User Workstation Setup Guide for Cisco Unity Connection Release 12.x

First Published: 2017-04-06

Last Modified: 2019-01-24

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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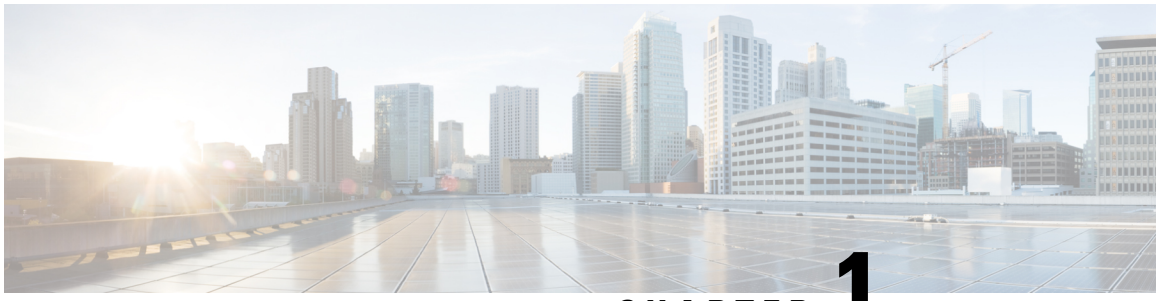

CHAPTER 1

Setting Up Access to Cisco Personal Communications Assistant

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Setting Up Access to Cisco Personal Communications Assistant

Introduction

The Cisco Personal Communications Assistant (PCA) is installed on the Cisco Unity Connection server during installation. It is a website that provides users with access to the Cisco Unity web tools, which allow users to manage messages and personal preferences in Unity Connection. The web tools available in the Cisco PCA include:

- Messaging Assistant
- Cisco Unity Connection Personal Call Transfer Rules

To learn more about the tools listed above, see the applicable *User Guide for Cisco Unity Connection* and the Help for each tool.

Configuring a Web Browser to Access Cisco PCA

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

For the list of versions supported for each browser, see the *Compatibility Matrix for Cisco Unity Connection* , available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html.

Apple Safari

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

1. Confirm that the software required for correct browser configuration is installed. See the "Software Requirements-User Workstations " section of the *System Requirements for Cisco Unity Connection Release 11.x* , available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html

2. Configure Safari:
    1. Enable Java.
    2. Enable Java Script.
    3. Accept cookies only from sites that you navigate to.

Microsoft Internet Explorer

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

1. Confirm that the software required for correct browser configuration is installed. See the "Software Requirements-User Workstations " section of the *System Requirements for Cisco Unity Connection Release 11.x* , available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html
2. Configure Internet Explorer:
    1. Enable Active scripting.
    2. Download and run ActiveX controls.
    3. Enable Java scripting.
    4. Accept all cookies.
    5. Automatically check for newer versions of temporary Internet files.
    6. Enable Medium-High privacy.

Mozilla Firefox

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

1. Confirm that the software required for correct browser configuration is installed. See the "Software Requirements-User Workstationssection of the *System Requirements for Cisco Unity Connection Release 11.x* , available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html
2. If users are running Firefox on Apple MAC OS X or Microsoft Windows workstations, skip to Task 3.

    If users are running Firefox on Linux Red Hat workstations, confirm that they are using the correct sound card by referring to the sound card support matrix on the Alsa-project.org website. (Note that the Java Runtime Environment (JRE) plug-in software uses the Advanced Linux Sound Architecture (ALSA) driver to access system sound devices and to control playback and recording functionality. Depending on the sound card, playback and recording capabilities may be limited.)
3. Configure Firefox:
    1. Enable Java.
    2. Enable Java Script > Enable Change Images in Java Script Advanced.
    3. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Web Site Only.)

Changing the GUI Language for the Cisco PCA

Do the following tasks to change the GUI language that is used in the Cisco PCA.

1. Download and install the applicable languages. For instructions, see the applicable documentation:

- • For a new Unity Connection server, see the " Installing Unity Connection Language Files " section of the "Maintaining Cisco Unity Connection Server" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection*, Release 11.x, at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.html .
- • For an existing Unity Connection server, see the " Removing Unity Connection Languages " section of the "Maintaining Cisco Unity Connection Server" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection, Release 11.x*, at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.html .

2. On the user workstation, select a language in the web browser. The language selected in the browser must be one of the languages that the Cisco PCA offers and it must be installed on the Unity Connection server. For a list of supported languages, see the " Available Languages for Unity Connection Components " section of the *System Requirements for Cisco Unity Connection Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html

Managing Security Alerts Using Self-Signed Certificates with SSL Connections

If you use the self-signed certificate generated during installation to provide an SSL, Unity Connection to the Cisco PCA, the web browser of the user displays a message to alert the user that the authenticity of the site cannot be verified, and therefore its content cannot be trusted. Similarly, if you use a self-signed SSL certificate to secure IMAP email client access to Unity Connection, some email clients supported for use with Unity Connection display SSL security messages.

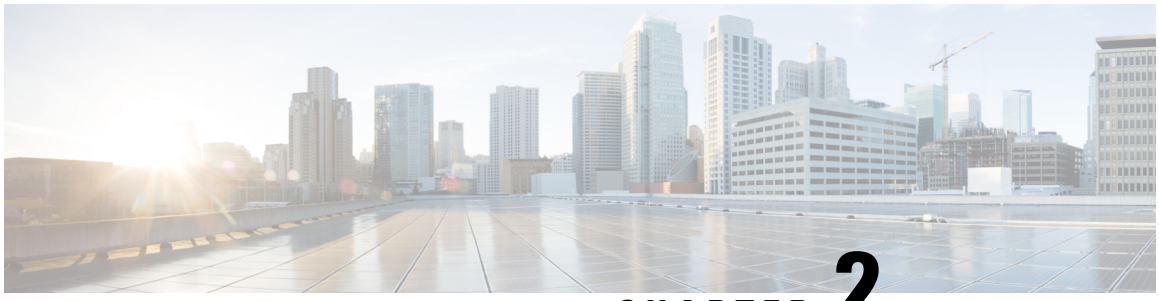
Although users can still access Unity Connection despite the alerts, consider one of the following options to manage or eliminate security alerts when users browse to the Cisco PCA and/or access their messages from an IMAP email client:

- Add the SSL certificate to the Trusted Root Store on each user workstation. In this way, you can ensure that users never see the security alert. Do the following Adding the SSL Certificate to the Trusted Root Store on User Workstations, on page 3 procedure.
- Tell users to choose the "Accept Permanently" (or similar) option when the browser or email client displays the alert and asks them how to proceed. After instructing the browser and/or email client to always accept the certificate, the user will not see the alert again.

Adding the SSL Certificate to the Trusted Root Store on User Workstations

Step 1 From the OS Administration application on the Unity Connection server, right-click to download the certificate and save it as a file.

Step 2 Copy the certificate to each user workstation, and then import it using tools in the browser or IMAP client, as applicable.



CHAPTER 2

Setting Up Playback and Recording Devices

• Setting Up Playback and Recording Devices, on page 5

Setting Up Playback and Recording Devices

Setting Up Playback and Recording Devices for the Media Player

In Unity Connection, Media Player provides the functionality of play, record, upload and download a voice name of a user and greetings using phone .

With Unity Connection 12.0(1) SU2 and later, Media Player supports computer along with phone for recording and playback device. You can select any of the device using Toggle button on the Media Player. By default, computer option is enabled as playback and recording device.

To set the phone as a recording and playback device, see the section Using Phone as a Recording and Playback Device

To set the computer as a recording and playback device, see the section Using Computer as a Recording and Playback Devices

For more information on the Media Player, see "Media Player in the Messaging Assistant Web Tool" chapter of the *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool* available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/user/guide/assistant/b_12xcucugasst.html.

Using Phone as a Recording and Playback Device

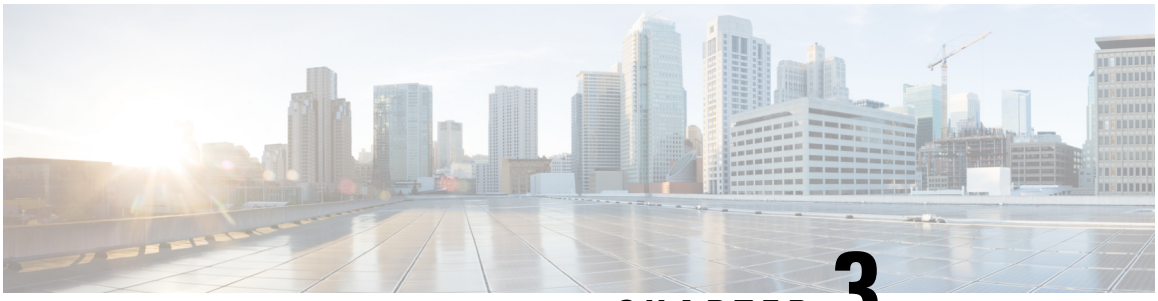
When users use the phone as a recording and playback device in the web tools that are accessed through the Cisco PCA (and in Cisco Unity Connection Administration), the following events occur:

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

Using Computer as a Recording and Playback Devices

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

1. The user selects the applicable option in the client application to make or play a recording.
2. When making a recording, the user begins speaking into the microphone. When the user selects the applicable option in the client application to stop recording, the client application tells Cisco Unity Connection that the recording is finished.
3. When playing a recording, Unity Connection streams the message to the client application. The client application begins to play the message once it is buffered in memory on the user workstation.



CHAPTER 3

Configuring an Email Account to Access Unity Connection Voice Messages

• Configuring an Email Account to Access Unity Connection Voice Messages, on page 7

Configuring an Email Account to Access Unity Connection Voice Messages

Overview

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. You can also forward voice messages with text and reply to voice messages with text; the text portion of the message is accessible through the Unity Connection text-to-speech feature.

Note When users change their Cisco Personal Communications Assistant (PCA) password (also known as the web-application password) in the Unity Connection Messaging Assistant, they also must update the password in their IMAP client application. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client even after updating their Cisco PCA password in both applications, see the Creating Registry Entries for Microsoft Outlook.

Considerations to Configure IMAP Email Clients

Note the following considerations when configuring IMAP email clients to access Unity Connection voice messages:

- In Cisco Unity Connection Administration, configure the following settings on the System Settings > SMTP Configuration > Server page to match the SSL settings in the IMAP email clients:
  - Allow Connections From Untrusted IP Addresses
  - Require Authentication From Untrusted IP Addresses
  - Transport Layer Security From Untrusted IP Addresses Is (Disabled, Required, Optional)

- IMAP email clients all include two fields in which you can enter either the IP address or the fully qualified domain name of the Unity Connection server. When a Unity Connection cluster is configured, enter the fully qualified domain name of a DNS A record that includes the Unity Connection publisher and subscriber servers. If your DNS server allows you to specify the order in which DNS tries to contact Unity Connection servers, specify that the server that is available most often is the first server contacted. This usually is the publisher server.

Some IMAP email clients do not respect DNS A records. For those clients, if the first Unity Connection server is not available, the client does not try to access the other Unity Connection server.

- When a user forwards or replies to a voice message from an IMAP email client, the message will be sent to recipients on the Unity Connection server unless the user specifically configures the message to be sent through another account.

Creating and Configuring an Account to Access Unity Connection in Apple Mail

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

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

Creating and Configure a New Account in Apple Mail

Step 1 In Apple Mail, on the Mail menu, select **Preferences**.

Step 2 At the top of the Preferences dialog box, select **Accounts**.

Step 3 In the lower left corner, select +.

Step 4 In the Account Type list, select **IMAP**.

Step 5 In the Description field, enter a name for the account. This name appears only in Apple Mail.

Step 6 In the E-Mail Address field, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 7 In the Full Name field, enter the username.

Step 8 In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

Step 9 In the User Name field, enter the Unity Connection username.

Step 10 In the Password field, enter the Cisco PCA password.

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

Step 12 Select **Server Settings**.

Step 13 Optionally, in the SMTP Server Options dialog box, check the **Use Secure Sockets Layer (SSL)** check box.

Caution If you do not configure Apple Mail to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

Step 14 In the Authentication list, select **Password**.

Step 15 Select **OK** to close the SMTP Options dialog box.

Step 16 Select the **Advanced** tab.

Step 17 In the Keep Copies of Messages for Offline Viewing list, select the applicable option.

Step 18 Close the Preferences dialog box.

Step 19 In the Save Changes dialog box, select **Save**.

Creating and Configuring an Account to Access Unity Connection in Eudora

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

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

Creating and Configure a New Account in Eudora

Step 1 Start Eudora.

Step 2 On the Eudora Tools menu, select **Personalities**.

Step 3 Right-click anywhere in the Personalities tab, and select **New**.

Step 4 In the New Account wizard, on the Account Settings page, select **Next** to accept the default value, Create a Brand New E-Mail Account.

Step 5 On the Personality Name page, enter a display name for the account. The value that you enter here is visible only in Eudora.

Step 6 Select **Next**.

Step 7 On the Personal Information page, enter the username.

Step 8 Select **Next**.

Step 9 On the E-Mail Address page, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 10 Select **Next**.

Step 11 On the User Name page, enter the Unity Connection username.

Step 12 Select **Next**.

Step 13 On the Incoming E-Mail Server page, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

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

Step 15 Select **Next**.

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

Step 17 Select **Next**.

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

Step 19 Select **Next**.

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

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

Step 22 Select **OK**.

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

Caution If you do not configure Eudora to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

Creating and Configuring an Account to Access Unity Connection in IBM Lotus Notes

Caution If you plan to configure user accounts to use Cisco Unity Connection ViewMail for IBM Lotus Notes, do not follow the instructions in this section. Instead, follow the configuration instructions in the *Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

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

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

Caution When using Lotus Notes version 7.x to access Unity Connection voice messages, you must first configure Notes to connect to a Domino account before configuring the Unity Connection account.

Creating and Configure a New Account in IBM Lotus Notes

Step 1 Start IBM Lotus Notes.

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

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

Step 4 Select **Next**.

Step 5 On the Set Up Internet Mail page, in the Select the Type of Server Used for Retrieving Incoming Mail list, select **IMAP**.

Step 6 In the Enter a New Account Name list, select **Incoming Internet Mail**.

Step 7 In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

Step 8 Select **Next**.

Step 9 On the Set Up Internet Mail page, in the Account Name field, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The Account Name typically follows this format:

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

Step 10 In the Password fields, enter and confirm the Cisco PCA password of the user.

Step 11 If you want to encrypt voice messages and other data that are sent between Notes and Unity Connection, check the **Log On Using SSL** check box. If not, skip to Step 12.

Caution If you do not configure Notes to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages that are sent back from Unity Connection are not encrypted.

Step 12 Select **Next**.

Step 13 On the second Set Up Internet Mail page, in the Enter a New Account Name list, select **Outgoing Internet Mail**.

Step 14 In the Outgoing SMTP Mail Server list, enter the IP address or the fully qualified domain name of the Unity Connection server.

Step 15 Select **Next**.

Step 16 On the third Set Up Internet Mail page, in the E-Mail Address field, enter the Unity Connection alias of the user and the name of the Unity Connection server. Use the following format:

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

Step 17 In the Internet Domain field, enter the Internet domain name of the Domino mail server.

Step 18 Select **Next**.

Step 19 Select **OK**.

Creating and Configuring an Account to Access Unity Connection in Microsoft Outlook

Caution If you plan to configure user accounts to use Cisco ViewMail for Microsoft Outlook, do not follow the instructions in this section. Instead, follow the configuration instructions in the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

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

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

In addition to configuring Microsoft Outlook to access Unity Connection voice messages, you can also install the optional ViewMail for Outlook plug-in. See the Creating and Configuring an Account to Access Unity Connection in Microsoft Outlook Express.

Creating and Configuring a New Account in Outlook

Step 1 Start Microsoft Outlook.

Step 2 On the Microsoft Outlook Tools menu, select **E-Mail Accounts**.

Step 3 In the E-Mail Accounts wizard, select **Add a New E-Mail Account**.

Step 4 Select **Next**.

Step 5 On the Server Type page, select **IMAP**.

Step 6 Select **Next**.

Step 7 Enter values in the User Information section:

a) In the Your Name field, enter a display name for the account. The value that you enter here is visible only in Microsoft Outlook.

b) In the E-Mail Address field, enter one of the following:

- The Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

  <alias>@<SMTP domain name of the Unity Connection server or cluster>

- The proxy address for the user.

Step 8 Enter values in the Server Information section:

a) In the Incoming Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

b) In the Outgoing Server field, select the IP address or the fully qualified domain name of the Unity Connection server.

Step 9 Enter values in the Logon Information section:

a) In the User Name field, enter the Unity Connection username.

b) In the Password field, enter the Cisco PCA password of the user.

c) Verify that the Remember Password check box is not checked. If this option is checked, and the Unity Connection password of the user expires, changes, or is locked, Microsoft Outlook does not prompt the user to enter the Unity Connection password. The result is that users do not receive voice messages from Unity Connection.

Step 10 If you do not want to encrypt voice messages and other data that are sent over the network between Microsoft Outlook and Unity Connection, skip to Step 15.

If you do not configure Microsoft Outlook to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

Caution If you want to encrypt voice messages and other data that are sent between Microsoft Outlook and Unity Connection, continue with Step 11.

Step 11 Select **More Settings**.

Step 12 In the Internet E-Mail Settings dialog box, select the **Advanced** tab.

Step 13 Under Incoming Server (IMAP), check the **This Server Requires an Encrypted** Unity Connection **(SSL)** check box.

Step 14 Select **OK** to close the Internet E-Mail Settings dialog box.

Step 15 If the Unity Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to Step 21.

If the Unity Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with Step 16.

Step 16 Select **More Settings**.

Step 17 In the Internet E-Mail Settings dialog box, select the **Outgoing Server** tab.

Step 18 Verify that the My Outgoing Server (STMP) Requires Authentication check box is checked.

Step 19 Verify that Use Same Settings as My Incoming Mail is selected.

Step 20 Select **OK** to close the Internet E-Mail Settings dialog box.

Step 21 Select **Next**.

Step 22 Select **Finish**.

Step 23 In the left pane of Microsoft Outlook, select the **Inbox** folder for the new account.

Step 24 On the Microsoft Outlook Tools menu, select **Send/Receive** > **This Folder**.

Step 25 If prompted, enter the Unity Connection username and Cisco PCA password.

Creating and Configuring an Account to Access Unity Connection in Microsoft Outlook Express

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

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

Creating and Configuring a New Account in Microsoft Outlook Express

Step 1 Start Microsoft Outlook Express.

Step 2 On the Microsoft Outlook Express Tools menu, select **Accounts**.

Step 3 In the Internet Accounts dialog box, select the **Mail** tab.

Step 4 Select **Add** > **Mail**, and the Internet Unity Connection wizard appears.

Step 5 On the Your Name page, in the **Display Name** field, enter the username.

Step 6 Select **Next**.

Step 7 On the Internet E-Mail Address page, select **I Already Have an E-Mail Address That I'd Like to Use**.

Step 8 In the **E-Mail Address** field, enter the SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 9 Select **Next**.

Step 10 On the E-Mail Server Names page, in the My Incoming Mail Server Is a <protocol> Server list, select **IMAP**.

Step 11 In the Incoming Mail (POP3, IMAP, or HTTP) Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

Step 12 In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

Step 13 Select **Next**.

Step 14 On the Internet Mail Logon page, in the Account Name and Password fields, enter the Unity Connection username and Cisco PCA password.

Step 15 Verify that the **Remember Password** check box is not checked.

If this option is checked, and the Unity Connection password of the user expires, changes, or is locked, Microsoft Outlook Express does not prompt the user to enter the Unity Connection password. The result is that users do not receive voice messages from Unity Connection.

Step 16 Select **Next**.

Step 17 On the Congratulations page, select **Finish**.

Step 18 In the Internet Accounts dialog box, select the account that you created in Step 4, and select **Properties**.

Step 19 In the <account name> Properties dialog box, select the **IMAP** tab.

Step 20 Uncheck the **Store Special Folders** check box.

Step 21 In the Root Folder Path field, enter **INBOX** (all upper-case letters).

Step 22 If you do not want to encrypt voice messages and other data that are sent over the network between Microsoft Outlook Express and Unity Connection, skip to Step 25.

Caution If you do not configure Microsoft Outlook Express to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between Microsoft Outlook Express and Unity Connection, continue with Step 23.

Step 23 Select the **Advanced** tab.

Step 24 Under Incoming Mail, check the **This Server Requires a Secure** Unity Connection **(SSL)** check box.

Step 25 Select **OK** to close the <account name> Properties dialog box.

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

Creating and Configuring an Account to Access Unity Connection in Novell GroupWise

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

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

Creating and Configuring a New Account in GroupWise

Step 1 Start GroupWise.

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

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

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

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

Step 6 Select **Next**.

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

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

Step 8 In the Login Name field, enter the Unity Connection username.

Step 9 In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

Step 10 In the E-Mail Address field, enter the SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 11 In the From Name field, enter the username.

Step 12 Select **Next**.

Step 13 Follow the on-screen prompts to complete the configuration.

Step 14 If you do not want to encrypt voice messages and other data that are sent over the network between GroupWise and Unity Connection, skip to Step 20.

Caution If you do not configure GroupWise to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between GroupWise and Unity Connection, continue with Step 15.

Step 15 In the Accounts dialog box, select the name of the account that you just created.

Step 16 Select **Properties**.

Step 17 Select the **Advanced** tab.

Step 18 Under Incoming Mail Server (IMAP4), check the **Use SSL** check box.

Step 19 Select **OK** to close the <Account Name> Properties dialog box.

Step 20 Select **Close** to close the Accounts dialog box.

Step 21 Create the inbox for the new account, and download Unity Connection voice messages:

a) In the left pane of GroupWise, select the name of the new account.

b) In the Logon to <AccountName> dialog box, enter the Cisco PCA password for the user.

c) Verify that the **Remember Password** check box is not checked.

If this option is checked, and the Unity Connection password of the user expires, changes, or is locked, GroupWise does not prompt the user to enter the Unity Connection password. The result is that users do not receive voice messages from Unity Connection.

d) Select **OK** to close the Logon to <AccountName> dialog box.

e) With the name of the new account still selected in the left pane, on the GroupWise Tools menu, select **Send/Receive > This Folder**.

Creating and Configuring an Account to Access Unity Connection in Opera

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

- Unity Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)

- The IP address, or if DNS is configured, the fully qualified domain name of the Unity Connection server.

Creating and Configuring a New Account in Opera

Step 1 Start Opera.

Step 2 On the Opera Tools menu, select **Mail and Chat Accounts**.

Step 3 In the Manage Accounts dialog box, select **New**.

Step 4 In the New Account wizard, select **IMAP**.

Step 5 Select **Next**.

Step 6 In the Real Name field, enter the account name.

Step 7 In the E-Mail Address field, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 8 In the Organization field, enter the applicable value.

Step 9 Select **Next**.

Step 10 In the Login Name field, enter the Unity Connection username.

Step 11 In the Password field, enter the Cisco PCA password.

Step 12 Select **Next**.

Step 13 In the Incoming Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

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

Caution If you do not configure Opera to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

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

Step 16 Select **Finish**.

Step 17 Select **OK** to close the Subscribe IMAP Folders dialog box.

Step 18 Select **OK** to close the Manage Accounts dialog box.

Creating and Configuring an Account to Access Unity Connection in Thunderbird

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

- Unity Connection username (alias).

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

Creating and Configuring a New Account in Thunderbird

Step 1 Start Thunderbird.

Step 2 On the Thunderbird File menu, select **New** > **Account**.

Step 3 In the Account wizard, on the New Account Setup page, select **E-Mail Account**.

Step 4 Select **Next**.

Step 5 On the Identity page, in the Your Name field, enter the username.

Step 6 In the E-Mail Address field, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 7 Select **Next**.

Step 8 On the Server Information page, under Select the Type of Incoming Server You Are Using, select **IMAP**.

Step 9 In the Incoming Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

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

Step 10 Select **Next**.

Step 11 On the User Names page, enter the Unity Connection username.

Step 12 Select **Next**.

Step 13 On the Account Name page, enter a name for the account. This name appears only in Thunderbird.

Step 14 Select **Next**.

Step 15 On the Congratulations page, confirm that the settings are correct, then select **Finish**.

Step 16 If you do not want to encrypt voice messages and other data that are sent over the network between Thunderbird and Unity Connection, you are finished creating and configuring a new account.

If you want to encrypt voice messages and other data that are sent between Thunderbird and Unity Connection, continue with Step 17.

Step 17 In the left pane of Thunderbird, select the name of the account that you just created.

Step 18 In the right pane of Thunderbird, under Accounts, select **View Settings for This Account**.

Step 19 In the Account Settings dialog box, under the account that you just created, select **Server Settings**.

Step 20 Under Server Settings, select the **Use Secure** Unity Connection **(SSL)** check box.

Caution If you do not configure Thunderbird to use SSL, the Unity Connection username and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

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

Creating and Configuring an Account to Access Unity Connection in Windows Mail for Windows Vista

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

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

Creating and Configuring a New Account in Windows Mail

Step 1 Start Windows Mail.

Step 2 On the Tools menu, select **Accounts**.

Step 3 In the Internet Accounts dialog box, select **Add**.

Step 4 On the Select Account Type page, select E-Mail Account.

Step 5 Select **Next**.

Step 6 On the Your Name page, in the Display Name field, enter the username.

Step 7 Select Next.

Step 8 On the Internet E-Mail Address page, in the E-Mail Address field, enter the Unity Connection SMTP Address of the user and the name of the Unity Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

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

Step 9 Select **Next**.

Step 10 On the Set Up E-Mail Servers page, under Incoming E-Mail Server Type, select **IMAP**.

Step 11 In the Incoming Mail (POP3 or IMAP) Server field, enter the IP address or the fully qualified domain name of the Unity Connection server.

Caution In Step 11 and Step 12, do not use the fully qualified domain name of the Unity Connection server unless DNS is configured for the network.

Step 12 In the Outgoing E-Mail Server (SMTP) Name field, enter the IP address or the fully qualified domain name of the Unity Connection server.

Step 13 If the Unity Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to Step 15.

If the Unity Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with Step 14.

Step 14 Check the Outgoing Server Requires Authentication check box.

Step 15 Select **Next**.

Step 16 On the Internet Mail Logon page, enter the user Unity Connection alias and Cisco PCA password.

Step 17 Select **Next**.

Step 18 On the Congratulations page, select **Finish**.

Step 19 Select **Close** to close the Internet Accounts dialog box.

Step 20 If you do not want to encrypt voice messages and other data that are sent over the network between Windows Mail and Unity Connection, you are finished creating and configuring a new account.

If you want to encrypt voice messages and other data that are sent between Windows Mail and Unity Connection, continue with Step 21.

Step 21 On the Tools menu, select **Account**s.

Step 22 In the Internet Accounts dialog box, select the name of the mail account that you just created and select **Properties**.

Step 23 In the Properties dialog box, select the Advanced tab.

Step 24 Under both the Outgoing Mail field and the Incoming Mail field, check the This Server Requires a Secure Unity Connection (SSL) check box.

Step 25 Select OK.

Caution If you do not configure Windows Mail to use SSL, the Unity Connection username (alias) and password that are sent to Unity Connection over the network and the voice messages sent back from Unity Connection are not encrypted.

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

Setting Up ViewMail for Outlook

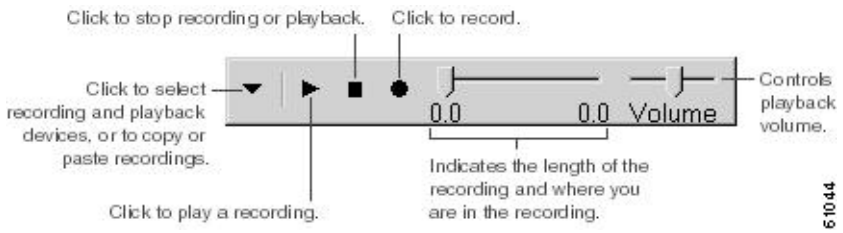
Cisco ViewMail for Microsoft Outlook 8.5 and Later

To install and set up Cisco ViewMail for Microsoft Outlook, see the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Connection ViewMail for Microsoft Outlook 8.0

Using ViewMail for Outlook 8.0 to access Cisco Unity Connection voice messages, users can play and record voice messages using the Media Master. See Figure 3-1.

Figure 1: Media Master



Task List for Setting Up ViewMail for Outlook 8.0

ViewMail must be installed on each user workstation. Complete the following tasks to set up ViewMail 8.0 for users:

Step 1 Review the applicable Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. The document specifies the requirements and procedures for installing 8.0.

Step 2 If you have not already done so, install ViewMail 8.0 according to the procedures in the Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook.

Step 3 If you have not already done so, configure an IMAP account in Microsoft Outlook. See the Creating and Configuring an Account to Access Unity Connection in Microsoft Outlook.

Step 4 If users have more then one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Unity Connection. See the Configuring the IMAP Account for ViewMail for Outlook 8.0.

Step 5 If you use secure messaging or TRAP, you must configure several ViewMail 8.0 settings. See the Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP.

Configuring the IMAP Account for ViewMail for Outlook 8.0

If users have more than one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Unity Connection. This ensures that messages composed using ViewMail are sent to the Unity Connection server. If users have only one IMAP account configured, ViewMail automatically uses it to send messages to Unity Connection.

SUMMARY STEPS

1. From the Microsoft Outlook Tools menu, select **ViewMail Options**.
2. Select the Accounts tab.
3. In the Select the Account to Access Cisco Unity Connection With field, select the IMAP account that is used to access Unity Connection.
4. Select Save.

DETAILED STEPS

Step 1 From the Microsoft Outlook Tools menu, select **ViewMail Options**.

Step 2 Select the Accounts tab.

Step 3 In the Select the Account to Access Cisco Unity Connection With field, select the IMAP account that is used to access Unity Connection.

Step 4 Select Save.

Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP

If you have configured Unity Connection for secure messaging or if you want users to be able to record or play messages by phone using Telephone Record and Playback (TRAP), you must configure several ViewMail 8.0 settings.

After ViewMail 8.0 has been installed, do the following procedure on each user workstation.

Step 1 From the Microsoft Outlook Tools menu, select **ViewMail Options**.

Step 2 Select the Server tab.

Step 3 Enter the server settings in the Table 3-1 and select Save.

Server Settings

Table 1: Server Settings

Field	Setting
Cisco Unity Connection Server Name	Enter the name of the Unity Connection server. (Required for secure messaging and TRAP.)
Username	Enter the Unity Connection username (alias).
Password	*(Optional)* Enter the Cisco PCA password (also known as the web-application password) of the user. If you do not enter the password, the user is prompted for it each time Microsoft Outlook is restarted. If you do not want the user to be prompted for the password each time Microsoft Outlook is restarted, you must also check the Remember Password check box.
Remember Password	*(Optional)* Check this check box if you want ViewMail to remember the user password so that the user does not have to re-enter it each time Microsoft Outlook is restarted.
Proxy Server Address	If you have a firewall that blocks HTTPS traffic between user workstations and the Unity Connection server, enter the IP address of the HTTPS proxy server.
Proxy Server Port	If you have a firewall that blocks HTTPS traffic between user workstations and the Unity Connection server, enter the server port to use when connecting to the HTTPS proxy server.
Validate HTTPS Certificate	If you replace the default self-signed certificate with a certificate from a certificate authority, check the Validate HTTPS Certificate check box. If you are using the default certificate installed with Unity Connection, this check box must not be checked.
Extension	Enter the extension of the user. This setting is required only if you want the user to be able to record or play messages by phone.

Configuring Unity Connection for HTML-based Message Notification

Unity Connection can be configured to send message notifications in the form of an HTML template to an email address. All HTML notifications in Unity Connection require an HTML-based notification template. The HTML-based templates can be selected and applied by the administrator to allow HTML notification for a device. The template selected can either be a default or a custom template that the administrator has created.

To get the HTML notifications exactly as per the template defined by the administrator, the user's email client must support the display of images and icons. For more information on whether your email client support the display of images and icons, refer to documentation of your email service provider.

HTML notifications are supported with the following email clients:

- Microsoft Outlook 2007
- Microsoft Outlook 2010
- IBM Lotus Notes
- Gmail (Web based access only)

The user must ensure to select the authentication or non-authentication mode as desired. In addition, make sure the signed SSL certificates are installed in order to access the notifications via email and the voice message via Mini Web Inbox.

Configuring the Authentication Mode

If the administrator has created a template that include images, icons, and/or status items, then the authentication mode ensures that the user authenticates with his or her Unity Connection credentials before the images are displayed as an HTML email on an email client.

By default, the system is configured for the authentication mode. The administrator can configure the authentication mode using the Cisco Unity Connection Administration.

Step 1 In Cisco Unity Connection Administration, select System Settings > General Configuration.

Step 2 On the Edit General Configuration page, select the Authenticate Graphics for HTML Notification option to turn on the authentication mode.

Step 3 Click Save.

Note The Unity Connection credentials are required only once for each session of Microsoft Outlook.

- If the user clicks on the Cancel button and does not enter Unity Connection credentials when prompted at the first instance then no image will be displayed in the email notification. You must restart the Microsoft Outlook to enter the Unity Connection credentials and view the images.
- If the user enters wrong password thrice then Unity Connection will not prompt again and the user must restart the Microsoft Outlook.

Configuring the Non-Authentication Mode

The non-authentication mode does not prompt user for credentials and the embedded images or icons are displayed without authentication in the email notification.

Step 1 In Cisco Unity Connection Administration, select System Settings > General Configuration.

Step 2 On the Edit General Configuration page, deselect the Authenticate Graphics for HTML Notification option to turn off the authentication mode.

Step 3 Click Save.

Configuring Microsoft Outlook to Display Images in an HTML Message Notification

In the authentication mode, to view all the custom graphics or administrative replaceable images as per the HTML-based template, you must make sure that your Microsoft Outlook client has all the required hotfixes and registry entries.

If the non-authentication mode is configured then your Microsoft Outlook client does not require any hotfixes or registry entries.

Caution The user workstation must have the SSL certificates installed irrespective of the mode selected (authentication or non-authentication).

If you are using Microsoft Internet Explorer version 8, refer to the settings given in the Configuring Windows Vista and Windows 7 (32 bit and 64 bit) for Mini Web Inbox, on page 27 section.

Note If due to certain security implications you are not allowed to install the required hotfixes or update registry entries, then you can create the templates without images, MWI status, and message status.

Table 2: Microsoft Outlook Settings Required for Authentication Mode

Microsoft Outlook Version	Microsoft Outlook 2007	Microsoft Outlook 2010 (32 bit and 64 bit)

Windows XP SP3, Windows 7 (32 and 64 bit), and Windows Vista (32 and 64 bit)	• Microsoft Outlook 2007
	  • Registry entry for AllowImageProxyAuth, where value=1.
	  • Either Install 2007 Office suite SP2. To install 2007 Office suite SP2, refer to http://support.microsoft.com/kb/953195. Then, install Microsoft Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/259693. OR
	  • Install 2007 Office suite SP3. To install 2007 Office suite SP3, refer to http://support.microsoft.com/kb/2526086.
	• Microsoft Outlook 2007 with SP2
	  • Install Microsoft Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/259693.
	  • Registry entry for AllowImageProxyAuth, where value=1.
	• Microsoft Outlook 2007 with SP3
	  • Registry entry for AllowImageProxyAuth, where value=1.
		• Install Microsoft Outlook 2010 hotfix package. For more information, refer to http://support.microsoft.com/kb/2459116.
		• Registry entry for AllowImageProxyAuth, where value=1.

Creating Registry Entries for Microsoft Outlook

Step 1 Go to Start > Run. Type regedit and press Enter.

Step 2 Browse to the following path for Microsoft Outlook 2007:

HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Common

Step 3 Browse to the following path for Microsoft Outlook 2010:

HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Common

Step 4 Add “AllowImageProxyAuth = 1” as new DWORD value.

Configuring Microsoft Outlook for Automatic Image Download

Even after updating your Microsoft Outlook with required hotfixes and registry entries, you need to right click on the image, if any given in the template, and select Show images. You can also right click on the prompt appearing at the above of message window to show the images.

To automatically download images without performing these steps with every session, you must select the required options given under the Tools > Trust Center > Automatic Download section in your Microsoft Outlook email client.

Configuring Unity Connection to Send Voice Message as an Attachment

The administrator can configure Unity Connection to send the voice message as an attachment in the HTML notification to the user. Along with the link to access Mini Web Inbox through the HTML notification email, the user can now access the voice message attachment in the .wav format that can be played on PC or mobile using any player. Prior to Unity Connection 10.0(1) version, the end user received only a link in the HTML notifications to access Mini Web Inbox and listen to voice messages through Mini Web Inbox only.

Note In case of forwarded messages, the attachment is sent only for the latest voice message.

If a user tries to access the voice message attachment using mobile, the following mobile clients are supported:

- Supported versions of iPhone 4 and above
- Supported versions of Android

Note The secure and private voice messages cannot be sent as an attachment.

By default, the system is configured for not to send the voice message as an attachment. The administrator can configure to send voice message as an attachment using the Cisco Unity Connection Administration.

Step 1 In Cisco Unity Connection Administration, select Advanced > Messaging.

Step 2 On the Messaging Configuration page, select the Allow voice mail as attachments to HTML notifications option to send the voice message as an attachment.

Step 3 Click Save.

Configuring the Size of Voice Messages Sent as an Attachment with HTML Notification

The administrator can configure the size of voice messages sent as an attachment with HTML notifications. The user can access the voice message attachment in the .wav format that can be played on PC or mobile using any player.

By default, the system is configured to send the voice message as an attachment upto 2048KB and maximum size can be 12288 KB. The administrator can configure the size of the voice message using the Cisco Unity Connection Administration.

Step 1 In Cisco Unity Connection Administration, select Advanced > Messaging.

Step 2 On the Messaging Configuration page, enter the size of voice message in the Max size of voice mail as attachment to HTML notifications (KB) text box.

Step 3 Click Save. Make sure to restart the Connection Notifier service in order to changes take effect.

Configuring Unity Connection for Mini Web Inbox

Configuring IBM Lotus Notes for Mini Web Inbox

Mini Web Inbox does not support the default IBM Lotus Notes supported browser. When a user receives a message notification on his IBM Lotus Notes email client and clicks a link in the notification to open Mini Web Inbox, the Mini Web Inbox must open in the default operating system browser.

Step 1 In your Lotus Notes client, select File > Preferences > Web Browser.

Step 2 Select the Use the browser I have set as the default for this operating system option.

Step 3 Click Apply and then Ok.

Configuring Windows Vista and Windows 7 (32 bit and 64 bit) for Mini Web Inbox

Step 1 Select Start > Control Panel > Flash Player.

Step 2 Select the Camera and Mic tab in the Flash Player Settings Manager window.

Step 3 Click Camera and Microphone Settings by Site.

Step 4 Select the Ask me when a site wants to use the camera or microphone option in the Camera and Microphone Settings by Site window.

Step 5 Click Add.

Step 6 Add the website that you are using for Unity Connection, for example, ucbu-cisco-vmxyz.cisco.com.

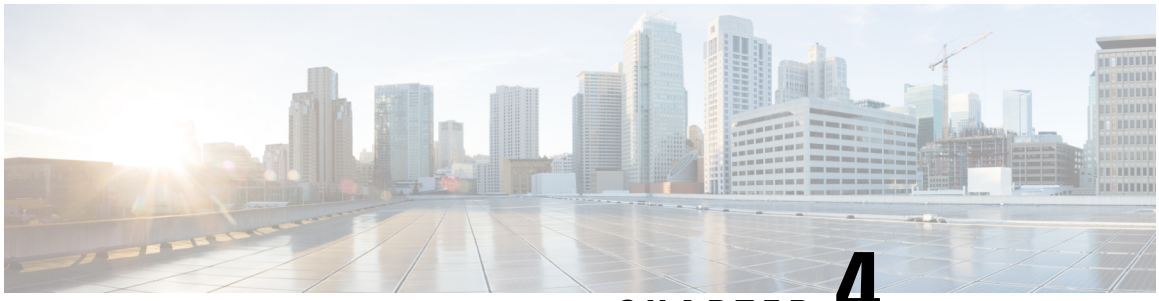
Step 7 Click Allow and then Close.

Troubleshooting IMAP Client Sign-In Problems

When users change their Cisco PCA password (also known as the web-application password) in the Messaging Assistant, they also must update the password in their IMAP client application so that the client can continue to access Unity Connection and retrieve voice messages.

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

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



CHAPTER 4

User Orientation

• User Orientation, on page 29

User Orientation

Orientation Task List for Unity Connection Users

After you set up the client applications that users will use to access Cisco Unity Connection from their phones and computers, use the following task list to acquaint users with Unity Connection. If you are planning supplemental Unity Connection training, also consider reviewing the potential user concerns and misconceptions listed in the Support Desk Orientation, on page 40section.

Offer User Documentation and Contact Information

1. Give users a Cisco Unity Phone Menus and Shortcuts wallet card. Use the Wallet Card wizard to produce the card. The templates in the wizard list frequently used menu options and shortcuts for managing Unity Connection messages and user preferences by phone; the wizard fills in the applicable keys based on the conversation that you specify. The resulting PDF is formatted as a wallet card that can be printed, then cut out and folded by users.

   Procedures in the User Guide for the Cisco Unity Connection Phone Interface do not contain the keys that users press for Unity Connection menu options. Instead, the procedures use the prompts that users hear to specify the menu options to choose. To provide users with key information, you must use the Wallet Card wizard.

   The Wallet Card wizard also allows you to customize technical support information and instructions for signing in to Unity Connection. The Wallet Card wizard is a Windows-based remote database administration tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/WalletCardWizard/WalletCardWizard.html.

2. Give each user applicable user guides. The following Cisco Unity Connection user guides are available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.

   • User Guide for the Cisco Unity Connection Phone Interface

   • User Guide for the Cisco Unity Connection Messaging Assistant Web Tool

   • User Guide for the Cisco Unity Connection Messaging Inbox Web Tool

- User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application
- User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool
- *Quick Start Guide: Using the Cisco Unity Connection Web Inbox*
- *Quick Start Guide: Using Cisco ViewMail for Microsoft Outlook*

Information in the guides is generally organized by feature. You can distribute the guides for the interfaces that users are using, or you can distribute feature-specific information to users for whom you have enabled the features. (On Cisco.com, select the link for the topics you want, and print the PDF files.)

3. Give users the phone numbers that they dial to access Unity Connection from within your organization and from outside the organization. As applicable, show users which button or key to use on their desk phones to access Unity Connection.
4. Give users the URL to the Cisco PCA website: http://<Unity Connection server name>/ciscopca.
5. Give users the URL to the Cisco Unity Connection Web Inbox: http://<Unity Connection server name>/inbox.
6. Give users the name, extension, and/or email address of the Unity Connection administrator and any support desk contact information.
7. Depending on the conversation version that users in your organization are familiar with, you may want to provide them with a list of phone menu differences between Unity Connection and a former voice messaging system—especially if you choose not to offer them an alternative to the standard conversation, which is specified by default in the Voice Mail User template.

Provide PINs, Passwords, and Security Guidelines

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

   If users choose not to initially change their PIN in the Cisco PCA, they are prompted to change their phone PIN during first-time enrollment.
9. Provide users with their initial Cisco PCA passwords. Users must use the Unity Connection Messaging Assistant to change their Cisco PCA passwords.
10. Explain to users how to secure their phone and Cisco PCA PINs and passwords so that they adequately protect their Unity Connection mailboxes from unauthorized access. Detail the security guidelines for your organization. Encourage users to enter secure PINs and passwords whenever they change them.
11. Make sure users understand that their Cisco PCA passwords are not related to their Unity Connection phone PINs, nor are the passwords and PINs synchronized. Users may assume that their phone and Cisco PCA PIN and password are the same. As a result, they may think that they are changing both when the Unity Connection conversation prompts them to change their phone PIN during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.

Remind Users to Complete First-Time Enrollment

12. Make sure that users know that they need to complete first-time enrollment by phone. They do not need to refer to any Unity Connection documentation during enrollment. Unity Connection indicates when the enrollment process is complete. If users hang up before they have completely enrolled, none of their

changes are saved and the first-time enrollment conversation plays again the next time that they sign in to Unity Connection.

The "Enrolling as a Cisco Unity Connection User" chapter of the User Guide for the Cisco Unity Connection Phone Interface (Release 11.x), available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/user/guide/phone/b_11xcucugphone.html. details the tasks that users are asked to complete as part of enrollment.

Explain How Unity Connection Features and Functionality Work

13. Provide training on how to personalize user settings using the phone and the Unity Connection Messaging Assistant, as summarized in Table 3: Settings Users Change Using the Messaging Assistant and Phone Menus. In particular, users may benefit from a hands-on demonstration of the Messaging Assistant, as they may not be accustomed to using a web interface to set voice messaging options.
14. Provide training on how to use the Cisco Unity Connection Personal Call Transfer Rules web tool, and how call transfers, call holding and screening, and caller options are used, as summarized in Table 4: Settings Users Change Using the Cisco Unity Connection Personal Call Transfer Rules Web Tool and Phone Menus.

    See the User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool (Release 11.x) or to Cisco Unity Connection Personal Call Transfer Rules Help for further guidance after orientation.
15. Explain how full mailboxes work with Unity Connection. See the Support Desk Orientation for issues that users may encounter. Refer users to the appropriate user guides for similar information.
16. *If single inbox is configured:* Discuss single-inbox behavior with users
17. If your organization has users who will use RSS readers to access voice messages, provide training on using RSS with Unity Connection.
18. If your organization has users who will use TTY and the TTY prompt set, provide training on using TTY with Unity Connection.
19. Make sure that users who own call handlers or system distribution lists understand their responsibilities (if applicable).
20. As applicable, tell users how to use the Cisco Unity Greetings Administrator and System Broadcast Administrator.

Settings that Unity Connection Users can Change

Settings Users Change Using Messaging Assistant and Phone Menu

Table 3: Settings Users Change Using the Messaging Assistant and Phone Menus

Settings Changed Using the Messaging Assistant	Settings Changed Using the Phone Menus
Call Holding and Screening(1) : • Select how Unity Connection handles indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting • Select how Unity Connection handles indirect calls, including telling the user who the call is for, announcing that Unity Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names	Call Holding and Screening1: • None
Call Transfers(2) : • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions	Call Transfers2: • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions • Configure alternate contact numbers for caller input keys that are assigned to the Transfer to Alternate Contact Number action
Caller Options: • Allow callers to edit messages • Allow callers to mark messages urgent	Caller Options: • None

Settings Changed Using the Messaging Assistant	Settings Changed Using the Phone Menus
Phone Menu Options: • Set language for Unity Connection prompts • Specify whether users use the phone keypad or voice-recognition input style • Set speed and volume of prompts, recorded names, and user greetings • Select full or brief Unity Connection conversation menus • Select the action that Unity Connection performs when the user calls Unity Connection, including greeting the user by name, and announcing the number of new messages by type • Change the time format used for message time stamps • Specify alternate extensions	Phone Menu Options: • Select full or brief Unity Connection conversation menus
Greetings: • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting • Switch between system prompt and personal greeting	Greetings: • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting
Message Notification: • Enable or disable a notification device • Specify dialing or recipient options • Select the types of messages and message urgency for which Unity Connection generates a notification • Specify a list of message senders (by username or calling phone number) for which Unity Connection generates a notification • Set up a notification schedule, and specify what happens when a device does not answer, is busy, or fails	Message Notification: • Enable or disable a notification device, and change its number

Settings Changed Using the Messaging Assistant	Settings Changed Using the Phone Menus
Message Playback: • Specify the speed and volume of messages that are played by phone • Specify message playback order • Specify whether Unity Connection plays the Message Type menu • Select the action that Unity Connection performs when messages are played, including announcing the name and number of the sender who left a message, and whether the time stamp is played before or after the message • Specify that messages are marked saved upon hang-up or disconnect • Specify whether Unity Connection asks to confirm deletions of new and saved messages	Message Playback: • Speed and volume of message as it is played
Message Sending and Addressing: • Specify that Unity Connection prompts to confirm message recipients by name • Specify that Unity Connection prompts to continue adding names after each recipient • Specify that Unity Connection sends messages when users hang up or a call is disconnected • Switch between addressing messages to other users by name, or by extension • Specify order for addressing messages by name (last name then first name, or vice versa)	Message Addressing: • Switch between addressing to other users by name or by extension (by pressing ##)(3) • Review, add, or remove names in the addressing priority list(4)
Personal Settings: • Record a name • Specify alternate names • Change directory listing status • Change password or PIN • Add user-defined alternate extensions(5)	Personal Settings: • Record a name • Change directory listing status • Change password or PIN • Add user-defined alternate extensions5 • Edit alternate contact numbers, if an administrator has configured one or more caller input keys to transfer to an alternate contact number during the user greeting

Settings Changed Using the Messaging Assistant	Settings Changed Using the Phone Menus
Private Lists: • Enter a display name • Record a list name • Add and delete members	Private Lists: • Record a list name • Add and delete members
Contacts: • Set up contacts to use for both name dialing and call transfer rules	Contacts: • None
12345	

[1] (1) Call holding and screening options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Holding and screening options do not apply when an outside caller or another user dials a user extension directly. In addition, holding and screening options are only available when supervised transfers are enabled. These settings apply if the user does not have personal call transfer rules enabled.

[2] (2) Call transfer options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Transfer options do not apply when an outside caller or another user dials a user extension directly.

[3] (3) Note that this depends on whether you have enabled spelled name addressing.

[4] (4) To enable users to access the setup conversation that allows them to review, add, or remove names in the addressing priority list, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Addressing Priority List conversation to a key in the Message Settings menu for that conversation.

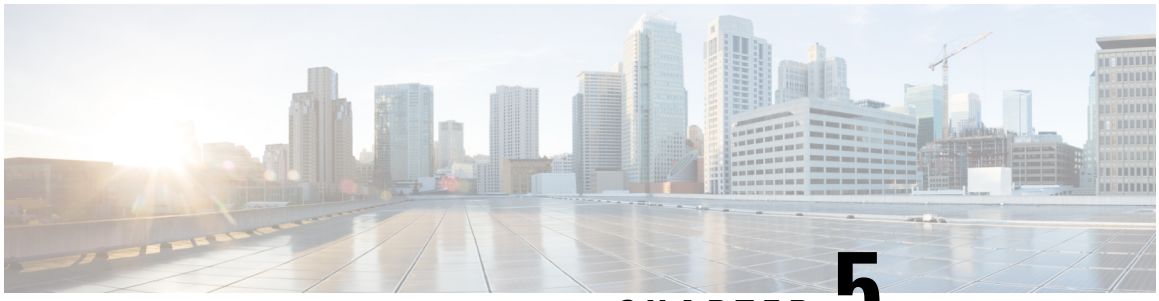
[5] (5) Users must belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled. To enable users to access the phone menu conversation that allows them to review, add, or remove alternate extensions, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Edit User-Defined Alternate Extensions option to a key in the Preferences Menu for that conversation.

Settings Users Change Using Cisco Unity Connection Personal Call Transfer Rules and Phone Menu

Table 4: Settings Users Change Using the Cisco Unity Connection Personal Call Transfer Rules Web Tool and Phone Menus

Settings Changed Using the Personal Call Transfer Rules Web Tool	Settings Changed Using the Phone Menus
Call Holding and Screening: • Set up personal call transfer rules to specify how Unity Connection handles direct and indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting • Set up personal call transfer rules to specify how Unity Connection handles direct and indirect calls, including telling the user who the call is for, announcing that Unity Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names	Call Holding and Screening: • None
Call Transfers: • Set up personal call transfer rules to transfer direct and indirect calls to an extension, to an external phone number, or to the greeting	Call Transfers: • Enable or disable personal call transfer rules to transfer direct or indirect calls to an extension, to an external phone number, or to the greeting • Enable or disable the Transfer All rule set to forward all calls to voicemail or to another phone number • Forward all incoming calls directly to Unity Connection, rather than to phone extension
Caller Options: • Allow callers to edit messages • Allow callers to mark messages urgent	Caller Options: • None

Settings Changed Using the Personal Call Transfer Rules Web Tool	Settings Changed Using the Phone Menus
Destinations: • Set up phone numbers or notification devices to use when transferring calls • Set up groups of destinations to use in personal call transfer rules • Specify the number of rings that Unity Connection waits before transferring the call to the next destination or to voicemail	Destinations: • None
Caller Groups • Create groups of user-defined contacts, administrator-defined contacts, or Unity Connection users to use in personal call transfer rules	Caller Groups • None



CHAPTER 5

Operator and Support Desk Orientation

• Operator and Support Desk Orientation, on page 39

Operator and Support Desk Orientation

Overview

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

Operator Orientation

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

In addition to the information in the User Orientation chapter and the Support Desk Orientation (as applicable), operators also need to understand the following concepts and tasks.

Roles of the Operator and the Automated Attendant

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

Directing Calls

Regardless of how your organization uses the automated attendant, many calls go to the operator. The operator must know how to direct calls to voicemail and to user phones. With Cisco Unified Communications Manager, you can program the phone to direct calls to voicemail. For details on setting this up, see the tech note *How to Transfer a Caller Directly into a Cisco Unity Mailbox*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_tech_notes_list.html.

Forwarding Messages to Intended Recipients

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

Using the Cisco Unity Greetings Administrator

An operator who is responsible for changing call handler greetings for the organization can use the Cisco Unity Greetings Administrator when it is not practical to change a greeting in Cisco Unity Connection Administration. For example, if the office is unexpectedly closed because of bad weather, the operator can call from home to use the Cisco Unity Greetings Administrator to enable the alternate Opening Greeting, or to rerecord a call handler greeting stating that the office is closed.

Using the Cisco Unity Broadcast Message Administrator

If an operator is responsible for sending recorded announcements to everyone in an organization (or to particular locations within an organization), explain how to access and use the Cisco Unity Broadcast Message Administrator to send broadcast messages.

Support Desk Orientation

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

To prepare for possible calls to the support desk at your organization, familiarize the support desk staff with the resources listed in the following Support Desk Resources section, and with the potential user concerns and misconceptions listed in the Potential User Concerns and Misconceptions. (See also theOperator Orientation and the "User Orientation" chapter.)

Support Desk Resources

- User documentation is available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.
- The Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations is available at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.
- The following chapters in this guide provide information on how user workstations should be set up, and describes how users use Unity Connection client applications:
  - Setting Up Access to Cisco Personal Communications Assistant
  - Setting Up Playback and Recording Devices
  - Configuring an Email Account to Access Unity Connection Voice Messages
- The Troubleshooting Guide for Cisco Unity Connection *Release 12.x* is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/troubleshooting/guide/b_12xcuctsg.html.
- For descriptions and the URLs of all Unity Connection documentation on Cisco.com, see the Documentation Guide for Cisco Unity Connection *Release 11.x*. The document is shipped with Unity Connection and is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/roadmap/b_11xcucdg.html.

Potential User Concerns and Misconceptions

Table 5: Potential User Concerns and Misconceptions describes potential user issues, which are typically based on misconceptions about how Cisco Unity Connection works. Users who encounter such issues are often those who are accustomed to another voice messaging system, have not yet completed Unity Connection training, or are unaware of a new feature or functionality change to an existing system.

Table 5: Potential User Concerns and Misconceptions

Potential Issue	Description
Delayed messages	Users may believe that their messages are delayed for the following reasons: • While listening to new messages, users may skip a message and inadvertently mark it new. Later, when they check messages again, they hear the skipped message and believe that the message arrived after a delay. • Users may skip more messages than they intend while listening to their messages, and later check messages again only to hear one or more of the skipped messages, and believe that the messages arrived after a delay. • While listening to messages, other new messages arrive that users may not be aware of. Later, when they check messages again, they hear the new messages and believe that they were delayed.
Deleted messages	By default, when users delete a new or saved message, Unity Connection does not ask them to confirm the deletion. You may want to enable Unity Connection to request confirmation from users before proceeding with the deletion, especially if many users do not belong to a class of service that allows them to retain and review their deleted messages. You can set up Unity Connection to confirm deletion of messages on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration. For information on deleted messages, see the "Managing Deleting Messages" chapter of the *User Guide for the Cisco Unity Connection Phone Interface (Release 11.x)*, available at http://www.cisco.com/en/us/docs/ie_p_commonly_used/phone_1.xu.gh.html

Potential Issue	Description
Deleted messages: IMAP and MAPI behavior	When users access messages stored on a Microsoft Exchange server both from a Microsoft Outlook client and from Unity Connection, they may experience unexpected and confusing behavior when deleting messages. The difference in behavior occurs when the Microsoft Outlook client is configured to use MAPI, the Microsoft interface for connecting to Exchange, and stems from the fact that MAPI and IMAP—the protocol used by Unity Connection—use different mechanisms for marking messages as deleted. If you have users who access a Microsoft Exchange server using Outlook (with MAPI) or Outlook Web Access, and who also use Unity Connection to manage messages on the same message store, be sure to alert them to this behavior. **Deleted Messages—IMAP Behavior** When a user deletes a message from Microsoft Outlook, the message is moved from the Inbox to the Deleted Items folder. At this point, Unity Connection can no longer access the message, and no longer indicates that the message exists either as a new, saved, or deleted message. **Deleted Messages—MAPI Behavior** When a user deletes a message from Unity Connection, the message remains in the Inbox but is flagged to indicate that it has been marked deleted by the user. However, when configured to use MAPI, Microsoft Outlook does not recognize this flag as a deletion, and continues to display the message as a new or saved message in the Inbox.
Device for recording or playback does not show in ViewMail for Outlook device lists	When users add or turn on a new recording or playback device, they must restart the ViewMail for Outlook add-in so it can recognize the new device. To restart ViewMail, restart Outlook.

Potential Issue	Description
Directory listing: users are not listed as expected	When users do not have a recorded name, they are not listed in the corporate directory and as a result, outside callers are not be able to find them when searching for them by name. By default, Unity Connection prompts users to record a name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not. To address this issue, consider the following options: • You can change whether recording a name is required to complete first-time enrollment on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration. • You can provide recorded names for users in Cisco Unity Connection Administration. • Users with class of service rights can record their own names using the Unity Connection conversation or the Unity Connection Messaging Assistant. **Note** This problem does not occur for internal users, but only for outside callers; Unity Connection users who address messages by name are still able to find other users even if they have not recorded a name.
Fax: attached files are not delivered to fax machines (fax integrations only)	Users may be unaware that when they add attachments to an email message and then send the message to a fax machine, Unity Connection renders only those attachments with the file extensions specified during Unity Connection setup. All other attachments are removed.

Potential Issue	Description

IMAP client: Differences in client behavior	Users who use different third-party IMAP clients to access voice messages from their desktop machines may note the following discrepancies in behavior:
	• Microsoft Outlook client:
	  • For new messages, the "Mark as Unread" feature marks messages as new on the Unity Connection server, regardless of whether the WAV file message attachment is downloaded or not.
	  • Voice messages that are deleted by phone are marked for deletion in the Outlook client and are changed to strikethrough text when users select the "Send/Receive" command.
	• Novell GroupWise client:
	  • When new messages with the WAV file message attachment have been downloaded to the GroupWise client, the "Read Later" feature no longer marks the message as new on the Unity Connection server.
	  • Voice messages that are deleted by phone are not marked for deletion in GroupWise; users need to manually delete them from this client.
	  • GroupWise users need to use the "Send/Retrieve" command to update message status from the Unity Connection server.

Potential Issue	Description
Mailbox fills up quickly	Users may complain that their mailboxes are filling up too quickly, for any of the following reasons: • Unity Connection does not automatically delete messages when they reach a certain age. This means that user messages are saved until the user deletes them permanently. (For information on how to permanently delete messages, see the "Managing the Size of Your Mailbox" chapter of the User Guide for the Cisco Unity Connection Phone Interface (Release 11.x), available at http://www.cisco.com/en/us/docs/voice_ip_comm/cuc/11x/guide/phone_1xcuc.html) • When users receive nondelivery receipts (NDRs) to messages that they send, their email client mailbox can quickly increase in size—especially if the original message included large attachments. For users who have access to email messages via TTS, if their email clients are configured to save their sent messages, the original message and attachments are stored in their Sent Items folders and another copy is sent to their Inboxes along with the NDR, increasing their mailbox size accordingly. • Users may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, users who have relatively few messages stored in their mailboxes may still find that their mailboxes exceed the storage limits. • User mailboxes can fill up while users are on vacation or on an extended leave of absence. To prevent this, specify that Unity Connection prevents callers from leaving messages when users have their alternate greetings enabled.
Message notification: repeat notification options	When a user chooses not to have Unity Connection restart notification each time a new message arrives, setting a long interval between repeat notification calls may lead the user to believe that Unity Connection is delaying notification.

Potential Issue	Description
Media Master: opening a file that is saved on a workstation	When a user attempts to use a previously recorded WAV file (for example, an announcement that was recorded earlier) rather than recording using a phone or a computer microphone, the Media Master may display an error message. The error occurs when the WAV file was recorded in the G.729a audio format. To resolve the problem, the user must do one of the following: • Convert the WAV file to another audio format (for example, convert it to the G.711 audio format). • Use a WAV file that is recorded in a supported audio format other than G.729a. • Make the recording using a phone or a computer microphone.
MWIs	To gain an understanding of when MWIs turn on and off, what causes them to turn on and off, and what causes MWIs to behave differently than expected, see the "Troubleshooting the Message Waiting Indicators (MWIs)" chapter of the Troubleshooting Guide for Cisco Unity Connection, *Release 11.x*, at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/11xcuctsg.html
Passwords and PINs are not secure, or users use the wrong password or PIN	Users may assume that their phone PINs and Cisco Personal Communications Assistant (PCA) passwords are the same or are synchronized. As a result, they may think that they are changing both PIN and password when Unity Connection prompts them to change their phone PIN during first-time enrollment. Additionally, they may try to use their phone PIN to sign in to the Cisco PCA.

Potential Issue	Description
Speed for elements of the Unity Connection conversation varies	Users may report that the speed at which Unity Connection plays menus, recorded names, greetings, and messages is inconsistent. For example, users may report that when they listen to their messages, the message is played at a different speed than the recorded names of users who leave them messages and the message properties (for example, the time stamp and message number). Such inconsistencies are expected when you consider the following: • Unity Connection plays recorded names and greetings at the speed at which they were recorded. Neither you nor users can affect the playback speed of recorded names and greetings. • Messages played via Text to Speech (TTS) are always played at normal speed by default, regardless of message playback settings. • The speed that you or a user specifies for system prompts—the standard recordings that come with the Unity Connection system, including prompts for message properties—does not affect the playback speed of messages. • The speed that users specify for message playback does not affect system prompts.
Unread messages	Depending on how Unity Connection is set up at your organization, users may be surprised at how Unity Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a mobile phone loses its charge or signal) while users are in the process of listening to new messages. Some users may incorrectly assume that Unity Connection marks the message as read, which is not the case. You can change how Unity Connection handles unread messages when calls are disconnected by adjusting the Mark Message Saved If User Hangs Up setting on the System Settings > Advanced > Conversations page of Cisco Unity Connection Administration.

Potential Issue	Description
Unsent messages	Depending on how Unity Connection is set up at your organization, users may be surprised at how Unity Connection handles messages when calls are intentionally or unintentionally disconnected (for example, when a user hangs up or when a mobile phone loses its charge or signal) while users are in the process of sending, replying to, or forwarding a message. Some users may incorrectly assume that Unity Connection offers a draft folder for unsent messages, which is not the case. You can change how Unity Connection handles unsent messages when calls are disconnected by adjusting the Send Message If User Hangs Up During Recording setting on the System Settings > Advanced > Conversations page of Cisco Unity Connection Administration.

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