



CHAPTER 3

Add Subscriber Settings

Add Subscriber Page

Table 3-1 Add Subscriber Page

Field	Considerations
Type	<p data-bbox="435 850 1166 882">Choose either New Subscriber or Import Existing Exchange User.</p> <ul data-bbox="444 892 1511 1060" style="list-style-type: none"><li data-bbox="444 892 1511 987">• New Subscriber—Select this option if the subscriber that you want to create does not have an Exchange mailbox (Cisco Unity will create one at the same time that it creates the subscriber account). From the list, click the subscriber type that you want to create.<li data-bbox="444 997 1511 1060">• Import Existing Exchange User—Select this option if the subscriber that you want to create already has an Exchange mailbox.

Table 3-1 Add Subscriber Page (continued)

Field	Considerations
New Subscriber	<p>Choose one of the following options:</p> <ul style="list-style-type: none"> • Exchange—Regular subscribers have an Exchange mailbox and an Active Directory account. Cisco Unity creates the mailbox and Active Directory account at the same time that it creates the subscriber. Exchange mailboxes are created in the domain and organizational unit (OU) that you specified in the Cisco Unity Server Configuration Wizard during Setup. The user object for the subscriber in Active Directory contains Cisco Unity-specific attributes. • Internet—Internet subscribers do not have mailboxes on the local Exchange network. When Cisco Unity creates the Internet subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes. • AMIS—AMIS subscribers are individuals who use a voice messaging system other than Cisco Unity. They are Cisco Unity subscribers, but voice messages that are addressed to them are sent to their voice messaging system by using the AMIS analog protocol. When Cisco Unity creates the AMIS subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes. • Bridge—Cisco Unity Bridge subscribers are individuals who use an Octel voice messaging system. They are Cisco Unity subscribers, but voice messages that are addressed to them are sent to their voice messaging system by using the Cisco Unity Bridge. When Cisco Unity creates the Bridge subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes. • VPIM—VPIM subscribers are individuals who use another voice messaging system. They are Cisco Unity subscribers, but voice messages that are addressed to them are sent to their voice messaging system by using the VPIM protocol. When Cisco Unity creates the VPIM subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes. • Trusted Internet—Trusted Internet subscribers are Internet subscribers that are trusted with decrypted secure messages. Trusted Internet subscribers must be associated with a Trusted Internet Location. Secure messages to Trusted Internet subscribers are decrypted by the Cisco Unity Voice Connector for Microsoft Exchange before they are sent by the Exchange server. (Messages to regular Internet subscribers are sent directly by the Exchange server and cannot be decrypted and therefore cannot be played by the recipient.)
Import Existing Exchange User	Click Select to choose the Exchange user to import.
First Name/Last Name	Enter the first and last names of the subscriber. The names entered here are used for directory assistance. When importing an existing Exchange user, these fields are filled in automatically.
Display Name	<p><i>Display only.</i> Cisco Unity creates a default display name for the subscriber, which you can modify. This is the subscriber name as displayed in the Cisco Unity Administrator, Exchange, Windows, and subscriber reports. In most cases, only the first 40 characters are displayed.</p> <p>When importing an existing Exchange user, the Display Name is filled in automatically.</p>

Table 3-1 Add Subscriber Page (continued)

Field	Considerations
Extension	<p>Enter the number that callers dial to reach the subscriber. Enter numerals only, according to the extension numbering plan for your organization. The number must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one. However, a subscriber extension can be the same number as the subscriber Fax ID. Note that many phone system integration features, such as MWI and call forward to personal greeting, require that the Cisco Unity number plan match that of the phone system.</p> <p>In Active Directory, the Extension value maps to the value in the Telephone field on the General tab of the User Properties dialog box. When you import subscribers who have Exchange mailboxes, this value is copied from Active Directory into Cisco Unity. The Extension value must remain unique in the Cisco Unity database; therefore, if you subsequently change this value in Cisco Unity, the data in this field will not be replicated to Active Directory nor vice versa.</p> <p>Enter any combination of digits from 0 to 9, up to a maximum of 40 digits.</p>
Fax ID	<p>Enter the number that callers dial to send a fax to the subscriber. This number can be the same as the subscriber extension.</p> <p>In Active Directory, the Fax ID value maps to the value in the Fax field on the Telephones tab of the User Properties dialog box. When you import subscribers who have Exchange mailboxes, this value is copied from Active Directory into Cisco Unity. If you subsequently change this value in Cisco Unity, the data in the field is replicated to Active Directory and vice versa.</p>
Template	Select the template on which to base the subscriber account. The template affects most subscriber settings.
Alias	<p>When adding subscribers, Cisco Unity creates a default alias based on the rules for aliases on the Subscribers > Subscriber Template > Profile page; when importing user data from the message store, Cisco Unity uses the alias specified in Exchange.</p> <p>Note that changing the setting in the Template field on this page can change the alias, if you choose a template that has a different rule for aliases.</p> <p>When you click Add, Cisco Unity checks whether the alias is unique. If the alias is already in use, you are prompted to provide a new one.</p>
Exchange Server	<p>Select the Exchange server (also referred to as the home server) on which the subscriber messages are stored.</p> <p>Assign subscribers to the Exchange server that is on the Cisco Unity server only in the following circumstances: if Cisco Unity is a stand-alone server, if the subscribers access Cisco Unity only by phone, or if there are fewer than 200 subscribers. Otherwise, assign subscribers to another Exchange server.</p> <p>When you specify any server other than the Cisco Unity server as the home Exchange server for a subscriber, it may be several minutes before the subscriber can access the account.</p>
Mailstore	Select the mailbox store on which the subscriber messages are stored.
SMTP address (for Internet subscribers only)	<p>Enter the e-mail (SMTP) address assigned to the Internet subscriber. Enter the remote address in the following format:</p> <p style="padding-left: 40px;">alias@domain.com (for example, aabade@cisco.com)</p> <p>Internet subscribers do not have mailboxes. (An Internet subscriber is equivalent to a mail-enabled contact in Exchange/Active Directory.) Instead, messages for the subscriber are sent as .wav file attachments to this e-mail address.</p>

Table 3-1 Add Subscriber Page (continued)

Field	Considerations
AMIS Remote Mailbox Number <i>(for AMIS subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route AMIS messages to this subscriber.
AMIS Location <i>(for AMIS subscribers only)</i>	Select the AMIS location that the AMIS subscriber is associated with. The AMIS location you specify corresponds to the voice messaging system that this AMIS subscriber uses. The Delivery Phone Number for the AMIS location is used for outgoing messages to this subscriber. In installations with two or more Cisco Unity servers, only AMIS delivery locations that have been created on this Cisco Unity server are displayed in the list.
Bridge Remote Mailbox Number <i>(for Bridge subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this Bridge subscriber.
Bridge Location <i>(for Bridge subscribers only)</i>	Select the Bridge location that the Cisco Unity Bridge subscriber is associated with. The Bridge location you specify corresponds to the Octel system that this Bridge subscriber uses. In installations with two or more Cisco Unity bridgehead servers, only Bridge delivery locations that have been created on this Cisco Unity server are displayed in the list.
VPIM Remote Mailbox Number <i>(for VPIM subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this VPIM subscriber.
VPIM Location <i>(for VPIM subscribers only)</i>	Select the VPIM location that the VPIM subscriber is associated with. The VPIM location you specify corresponds to the voice messaging system that this VPIM subscriber uses. In installations with multiple Cisco Unity servers, only VPIM delivery locations that have been created on this Cisco Unity server are displayed in the list.

Table 3-1 Add Subscriber Page (continued)

Field	Considerations
Unity Node Serial Number <i>(used only when the Bridge Networking option is configured for messaging with Octel systems)</i>	<p>Select from the list or enter a new serial number. In an Octel analog network, this is the serial number of the node with which the Cisco Unity subscriber is associated. Enter any combination of digits from 0 to 9. Do not include any spaces. Typical serial numbers contain 4 or 5 digits (although the Cisco Unity Administrator accepts a maximum of 64 digits).</p> <p>The Unity Node Serial Number is displayed only when the Active Directory schema has been extended for the Bridge Networking option, and the Display Fields Required for Cisco Unity Bridge Networking check box has been checked on the Configuration > Settings page in the Cisco Unity Administrator.</p> <p>The Unity Node Serial Number and Legacy Mailbox ID are required for all Cisco Unity subscribers who will be messaging with subscribers on an Octel system via the Cisco Unity Bridge. Without these numbers, a Cisco Unity subscriber cannot send messages to nor receive messages from Octel subscribers.</p> <p>If the Unity Node Serial Number field is set to something other than the default setting “None,” you must enter a value for the Legacy Mailbox ID.</p> <p>For each Unity Node Serial Number, the Legacy Mailbox ID value must be unique within the global directory. The combination Unity Node Serial Number and Legacy Mailbox ID uniquely identifies a subscriber within an Octel analog network. When you click Add, if the Cisco Unity Administrator detects that the Unity Node Serial Number and Legacy Mailbox ID is already in use, an error message is displayed, and the subscriber account is not created.</p> <p>For directory data about newly-created subscribers to be automatically sent to the Bridge, you first create the subscribers in Cisco Unity, and then create corresponding Unity Node(s) on the Bridge. If you do the reverse and create a Unity Node on the Bridge before creating any subscribers with the same serial number, you will have to force a synchronization by going to the Network > Bridge Options > Synchronization Options page to send directory data to the Bridge, or delete and then add back in the Unity Node on the Bridge. Subsequently, if you add more subscribers with the same serial number, Cisco Unity automatically sends the directory information to the Bridge.</p>

Table 3-1 Add Subscriber Page (continued)

Field	Considerations
Legacy Mailbox ID <i>(used only when the Bridge Networking option is configured for messaging with Octel systems)</i>	<p>Enter a mailbox number for the subscriber. If the subscriber has migrated to Cisco Unity from an Octel system, use the mailbox number they had on the Octel system. This number is used to identify the Cisco Unity subscriber on a node in an Octel analog network, which allows the remaining Octel subscribers to address messages by using the same number that they used before the subscriber was migrated. Enter any combination of digits from 0 to 9. Do not include any spaces. Typical mailbox numbers contain 3 to 10 digits (although the Cisco Unity Bulk Import wizard accepts a maximum of 64 digits). Note that the Legacy Mailbox ID and the subscriber extension do not have to be the same number.</p> <p>The Legacy Mailbox ID is displayed only when the Active Directory schema has been extended for the Bridge Networking option, and the Display Fields Required for Cisco Unity Bridge Networking check box has been checked on the Configuration > Settings page in the Cisco Unity Administrator.</p> <p>The Unity Node Serial Number and Legacy Mailbox ID are required for all Cisco Unity subscribers who will be messaging with subscribers on an Octel system via the Cisco Unity Bridge. Without these numbers, a Cisco Unity subscriber cannot send messages to nor receive messages from Octel subscribers.</p> <p>If the Unity Node Serial Number field is set to something other than the default setting “None,” you must enter a value for the Legacy Mailbox ID.</p> <p>For each Unity Node Serial Number, the Legacy Mailbox ID value must be unique within the global directory. The combination Unity Node Serial Number and Legacy Mailbox ID uniquely identifies a subscriber within an Octel analog network. When you click Add, if the Cisco Unity Administrator detects that the Unity Node Serial Number and Legacy Mailbox ID is already in use, an error message is displayed, and the subscriber account is not created.</p>