support the AMIS protocol.
- **Cisco Unity Bridge Networking**—Allows messaging between a Cisco Unity system and an Octel system on an Octel analog network by using the Cisco Unity Bridge.

With the SMTP, AMIS, and Bridge networking options, you may choose blind addressing and/or create Internet, AMIS, or Bridge subscribers.

No matter which networking option you use, you always customize the primary location settings for your Cisco Unity server. If setting up Cisco Unity to communicate with another voice messaging system, you also need to create a delivery location on your local Cisco Unity server that corresponds to the other voice messaging system.

See the following sections in this chapter for more information about network settings:

- [Primary Location Profile Settings, page 27-2](#)—This section provides information about the profile settings for the primary location.
- [Primary Location Addressing Option Settings, page 27-5](#)—This section provides information about the settings that allow you to select the scope of a search performed when a subscriber uses the phone to address a message by name or extension.
- [Delivery Locations Profile Settings, page 27-9](#)—This section provides information about the profile settings for delivery locations that you create.
- [AMIS Delivery Options Settings, page 27-15](#)—This section provides information about the settings that control AMIS message transmissions.
- [AMIS Schedule Settings, page 27-16](#)—This section provides information about the AMIS schedule settings, which in conjunction with the AMIS restriction table, controls when AMIS messages are transmitted.
- [Bridge Subscriber Creation Options Settings, page 27-16](#)—This section provides information on the settings that affect auto-created Bridge subscribers.
- [Bridge Synchronization Options Settings, page 27-17](#)—This section provides information about the settings related to synchronizing the subscriber directory on the Bridge with the subscriber directory on Cisco Unity.

For more information about networking, refer to the *Networking in Cisco Unity Guide*, available on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

## Primary Location Profile Settings

Each Cisco Unity server has a primary location, which is created during installation and which cannot be deleted. The primary location identifies the Cisco Unity server and contains the networking information needed to communicate with other locations, which can be Cisco Unity servers or other voice messaging systems. With the exception of public distribution lists, all subscribers and other Cisco Unity objects (such as call handlers) created on your Cisco Unity server are associated with the primary location.

No matter which networking option Cisco Unity uses to send and receive voice messages, you need to customize the primary location of your Cisco Unity server. For more information, refer to the “Primary Location Profile Settings” section in the “Primary Location Settings” chapter of the *Networking in Cisco Unity Guide*, available on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about the profile settings for the primary location.

**Table 27-1 Network > Primary Locations > Profile Page**

Field	Considerations
Display Name	This displays the name of the primary location. To change the name, enter a new name here, and then click the Save icon.

Table 27-1 Network &gt; Primary Locations &gt; Profile Page (continued)

Field	Considerations
Dial ID	<p>Enter the ID that identifies the primary location. Enter numbers only, up to a maximum of 10 digits. The default minimum length is 3 digits.</p> <p>Although the minimum length for Dial IDs can be reduced by using the Advanced Settings Tool, one- and two-digit Dial IDs may conflict with private distribution list IDs during an address search. When a subscriber addresses a message by entering a one- or two-digit number, Cisco Unity first searches for a matching private distribution list. If a match is found, the search stops. Therefore, when a subscriber addresses a message by entering a location Dial ID to narrow down the search scope to a particular location, if the number entered matches a private distribution list ID, the conversation offers only the private distribution list as a destination. If subscribers do not address messages to other locations by first entering a Dial ID, there is no conflict and the minimum length for Dial IDs can be reduced to accommodate complex dial plans.</p> <p>The following policies are recommended:</p> <ul style="list-style-type: none"> <li>• Establish a fixed length for Dial IDs and if possible, a fixed length for extensions.</li> <li>• Assign unique Dial IDs.</li> <li>• If you use variable-length Dial IDs and extensions, the Dial IDs should be in a different numbering range than extensions.</li> <li>• If you use variable-length Dial IDs, the first digits of each ID should be unique with respect to other Dial IDs.</li> </ul>
Recorded Name	<p>Record a name for the primary location. The conversation plays the recorded name for this primary location when:</p> <ul style="list-style-type: none"> <li>• Subscribers associated with a Cisco Unity server in a different dialing domain address a message to subscribers associated with this location. (For example, assuming that New York is the recorded name for this location: “There are two matches. For John Smith, at New York, press 1. For Mary Smith press 2.”)</li> <li>• Subscribers associated with a Cisco Unity server in a different dialing domain listen to messages from subscribers associated with this location. (For example: “Message 1, a voice message, from John Smith at New York....”)</li> <li>• The setting Include Locations in Searches on the Network &gt; Primary Location &gt; Addressing Options page is enabled on another primary location. When subscribers at the other location address a message, the recorded name for this primary location may be played in the message addressing search results along with subscriber names. (For example: “There are two matches. For Chris Newton, press 1. For New York, press 2.”)</li> </ul> <p>To record the name here, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.</p>

Table 27-1 Network &gt; Primary Locations &gt; Profile Page (continued)

Field	Considerations
Dialing Domain	<p>Select from the list or enter the name of the dialing domain of which this location is a member. A dialing domain is a collection of Cisco Unity servers that are integrated with the same phone system or phone system network. Extensions within a dialing domain must be unique. The dialing domain allows Cisco Unity to handle overlapping extensions on Cisco Unity servers that are outside of the dialing domain.</p> <p>A dialing domain provides a means to scope message address and directory handler searches so that Cisco Unity does not search the entire global directory.</p> <p>The default setting is None. Use the default when:</p> <ul style="list-style-type: none"> <li>• Your installation consists of only one Cisco Unity server.</li> <li>• Your installation consists of two or more Cisco Unity servers, but each server is integrated with a separate phone system.</li> </ul> <p>There is no limit to the number of Cisco Unity servers that can be assigned to a single dialing domain, and there is no limit to the number of dialing domains. However, a Cisco Unity server can be a member of only one dialing domain.</p>
SMTP Domain Name <i>(for SMTP and VPIM networking only)</i>	<p>Enter the Internet-addressable SMTP domain name for the Cisco Unity server. This is the right half of an e-mail address after the @ symbol (for example, london.cisco.com). Do not enter the @ symbol; Cisco Unity automatically inserts it.</p> <p>The domain name is required for the SMTP and VPIM networking options. Both of these networking options use the Simple Mail Transfer Protocol (SMTP) for messaging between the local Cisco Unity server and the remote voice messaging system. When a subscriber on the local Cisco Unity server addresses a message to a remote user, the Voice Connector uses the SMTP Domain Name to construct a From address, which is required by SMTP. Messages that are missing the domain name in the From address will not be delivered. Additionally, a valid From address allows the remote recipient to reply to the message.</p>
AMIS Node ID: Country Code, Area Code, Phone Number <i>(displayed only when licensed for AMIS)</i>	<p>Enter the numbers that are transmitted by Cisco Unity to identify itself to other voice messaging systems during outgoing AMIS calls.</p> <p>During an outgoing AMIS call (when Cisco Unity is the originating system), the Node ID becomes the system number in the system number frame. The system number is used by the destination voice messaging system to dial out to send reply messages, or optionally to screen and reject incoming AMIS calls.</p> <p>The Node ID should contain all the information necessary for the destination system to send a reply message. The numbers that you enter depend on the physical location of the voice messaging system with which Cisco Unity communicates. If the country code and area code are not needed by the other voice messaging system to send a reply message, you do not need to enter them here.</p> <p>The maximum number of digits for each field is:</p> <ul style="list-style-type: none"> <li>• Country Code—4 digits</li> <li>• Area Code—3 digits</li> <li>• Phone Number—8 digits</li> </ul>

Table 27-1 Network &gt; Primary Locations &gt; Profile Page (continued)

Field	Considerations
Unity Bridge: Node ID Server Address <i>(displayed only when licensed for the Bridge)</i>	Enter information that identifies this Cisco Unity server to the Bridge and identifies the Bridge to the Cisco Unity server. <ul style="list-style-type: none"> <li>Node ID—Enter the Node ID that this Cisco Unity server represents. If this Cisco Unity server and the associated Bridge server are replacing an existing Octel Node, enter the Node ID of the Octel Node that is being replaced. The Node ID must match the Serial Number of the Unity Node that is displayed on the Unity Nodes page in the Bridge Administrator.</li> <li>Server Address—Enter the fully qualified domain name of the Bridge server with which this Cisco Unity server is associated. This is the name displayed in the Windows System Control Panel on the Network Identification tab in the Full Computer Name field on the Bridge server. The Server Address must match the Cisco Unity Bridge Domain Name that is displayed on the Digital Networking page in the Bridge Administrator.</li> </ul>

## Primary Location Addressing Option Settings

The primary location addressing options allow you to control the scope of the search that Cisco Unity performs when searching for a matching extension in the following cases:

- When a subscriber addresses a message by using the phone.
- When subscribers add members to private lists by using the phone or the Cisco Unity Assistant. (Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.)
- When an administrator adds members to public or private distribution lists by using the Cisco Unity Administrator.
- When Cisco Unity looks up the recipient for an incoming AMIS message.

You can set the scope to the local Cisco Unity server, to the dialing domain that the local Cisco Unity server is a member of, or to the entire global directory.

The addressing options also allow you to enable blind addressing searches for a matching delivery location Dial ID. You can set the blind addressing scope to those delivery locations created on the local Cisco Unity server, to delivery locations within the dialing domain, or to the entire directory.

For more information, refer to the “Primary Location Addressing Option Settings” section in the “Primary Location Settings” chapter of the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about location addressing option settings.

**Table 27-2** *Network > Locations > Addressing Options Page*

Field	Considerations
Subscriber Searches: Limit Searches To	<p>Select the scope of the search that Cisco Unity performs when a subscriber addresses a message by using the phone, when members are being added to a public or private distribution list, and for incoming AMIS messages.</p> <ul style="list-style-type: none"> <li>• Local Server—Limits the search to subscribers created on the local Cisco Unity server.</li> <li>• Dialing Domain—If a match is not found while searching the local Cisco Unity server, the search expands to include subscribers created on other Cisco Unity servers that are in the same dialing domain as the local Cisco Unity server.</li> <li>• Global Directory—After searching the local Cisco Unity server and then the dialing domain (if there is one), the search expands to include every subscriber created on other Cisco Unity servers in the directory.</li> </ul>

Table 27-2 Network &gt; Locations &gt; Addressing Options Page (continued)

Field	Considerations
Include Locations in Searches	<p data-bbox="496 317 1442 373">Check this box to have locations included in searches. For this setting to be useful to subscribers, locations need to have recorded voice names.</p> <p data-bbox="496 394 1503 577">When checked, this setting allows subscribers to address a message in two steps. First subscribers select a particular location (either by spelling the name or by entering the Dial ID). If Cisco Unity finds a matching location, the recorded voice name for the location is played (assuming one has been recorded), and subscribers are prompted to select the extension for the recipient at that location (either by spelling the name or by entering the extension). This allows subscribers to limit a search to a specific location.</p> <p data-bbox="496 598 1503 655">This option is useful when the global directory is large and addressing a message by name results in many matches.</p> <p data-bbox="496 676 1458 764">For example, assume there are two Cisco Unity servers that use Digital Networking to exchange messages. Assume 100 is the Dial ID for the primary location of the remote Cisco Unity server, and that a voice name for the location has been recorded.</p> <ul data-bbox="509 785 1511 1180" style="list-style-type: none"> <li data-bbox="509 785 1479 842">• A subscriber enters 100# to address a message to someone on the other Cisco Unity server.</li> <li data-bbox="509 863 1511 919">• When the primary location 100 is found, the conversation plays, “For location &lt;recorded voice name&gt;, press #.”</li> <li data-bbox="509 940 1471 997">• When the sender presses # to confirm, the conversation plays, “Enter the extension followed by #.”</li> <li data-bbox="509 1018 1503 1106">• The subscriber enters 12345#. If Cisco Unity finds a matching subscriber extension at location 100, the conversation plays, “For &lt;subscriber recorded voice name&gt; at extension 12345, press #.”</li> <li data-bbox="509 1127 1503 1184">• When the sender presses # to confirm, the conversation plays, “Added. To add another name, press 1. To record the message, press #.”</li> </ul> <p data-bbox="496 1205 1511 1262">When subscribers address a message by using blind addressing, Cisco Unity provides voice name confirmation for the delivery location to which the message is addressed.</p> <p data-bbox="496 1283 1511 1339">For example, assume there is a delivery location with the Dial ID 200 and that a voice name for the location has been recorded.</p> <ul data-bbox="509 1360 1511 1596" style="list-style-type: none"> <li data-bbox="509 1360 1458 1417">• A subscriber enters 20056789# to blind address a message to someone at delivery location 200 with the remote mailbox number 56789.</li> <li data-bbox="509 1438 1511 1495">• When delivery location 200 is found, Cisco Unity plays, “For location, &lt;recorded voice name&gt;, press #.”</li> <li data-bbox="509 1516 1511 1596">• When the sender presses # to confirm, Cisco Unity plays, “Extension 56789 at location &lt;recorded voice name&gt;, added. To add another name, press 1. To record the message, press #.”</li> </ul>

Table 27-2 Network &gt; Locations &gt; Addressing Options Page (continued)

Field	Considerations
Blind Addressing: Allowed Locations	<p>Select the scope of the blind addressing search for a matching delivery location that Cisco Unity performs when a subscriber addresses a message by using the phone. Select one of the following:</p> <ul style="list-style-type: none"> <li>• None—Do not allow blind addressing searches.</li> <li>• Local Server—Limits the search to delivery locations that were created on your Cisco Unity server.</li> <li>• Dialing Domain—If a match is not found while searching the local Cisco Unity server, the blind addressing search expands to include those delivery locations created on other Cisco Unity servers that are in the same dialing domain as the local Cisco Unity server.</li> <li>• Global Directory—After searching the local Cisco Unity server and then the dialing domain (if there is one), the search expands to include every delivery location created on other Cisco Unity servers in the global directory.</li> </ul>

## Messaging Among Cisco Unity Servers in the Entire Exchange 5.5 Organization

By default, setting the subscriber and blind addressing scope to either Dialing Domain or Global Directory means that the search will find only the subscribers, locations, and distribution lists created on Cisco Unity servers within the same Exchange 5.5 site as the local Cisco Unity server. To allow messaging among all the Cisco Unity servers in the entire Exchange 5.5 organization, you also must change several registry keys, as described in the following procedure. (Note that you do not need to do this procedure if all the Cisco Unity servers are in the same Exchange 5.5 site, or if the Cisco Unity servers use Exchange 2000.)

### To Allow Messaging Among Cisco Unity Servers in the Entire Exchange 5.5 Organization

**Step 1** Stop the AvDSEx55 service. (On the Windows Start menu, click **Programs > Administrative Tools > Services**. Right-click **AvDSEx55**, and select **Stop**.)

**Step 2** Start Regedit.



**Caution** Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) Note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

**Step 3** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

**Step 4** Expand the following key:

HKEY\_LOCAL\_MACHINE\Software\ActiveVoice\DirSynchEx55\1.00\Locations

**Step 5** Double-click **SearchRoot** to display the Edit String dialog box.

**Step 6** Replace the entire string in the Value Data box with the following:

**o=OrganizationName**

Substitute the name of your Exchange organization for **OrganizationName**. Verify that the value in the box is only **o=OrganizationName**.

**Step 7** Click **OK**.

**Step 8** Expand the following key:

```
HKEY_LOCAL_MACHINE\Software\ActiveVoice\DirSynchEx55\1.00\MailUsers
```

**Step 9** Double-click **SearchRoot** to display the Edit String dialog box.

**Step 10** Replace the entire string in the Value Data box with the following:

**o=OrganizationName**

Substitute the name of your Exchange organization for **OrganizationName**. Verify that the value in the box is only **o=OrganizationName**.

**Step 11** Click **OK**.

**Step 12** Expand the following key:

```
HKEY_LOCAL_MACHINE\Software\ActiveVoice\DirSynchEx55\1.00\DistributionLists
```

**Step 13** Double-click **SearchRoot** to display the Edit String dialog box.

**Step 14** Replace the entire string in the Value Data box with the following:

**o=OrganizationName**

Substitute the name of your Exchange organization for **OrganizationName**. Verify that the value in the box is only **o=OrganizationName**.

**Step 15** Click **OK**.

**Step 16** Expand the following key:

```
HKEY_LOCAL_MACHINE\Software\ActiveVoice\DirSynchEx55\1.00
```

**Step 17** Double-click **LastUSN** to display the Edit DWORD Value dialog box.

**Step 18** Replace the value in the Value data box with **0**.

**Step 19** Click **OK** and then close Regedit.

**Step 20** Start the AvDSEx55 service. (On the Windows Start menu, click **Programs > Administrative Tools > Services**. Right-click **AvDSEx55**, and select **Start**.)

## Delivery Locations Profile Settings

Delivery locations are Cisco Unity objects that contain the addressing information that Cisco Unity needs to send messages to and receive messages from other voice messaging systems—which may or may not be Cisco Unity. You create a delivery location that corresponds to each remote messaging system that the local Cisco Unity server communicates with.

When creating a delivery location, you specify a Destination Type—either SMTP, AMIS, Bridge, or VPIM. The Destination Type determines which fields are displayed on the delivery locations page.

If you change the Domain Name and/or the Dial ID on a delivery location after creating AMIS, Bridge, or VPIM subscriber accounts, extension addresses are not automatically updated. You should run the Extension Address utility to generate new extension addresses. For more information, refer to the

*Networking in Cisco Unity Guide*, which is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

When more than one Cisco Unity server is networked together via Digital Networking, information about the primary locations on other Cisco Unity servers is displayed on the Delivery Location page. This information is display only.

Use the following tables to learn more about the profile settings for delivery locations.

**Table 27-3 Settings Applicable to All Types of Delivery Locations**

Field	Considerations
Name	This displays the name of the delivery location. To change the name, enter a new name here, and then click the Save icon.
Dial ID	<p>Enter the ID that identifies the location to Cisco Unity. Enter numbers only, up to a maximum of ten digits. The default minimum length is three digits.</p> <p>Although the minimum length for Dial IDs can be reduced by using the Advanced Settings Tool, one- and two-digit Dial IDs may conflict with private distribution list IDs during an address search. When a subscriber addresses a message by entering a one- or two-digit number, Cisco Unity first searches for a matching private distribution list. If a match is found, the search stops. Therefore, when a subscriber addresses a message by entering a location Dial ID (to narrow down the search scope to a particular location), if the number entered matches a private distribution list ID, the conversation offers only the private distribution list as a destination. If subscribers do not address messages to other locations by first entering a Dial ID, there is no conflict, and the minimum length for Dial IDs can be reduced to accommodate complex dial plans.</p> <p>When addressing a message to another location by using blind addressing, subscribers dial a number that is made up of the Dial ID and the extension (or the remote mailbox number) of the recipient.</p> <p>When setting up SMTP networking with a Cisco Unity server in a different directory, the ID that you enter here must match the Dial ID of the primary location at the corresponding remote Cisco Unity server.</p> <p>The following policies are recommended:</p> <ul style="list-style-type: none"> <li>• Establish a fixed length for Dial IDs and if possible, a fixed length for extensions.</li> <li>• Assign unique Dial IDs. Dial IDs should not be the same as other Dial IDs or extensions.</li> <li>• Assign three-digit Dial IDs.</li> <li>• Use a different numbering range for Dial IDs than for extensions.</li> <li>• If you use variable-length Dial IDs, the first digits of each ID should be unique with respect to other Dial IDs.</li> </ul> <p>If you change the Dial ID after creating subscriber accounts associated with this location, run the Extension Address utility to generate new extension addresses. To run the utility, on the Windows Start menu, click Programs &gt; Unity &gt; Extension Address Utility, and then click Update. It may take three to five minutes for the addresses to be updated in Exchange.</p>

**Table 27-3 Settings Applicable to All Types of Delivery Locations (continued)**

Field	Considerations
Recorded Name	<p>Record a name for the delivery location. The subscriber conversation plays this recorded name when the setting Include Locations in Searches on the Network &gt; Primary Location &gt; Addressing Options page is enabled. When subscribers address a message, the recorded name for this delivery location is played in the message addressing search results along with subscriber names. (For example: “There are two matches. For Chris Newton, press 1. For New York, press 2.”) Additionally, the subscriber conversation plays this recorded name when subscribers address messages by using blind addressing to this delivery location.</p> <p>To record the name here, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.</p>
Destination Type	<p><i>Display only.</i> Indicates the type of delivery location. The Destination Type is specified when the delivery location is created, and it cannot be changed. The Destination Type is one of the following:</p> <ul style="list-style-type: none"> <li>• SMTP—Indicates that the delivery location corresponds to a remote Cisco Unity server that accesses a directory different than the local Cisco Unity server. Messages between the local and remote Cisco Unity servers are encoded in a proprietary format and delivered over the Internet or a private TCP/IP network by using the standard Simple Mail Transfer Protocol (SMTP).</li> <li>• AMIS—Indicates that the delivery location corresponds to an AMIS-compliant voice messaging system. Messages are sent by using the industry-standard Audio Messaging Interchange Specification analog (AMIS-a) protocol.</li> <li>• Bridge—Indicates that the delivery location corresponds to an Octel node in an Octel analog network. Messages are exchanged between Cisco Unity and the Octel system by using the Cisco Unity Bridge. Cisco Unity sends messages to the Bridge in Voice Profile for Internet Mail (VPIM) format with proprietary extensions. The Bridge converts the message format and sends it to the appropriate Octel server by using the Octel Analog Networking protocol.</li> <li>• VPIM—Indicates that the delivery location corresponds to a VPIM-compliant voice messaging system. Messages are sent by using the industry-standard VPIM protocol over the Internet or a private TCP/IP network.</li> </ul>

Table 27-4 Settings Specific to AMIS Delivery Locations

Field	Considerations
Delivery Phone Number	Enter the phone number, including trunk access code, that Cisco Unity dials for outgoing AMIS calls to the remote voice messaging system that corresponds to this delivery location.
Node ID: Country Code, Area Code, Phone Number	<p>Enter the numbers used to identify the remote voice messaging system that corresponds to this delivery location. This Node ID must match the Node ID that the corresponding remote voice messaging system transmits during incoming calls. Cisco Unity accepts messages only from known AMIS nodes, so the Node ID entered here must exactly match the Node ID that the remote voice messaging system transmits.</p> <p>Although the Node ID numbers should contain all the information necessary for Cisco Unity to send a reply message to the originating system, this is not enforced because of the different ways in which voice messaging systems implement the AMIS protocol. Therefore, the only requirement is that the numbers entered here match the Node ID that the corresponding remote voice messaging system transmits.</p> <p>The maximum number of digits for each field is:</p> <ul style="list-style-type: none"> <li>• Country Code—4 digits</li> <li>• Area Code—3 digits</li> <li>• Phone Number—8 digits</li> </ul>
Disable Outbound Message Delivery to This AMIS Location	<p>By default, this box is unchecked. When an outbound AMIS call to this delivery location is answered by a person or a non-AMIS compliant voice messaging system (such as an answering machine), this box is checked automatically. Checking the box automatically prevents Cisco Unity from repeatedly attempting to deliver messages to an incorrect Delivery Phone Number.</p> <p>If the call is answered by a person, Cisco Unity plays a prompt that instructs the person to prevent further calls by pressing a touchtone. If the person presses the touchtone, Cisco Unity checks this box and disables outbound calls to this location. If the person simply hangs up, or if a non-AMIS compliant voice messaging system answers (such as an answering machine), Cisco Unity retries the delivery phone number according to the settings on the Network &gt; AMIS Options &gt; Delivery Options page. When the maximum number of retries has been reached, Cisco Unity checks this box to disable further calls to this number.</p> <p>Any messages that could not be delivered to this location remain in the UAmis mailbox until you confirm the delivery phone number and then uncheck this box. An error is logged in the Windows Application Event log when messages remain in the UAmis mailbox for more than 24 hours.</p> <p>Note that when multiple Cisco Unity servers are networked together, you can view the contents of delivery locations created on other Cisco Unity servers, and edit this field from your local server.</p>

**Table 27-5 Bridge Delivery Location Profile Settings**

Field	Considerations
Bridge Server Address	<i>Display only.</i> This is the address of the Bridge server. You set the Bridge server address on the Primary Location page.
Octel Node ID	<p>Enter the number of the Octel node that corresponds to this delivery location. This number must match the Serial Number of one of the nodes displayed on the Octel Nodes page in the Bridge Administrator. In turn, the Serial Number of an Octel node in the Bridge Administrator must match the number of an Octel node.</p> <p>You create a Bridge delivery location for each Octel node that is listed on the Octel Nodes page on the Bridge.</p>

**Table 27-6 Settings Specific to SMTP Delivery Locations**

Field	Considerations
Domain Name	<p>Enter the Internet-addressable SMTP domain name for the Cisco Unity server that corresponds to this delivery location. This is the right half of an e-mail address after the @ symbol (for example, london.cisco.com). Do not enter the @ symbol; Cisco Unity automatically inserts it.</p> <p>This field must match the SMTP Domain Name in the corresponding remote primary location. When subscribers on the local Cisco Unity server address messages to subscribers on the remote Cisco Unity server, the Voice Connector obtains the Domain Name to construct the To address in the following format:</p> <p>SMTP:IMCEAVOICE:&lt;Delivery Location Dial ID&gt;_&lt;Extension&gt;@&lt;DomainName&gt;</p>

**Table 27-7 VPIM Delivery Location Profile Settings**

Field	Considerations
VPIM Location SMTP Domain Name	<p>Enter the Internet-addressable SMTP domain name that is used to construct addresses for individuals who use the voice messaging system that corresponds to this delivery location. This is the right half of an e-mail address after the @ symbol (for example, london.cisco.com). Do not enter the @ symbol; Cisco Unity automatically inserts it.</p> <p>The Voice Connector accepts VPIM messages only from addresses with a domain name that corresponds to a SMTP Domain Name in a VPIM Delivery Location. Therefore, the domain name entered here must exactly match the domain name that the remote voice messaging system uses when sending messages to Cisco Unity.</p>
VPIM Location Remote Phone Prefix	<p>Enter the number that is used to construct addresses for individual who use the voice messaging system that corresponds to this delivery location. The maximum allowable digits in the prefix is 64.</p> <p>On outgoing messages from Cisco Unity to this VPIM location, the Voice Connector adds the prefix to the beginning of the recipient mailbox number to form the To address.</p> <p>On incoming messages to Cisco Unity from this VPIM location, the Voice Connector removes the prefix from the beginning of the sender mailbox number to form the From address.</p> <p>If all delivery locations have a unique domain name, this field is optional. This field is required to be a unique number if you have multiple delivery locations with the same domain name.</p>

Table 27-7 VPIM Delivery Location Profile Settings (continued)

Field	Considerations
Cisco Unity Location: Unity Phone Prefix	<p>Enter the number that is used to construct addresses for Cisco Unity subscribers who send messages to individuals who use the voice messaging system that corresponds to this delivery location. The maximum allowable digits in the prefix is 64.</p> <p>On outgoing messages from Cisco Unity subscribers to subscribers at this VPIM location, the Voice Connector adds the prefix to the beginning of the sender mailbox number to form the From address.</p> <p>On incoming messages to Cisco Unity subscribers from subscribers at this VPIM location, the Voice Connector removes the prefix from the beginning of the recipient mailbox number to form the To address.</p> <p>If all delivery locations have a unique domain name, this field is optional. This field is required to be a unique number if you have multiple delivery locations with the same domain name.</p>
Audio Format Conversion	<p>Indicate whether incoming messages from this VPIM location should be converted to another audio format.</p> <p>The Voice Connector can receive VPIM messages with voice attachments in the G.711, GSM 6.10, and G.726 audio formats. If you want the messages to be stored in the same format in which they were sent, select Do Not Convert Incoming Messages. (Note that the Voice Connector will add a RIFF header to a message in the G.726 format if the header is missing. Without the RIFF header, Windows-based audio players will be unable to play messages.)</p> <p>If incoming messages are in a format not fully supported by Cisco Unity, they should be converted to one of the following:</p> <ul style="list-style-type: none"> <li>• G.711 (mu-law)</li> <li>• G.729a</li> <li>• GSM 6.10</li> </ul> <p>Cisco Unity will store messages from this VPIM location in the selected audio format. Note that the G.711 and GSM 6.10 codecs are installed automatically by Windows, and the G.729a codec is installed by Cisco Unity.</p> <p>Verify that the appropriate codec is installed on all Cisco Unity servers and other computers that access these messages. In particular:</p> <ul style="list-style-type: none"> <li>• If your organization has multiple Cisco Unity servers networked together, all of the Cisco Unity servers must have the codec installed.</li> <li>• If subscribers use ViewMail or the Cisco Unity Inbox to listen to messages, the codec must be installed on each subscriber workstation.</li> </ul>
When Sending Messages from Cisco Unity Include the Sender's Recorded Name	<p>Check this box to have the voice name of the sending Cisco Unity subscriber added to the beginning of each message sent to this VPIM location.</p>
When Sending Messages from Cisco Unity Include the Sender's vCard	<p>Check this box to have the Voice Connector attach a vCard that contains information about the sending Cisco Unity subscriber to each outgoing message to this VPIM location. The vCard will contain the following information about the sender:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Phone Number</li> <li>• E-mail Address</li> </ul>

# AMIS Delivery Options Settings

The AMIS delivery options settings control attributes of outgoing AMIS calls. These settings apply to messages sent to all AMIS delivery locations and AMIS subscribers created on your Cisco Unity server.

One of the settings that you specify here is the Local Dial Restriction Table. This restriction table and the AMIS schedule together determine when outgoing AMIS calls are made. See the “[Overview: Restriction Tables](#)” section on page 25-1 for basic information about restriction tables.

For more information, refer to the “AMIS Networking” chapter in the *Networking in Cisco Unity Guide*. This guide is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about AMIS delivery options settings.

**Table 27-8** Network > AMIS Options > Delivery Options Page

Field	Considerations
Deliver Urgent Messages Immediately	Check this box to allow messages marked urgent to be delivered immediately. Checking this box overrides both the Local Dial Restriction Table and the AMIS schedule. When the box is unchecked, Cisco Unity handles urgent messages the same as non-urgent messages.
Local Dial Restriction Table	Select a restriction table that determines which AMIS delivery numbers can be processed immediately. If an AMIS delivery number is allowed by the restriction table, messages to this number are delivered immediately. If the delivery number is not allowed by the restriction table, messages are queued in the UAmis mailbox until the AMIS schedule becomes active.  By default, the Local Dial Restriction Table field is set to the predefined Default AMIS restriction table. You can modify the Default AMIS restriction table or select another restriction table. For example, you may want to modify this restriction table to disallow long distance delivery numbers, and adjust the AMIS schedule to become active when the long distance phone rates are lower.
If the Remote System Does Not Answer: Hang Up After This Many Rings	Specify the number of rings that Cisco Unity waits for the remote node to answer when making an AMIS call. After the specified number of rings, Cisco Unity hangs up. The default value is 4.
If the Remote System Does Not Answer: Try Calling This Many Times	Specify the number of times that Cisco Unity makes AMIS redelivery attempts when the remote system did not answer the initial call. The default value is 4.  When the schedule that allows AMIS deliveries becomes inactive, the count that Cisco Unity maintains for this setting is reset to 0.
If the Remote System Does Not Answer: Retry After This Many Minutes	Specify the number of minutes that Cisco Unity waits after an AMIS call is not answered before attempting the call again. The default value is 5 minutes.
If the Remote System Is Busy: Try Calling This Many Times	Specify the number of times that Cisco Unity makes AMIS redelivery attempts when the initial attempt resulted in a busy signal. The default value is 4.  When the schedule that allows AMIS deliveries becomes inactive, the count that Cisco Unity maintains for this setting is reset to 0.
If the Remote System Is Busy: Retry After This Many Minutes	Specify the number of minutes that Cisco Unity waits after receiving a busy signal before attempting the AMIS call again. The default value is 5 minutes.

## AMIS Schedule Settings

The AMIS schedule and the AMIS restriction table together determine when outgoing AMIS calls are made. If a delivery number for an outgoing AMIS message is allowed by the AMIS restriction table, the message is sent immediately—the schedule settings do not apply. If the delivery number is not allowed by the AMIS restriction table, the schedule determines when the message is sent. Therefore, the schedule determines when messages are sent for delivery numbers that are disallowed by the AMIS restriction table.

Cisco Unity batches messages to a delivery location, with a maximum of nine messages per batch. If an AMIS transmission is in progress when the schedule becomes inactive, the transmission of the entire batch of messages is completed. However, any other messages remaining in the queue, but not in the batch that was in the process of being transmitted, are queued until the next active time in the schedule. Queued messages are placed in the Inbox for the UAmis account.

Because the transmission of AMIS messages may tie up voice ports for long periods of time, you may want to schedule outgoing AMIS calls during closed hours or at times when Cisco Unity is not processing many calls. Additionally, if most or all of your AMIS delivery numbers are long distance, you may want to schedule the AMIS calls when the long distance phone rates are lower.

For more information, refer to the “AMIS Networking” chapter in the *Networking in Cisco Unity Guide*. This guide is available on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about AMIS schedule settings.

**Table 27-9** Network > AMIS > Schedule Page

Field	Considerations
Click Individual Blocks to Set Hours	Click the blocks in the grid to change from inactive to active hours. Click the block again to undo your change. Messages queued in the UAmis mailbox are sent only during the active hours on the schedule. Note that you can set active and inactive hours for one day, then use the Copy Day's Schedule box to copy the settings to other days.
Copy Day's Schedule	To avoid clicking the same blocks for more than one day, use the Copy Day's Schedule and >> functions. Select a day to copy, then select which days to copy the schedule setting to.

## Bridge Subscriber Creation Options Settings

The creation options are applied to the Bridge subscribers automatically created by Cisco Unity when it receives an “Add User” request from the Bridge. These settings allow you to select the subscriber template and to choose whether these auto-created Bridge subscribers are shown in the global address book.

The Bridge acts as a networking gateway between Cisco Unity and an existing Octel system on an Octel analog network. In addition to the settings here, you also configure settings on the Bridge server itself. For more information, refer to the *Cisco Unity Bridge Networking Guide*. The *Cisco Unity Bridge Networking Guide* is available on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about Bridge subscriber options settings.

**Table 27-10 Network > Bridge Options > Bridge Subscriber Creation Options Page**

Field	Considerations
Subscriber Template	<p>Select the template on which to base new Bridge subscriber accounts. The template affects most subscriber settings.</p> <p>By default, the predefined {Bridge Subscriber} Template will be used for auto-created Bridge subscribers, but you may select another template. By default, Bridge subscribers created by using the {Bridge Subscriber} Template are not added to the All Subscribers distribution list and are not listed in the Cisco Unity phone directory.</p>
Show Created Subscribers in Your E-Mail Server Address Book	<p>Specify whether the auto-created Bridge subscribers should be listed in the Exchange address list.</p> <p>Depending on your installation, the users of the remote voice messaging system may already have Windows accounts and Exchange mailboxes on your local network. Therefore, when Bridge subscriber accounts are created for these people, the Exchange address list will contain duplicate listings—the existing user account and a contact for Exchange 2000 users. Both listings are viewable in Outlook, unless you hide the Bridge subscribers.</p> <p>The default setting is to not show the Bridge subscribers. To show the Bridge subscribers in the Exchange address list, check the box.</p>

## Bridge Synchronization Options Settings

The Bridge synchronization options allow you to control the scope when synchronizing the subscriber directory on the Bridge with the subscriber directory on Cisco Unity. Additionally, it provides an option for forcing a full synchronization.

The Bridge acts as a networking gateway between Cisco Unity and an existing Octel system on an Octel analog network. In addition to the settings here, you also configure settings on the Bridge server itself. For more information, refer to the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

Use the following table to learn more about Bridge synchronization options settings.

**Table 27-11 Network > Bridge Options> Bridge Synchronization Options Page**

Field	Considerations
Synchronize Subscribers From The	<p>Specify the scope for the synchronization of the subscriber directory on the Bridge with subscribers on Cisco Unity. Choose one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Local Server</b>—Subscriber information for subscribers on this Cisco Unity server is sent to the Bridge. Information about subscribers on other Cisco Unity servers is not synchronized. Choose this option when each Cisco Unity server is connected to a separate Bridge server.</li> <li>• <b>Dialing Domain</b>—Subscriber information is sent to the Bridge for subscribers in the dialing domain of which this Cisco Unity server is a member. Information about subscribers outside of the dialing domain is not synchronized. Choose this option when this server acts as the bridgehead server for the other Cisco Unity servers in the dialing domain.</li> <li>• <b>Global Directory</b>—Subscriber information for all subscribers in the global directory is sent to the Bridge. Choose this option when this server acts as the bridgehead server for the other networked Cisco Unity servers.</li> </ul> <p>When a subscriber account in the selected scope is added, deleted, or modified, Cisco Unity sends the account information to the Bridge. The Bridge makes this information available to other Octel nodes when they make an administrative call to retrieve the voice and text names of Cisco Unity subscribers.</p>

**Table 27-11 Network > Bridge Options> Bridge Synchronization Options Page (continued)**

Field	Considerations
Synchronize	<p>Click this button to force a full synchronization of subscriber data on Cisco Unity with the subscriber directory on the Bridge, according to the synchronization scope.</p> <p>When Cisco Unity and the Bridge are set up for networking, the initial full synchronization happens automatically. However, in some cases you may need to initiate the first synchronization by clicking the Synchronize button.</p> <p>During normal operation, Cisco Unity automatically synchronizes subscriber information with the Bridge on a regular basis. However, you may want to force synchronization if the Cisco Unity server, the Bridge, or the network connection to the Bridge has been down for a long period of time, and if there have been numerous changes to subscriber information in Cisco Unity.</p> <p>Directory synchronization does not impact messaging. Subscribers can still send and receive messages when the directories are not synchronized.</p> <p>The time necessary for a full synchronization depends on many factors, such as the network connection to the Bridge, the size of the directory, whether subscribers have recorded voice names, and the codec used to record the voice names. (Voice name data is large in comparison with the other subscriber information that is sent to the Bridge.)</p> <p>To get an idea of how long full synchronization from Cisco Unity to the Bridge may take, here are a few examples obtained during testing:</p> <ul style="list-style-type: none"> <li>• 1000 subscribers with 5-second voice names recorded with the G.711 codec—approximately 5 hours</li> <li>• 1000 subscribers with no recorded voice names—approximately 3 minutes</li> <li>• 1000 subscribers with 2.5-second voice names recorded with the G.711 codec—approximately 2.5 hours</li> <li>• 1000 subscribers with 2.5-second voice names recorded with the G.729a codec—approximately 1 hour</li> </ul>

