



## **Networking in Cisco Unity Guide (With IBM Lotus Domino)**

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## **Preface** i

Purpose	i
Audience	i
Document Conventions	i
Cisco Unity Documentation	ii
Obtaining Documentation	ii
Cisco.com	ii
Ordering Documentation	iii
Documentation Feedback	iii
Obtaining Technical Assistance	iii
Cisco Technical Support Website	iv
Submitting a Service Request	iv
Definitions of Service Request Severity	iv
Obtaining Additional Publications and Information	v

---

## **CHAPTER 1**

### **Networking in Cisco Unity** 1-1

Overview: Networking in Cisco Unity	1-1
New and Changed Functionality	1-1
Cross-Server Live Reply to Subscribers on Networked Cisco Unity Servers	1-1
Cross-Server Log On for Multiple Cisco Unity Servers	1-2
Cross-Server Transfers from the Automated Attendant or a Directory Handler	1-2

---

## **CHAPTER 2**

### **Digital Networking** 2-1

Overview: Digital Networking	2-1
Requirements for Setting Up Digital Networking	2-2
In This Chapter	2-2
Setting Up Digital Networking	2-2
Prerequisites	2-2
Task List: Setting up Digital Networking	2-3
Procedures for Setting Up Cisco Unity to Use Digital Networking	2-3
Adding Monitored Address Books	2-3
Customizing the Primary Location	2-5
Setting the Addressing, Directory Handler, and Automated Attendant Search Scopes	2-5

- Enabling Identified Subscriber Messaging Between Networked Cisco Unity Subscribers 2-7
- Modifying the All Subscribers Public Distribution List 2-8
- Testing the Digital Networking Setup 2-8
- Digital Networking Concepts and Definitions 2-10
  - Locations and Digital Networking 2-10
  - Dialing Domains 2-10
  - Addressing Options for Non-Networked Phone Systems 2-13
  - Cisco Unity Administrator Scope 2-15
  - Granting Administrative Rights to Other Cisco Unity Servers 2-17
  - Distribution Lists 2-17
- Notable Behavior 2-18
  - Mapping Subscribers to Cisco Unity Servers 2-18

---

**CHAPTER 3**

**Internet Subscribers 3-1**

- Overview: Internet Subscribers 3-1
- Setting Up Internet Subscriber Accounts 3-1
  - Prerequisites 3-1
  - Creating Internet Subscriber Accounts 3-2
- Internet Subscriber Concepts and Definitions 3-7
  - Subscriber Experience with Internet Subscribers 3-8
  - Deleting Internet Subscribers 3-8
- Notable Behavior 3-8
  - Internet Subscribers Are Not Identified 3-8
  - Call Transfer Settings and Internet Subscribers 3-9

---

**CHAPTER 4**

**Primary Location Settings 4-1**

- Overview: Primary Location Settings 4-1
- Primary Location Profile Settings 4-1
  - Assigning Dial IDs 4-1
- Primary Location Addressing Option Settings 4-4
  - Subscriber Addressing Options 4-5
  - Location Addressing Options Settings 4-8

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**INDEX**



## Preface

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This preface describes the purpose, audience, and conventions of the *Networking in Cisco Unity Guide*, and provides information on how to obtain related documentation.

## Purpose

The *Networking in Cisco Unity Guide* introduces you to the various networking options available in Cisco Unity, and explains how to set them up.

The *Networking in Cisco Unity Guide* focuses on Cisco Unity. It does not provide information on Microsoft Exchange, Microsoft Windows NT, Microsoft Windows 2000, and IBM Lotus Domino, or on configuring other voice messaging systems.

## Audience

The *Networking in Cisco Unity Guide* is intended for system administrators and others responsible for setting up and managing Cisco Unity. If you are administering the Cisco Unity server, you need a working knowledge of Windows NT/2000 and of the message store (Domino, Exchange 2000, Exchange 2003, or Exchange 5.5) in which voice messages are stored. If you are setting up Cisco Unity to communicate with other voice messaging systems, you need a working knowledge of those voice messaging systems.

## Document Conventions

This guide uses the following conventions:

**Table 1**     *Networking in Cisco Unity 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>

**Table 1** Networking in Cisco Unity Guide Conventions (continued)

Convention	Description
< > (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: <ul style="list-style-type: none"> <li>On menus. (Example: On the Windows Start menu, click <b>Settings &gt; Control Panel &gt; Phone and Modem Options</b>.)</li> <li>In the navigation bar of the Cisco Unity Administrator. (Example: Go to the <b>System &gt; Configuration &gt; Settings</b> page.)</li> </ul>

The *Networking in Cisco Unity 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 Documentation

For descriptions and the URLs of Cisco Unity documentation on Cisco.com, refer to the *About Cisco Unity Documentation* guide. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/about/aboutdoc.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm).

## 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/univercd/home/home.htm>

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)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

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- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support 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, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support 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>

## 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 automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC 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 TAC 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)—Your 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 operation 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 your network is impaired, but 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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *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>
- *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>
- 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>





# Networking in Cisco Unity

## Overview: Networking in Cisco Unity

In Cisco Unity, “networking” is the general term for messaging between Cisco Unity servers, and between Cisco Unity subscribers and individuals who do not use Cisco Unity. 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 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.

## New and Changed Functionality

This section provides information about new and changed functionality related to the networking options in Cisco Unity 4.0(4). For information about new and changed functionality for all of Cisco Unity, refer to the *Release Notes for Cisco Unity Release 4.0(4)*, available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/relnote/cu404rn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/relnote/cu404rn.htm).

## Cross-Server Live Reply to Subscribers on Networked Cisco Unity Servers

Live reply allows subscribers who listen to their messages by phone to respond to a message from another subscriber by calling that subscriber. In Cisco Unity 4.0(4), the live reply functionality has been enhanced so that subscribers can live reply to messages from subscribers on other Cisco Unity servers in a dialing domain. To enable cross-server live reply, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, including entering the pilot numbers of other Cisco Unity servers in the dialing domain.

For more information, refer to the *White Paper: Using Cross-Server Log On, Transfer, and Live Reply*, available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpaper/crossbox.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpaper/crossbox.htm).

## Cross-Server Log On for Multiple Cisco Unity Servers

The cross-server log on feature allows you to provide subscribers with one phone number that they can call to log on to Cisco Unity from outside your organization. To enable cross-server log on, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, including entering the pilot numbers of other Cisco Unity servers in the dialing domain. After cross-server log on is configured, all subscribers can call the pilot number for one Cisco Unity server, and be transferred to their home Cisco Unity server to log on.

For more information, refer to the *White Paper: Using Cross-Server Log On, Transfer, and Live Reply*, available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/crossbox.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/crossbox.htm).

## Cross-Server Transfers from the Automated Attendant or a Directory Handler

The cross-server transfer feature allows for supervised transfers of calls from the automated attendant or a directory handler of one Cisco Unity server to a subscriber on another Cisco Unity server in the dialing domain. To enable cross-server transfers, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, including entering the pilot numbers of other Cisco Unity servers in the dialing domain. After cross-server transfers are enabled, calls from the automated attendant or a directory handler are first transferred to the Cisco Unity server on which the subscriber is homed. The home Cisco Unity then checks the call transfer settings of the called subscriber before transferring the call to the subscriber.

For more information, refer to the *White Paper: Using Cross-Server Log On, Transfer, and Live Reply*, available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/crossbox.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/crossbox.htm).



## Digital Networking

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### Overview: Digital Networking

Each Cisco Unity server has a maximum number of subscribers that it can serve. When the voice messaging needs of your organizations require more than one Cisco Unity server, the servers can be networked together such that they access a single, global directory, while at the same time, each Cisco Unity installation in the network continues to serve only those subscribers that were created on the server. Digital Networking is the Cisco Unity feature that allows subscribers associated with one Cisco Unity server to exchange messages with subscribers associated with other Cisco Unity servers. With Digital Networking, subscribers can use the phone to log on to Cisco Unity and send voice messages to subscribers associated with other Cisco Unity servers (“To send a message, press 2”). After listening to messages, subscribers can reply to messages sent from subscribers on other Cisco Unity servers.

When the networked Cisco Unity servers are integrated with the same phone system, the servers can be grouped into a dialing domain and configured such that:

- Calls are transferred from the automated attendant or directory assistance to subscribers who are not associated with the local server.
- Subscribers who call and leave messages for subscribers on other Cisco Unity servers in the dialing domain are identified as subscribers. (In other words, identified subscriber messaging (ISM) works for networked subscribers.)

Subscribers use the same Cisco Unity tools for messaging with subscribers on other networked Cisco Unity servers that they use for messaging with subscribers on the same server. If your organization also has the FaxMail and Text to Speech e-mail features, subscribers can use the phone to forward fax and e-mail messages to any subscriber in the organization.

Although Cisco Unity stores information about subscribers (and other Cisco Unity objects such as call handlers) in a SQL database on the Cisco Unity server, a small subset of information about subscribers, distribution lists, and locations is also stored in the directory to enable Digital Networking. When subscriber and location data from other Cisco Unity servers replicates in the directory, Cisco Unity detects the data and updates the SQL database. Because of directory replication, each Cisco Unity server has the information that it needs to address voice messages to subscribers associated with the other Cisco Unity servers.

The directory (or address book) in which Cisco Unity stores data and from which subscribers and distribution lists are imported is specified in the Message Store Configuration Wizard when each Cisco Unity server is set up. Typically, Names.nsf is specified during setup unless you use a different name for your Domino domain directory. By default, the directory that was specified in the Message Store Configuration Wizard is monitored by each Cisco Unity server for data from other Cisco Unity

servers. If any or all of the Cisco Unity servers that will be set up for Digital Networking use a different directory, then every Cisco Unity server will need to be configured to monitor the applicable directories on every other server, as described in the “[Adding Monitored Address Books](#)” section on page 2-3.

## Requirements for Setting Up Digital Networking

To use Digital Networking:

- The Domino servers used for routing mail must be in the same Domino domain.
- Each Cisco Unity server must be set up to monitor the same directory or set of directories.

## In This Chapter

In this chapter, you will find information about procedures for setting up and upgrading Digital Networking, followed by detailed discussions of the concepts and terminology you need to understand. See the following sections:

- [Setting Up Digital Networking, page 2-2](#)—This section describes the prerequisites for setting up Digital Networking, and provides a task list containing a high-level view of all of the tasks you need to complete for the setup, and the order in which they should be completed.
- [Procedures for Setting Up Cisco Unity to Use Digital Networking, page 2-3](#)—This section contains all of the procedures necessary to set up Cisco Unity for Digital Networking.
- [Digital Networking Concepts and Definitions, page 2-10](#)—This section explains Digital Networking concepts in detail. If you are unfamiliar with Digital Networking, we recommend that you read this section prior to completing the setup procedures.
- [Notable Behavior, page 2-18](#)—This section contains information about notable behavior related to Digital Networking.

### Related Documentation

- *Accessing Voice Mail in Multiple Unity Server Environments*, available at [http://www.cisco.com/warp/public/788/AVVID/one\\_message\\_button\\_two\\_unity\\_servers.html](http://www.cisco.com/warp/public/788/AVVID/one_message_button_two_unity_servers.html).

# Setting Up Digital Networking

## Prerequisites

- Cisco Unity 4.0(4) is already installed on the servers, according to instructions in the *Cisco Unity Installation Guide*.
- The servers are connected to a network that provides access to a common directory.
- The Cisco Unity servers meet the criteria described in the “[Requirements for Setting Up Digital Networking](#)” section on page 2-2.

## Task List: Setting up Digital Networking

Use this task list to set up Digital Networking on each Cisco Unity server. The cross-references take you to detailed procedures.

1. If some or all of the Cisco Unity servers that will be set up for Digital Networking use a different directory, then configure each server to monitor the directory of every other server. See the “[Adding Monitored Address Books](#)” section on page 2-3.
2. Customize the primary location. See the “[Customizing the Primary Location](#)” section on page 2-5.
3. Set the addressing, directory handler, and automated attendant search scopes. See the “[Setting the Addressing, Directory Handler, and Automated Attendant Search Scopes](#)” section on page 2-5. The Automated Attendant search option must be set to search the dialing domain in order for identified subscriber messaging to work.
4. Optionally, enable identified subscriber messaging. See the “[Enabling Identified Subscriber Messaging Between Networked Cisco Unity Subscribers](#)” section on page 2-7.
5. Modify the All Subscribers public distribution list. See the “[Modifying the All Subscribers Public Distribution List](#)” section on page 2-8.
6. Optionally, add alternate extensions to each subscriber account. For instructions, refer to the “Subscriber Alternate Extension Settings” section in the “Subscriber Settings” chapter of the *Cisco Unity System Administration Guide*, available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).
7. Test the Digital Networking setup. See the “[Testing the Digital Networking Setup](#)” section on page 2-8.

## Procedures for Setting Up Cisco Unity to Use Digital Networking

This section contains all of the procedures necessary to set up each Cisco Unity server for Digital Networking.

### Adding Monitored Address Books

#### To Add Monitored Address Books

**Caution**

After a new monitored address book has been added, and the AvDSDomino service has restarted, the address book cannot be easily deleted. If you enter the wrong address book, you will have to contact Cisco TAC for instructions to delete it.

- 
- Step 1** Stop the AvDSDomino service. (On the Windows Start menu, click **Programs > Administrative Tools > Services**. Right-click **AvDSDomino**, 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.) If you have any questions about changing registry key settings, contact Cisco TAC.

---

- Step 3** Expand the following key:  
 HKEY\_LOCAL\_MACHINE\Software\Active Voice\  
 Directory Connectors\DirSyncDomino\1.00\Monitored Servers  
 You will see a key called AddressBook1.
- Step 4** Within the Monitored Servers key, click **Edit > New > Key**, and enter **AddressBookX** for the name, where X is 2, 3, 4, and so on.
- Step 5** Click the new **AddressBookX** key, and then click **Edit > New > DWORD Value**.
- Step 6** Enter **AddressBookId** as the name.
- Step 7** Double-click **AddressBookId** to display the Edit DWORD dialog box.
- Step 8** Enter the number that matches the X in AddressBookX. For example, if the new key is AddressBook2, enter 2.
- Step 9** Click **OK**.
- Step 10** Click the new **AddressBookX** key, and then click **Edit > New > String Value**.
- Step 11** Enter **Database** as the name.
- Step 12** Double-click **Database** to display the Edit String dialog box.
- Step 13** Enter the name of the directory to monitor.

**Caution**


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The directory must have been updated already with the design elements for csAdmin, the administration component of DUC for Cisco Unity. Do not enter a directory that has not been updated with csAdmin.

---

- Step 14** Click **OK**.
- Step 15** Click the new **AddressBookX** key, and then click **Edit > New > String Value**.
- Step 16** Enter **ServerName** as the name.
- Step 17** Double-click **ServerName** to display the Edit String dialog box.
- Step 18** Enter the name of the Domino server on which the directory that will be monitored resides, and click **OK**.
- Step 19** Click the new **AddressBookX** key, and then click **Edit > New > String Value**.
- Step 20** Enter **DisplayName** as the name.
- Step 21** Double-click **DisplayName** to display the Edit String dialog box.
- Step 22** Enter a display name for the directory, and click **OK**.
- Step 23** Click the new **AddressBookX** key, and then click **Edit > New > String Value**.
- Step 24** Enter **DomainName** as the name.
- Step 25** Double-click **DomainName** to display the Edit String dialog box.

- Step 26** Enter the name of the Domino domain in which the Domino server with the monitored address book belongs. This value must match the domain name entered in AddressBook1.
- Step 27** Click **OK**.
- Step 28** Verify that the key name, the value names, and the data that you entered for each value is correct.



**Caution** If any of the information that you entered is incorrect, the AvDsDomino service may malfunction when it is restarted. Be sure to verify that the information is correct.

- Step 29** Repeat [Step 4](#) through [Step 28](#) for each address book to be monitored.
- Step 30** Close Regedit.
- Step 31** Restart the AvDSDomino service.

## Customizing the Primary Location

See [Table 4-1 on page 4-3](#) for detailed information about the primary location profile settings.

### To Customize the Primary Location

- Step 1** In the Cisco Unity Administrator, go to the **Network > Primary Location > Profile** page.
- Step 2** Enter a meaningful name for the location.
- Step 3** Enter a Dial ID. The Dial ID identifies this location to Cisco Unity.
- Step 4** Record a voice name for the location.
- Step 5** For the dialing domain, do one of the following:
- If this server is not integrated with the same phone system as other networked Cisco Unity servers, click **None**.
  - If this server is integrated with the same phone system as other networked Cisco Unity servers, enter the dialing domain name, or select it from the available list. The list contains names of dialing domain names already configured on at least one other Cisco Unity server in the network.

Note that the dialing domain name is case sensitive and must be entered exactly the same on all of the servers. To ensure that all servers are correctly added to the same dialing domain, enter the dialing domain name on one Cisco Unity server and wait for the name to replicate to the other Cisco Unity servers. By doing so, you also confirm that replication is working correctly among the servers. The time that it takes for the primary location data from other Cisco Unity servers to be reflected on the local server depends on your network configuration and replication schedule.

## Setting the Addressing, Directory Handler, and Automated Attendant Search Scopes

Do the procedures in the following sections to set up the search scopes:

- [Setting the Addressing Search Scope, page 2-6](#)

- [Setting the Directory Handler Search Scope, page 2-6](#)
- [Setting the Automated Attendant Search Scope, page 2-6](#)

## Setting the Addressing Search Scope

For detailed information about the addressing search options, see the “[Primary Location Addressing Option Settings](#)” section on page 4-4.

### To Set the Addressing Search Scope

- 
- Step 1** In the Cisco Unity Administrator, go to the **Network > Primary Location > Addressing Options** page and set the addressing options as necessary.
- To allow subscribers created on the local Cisco Unity server to address messages to subscribers on other Cisco Unity servers that access the same directory, select **Dialing Domain** or **Global Directory**, as applicable.
- Step 2** If you want locations included in address searches, check the **Include Locations in Searches** check box. When checked, this setting allows subscribers to address a message in two steps: first by entering the Dial ID or spelling the name of the location, and then by entering the extension or spelling the name of a subscriber at that location.
- Step 3** Click the **Save** icon.
- 

## Setting the Directory Handler Search Scope

For detailed information about directory handler search options, refer to the “Directory Handler Search Options Settings” section in the “Directory Handler Settings” chapter of the *Cisco Unity System Administration Guide*. (The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).)

### To Set the Directory Handler Search Scope

- 
- Step 1** In the Cisco Unity Administrator, go to the **Call Management > Directory Handlers > Search Options** page, and modify the search options for an existing directory handler, or create a new directory handler for unidentified callers who use directory assistance.
- Step 2** To allow subscribers on other Cisco Unity servers in the dialing domain to be located in directory assistance, click **Dialing Domain**.
- Step 3** Click the **Save** icon.
- 

## Setting the Automated Attendant Search Scope

By default, callers who reach the opening greeting for your organization can be transferred only to subscribers associated with the local Cisco Unity server. If you want to set up the automated attendant so that callers can be transferred to subscribers associated with other Cisco Unity servers in the same dialing domain, change a registry setting as described in the following procedure.

The automated attendant search scope must be set to search the dialing domain in order for the following features to work:

- Identified subscriber messaging between Cisco Unity servers in the dialing domain.
- Cross-server transfers from the automated attendant of one Cisco Unity server to another Cisco Unity server in the dialing domain.

#### To Set the Automated Attendant Search Scope

---

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Set Auto Attendant Search Scope**.
- Step 4** In the New Value list, click **1**, and then click **Set** so that Cisco Unity searches for subscribers within the dialing domain.
- Step 5** When prompted, click **OK**.
- You do not need to restart Cisco Unity to enable the change.
- Step 6** Click **Exit**.
- 

## Enabling Identified Subscriber Messaging Between Networked Cisco Unity Subscribers

Enabling identified subscriber messaging between networked Cisco Unity subscribers requires the following:

- The Cisco Unity servers must be connected to the same phone system or phone system network as described in the [“Dialing Domains”](#) section on page 2-10.
- The servers must be configured to be in the same dialing domain, as described in the [“Customizing the Primary Location”](#) section on page 2-5.
- The automated attendant search scope on each server must be set to the dialing domain as described in the [“Setting the Automated Attendant Search Scope”](#) section on page 2-6.
- Identified subscriber messaging on each server must be enabled in the Cisco Unity Administrator as described in the [“Enabling Identified Subscriber Messaging on Each Cisco Unity Server”](#) section on page 2-7.

## Enabling Identified Subscriber Messaging on Each Cisco Unity Server

#### To Enable Identified Subscriber Messaging on Each Cisco Unity Server

---

- Step 1** In the Cisco Unity Administrator, go to the **System > Configuration Settings** page.
- Step 2** In the Identified Subscriber Messaging section, uncheck the **Subscribers Are Identified as Message Senders Only if They Log On** check box.

Identified subscriber messaging for subscribers on the same Cisco Unity server is enabled when the check box is unchecked. By default, the box is unchecked.

**Step 3** Click the **Save** icon.

---

## Modifying the All Subscribers Public Distribution List

By default, the predefined All Subscribers public distribution list on each Cisco Unity server has the same recorded voice name and extension. If you do not modify the recorded voice name and extension, subscribers will hear a confusing list of choices when they address messages to an All Subscribers distribution list, and errors will be logged to the Windows Event Viewer on the Cisco Unity server.

### To Modify the All Subscribers Public Distribution List

---

- Step 1** In the Cisco Unity Administrator, go to the **Public Distribution List > Profile** page.
- Step 2** Click the **Find** icon.
- Step 3** In the Find By list, indicate how to find the distribution list, and then click **Find**.
- Step 4** In the Name list, click **All Subscribers -<Server Name>** to display the profile settings for the list.
- Step 5** Record a unique voice name for the list.
- Step 6** Assign a unique extension to the list.
- Step 7** Optionally, change the display name of the list to match the recorded voice name. By default, the Cisco Unity server name is appended to the display name, so the display name is unique in the directory.
- Step 8** Click the **Save** icon.
- 

## Testing the Digital Networking Setup

To test the Digital Networking setup, create test subscriber accounts or use existing subscriber accounts on each Cisco Unity server. When setting up subscriber accounts in the Cisco Unity Administrator to be used in the tests, be sure to:

- Record voice names.
- Record and enable internal greetings.
- Check the List in Phone Directory check box on the Subscriber Profile page.
- Check the Before Playing Each Message, Play the Sender's Name check box on the Subscriber Conversation page.

Do the following tests to make sure Digital Networking is functioning properly:

- [To Verify Messaging Between Subscribers on Different Cisco Unity Servers, page 2-9](#)
- [To Verify Call Transfers from the Automated Attendant to Subscribers on Other Cisco Unity Servers, page 2-9](#)
- [To Verify Call Transfers from a Directory Handler to Subscribers on Other Cisco Unity Servers, page 2-9](#)
- [To Verify Identified Subscriber Messaging Between Networked Subscribers, page 2-9](#)

**To Verify Messaging Between Subscribers on Different Cisco Unity Servers**

Verify that messaging between subscribers on different Cisco Unity servers works in both directions (for example, from server A to server B and from server B to server A).

- 
- Step 1** Log on to a Cisco Unity server as a subscriber.
- Step 2** Press **2** to record and send messages to subscribers associated with other Cisco Unity server(s).
- Step 3** Log on to the applicable Cisco Unity server as the recipient subscriber to verify that the message was received.
- Step 4** Repeat [Step 1](#) through [Step 3](#) in the opposite direction.
- 

**To Verify Call Transfers from the Automated Attendant to Subscribers on Other Cisco Unity Servers**

If the automated attendant search scope is set to search the dialing domain, verify that outside callers are transferred to subscribers associated with other Cisco Unity servers.

- 
- Step 1** From a non-subscriber phone, call the Cisco Unity server that has been configured to handle outside callers, and enter the extension of a subscriber associated with another Cisco Unity server.
- Step 2** Verify that you reach the correct subscriber phone.
- 

**To Verify Call Transfers from a Directory Handler to Subscribers on Other Cisco Unity Servers**

If the directory handler search scope is set to search the dialing domain, verify that outside callers can find subscribers associated with other Cisco Unity servers in the phone directory.

- 
- Step 1** From a non-subscriber phone, call the Cisco Unity server that has been configured to handle outside callers, and transfer to a directory handler.
- Step 2** Verify that you can find a subscriber associated with another Cisco Unity server in the phone directory, and that the directory handler transfers the call to the correct subscriber phone.
- 

**To Verify Identified Subscriber Messaging Between Networked Subscribers**

Do this test if the Cisco Unity servers have been configured for identified subscriber messaging between networked subscribers.

- 
- Step 1** Verify that Cisco Unity plays an internal greeting for subscribers who leave messages, by doing the following sub-steps:
- From a subscriber phone, call a subscriber associated with another Cisco Unity server, and allow the call to be forwarded to voice mail.
  - Verify that the internal greeting plays.
  - Leave a test message.
- Step 2** Verify that subscribers are identified when the recipient listens to a message, by doing the following sub-steps:
- Log on to the applicable Cisco Unity server as the recipient subscriber and listen to the test message you recorded in [Step 1](#).
-

- b. Verify that the subscriber conversation announces who the message is from by playing the recorded voice name of the sending subscriber.
  - c. After listening to the message, verify that the subscriber conversation allows you to reply to the message.
- 

## Digital Networking Concepts and Definitions

The following sections explain Digital Networking concepts in detail:

- [Locations and Digital Networking, page 2-10](#)
- [Dialing Domains, page 2-10](#)
- [Addressing Options for Non-Networked Phone Systems, page 2-13](#)
- [Cisco Unity Administrator Scope, page 2-15](#)
- [Granting Administrative Rights to Other Cisco Unity Servers, page 2-17](#)
- [Distribution Lists, page 2-17](#)

## Locations and Digital Networking

Central to how Digital Networking works is a Cisco Unity object called a location. Each Cisco Unity server is associated with one location, referred to as the default or primary location, which is created during installation and which cannot be deleted. 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.

Each primary location contains the addressing information that Cisco Unity needs to route messages between Cisco Unity servers. Because Cisco Unity stores location and subscriber addressing information in the directory, the addressing information replicates to other Cisco Unity servers on the network.

The primary location also contains a Dial ID, which Cisco Unity uses as an identifier for the location. Carefully plan the numbers that you choose as Dial IDs for the primary location. Without careful planning, it is possible to inadvertently assign Dial IDs that will cause problems in locating message recipients at another location. See the [“Assigning Dial IDs” section on page 4-1](#) and the [“Location Addressing Options Settings” section on page 4-8](#) for more information.

## Dialing Domains

A dialing domain is a collection of Cisco Unity servers that access the same directory and that are integrated with the same phone system or phone system network. (Note this includes Cisco Unity servers configured for dual integrations.) A dialing domain is a grouping scheme that allows Cisco Unity to handle call transfers from one Cisco Unity server to another. Within the dialing domain, subscriber extensions in Cisco Unity must be unique just as the phone extensions in the phone system must be unique. (Typically, a subscriber extension and phone extension are the same number.) With a networked phone system, subscribers dial a phone extension without having to dial a trunk access code or prefix

when calling someone who is at another location on the phone network. In the same way, when grouped in a dialing domain, subscribers associated with one Cisco Unity server enter a subscriber extension when sending messages to subscribers associated with another Cisco Unity server.

To be in a dialing domain, all of the Cisco Unity servers must access the same directory; a dialing domain cannot span directories.

To group the Cisco Unity servers in a dialing domain, you enter information on the primary location page of each Cisco Unity server, as described in the [“Customizing the Primary Location” section on page 2-5](#).

The following sections describe the functionality that can be provided when the Cisco Unity servers are in the same dialing domain.

- [Release to Switch Transfers from the Automated Attendant or a Directory Handler to Subscribers on Other Cisco Unity Servers, page 2-11](#)
- [Identified Subscriber Messaging with Networked Cisco Unity Subscribers, page 2-12](#)
- [Dialing Domains Shield Against Overlapping Numbering Plans, page 2-13](#)

## Release to Switch Transfers from the Automated Attendant or a Directory Handler to Subscribers on Other Cisco Unity Servers

By default, when a caller enters the extension of a subscriber from the automated attendant (for example, from the opening greeting), or a caller spells the name of a subscriber from a directory handler, Cisco Unity searches only the local server for a matching subscriber. For calls to be transferred from the auto attendant or a directory handler on one Cisco Unity server to a subscriber on another Cisco Unity server, the servers must be configured to be in the same dialing domain.

To enable this functionality, you set search scopes so that Cisco Unity searches for a matching extension or name among subscribers on other Cisco Unity servers in the dialing domain. There are separate search scopes, one for the automated attendant and one for each directory handler. See the [“Setting the Directory Handler Search Scope” section on page 2-6](#) and the [“Setting the Automated Attendant Search Scope” section on page 2-6](#) for details on how to set the search scopes.

Subscriber call transfer settings are not stored in the directory. Because the directory is the means by which Cisco Unity servers share subscriber data, Cisco Unity servers do not have access to the call transfer settings of subscribers on other Cisco Unity servers. By default, when calls are transferred from the automated attendant or a directory handler to subscribers who are not associated with the local server, the transfers are automatically handled by the phone system (release to switch)—rather than by Cisco Unity (supervised transfer)—even if these subscribers are set up for supervised transfers. Note the following limitations:

- The subscriber call screening, call holding, and announce features that are available with supervised transfers are not available on calls that have been transferred via release to switch.
- The call transfer setting that sends calls directly to the greeting of the called subscriber is not available. This means that Cisco Unity cannot take messages for subscribers (either regular Cisco Unity subscribers or Internet subscribers) who do not have phones on the phone system that Cisco Unity is integrated with. On a release to switch transfer, Cisco Unity dials the subscriber extension and hangs up. What happens to the call after that depends on how the phone system is configured. If you do not configure the phone system to handle this situation, the call may be dropped.

## Identified Subscriber Messaging with Networked Cisco Unity Subscribers

When a subscriber calls another subscriber, and the call is forwarded to the greeting of the called subscriber, the ability of Cisco Unity to identify that it is a subscriber who is leaving a message is referred to as identified subscriber messaging. Because Cisco Unity is able to identify the caller as a subscriber:

- Cisco Unity plays the internal greeting of the called subscriber when the caller leaves a message.
- Cisco Unity plays the recorded voice name of the subscriber who left the message when the recipient listens to the message.
- Cisco Unity allows the recipient to record a reply.

For identified subscriber messaging to work when a subscriber on one Cisco Unity server calls a subscriber on another networked Cisco Unity server, the servers must be in the same dialing domain. Note that identified subscriber messaging between Cisco Unity servers is by default not enabled. See the [“Enabling Identified Subscriber Messaging Between Networked Cisco Unity Subscribers”](#) section on [page 2-7](#) for details.

It is important to note the difference between the following two circumstances:

- A subscriber logs on to Cisco Unity, and then records and sends a message (“To send a message, press 2”)
- A subscriber places a phone call to another subscriber, and then leaves a message

When the subscriber has logged on to Cisco Unity, Cisco Unity can identify the message as being from the subscriber, regardless of which Cisco Unity server the message recipient is homed on. In this case, the phone system is not involved and the recipient phone does not ring. Instead, the message is sent via Digital Networking.

For identified subscriber messaging to work, all of the Cisco Unity servers in the dialing domain must be running Cisco Unity 4.0(3) or later.

## Addressing Search Scopes

In addition to the automated attendant and directory handler search scopes mentioned above, a dialing domain provides a means to set the scope for searches that Cisco Unity performs in the following cases:

- When a subscriber addresses a message
- When members are being added to a public or private distribution list

By default, the addressing search scope used for the above searches is set to search only among subscribers on the local Cisco Unity server. You must expand the addressing search scope on each Cisco Unity server to either the dialing domain or the global directory to enable messaging between subscribers on different Cisco Unity servers. See the [“Setting the Addressing Search Scope”](#) section on [page 2-6](#) for information on how to expand the Addressing search scope.

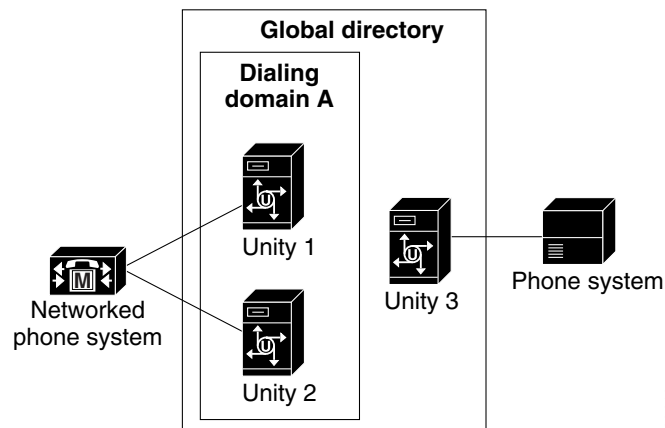
## Addressing Options for Subscribers in a Dialing Domain

After expanding the addressing search scope to either the dialing domain or the global directory, subscribers address messages to subscribers on other Cisco Unity servers the same way that they address messages to subscribers on the same Cisco Unity server: either by extension or by spelling the name.

## Dialing Domains Shield Against Overlapping Numbering Plans

The two requirements for grouping Cisco Unity servers into a dialing domain are that the servers access the same global directory and are integrated with the same phone system. However, the minimum requirement for the basic messaging functionality provided by Digital Networking is that all of the Cisco Unity servers access the same global directory, as [Figure 2-1](#) illustrates.

**Figure 2-1 Multiple Phone Systems But One Global Directory**



Subscribers on the Cisco Unity servers in the dialing domain can use the phone to send messages to and reply to messages from the subscribers on Unity 3, and vice-versa. However, identified subscriber messaging is not available between the subscribers on Unity 3 and the subscribers on the Cisco Unity servers in dialing domain A.

Although subscriber extensions must be unique within a dialing domain, it is possible that subscribers associated with a Cisco Unity server outside of the dialing domain could have extensions that are the same as extensions used by subscribers associated with the servers within the dialing domain. In other words, it is possible that extensions may overlap in the global directory when there are Cisco Unity servers that are integrated with different phone systems.

Grouping the Cisco Unity servers into a dialing domain allows Cisco Unity to handle overlapping numbering plans. The dialing domain allows the subscribers within the dialing domain to use extensions to address messages without conflicting with the extensions of the subscribers on the other phone system. See the [“How Cisco Unity Searches for a Matching Name”](#) section on page 4-5 and the [“How Cisco Unity Searches for a Matching Number”](#) section on page 4-5 for a detailed description of how dialing domains shield against overlapping numbering plans.

## Addressing Options for Non-Networked Phone Systems

If your organization has a separate phone system for each location, subscribers at one location dial a complete phone number, not just an extension, when calling someone at another location. When subscribers log on to Cisco Unity to send messages to subscribers on another Cisco Unity server, the number they enter when addressing the message depends on whether the Cisco Unity numbering plans overlap across locations, as described in the following sections.

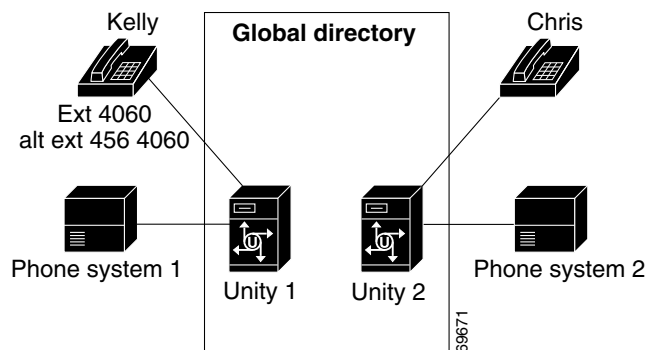
## When Numbering Plans Do Not Overlap

When Cisco Unity numbering plans do not overlap across locations—that is, when subscriber extensions are unique across locations—subscribers enter an extension when addressing a message to a subscriber who is associated with another Cisco Unity server.

As a convenience for subscribers, you may choose to add alternate extensions to each subscriber account. With alternate extensions, the number that a subscriber enters when addressing a message to someone at another location can be the same number that the subscriber dials when calling. When set up this way, subscribers do not need to remember two different numbers—one for calling a subscriber directly, and one for addressing a message.

For example, a subscriber, Kelly Bader, has subscriber extension 4060, as illustrated in [Figure 2-2](#). Suppose that Chris, a subscriber at a remote location, dials 456-4060 to reach Kelly by phone. When Chris logs on to Cisco Unity to send a message to Kelly, he has to remember just to dial the extension (4060) and not dial the prefix (456) when addressing the message, rather than using the same number he dials to call Kelly. However, you could assign to Kelly the alternate extension 4564060. If this alternate extension has been set up, Chris can enter either 4060 or 4564060 when addressing a message to Kelly.

**Figure 2-2** No Overlapping Extensions



If the numbering plans for each location do not overlap, setting up alternate extensions is optional because they are simply a convenience for subscribers. However, if you do not set up alternate extensions, be sure to tell subscribers to use the extension instead of the full phone number when addressing messages to subscribers associated with another location.

Note that alternate extensions have other purposes beyond their use in Digital Networking, such as handling multiple line appearances on subscriber phones. Subscribers can have up to nine alternate extensions. For more information, refer to the “Subscriber Alternate Extension Settings” section in the “Subscriber Settings” chapter of the *Cisco Unity System Administration Guide*. (The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).)

## When Numbering Plans Overlap

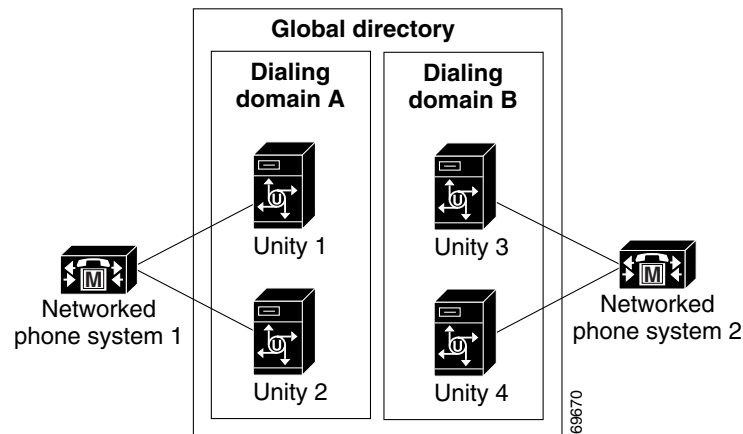
Assume that subscriber extensions on Unity 3 in [Figure 2-3](#) overlap with extensions in dialing domain A. To allow subscribers associated with Unity 3 to use the phone to address messages to subscribers in dialing domain A, and vice-versa, you have the following choices:

- Instruct subscribers to enter one number that consists of the primary location Dial ID of the destination Cisco Unity server and the extension of the recipient.

- Set up alternate extensions for each subscriber account. For each subscriber, enter a number for the alternate extension that is the same as the full phone number for the subscriber. In this way, when subscribers log on to Cisco Unity to send messages, the number they enter when addressing messages is the same number that they use when calling.
- Enable the Include Locations in Searches setting. When this setting is enabled, subscribers address a message in two steps: they first enter the location Dial ID (or spell the name of the location) and then enter the extension (or spell the recipient name). See [Table 4-1 on page 4-3](#) for more information.

When a subscriber addresses a message, Cisco Unity searches for a matching extension on the local Cisco Unity server first. If a match is found, Cisco Unity ends the search and never looks for a matching extension at another location. Therefore, if a local subscriber and a subscriber on another Cisco Unity server have the same extension, Cisco Unity will find only the subscriber on the local Cisco Unity server. However, when one of the options described above is set up, subscribers on the local server will be able to address messages to subscribers on other Cisco Unity servers.

**Figure 2-3** Numbering Plans Overlap



## Cisco Unity Administrator Scope

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 of your server. Because of this association, if you want to access the subscriber accounts and other objects created on another server, you need to run the Cisco Unity Administrator of the server that the object was created on. Note that you can view information about the primary locations of other servers, but you cannot modify or delete them.

The following sections provide information about accessing the Cisco Unity Administrator on other servers:

- [Browsing to Another Cisco Unity Administrator from the Local Cisco Unity Administrator, page 2-16](#)
- [Searching for Subscriber Accounts Created on Another Cisco Unity Server, page 2-16](#)
- [Using Global Subscriber Manager to Browse to Another Cisco Unity Administrator, page 2-17](#)

## Browsing to Another Cisco Unity Administrator from the Local Cisco Unity Administrator

The Cisco Unity Administrator on the local server provides links to the Cisco Unity Administrator of other servers. To access the data of any object that was created on another Cisco Unity server, you need to know the name of the server on which the object was created.

### To Browse to Another Cisco Unity Administrator on a Networked Cisco Unity Server

---

- Step 1** Near the bottom of the navigation bar on the left side of the Cisco Unity Administrator interface, click **Unity Servers**. The Server Chooser page appears.
- Step 2** From the list, click the server that you want to access.
- Step 3** If prompted, enter the appropriate credentials to gain access to the Cisco Unity Administrator that you want to access.

Another instance of the Cisco Unity Administrator appears in a separate browser window. This is the Cisco Unity Administrator of the server that you selected.

---

## Searching for Subscriber Accounts Created on Another Cisco Unity Server

Within the local Cisco Unity Administrator, you can search for subscribers on other Cisco Unity servers, and when you select a subscriber account to edit settings, the applicable Cisco Unity Administrator is launched. Do the following procedure to use the Cisco Unity Administrator on your local Cisco Unity server to search for subscriber accounts on other Cisco Unity servers in the network.

### To Search for Subscriber Accounts Created on a Cisco Unity Server Other than Your Local Cisco Unity Server

---

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscribers** page.
- Step 2** Click the **Find** icon.
- Step 3** Indicate whether to search by short name, extension, first name, or last name.
- Step 4** Enter the appropriate short name, extension, or name. You also can enter \* to display a list of all subscribers, or enter one or more characters or values followed by \* to narrow your search.
- Step 5** Check the **Search All Cisco Unity Servers** check box.
- Step 6** Click **Find**.
- Step 7** On the list of matches, click the name of the subscriber to display the record.
- Step 8** If prompted, enter the applicable credentials to gain access to the Cisco Unity Administrator that you want to access.

Another instance of the Cisco Unity Administrator appears in a separate browser window. This is the Cisco Unity Administrator website of the Cisco Unity server on which the subscriber account was created. The subscriber profile page is displayed in the new browser window.

---

## Using Global Subscriber Manager to Browse to Another Cisco Unity Administrator

You can also use the Global Subscriber Manager (GSM) from Tools Depot to launch the Cisco Unity Administrator on another server. The GSM shows your entire Cisco Unity network broken down by dialing domains and servers. The GSM allows you to quickly locate individual subscribers and launch the Cisco Unity Administrator for the subscribers regardless of which server they are homed on. You can select any scope you want and see all of the subscribers at that level. Searching can be done by dialing domain, by server, or globally across the entire Cisco Unity network.

### To Use the GSM

---

**Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.

**Step 2** In the left pane, double-click **Global Subscriber Manager**.

Double-click the subscriber account that you want to edit. The applicable Cisco Unity Administrator will be displayed in a browser window. Refer to the GSM Help file for more information.

---

## Granting Administrative Rights to Other Cisco Unity Servers

To access the Cisco Unity Administrator on another server, the administrators on the local Cisco Unity server need the applicable class of service (COS) rights. The easiest way to set this up is to run the GrantUnityAccess utility. Refer to the “Granting Administrative Rights to Other Cisco Unity Servers” section in the “Accessing the Cisco Unity Administrator” chapter in the *Cisco Unity System Administration Guide* for instructions. (The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).)

## Distribution Lists

Public distribution lists are not associated with a specific Cisco Unity server. If a list has a recorded voice name, an extension, or both, subscribers can address messages to it—if allowed by their class of service—regardless of which location created the list.

### New Lists

When you create a new public distribution list, keep in mind the following:

- The extension for the list must be unique in the entire directory. Therefore, you need to know which extensions are in use at other locations before assigning an extension to the new list.
- In the Cisco Unity Administrator, you can add members from multiple locations to a list, if allowed by the Addressing Options settings for the default location on your Cisco Unity server. See the “[Primary Location Addressing Option Settings](#)” section on page 4-4 for more information.
- In the Cisco Unity Administrator, you can view all members of a list regardless of the location with which the member is associated.

### Predefined Public Distribution Lists

Cisco Unity includes the following predefined public distribution lists: All Subscribers, Unaddressed Messages, and System Event Messages. Each Cisco Unity server in your organization has a distinct version of each of these lists. When you view these lists in the Cisco Unity Administrator, the Cisco Unity server name is appended to the list name.

By default, the predefined All Subscribers public distribution list on each Cisco Unity server has the same recorded voice name (“all subscribers”) and extension. When setting up Digital Networking, you should modify the recorded voice name and extension of each All Subscribers list; if you do not, subscribers will hear a confusing list of choices when they address messages to an All Subscribers distribution list, and errors will be logged to the Windows Event Viewer on the Cisco Unity server because of the non-unique extensions.



**Tip**

Distribution lists can be nested, that is, a distribution list can contain other lists. If desired, you can create one master All Subscribers distribution list that contains the All Subscribers list of each Cisco Unity server.

By default, each Unaddressed Messages and System Event Messages distribution list has the same recorded voice name, but they are not assigned an extension because subscribers typically do not address messages to these lists.

### Private Lists

When creating private lists, subscribers can add members from other locations if allowed by the Addressing Options settings for your default location. The location addressing options allow you to control the search that Cisco Unity performs when a subscriber adds members to a private list and when a subscriber addresses a message. For more information, see the “[Primary Location Addressing Option Settings](#)” section on page 4-4.

## Notable Behavior

This section provides information about notable expected behavior associated with Digital Networking.

## Mapping Subscribers to Cisco Unity Servers

Each Cisco Unity server handles a distinct group of subscribers. In large organizations, it is possible that more than one Cisco Unity server will be in use at the same physical location. In this case, you need to determine which subscriber accounts to create on each of the Cisco Unity servers (the “home” Cisco Unity server for each subscriber), and keep a record of the mapping. This record is needed for the following reasons:

- Subscriber phones must forward calls to the subscriber home Cisco Unity server.
- If subscriber phones have a “Messages” or a speed-dial button that dials the number to access Cisco Unity, the buttons must be configured to call the subscriber home Cisco Unity server.
- To check their messages, subscribers must dial the Cisco Unity server that they are associated with; therefore you need to tell subscribers the correct number to dial when calling into Cisco Unity.

To create a record of the mapping, run the Subscribers report on each Cisco Unity server. The information in this report includes the subscriber name and primary location. Refer to the “Subscribers Report” section in the “Reports” chapter of the *Cisco Unity System Administration Guide* for more information. (The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).)



## Internet Subscribers

---

### Overview: Internet Subscribers

By creating Internet subscriber accounts, you enable Cisco Unity subscribers to send voice messages to recipients whose computers are connected to the Internet. Messages are sent over the Internet or any TCP/IP network via the Simple Mail Transfer Protocol (SMTP). The recipient receives a voice message as an e-mail with a WAV attachment.

In this chapter, you will find procedures for creating Internet subscriber accounts, followed by detailed discussions of the concepts and terminology you need to understand. See the following sections:

- [Setting Up Internet Subscriber Accounts, page 3-1](#)—This section explains how to create Internet subscriber accounts, and the issues you need to consider before and after creating them.
- [Internet Subscriber Concepts and Definitions, page 3-7](#)—This section explains Internet subscriber concepts in detail. You may want to read this section prior to completing the setup procedures.

### Setting Up Internet Subscriber Accounts

#### Prerequisites

Before creating the Internet subscriber accounts, verify that the following prerequisites have been met.

- Cisco Unity is already installed on the server(s), and they are connected to the network as applicable for your installation.
- The Domino servers have been configured as applicable for your installation such that Cisco Unity subscribers can send e-mail to the people who will have Internet subscriber accounts. Cisco Unity hands off messages to Domino for delivery; therefore, if e-mail is successfully delivered, there should not be a problem with the delivery of voice messages.

In installations with multiple Cisco Unity servers networked together via Digital Networking, Internet subscriber accounts can be created on any Cisco Unity server. After the Cisco Unity servers have been set up for Digital Networking as described in the [“Digital Networking”](#) chapter, verify the following settings:

- Verify that the addressing search scope is set to either the dialing domain or the global directory on all of the networked servers, so that Cisco Unity subscribers, no matter which server they are associated with, can send messages to Internet subscribers. See the [“Setting the Addressing Search Scope”](#) section on page 2-6 for details.

- If you want outside callers to be able to reach Internet subscribers from the automated attendant (for example, from the opening greeting) or from directory assistance:
  - Verify that the Cisco Unity server(s) on which the Internet subscribers will be created are in the same dialing domain as the Cisco Unity server that outside callers call into. See the [“Customizing the Primary Location”](#) section on page 2-5 for details on creating the dialing domain, and the [“Dialing Domains”](#) section on page 2-10 for background information.
  - Verify that the automated attendant and directory handler(s) search scopes are set to the dialing domain scope. See the [“Setting the Directory Handler Search Scope”](#) section on page 2-6 and the [“Setting the Automated Attendant Search Scope”](#) section on page 2-6.

## Creating Internet Subscriber Accounts

You can create Internet subscriber accounts by using the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator. See the following sections:

- [Before Creating Internet Subscriber Accounts, page 3-2](#)
- [Using the Cisco Unity Bulk Import Wizard to Create Multiple Internet Subscriber Accounts, page 3-3](#)
- [Using the Cisco Unity Administrator to Create Internet Subscriber Accounts, page 3-6](#)
- [After Creating Internet Subscriber Accounts, page 3-7](#)

## Before Creating Internet Subscriber Accounts

This section lists—in order—the issues that you must consider before creating Internet Subscriber accounts.

### 1. Cisco Unity Configuration and Permissions

If you are unsure whether the account that you are using has sufficient rights and permissions to create Internet Subscribers, or whether Cisco Unity is properly configured to work with your message store, use the following procedure to run the SysCheck diagnostic tool.

#### To Check Cisco Unity Setup and Permissions by Using the Cisco Unity SysCheck Tool

- 
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane of the Tools Depot window, in the Diagnostic Tools directory, double-click **SysCheck**.
- Step 3** On the Welcome to the Cisco Unity Configuration Wizard page, click **Select Configuration Tests**, and click **Next**.
- Step 4** Uncheck the check boxes for the message stores that are not connected to Cisco Unity.
- Step 5** Click **Test**.
- Step 6** In the Test Results box, click the link provided to view the test results.
- Step 7** If no errors are reported, proceed to [Step 8](#). Otherwise, do the following sub-steps:
- a. Follow the advice offered in the Resolution column to correct each configuration or permissions error.
  - b. Return to the Completing the Check Unity Configuration Wizard page, and click **Finish**.
  - c. Repeat [Step 2](#) through [Step 7](#) until no errors are reported.

**Step 8** Click **Finish**.**2. Classes of Service**

A class of service (COS) defines limits and permissions for subscribers who use Cisco Unity. For example, a COS dictates the maximum length of subscriber messages and greetings. Although most COS settings are not applicable to Internet Subscribers, they still must be members of a COS. In the Cisco Unity Administrator, a COS is specified in each subscriber template; thus, a subscriber is assigned to the COS that is specified in the template upon which the Internet Subscriber account is based. Cisco Unity includes predefined classes of service, which you can modify. You can also create new classes of service. For details, refer to the “Class of Service Settings” chapter in the *Cisco Unity System Administration Guide*.

**3. Restriction Tables**

Each COS specifies a restriction table for call transfers, one for message notification, and one for fax deliveries. Cisco Unity applies the restriction table associated with the COS of a subscriber, and displays an error message if the phone number is not allowed. Cisco Unity comes with predefined restriction tables, which you can modify.

Although most restriction table settings do not apply to Internet Subscribers because they cannot log on to Cisco Unity or use the Cisco Personal Communications Assistant (PCA), administrators can enter call transfer numbers for Internet Subscribers. For security purposes, you should modify the restriction table used for transfers in the COS to which Internet Subscribers belong, as necessary. For details, refer to the “Restriction Tables” chapter in the *Cisco Unity System Administration Guide*.

**4. Public Distribution Lists**

Public distribution lists are used to send voice messages to multiple subscribers at the same time. Cisco Unity assigns new subscribers to the public distribution lists that are specified in the template on which the Internet Subscriber account is based. For details, refer to the “Public Distribution List Settings” chapter in the *Cisco Unity System Administration Guide*.

**5. Subscriber Templates**

In the Cisco Unity Administrator, you can specify settings for a group of Internet Subscribers by using a subscriber template. Subscriber templates contain settings that are applicable for subscribers of a particular type, such as a department. The settings from the template you choose are applied to Internet Subscriber accounts as they are created. Cisco Unity comes with a default subscriber template, which you can modify, and you can create an unlimited number of additional templates. For more details, refer to the “Subscriber Template Settings” chapter in the *Cisco Unity System Administration Guide*.

**Note**

The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).

## Using the Cisco Unity Bulk Import Wizard to Create Multiple Internet Subscriber Accounts

The Cisco Unity Bulk Import wizard allows you to create multiple Internet Subscriber accounts at once by importing user data contained in a comma-separated value (CSV) file. CSV is a common text file format for moving data from one data store to another. As long as the user data contained in the CSV file is formatted correctly, you can use it to create Internet Subscribers with existing Domino Person Documents.

In Cisco Unity 4.0(3) and later, the Cisco Unity Bulk Import wizard also allows you to create multiple Internet Subscriber accounts at once by importing user data directly from the Domino directory. To do so, see the [“To Create Internet Subscriber Accounts by Using the Cisco Unity Bulk Import Wizard” procedure on page 3-5](#). Otherwise, use the following procedure to prepare your CSV file. Refer to the Cisco Unity Bulk Import wizard Help to find additional information about using the wizard to create Internet Subscriber accounts, or about the required and optional column headers for your CSV file.

### To Prepare a CSV File for Creating Internet Subscriber Accounts

- 
- Step 1** Save the data that you will use to create Cisco Unity accounts as a CSV file.
- As a best practice, do not include more than 7,500 records in a single CSV file, as you may encounter unexpected results when the Cisco Unity Bulk Import wizard imports the data.
- Step 2** Copy the CSV file to the Cisco Unity server or to a directory that you can browse to from the server.
- Step 3** Open the CSV file in a spreadsheet application or another application with which you can edit and reorganize the data. Do the following:
- Confirm that the data is separated by commas, and no tabs, spaces, or semicolons separate the data in the file.
  - If any data includes a space, quotes, or commas, contain it within quotes.
- Step 4** Rearrange the data so that the columns are in the same order as the column headers that you will add in [Step 5](#). The order of the column headers does not matter, though it is a good practice to set up your CSV file as indicated here.
- For example, the columns of data in this sample are sorted so that the short name of the user is followed by the remote address:
- ```

aabade,SMTP:aabade@cisco.com
kbader,SMTP:kbader@cisco.com
tcampbell,SMTP:tcampbell@cisco.com
lcho,SMTP:lcho@cisco.com

```
- Step 5** Enter the required column headers above the first row of data. Column headers must be in uppercase, separated by commas, and spelled as indicated below:
- ```

SHORT_NAME,REMOTE_ADDRESS

```
- Step 6** If desired, add optional column headers to the first row, and the corresponding data that you want to import in the subsequent rows below. As you do so, confirm that:
- Column headers and data are separated by commas. Note that each row does not have to contain data for each optional column header.
  - Any data that includes a space, quotes, or commas is contained within quotes.
- Step 7** If your CSV file contains columns of data that you do not want to import, delete the columns. Alternatively, you can title one column **NOTES**. The Cisco Unity Bulk Import wizard ignores data beneath any NOTES column header, but the wizard does not support more than one NOTES column in a CSV file.
- Step 8** Confirm that each row contains the applicable data corresponding to each column header.
- Step 9** Save the file as a CSV file.
- Step 10** Continue with the following [“To Create Internet Subscriber Accounts by Using the Cisco Unity Bulk Import Wizard”](#) procedure.
-

**Note**

Before you run the Cisco Unity Bulk Import wizard, disable virus-scanning services and intrusion-detection software on the Cisco Unity server, if applicable. Otherwise, the Cisco Unity Bulk Import wizard may run slowly. See the Cisco Unity Bulk Import wizard Help for procedures.

**To Create Internet Subscriber Accounts by Using the Cisco Unity Bulk Import Wizard**

- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Bulk Import**.
- Step 2** Follow the on-screen instructions.  
To learn more about the options presented in the dialog boxes that appear as the wizard proceeds, click **Help**.
- Step 3** When prompted to choose the type of subscriber that you want to create, click **Internet**.
- Step 4** Click **Next**, and proceed through the wizard. If the wizard reports any errors, you can:
- Click **OK** to continue with the import, and fix the errors later.
  - Fix the errors. See the [“Correcting Import Errors”](#) section on page 3-5 for details.
- Step 5** After the Internet Subscriber accounts are created, click **Finish**.
- Step 6** If you had import errors, but in [Step 4](#) you chose to correct them later, see the [“Correcting Import Errors”](#) section on page 3-5.  
If you had no import errors, or if all errors have now been corrected, see the [“After Creating Internet Subscriber Accounts”](#) section on page 3-7.

## Correcting Import Errors

The error log file contains data that the Cisco Unity Bulk Import wizard could not import. The Cisco Unity Bulk Import wizard reports the first error it detects in any user mailbox or row in a CSV file. After you correct that error, the wizard may detect additional errors in the same mailbox or row when the data is imported again. Thus, you may need to repeat the correction process—running the Cisco Unity Bulk Import wizard and correcting an error—several times to find and correct all errors.

The output log file contains all the records that were not imported. You can save it as a CSV file, and use it when you run the Cisco Unity Bulk Import wizard again. Note that each time you run the Cisco Unity Bulk Import wizard, the error and output log files are overwritten (unless you specify new names for the files).

To correct import errors, use one of the following procedures: [“To Correct Errors That Occurred When Importing Data from a CSV File,”](#) or [“To Correct Errors That Occurred When Importing Data from the Message Store.”](#)

**To Correct Errors That Occurred When Importing Data from a CSV File**

- Step 1** Browse to the directory location of the error log file you specified during the import. (The default location and file name is C:\Error.log.)
- Step 2** Use a text editor to open the error log file. You will use the error codes in the file to make corrections.

- Step 3** Browse to the directory location of the output log file you specified during the import. (The default location and file name is C:\Output.log.)
  - Step 4** Use a text editor to open the output log file.
  - Step 5** Correct any records in the output file that are listed as errors in the error log file.
  - Step 6** When you have finished editing the output log file, save it as a CSV file with a new name.
  - Step 7** Run the Cisco Unity Bulk Import wizard again with the CSV file that you saved in [Step 6](#).
  - Step 8** Repeat this procedure until all Internet Subscriber accounts are created without error, and then proceed to the [“After Creating Internet Subscriber Accounts”](#) section on page 3-7.
- 

#### To Correct Errors That Occurred When Importing Data from the Message Store

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- Step 1** Browse to the directory location of the error log file you specified during the import. (The default location and file name is C:\Error.log.)
  - Step 2** Use a text editor to open the error log file. You will use the error codes in the file to make corrections.
  - Step 3** Double-click a mailbox that contains an error to see the properties.
  - Step 4** Enter corrections in the applicable boxes in the mailbox.
  - Step 5** Click **OK**.
  - Step 6** Repeat [Step 3](#) through [Step 5](#) for each mailbox listed in the error log file.
  - Step 7** Run the Cisco Unity Bulk Import wizard again.
  - Step 8** Repeat this procedure until all Internet Subscriber accounts are created without error, and then proceed to the [“After Creating Internet Subscriber Accounts”](#) section on page 3-7.
- 

## Using the Cisco Unity Administrator to Create Internet Subscriber Accounts

By using the Cisco Unity Administrator, you can create an Internet Subscriber account by importing existing user data from Domino. Use the following procedure to create an Internet Subscriber account.

#### To Create an Internet Subscriber Account by Importing Existing User Data

---

- Step 1** In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
- Step 2** Click the **Add** icon.
- Step 3** Select **Internet**.
- Step 4** In the Address Book list, confirm that the address book listed is the one that contains the user data that you want to import.
- Step 5** In the Find Domino Person By list, indicate whether to search by short name, first name, or last name.
- Step 6** Enter the applicable short name or name. You also can enter \* to display a list of all users, or enter one or more characters followed by \* to narrow your search.
- Step 7** Click **Find**.
- Step 8** On the list of matches, click the name of the user to import.
- Step 9** Enter the applicable information on the Add Subscriber page.

**Step 10** Click **Add**.

**Step 11** On the subscriber record, customize settings as applicable, and then click the **Save** icon.

---

## After Creating Internet Subscriber Accounts

After creating Internet Subscriber accounts, consider the following:

- It takes a few minutes for a newly-created Internet Subscriber to be available to receive messages.
- You can make changes to the settings for individual Internet Subscriber accounts in the Cisco Unity Administrator. For details, refer to the “Subscriber Settings” chapter in the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag404/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm).

When you want to modify settings for multiple subscribers at once, you can (re)run the Cisco Unity Bulk Import wizard. To learn more, refer to the Cisco Unity Bulk Import wizard Help.

- When a subscriber leaves the organization or otherwise no longer needs a Cisco Unity account, you can delete the Internet Subscriber account. See the “[Deleting Internet Subscribers](#)” section on [page 3-8](#) for details.

## Internet Subscriber Concepts and Definitions

Internet subscribers are a representation in Cisco Unity of users who do not have mailboxes on the Domino network. Instead, messages for Internet subscribers are sent to an e-mail address that you specify when you create the Internet subscriber account. The recipient receives voice messages as e-mails with attached WAV files.

In Domino, Internet subscribers are represented as person documents without a mailbox. You create and manage Internet subscriber accounts in much the same way that you do regular subscriber accounts. For example, a subscriber template is used when the Internet subscriber accounts are created, and you can adjust the call transfer settings for Internet subscriber accounts as needed.

Extensions are optional for Internet subscribers whereas they are mandatory for regular subscribers. If an Internet subscriber has not been assigned an extension, subscribers can address messages to that Internet subscriber only in spelled-name mode.

If you have specified extensions for the Internet subscribers, you can configure the call transfer settings for the Internet subscribers so that they can be reached by outside callers.

Other than receiving messages (and possibly calls), Internet subscribers do not have access to other Cisco Unity features, and some sections of the Cisco Unity Administrator are disabled for Internet subscribers. Internet subscribers:

- Cannot log on to Cisco Unity by phone to check or send messages.
- Cannot log on to Cisco Unity by phone—or use the Cisco Unity Assistant—to adjust personal settings, so their recorded names and greetings can only be recorded or changed in the Cisco Unity Administrator.
- Cannot own private lists.
- Cannot set up or receive message notifications.
- Cannot receive message waiting indications.

## Subscriber Experience with Internet Subscribers

Provided that Internet subscribers have extensions, are listed in the phone directory, and have had voice names and greetings recorded for them:

- Subscribers can address messages to Internet subscribers by using the phone or the Lotus Notes with IBM Lotus Domino Unified Communications (DUC) for Cisco.
- When using the phone, subscribers can address messages to Internet subscribers by spelled-name mode (if enabled on the system) or by extension or alternate extension.
- Subscribers get voice name confirmation when addressing a message to an Internet subscriber.
- Internet subscribers can be added to distribution lists.
- You can configure call transfer settings for the Internet subscribers just as you can for Cisco Unity subscribers so that unidentified callers and subscribers can call an Internet subscriber and leave a message.

Extensions are optional for Internet subscribers whereas they are mandatory for regular subscribers. If an Internet subscriber has not been assigned an extension:

- The Internet subscriber cannot be listed in the phone directory.
- Unidentified callers will be unable to leave messages for the Internet subscriber.
- When addressing messages to the Internet subscriber, subscribers are limited to spelled-name mode, provided that the Internet subscriber has a recorded voice name. If neither an extension nor a voice name has been set, messages cannot be addressed to the Internet subscriber.

## Deleting Internet Subscribers

Each Internet subscriber is associated with a Domino person document without a mailbox. After deleting the Internet subscribers in the Cisco Unity Administrator, you will need to delete the associated person document in the Domino Administrator.

## Notable Behavior

This section contains information about notable behavior related to Internet Subscribers.

### Internet Subscribers Are Not Identified

When a person who has a corresponding Internet subscriber account calls a Cisco Unity subscriber and leaves a message, Cisco Unity does not identify the message as being from the Internet subscriber. In this case, when the phone system forwards the call to Cisco Unity, the message is handled as though it came from an unidentified caller. This means that:

- Cisco Unity does not play the internal greeting of the subscriber when the caller leaves a message.
- Cisco Unity does not play the recorded voice name of the Internet subscriber when the called subscriber listens to the message.
- Cisco Unity does not allow the called subscriber to reply to the message.

## Call Transfer Settings and Internet Subscribers

In installations with multiple Cisco Unity servers networked via Digital Networking, the number that Cisco Unity uses for call transfers to a subscriber is the only number replicated among the Cisco Unity servers; none of the other settings on the Subscriber > Call Transfer page in the Cisco Unity Administrator are replicated. For example, in [Figure 3-1](#), call transfers are set to ring the subscriber at the number 9,5551212. The only call transfer setting that is replicated to other Cisco Unity servers is the call transfer number 9,5551212. If the setting was “Yes, ring subscriber’s extension” instead, the number 3047 would be replicated.

**Figure 3-1** Only the Call Transfer Number Is Replicated

When the call transfer setting is set to “No (send directly to subscriber’s greeting),” the call transfer number is automatically set to the subscriber extension (3047 in the example above), which is replicated to the other networked Cisco Unity servers.

Call transfers to Internet subscribers created on other Cisco Unity servers are always handled by the phone system (release to switch)—rather than by Cisco Unity (supervised transfer)—even if the subscribers are set up for supervised transfers (as in the above example). The release to switch call transfers happen when:

- A caller enters the extension of an Internet subscriber from the automated attendant (for example from the opening greeting), and the Internet subscriber account is on another Cisco Unity server.
- A caller spells the name of an Internet subscriber from a directory handler, and the Internet subscriber account is on another Cisco Unity server.

On a release to switch transfer, Cisco Unity dials the call transfer number configured for the Internet subscriber and hangs up, leaving the phone system to handle the call. Note the following limitations with release to switch transfers:

- The Internet subscriber call screening, call holding, and announce features are ignored.
- The call transfer setting “No (Send Directly to Subscriber's Greeting)” is ignored. Cisco Unity dials the Internet subscriber extension and hangs up. If the subscriber extension is a valid extension on the phone system that Cisco Unity is integrated with, then the subscriber phone rings. If the

**Notable Behavior**

subscriber extension is not a valid phone extension, what happens to the call after that depends on the phone system and how it is configured. If you do not configure the phone system to handle calls to the subscriber extensions, the caller may be disconnected.



## Primary Location Settings

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### Overview: Primary Location 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 Cisco Unity servers. 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 directly or indirectly with the primary location.

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

- [Primary Location Profile Settings, page 4-1](#)—This section provides information about the settings that identify the Cisco Unity server to other Cisco Unity servers, and provides guidelines for assigning location Dial IDs.
- [Primary Location Addressing Option Settings, page 4-4](#)—This section provides information about the settings that allow you to select the scope of the search performed when a subscriber uses the phone to address a message by name or extension.

### Primary Location Profile Settings

The primary location profile settings contain the network information needed to identify the Cisco Unity server to other Cisco Unity servers. No matter which networking option you use, the profile settings for the primary location need to be customized.

### Assigning Dial IDs

The primary location profile settings contain a Dial ID, which Cisco Unity uses as an identifier for the location. You need to carefully plan the numbers that you choose as Dial IDs. Without careful planning, it is possible to assign Dial IDs that have the effect of preventing Cisco Unity from finding a message recipient at another location.

If any of the Cisco Unity servers are administered by other people, be sure to consult with them about the numbers that you can use for the Dial IDs. You need to verify that the Dial IDs on the local Cisco Unity server do not conflict with the Dial IDs and extensions used on other Cisco Unity servers.

## Guidelines for Assigning Dial IDs and Extensions

The numbering plan for assigning Dial IDs and extensions can affect how easily Cisco Unity matches the number that a subscriber enters when addressing a message. The following guidelines are recommended:

- Establish a fixed length for Dial IDs, and if possible, a fixed length for extensions.
- Assign unique Dial IDs. A Dial ID must not be the same as any other Dial ID or any extension assigned to a subscriber, call handler, interview handler, or public distribution list.
- Assign a numbering range for Dial IDs that extensions do not use. For example, you can assign Dial IDs with leading zeros—001, 002, and so on.
- If you use variable-length Dial IDs and extensions, the Dial IDs should be in a different numbering range than the range for extensions. For example, if there is a local extension 750123, do not assign a location the Dial ID of 750 if there is a possibility that this location will have the extension 123.
- If you use variable-length Dial IDs, the first digits of each ID should be unique with respect to other Dial IDs. For example, if you have a location with an ID of 750, do not assign another location the ID of 7503.

If you do not follow these guidelines, subscribers may encounter the following problems when addressing a message:

- A delay while Cisco Unity searches for a match
- Multiple matches for the number
- Failure to find the recipient at another location

## Changing the Minimum Length of Dial IDs

If necessary to accommodate the numbering plan for your organization, the minimum length for primary location Dial IDs can be reduced to one or two digits by changing a registry key, as described in the following [“To Change the Minimum Length of a Location Dial ID”](#) procedure. (The minimum length of delivery location Dial IDs can not be changed.) Note, however, that 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 in order 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 numbering plans.

### To Change the Minimum Length of a Location Dial ID

- 
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
  - Step 3** In the Unity Settings pane, click **Set the Minimum Extension Length for Locations**.
  - Step 4** In the New Value box, enter the number, and click **Set**.
  - Step 5** When prompted, click **OK**. You do not need to restart the Cisco Unity server to enable the registry change.

**Step 6** Click **Exit**.

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

**Table 4-1** 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.
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. (For example, do not create Dial IDs like 432 and 4325.)</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 that blocks DCOM communications.) 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 4-1 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. The list contains dialing domain names already configured on at least one other Cisco Unity server in the network that have replicated to the local server. Add the Cisco Unity server to a dialing domain when it is integrated with the same phone system or phone system network as other Cisco Unity servers that access the same directory.</p> <p>Note that the dialing domain name is case sensitive and must be entered exactly the same on all of the servers. To ensure that all servers are correctly added to the same dialing domain, enter the dialing domain name on one Cisco Unity server and wait for the name to replicate to the other Cisco Unity servers. By doing so, you also confirm that replication is working correctly among the servers. The time that it takes for the primary location data from other Cisco Unity servers to be reflected on the local server depends on your network configuration and replication schedule.</p> <p>A dialing domain provides a means to set the search scope for message addressing and for call transfers from the auto attendant and directory handler(s). You must add the Cisco Unity server to a dialing domain before you enable the following features:</p> <ul style="list-style-type: none"> <li>• Cross-server log in.</li> <li>• Cross-server transfers from the auto attendant and directory handler(s)</li> <li>• Live reply (“call the sender”) to another Cisco Unity subscriber on another networked Cisco Unity server.</li> <li>• Live reply to someone who has a corresponding Internet subscriber account on another networked Cisco Unity server.</li> <li>• Identified subscriber messaging for Cisco Unity subscribers on different networked Cisco Unity servers.</li> <li>• Identified subscriber messaging for Internet subscribers, even when your installation consists of only one Cisco Unity server.</li> </ul> <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>

## 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.
- When an administrator adds members to public or private distribution lists by using the Cisco Unity Administrator.

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.

## Subscriber Addressing Options

Depending on how Cisco Unity is set up, subscribers can address messages to other subscribers by spelling the recipient name or entering a number. If desired, you can disable addressing by spelled name for all subscribers on each Cisco Unity server by unchecking the Enable Spelled Name Search in the Cisco Unity Administrator on the System > Configuration > Settings page.

If addressing by spelled name is enabled, subscribers spell the name or part of the name of the recipient by using the letters on the phone keypad. The Address Messages To Other Subscribers field in the Cisco Unity Administrator on the Subscribers > Subscriber Template > Conversation page, and on the Subscribers > Subscribers > Conversation page allows you to set the default method of addressing. Subscribers can also set this option in the Cisco Unity Assistant. (Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.) While addressing messages, subscribers can switch between spelling the name and entering a number by pressing # twice (##).

### How Cisco Unity Searches for a Matching Name

When a subscriber addresses a message by spelling the recipient name, Cisco Unity searches for a match or partial matches among subscribers and public distribution lists. Only one search at the specified maximum scope level is performed. The scope of the search is dictated by the setting Subscriber Searches: Limit Searches To. For example, if searches are limited to the dialing domain, one search that includes both the local server and dialing domain is performed, and a list of matching names is reported back to the subscriber.

Public distribution lists, whether created on the local Cisco Unity server or not, are always considered local in scope for addressing purposes. Thus, if the scope is set to Local Server, subscribers can still address to a public distribution list created on another Cisco Unity server.

If the setting Include Locations in Searches is enabled, then primary locations from networked Cisco Unity servers are included in the search. If the subscriber selects a location from the list of names returned from the search, then the conversation prompts the subscriber to spell the name of the recipient at that location. This allows subscribers to limit a search for a recipient to a specific location.

### How Cisco Unity Searches for a Matching Number

When subscribers address a message by entering a number, the number could be:

- A private distribution list ID.
- A Cisco Unity subscriber or Internet subscriber extension.
- A Cisco Unity subscriber or Internet subscriber alternate extension.
- A public distribution list extension.
- A primary location dial ID from a networked Cisco Unity server.
- A primary location dial ID from a networked Cisco Unity server and an extension of a Cisco Unity subscriber at that location.

For example, a subscriber presses 3335678 on the phone to address a message. [Table 4-2](#) shows some of the possible matches:

**Table 4-2** *Some of the Possible Matches for the Number 3335678*

Number	Possible Match
3335678	Extension 3335678
3335678	Location dial ID 333, extension 5678
3335678	Location dial ID 3335, extension 678

To accommodate a variety of numbering plans, Cisco Unity searches for a match in stages, as the following sections describe:

1. [Search for a Distribution List or Subscriber Extension on the Local Server, page 4-6](#)
2. [Search for a Subscriber Extension in the Dialing Domain and then the Global Directory, page 4-6](#)
3. [Search for a Location Dial ID and Subscriber Extension at the Matching Location, page 4-7](#)

#### **Search for a Distribution List or Subscriber Extension on the Local Server**

Cisco Unity searches for a matching number by expanding the search scope in stages, starting with the local server, then the dialing domain, and finally the global directory. The scope of the search is dictated by the setting *Subscriber Searches: Limit Searches To*. If a match is found at any scope level, the search stops and does not continue to the next scope level.

If the subscriber entered a one- or two-digit number, the search begins with Cisco Unity looking for a match among the private distribution lists owned by the subscriber. If a match is found, the search stops, and the matched list is returned for confirmation.

If a match has not been found, or if the subscriber entered three or more digits, Cisco Unity searches for a matching subscriber extension on the local server. The search includes extensions for both regular Cisco Unity subscribers and Internet subscribers. Both primary extensions and alternate extensions are searched. If a match is found, the search stops.

When a match is on a subscriber extension, whether or not the conversation plays the recorded voice name and extension of the matched subscriber for confirmation depends on if the conversation is configured to do so, and if the recorded voice name exists. You can customize how the conversation confirms subscriber message addressing matches by using the *Advanced Settings* tool in *Tools Depot* to change the setting for *Subscriber Addressing Confirm Match Mode*.

If a match has not been found, Cisco Unity searches for a matching public distribution list extension. Public distribution lists, whether created on the local Cisco Unity server or not, are always considered local in scope for addressing purposes. Thus, if the scope is set to *Local Server*, subscribers can still address to a distribution list created on another Cisco Unity server. If a match is found, the search stops, and the matched list is returned for confirmation.

#### **Search for a Subscriber Extension in the Dialing Domain and then the Global Directory**

If a match has not been found, and if allowed by the search scope setting, the search expands to subscriber extensions in the dialing domain (if it exists). If a match is found, the search stops, and the name is returned for confirmation. If a match still has not been found, and if allowed by the scope setting, the search expands to subscriber extensions in the global directory. The search at each scope level includes extensions and alternate extensions.

It is possible for duplicate extensions to exist in the global directory. If the entered number matches more than one extension, a list of matching names is reported back to the subscriber from which to choose. However, if there is a match on an extension in the dialing domain, the search stops. For example, assume that Kelly has extension 3047 and is associated with a Cisco Unity server in the dialing domain. Joe also has extension 3047, but he is associated with another networked Cisco Unity server that is outside of the dialing domain. When a subscriber on the local server enters 3047 to address a message, the match is for Kelly, who is in the dialing domain. After finding a match at the dialing domain scope, the search stops and does not continue to the global directory; thus, the extension for Joe is not found.

If the setting *Include Locations in Searches* is enabled, then primary locations from networked Cisco Unity servers are included in the search at each scope level. If the entered number matches a location dial ID, after the subscriber confirms the matched location, the conversation prompts the subscriber to enter the extension of the recipient at that location.

### **Search for a Location Dial ID and Subscriber Extension at the Matching Location**

If a matching distribution list, location dial ID, or subscriber extension has not been found, the search continues.

Cisco Unity parses the number to find a matching location dial ID and a subscriber extension at that location. Cisco Unity searches for a match by expanding the search scope in stages, starting with the local server, then the dialing domain, and finally the global directory. The scope of the search is dictated by the setting *Subscriber Searches: Limit Searches To*. If a match is found at any scope level, the search stops and does not continue to the next scope level. When a match is found, the conversation will confirm the match, if configured to do so. For example, the conversation could play: “For Kelly Bader at extension 3037 at Chicago press pound.”

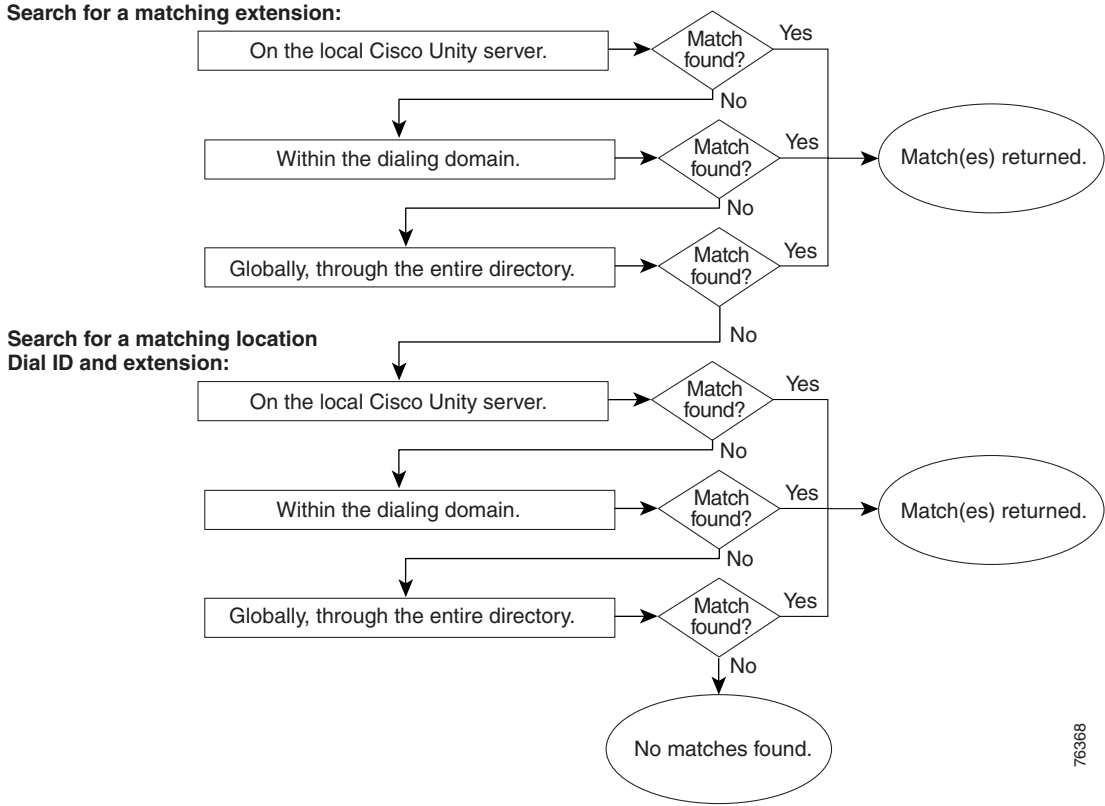
Assuming that the minimum length for dial IDs is set to the default (three digits), at each scope level Cisco Unity first searches for a location dial ID that matches the first three digits entered by the subscriber. If a match is found, Cisco Unity searches subscribers associated with the location for an extension that matches the remaining digits in the entered number. Cisco Unity continues the search by looking for a location with a dial ID that matches the first four digits entered by the subscriber. If a match is found, Cisco Unity searches subscribers associated with the location for an extension that matches the remaining digits in the number. The search for a matching location and extension continues in this manner. Note that the search is for the primary extension of the subscriber; alternate extensions are not included in the search.

For example, a subscriber addresses a message to 3335678. Cisco Unity searches for a location with the dial ID 333. If a match is found, Cisco Unity searches for a subscriber at that location who has extension 5678. Next (regardless of whether a match was found), Cisco Unity searches for a location with the dial ID 3335. If a match is found, Cisco Unity searches for a subscriber at that location who has extension 678.

If you have changed the minimum number of digits in location dial IDs, Cisco Unity first searches for a matching dial ID according to the minimum that you set. For example, if you reduced the minimum length of a dial ID to one, Cisco Unity begins the search at each scope level by looking for a matching dial ID that matches the first digit entered by the subscriber. (Reducing the minimum dial ID length to one or two is not recommended because of the potential conflict with private distribution list IDs.)

[Figure 4-1](#) illustrates the search that Cisco Unity performs when the subscriber search option is set to the global directory.

Figure 4-1 Subscriber Addressing Search for a Matching Number



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# Location Addressing Options Settings

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

Table 4-3 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, and when members are being added to a public or private distribution list:</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 4-3** Network > Locations > Addressing Options Page (continued)

Field	Considerations
Include Locations in Searches	<p>Check this check box to have locations included in searches. For this setting to be useful to subscribers, locations need to have recorded voice names.</p> <p>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 either spell the name or enter the extension of the recipient. This allows subscribers to limit a search for a recipient to a specific location.</p> <p>This option is useful when the global directory is large and addressing a message by name results in many matches.</p> <p>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 style="list-style-type: none"> <li>• A subscriber enters 100# to address a message to someone on the other Cisco Unity server.</li> <li>• When the primary location 100 is found, the conversation plays, “For location &lt;Recorded voice name&gt;, press #.”</li> <li>• When the sender presses # to confirm, the conversation plays, “Enter the extension followed by #.”</li> <li>• 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>• When the sender presses # to confirm, the conversation plays, “Added. To add another name, press 1. To record the message, press #.”</li> </ul>





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## A

- adding
  - Internet subscribers, with Bulk Import wizard [3-3](#)
  - Internet subscribers, with the Cisco Unity Administrator [3-6](#)
- address book, verifying [2-3](#)
- addressing
  - alternate extensions [2-14](#)
  - Internet subscriber accounts [3-7](#)
  - options for non-networked phone systems [2-13](#)
  - options when numbering plans overlap [2-14](#)
  - search for a matching number [4-5](#)
  - setting search scopes [2-6](#)
- administrative rights, granting [2-17](#)
- automated attendant
  - call transfers [2-11](#)
  - search scope [2-11](#)
  - setting search scope [2-6](#)

---

## B

- Bulk Import wizard
  - errors, correcting [3-5](#)
  - overview [3-3](#)

---

## C

- call transfer settings, Internet subscribers [3-9](#)
- Cisco Unity Administrator, accessing on networked servers [2-16](#)
- CSV files
  - correcting import errors [3-5](#)
  - preparing to create Internet subscribers [3-4](#)

---

## D

- deleting Internet subscribers [3-8](#)
- dial IDs
  - assigning [4-1](#)
  - changing the minimum length [4-2](#)
  - guidelines for assigning [4-2](#)
- dialing domains
  - call transfers from automated attendant [2-11](#)
  - call transfers from directory handler [2-11](#)
  - networked phone systems [2-13](#)
  - overlapping numbering plans [2-13](#)
  - overview [2-10](#)
- Digital Networking
  - addressing search scopes, setting [2-6](#)
  - alternate extensions [2-14](#)
  - automated attendant search scope, setting [2-6](#)
  - dialing domains [2-10](#)
  - directory handler search scope, setting [2-6](#)
  - easy message access number [2-18](#)
  - forwarding to voice mail [2-18](#)
  - mapping subscribers to servers [2-18](#)
  - notable behavior [2-18](#)
  - overview [2-1](#)
  - prerequisites [2-2](#)
  - requirements [2-2](#)
  - retrieving messages [2-18](#)
  - setting search scopes [2-5](#)
  - setup procedures [2-3](#)
  - task list [2-3](#)
  - testing setup [2-8](#)
  - verifying address books used [2-3](#)

## directory handler

- call transfers [2-11](#)
- search scope [2-11](#)
- setting search scope [2-6](#)

distribution lists, multiple locations [2-17](#)

## Domino

- monitored address book [2-1](#)
- partner server [2-1](#)
- Person Documents, correcting import errors [3-6](#)

---

**E**extensions, guidelines for assigning [4-2](#)

---

**G**Global Subscriber Manager (GSM) [2-17](#)GrantUnityAccess utility [2-17](#)

---

**I**

## identified subscriber messaging

- definition [2-12](#)
- limitations with Internet subscribers [3-8](#)
- testing [2-9](#)

## Internet subscribers

- about [3-7](#)
- and multiple Cisco Unity servers [3-1](#)
- before creating [3-2](#)
- call transfer settings [3-9](#)
- creating with Bulk Import wizard [3-3](#)
- creating with the Cisco Unity Administrator [3-6](#)
- deleting [3-8](#)
- overview [3-1](#)
- prerequisites [3-1](#)
- setting up [3-2](#)
- subscriber experience [3-8](#)

---

**L**live reply not available [3-8](#)

## locations

- assigning dial IDs [4-1](#)
- Digital Networking [2-10](#)
- primary, addressing option settings, about [4-4](#)
- primary, addressing option settings, reference [4-8](#)
- primary, customizing [2-5](#)
- primary, profile settings, about [4-1](#)
- primary, profile settings, reference [4-3](#)

---

**M**messages, leaving versus sending [2-12](#)

---

**N**networking overview [1-1](#)

## network settings

- primary location addressing option settings, about [4-4](#)
- primary location option settings, reference [4-8](#)
- primary location profile settings, about [4-1](#)
- primary location profile settings, reference [4-3](#)

## notable behavior

- Digital Networking [2-18](#)
- Internet subscribers [3-8](#)

---

**P**partner Domino server [2-1](#)prerequisites, Internet subscribers [3-1](#)

## primary locations

- addressing option settings, about [4-4](#)
- addressing options settings, reference [4-8](#)
- customizing [2-5](#)
- profile settings, about [4-1](#)
- profile settings, reference [4-3](#)

- settings, overview [4-1](#)
- private lists, multiple locations [2-18](#)
- profile settings, primary locations [4-3](#)

---

## S

- search scopes [2-11](#)
  - addressing, setting [2-6](#)
  - automated attendant, setting [2-6](#)
  - directory handler, setting [2-6](#)
- subscribers
  - accessing accounts on other servers [2-16](#)
  - Internet, about [3-7](#)

---

## U

- utilities
  - Global Subscriber Manager (GSM) [2-17](#)
  - GrantUnityAccess [2-17](#)

---

## W

- wizards, Bulk Import [3-3](#)

