



Cisco Unity Connection SRSV Administration

- [Introduction, on page 1](#)
- [Users, on page 1](#)
- [Templates, on page 3](#)
- [Distribution Lists, on page 4](#)
- [Call Management, on page 4](#)
- [Networking, on page 9](#)
- [System Settings, on page 10](#)
- [Telephony Integrations, on page 12](#)
- [Tools, on page 13](#)

Introduction

Cisco Unity Connection SRSV Administration is the web interface used for managing the administrative tasks, such as configuring subscribers or implementing a call management plan on the branch (Unity Connection SRSV) server.

Users

There are two types of users in a Unity Connection SRSV server:

Users	Definition
Administrators	The administrators are the users privileged to login in to Cisco Unity Connection SRSV Administration. The administrator users created on Unity Connection SRSV are not synchronized with the central Cisco Unity Connection server.

Users	Definition
Subscribers	<p>The subscribers are the remote users created on the central Unity Connection server and synchronized with the Unity Connection SRSV server.</p> <p>Note You cannot modify any subscriber related information on the branch server. If any update is required, it should be done on the central Unity Connection server.</p>

Finding Users

Cisco Unity Connection SRSV Administration allows you to find users based on the search criteria you enter. You can search the Administrators and the Subscribers on Unity Connection SRSV using the Search feature. The Search Administrators page lists the administrator users and you can search a particular administrator name from the list. The Search Subscribers page lists all the subscribers available in Unity Connection SRSV.

The search results, by default, returns all the administrators detail. By default, the administrator can view 25 records per page and can select rows per page from the drop-down list. The maximum limit is 250 search results on one page. The administrator can perform custom search on the Name field using the following options:

- Begins with
- Contains
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

Configuring an Administrator Account in Cisco Unity Connection SRSV Administration

You can create, modify, or delete administrator accounts using Cisco Unity Connection SRSV Administration. However, you cannot modify or delete default administrator accounts.

Step 1 In Cisco Unity Connection SRSV Administration, expand **Users** > **and select** > **Administrators**. The Search Administrators page displays the currently configured administrators.

Step 2 Configure an administrator (For more information on each field, see Help> This Page):

- To add an administrator account:
 - On the Search Administrators page, select **Add New**.
 - On the New Administrator page, enter the values of the required fields and select Save.

- To edit an existing administrator account:

On the Search Administrators page, select the applicable administrator account.

On the Edit Administrator page, modify the values of the required fields and select Save.

On the Edit Administrator page, select Edit and then either select Change Password or Roles.

On the Change Password page or Edit Roles page, modify the value of the required fields and select Save.

- To delete an existing administrator account:

On the Search Administrator page, check the check boxes to select the applicable administrator accounts that you want to delete.

Select Delete Selected and OK to confirm deletion.

Templates

Each call handler that you add in Unity Connection SRSV is based on a template. Settings from the call handler template are applied on a call handler. Most of the call handler settings are applied using the default call handler template. The administrator is allowed to create new templates.

Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you should consider enabling the transfer, caller input, greetings, and message settings that are needed for the call handlers that you plan to create. Note that if you change settings on a call handler template, the new settings are applicable only for new call handlers that are created using that template. Changes to template settings do not affect existing call handlers.



Note Deleting a call handler template does not affect the existing call handler settings based on that template.

Configuring a Call Handler Template in Cisco Unity Connection SRSV Administration

You can create, modify, or delete the new call handler templates using Cisco Unity Connection SRSV Administration. However, you cannot modify or delete the existing call handler templates.

Step 1 In Cisco Unity Connection SRSV Administration, expand **Templates > and select > Call Handler Templates**. The Search Call Handler Templates page displays the currently configured call handler templates.

Step 2 Configure a call handler template (For more information on each field, see Help> This Page):

- To add a call handler template:
 - a. On the Search Call Handler Templates page, select **Add New**.
 - b. On the New Call Handler Templates page, enter the values of the required fields and select Save.
- To edit an existing call handler template:

- a. On the Search Call Handler Templates page, select the applicable call handler template.
 - b. On the Edit Call Handler Templates page, modify the values of the required fields and select Save.
 - c. On the Edit Call Handler Templates page, in the Edit menu, select any of the following settings that you want to edit and then select Save:
 - Transfer Rules
 - Caller Input
 - Greetings
 - Message Settings

Note For more information on call handler template settings, see the Call Handler Settings, page 3-5 section.
- To delete an existing call handler template:
 - On the Search Call Handler Templates page, check the check boxes to select the applicable call handler templates that you want to delete.
 - Select Delete Selected and OK to confirm deletion.

Distribution Lists

System distribution lists are used to send voicemails to multiple users. The members of a system distribution list typically are the users who need the same information on a regular basis, such as employees in a department or members of a team. On the branch server, sending a message to a distribution list is supported only when the distribution list is selected in the Message Recipient property of the call handler.

When you send a message to a distribution list, you receive the notification confirming that the message has been sent to the distribution list. However, the members of the distribution list receive the message only after the restoration of WAN outage and successful upload of the message on the central Unity Connection server.



Note Composing a new message that is addressed to a distribution list is not supported on the branch server.

You cannot create, modify, or delete any distribution list related information on the branch server. If an update is required, then it should be done at the central Unity Connection server.

Call Management

The call management plan describes how the handlers connect to one another through the telephony user interface. Cisco Unity Connection SRSV Administration includes a menu of one-key dialing options and all possible navigation choices configurable by the Connection SRSV subscribers, such as reaching a call handler by dialing an extension or via a routing rule.

System Call Handlers

Unity Connection SRSV provides three predefined call handlers that can be modified but not deleted. For more information on the predefined call handlers, see the “[Default System Call Handlers](#)” section of the “Call Management” chapter of the System Administration Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

To Configure a Call Handler in Cisco Unity Connection SRSV Administration

After you have created or updated the call handler templates that you plan to use, you are ready to create call handlers. After a call handler has been created, you may need to adjust the settings. The tools in Cisco Unity Connection SRSV Administration allows you to modify either a single call handler or multiple call handlers at a time.

Step 1 In Cisco Unity Connection SRSV Administration, expand **Call Management** and select **System Call Handlers**. The Search Call Handlers page displays the currently configured call handlers.

Step 2 Configure a call handler (For more information on each field, see Help> This Page):

- To add a call handler:
 - a. On the Search Call Handlers page, select **Add New**.
 - b. On the New Call Handlers page, enter the values of the required fields and select Save.
- To edit an existing call handler:
 - a. On the Search Call Handlers page, select the applicable call handler.
 - b. On the Edit Call Handler page, modify the values of the required fields and select Save.
 - c. On the Edit Call Handler page, in the Edit menu, select any of the following settings that you want to edit and then select Save:
 - Transfer Rules
 - Caller Input
 - Greetings
 - Message Settings

Note For more information on call handler settings, see the Call Handler Settings, page 3-5 section.
- To delete an existing call handler:
 - a. On the Search Call Handlers page, check the check boxes to select the applicable call handler that you want to delete.
 - b. Select Delete Selected and OK to confirm deletion.

Call Handler Settings

Following are the settings applicable to both call handler templates and call handlers:

Transfer Rules

The system transfers allow callers to dial numbers not associated with a user, contact, call handler, or other entity. For example, when a user calls into a Unity Connection SRSV voicemail system, the call from auto attendant is transferred to a call handler. The call handler can transfer calls to a number of extensions, such as a lobby extension or a conference room extension.

The call transfer settings of a call handler specifies how Unity Connection SRSV transfers calls. The calls reaches the call handler through the automated attendant. Following are the three transfer rules that you can customize in Unity Connection SRSV:

- Standard
- Closed (non business and holiday hours of active schedule)
- Alternate



Note The alternate transfer rule, when enabled, overrides the standard and closed transfer rules and is in effect at all times.

When a call is transferred to the call handler, Unity Connection SRSV first checks the applicable transfer rule to determine where to transfer the call—either to the call handler greeting, or to an extension.

While transferring the call to the call handler greeting, Unity Connection SRSV plays the applicable greeting (standard, closed, holiday, internal, busy, or alternate) based on the situation and the greetings that are enabled for that duration. Transfer rules can be configured to provide the callers with a prerecorded menu of options or an informational message by transferring the call to the applicable greeting.

To route callers to a specific user or to another call handler, you configure the transfer rule to transfer the call to the extension of the user or the call handler. When transferring a call to a user extension, Unity Connection SRSV can either release the call to the phone system, or it can supervise the transfer. When Unity Connection SRSV is set to supervise transfers, it can provide call screening and call holding options on indirect calls as mentioned below:

- With call screening, Unity Connection SRSV can ask for the name of the caller before connecting to a user. The user can then hear who is calling and can accept or refuse the call depending on who the call is for.
- With call holding, when the phone is busy, Unity Connection SRSV can ask callers to hold. Each caller on hold uses a Unity Connection SRSV port and a phone system port, and therefore the total number of callers that can be holding in the queue at a single point of time is limited by the number of available ports.

The default wait time in the call holding queue for the first caller in the queue is 25 seconds. If the caller is still on hold after this amount of time, Unity Connection SRSV asks whether the caller wants to continue holding, leave a message, or try another extension. If the caller does not press a key on the phone keypad or say a voice command to indicate that he or she wants to continue holding, leave a message, or dial another extension, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options.

Caller Input

Caller input settings define actions that Unity Connection SRSV takes in response to phone keys pressed by callers during a call handler greeting. Using the settings on the Edit Greeting page for any greeting, you can also specify whether the greeting allows caller input and whether callers can perform transfers. Alternatively, you can define caller input keys and options that apply to all the call handler greetings using the Caller Input page for the call handler.

One-key dialing enables you to designate a single digit to represent a user extension, alternate contact number, call handler, interview handler, or directory handler. Instead of entering the full extension, the caller presses a single key during a call handler greeting and Unity Connection SRSV responds accordingly. By specifying different keys as caller input options, you can offer callers a menu of choices in the call handler greeting.

Configuring the transfer to alternate contact number action on one or more keys of a call handler allows you to quickly set up a simple audio-text tree that callers can use to transfer to specific non-user extensions on the phone system or to specific external numbers, without having to create separate call handlers for each number. When transferring a caller to an alternate contact number, Unity Connection SRSV can either supervise the transfer or release the call to the phone system.

Callers can also bypass one-key dialing. You set the system to pause a certain number of seconds for additional key presses before routing the call according to the one-key dialing menu you have set up. These pauses allow callers to press full extension IDs to bypass one-key dialing menus, even during the handler greeting.

Further, you can lock certain keys to take the caller directly to the action programmed for that key without waiting for an additional key press.



Note You should not lock any key that matches the first digit of user extensions; otherwise, callers are not able to enter an extension to reach a user.

You can simulate abbreviated extensions using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.

Unity Connection SRSV first attempts to route the call to the prepended extension. If the prepended extension is not valid, Unity Connection SRSV attempts to route the call to the dialed extension. In the following example, the call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Unity Connection SRSV attempts to route the call to extension 1231000; if the prepended extension is not valid, Unity Connection SRSV attempts to route the call to extension 1000. (Note that if extension 1000 is not a valid extension and the greeting for the Sales call handler is configured to allow transfers to numbers not associated with users or call handlers, Unity Connection SRSV performs a release transfer to 1231000.)

Abbreviated extensions can be used as a way for an organization to segment users into different groups. For example, suppose a company has two departments: Engineering and Marketing. The company uses six digit extensions, and all extensions in Engineering begin with 10 and all extensions in Marketing begin with 11. Call handlers could be created for Engineering and for Marketing, and each call handler could be configured to prepend a 10 or a 11, as applicable, to any extension dialed from that call handler. When set up this way, users would only have to enter the last four digits of a user extension.

Greetings

Each call handler can have up to seven greetings. The greeting settings specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Unity Connection SRSV takes during and

after each greeting. When a greeting is enabled, Unity Connection SRSV plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely.



Note Call handler greetings can be recorded in multiple languages.

You can customize how Unity Connection SRSV handles calls to call handlers that have the alternate greeting enabled.

Following are the functionalities supported by Unity Connection SRSV with an alternate greeting enabled:

- Transfer callers directly to the greeting without ringing the extension that is assigned to the call handler (as applicable) whenever calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Unity Connection SRSV user dials a user extension directly.)
- Prevents all callers from skipping the greeting.
- Prevents all callers from leaving messages (when the call handler is set up to take message).



Note Unity Connection SRSV plays the greetings that you customized according to the requirements but some greetings override other greetings when they are enabled during that duration.

The below table describes how greetings work when a call is placed:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Closed	Plays during the closed (non-business) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
Error	Plays if the caller enters invalid digits. This can happen if the digits do not match an extension, the extension is not found in the search scope, or the caller is otherwise restricted from dialing the digits. You cannot disable the error greeting. The system default error recording is, "I did not recognize that as a valid entry." By default, after the error greeting plays, Unity Connection replays the greeting that was playing when the caller entered the invalid digits.

Call handler owners can select a different call handler greeting or record the call handler greetings either from the System Call Handlers > Greetings page in Cisco Unity Connection SRSV Administration or using the Cisco Unity Greetings Administrator on a phone.

Message Settings

The message settings for a particular call handler greeting allows you to do the following:

- Configure the call handler to take a message after playing the greeting.
- You can specify who receives messages for the call handler, whether messages are marked for dispatch delivery.
- Define the maximum recording length for messages from outside callers.
- Decide what callers can do when leaving messages, whether the messages are automatically marked secure, and what action to take next on a call after a message is left.



Note For some integrations, you can set up Unity Connection SRSV so that as a caller records a message, a warning prompt is played before the caller reaches the maximum allowable message length.

Directory Handlers

You cannot create or delete directory handlers on the branch server. However, you can update the settings, if required.

Modifying a Directory Handler in Cisco Unity Connection Administration

Step 1 In Cisco Unity Connection SRSV Administration, expand **Call Management** and select **Directory Handlers**. The Search Directory Handlers page displays the currently configured directory handlers.

Step 2 To edit a directory handler (For more information on each field, see Help> This Page):

- a) On the Search Directory Handlers page, select the applicable directory handler that you want to update.
 - b) On the Edit Directory Handler page, enter the values of the required fields and select Save.
 - c) On the Edit Directory Handler page, in the Edit menu, select any of the following settings that you want to edit and then select Save:
 - Caller Input
 - Greetings
-

Networking

A branch server can be connected only to a single Unity Connection server. The Central Server Configuration page allows you to configure the IP address of the central Unity Connection server.

To Configure the Central Unity Connection Server

- Step 1** In Cisco Unity Connection SRSV Administration, expand **Networking** > **and** select **Central Server Configuration**.
- Step 2** On the Central Server Configuration page, enter the values of the required fields and select **Save**. (For information on each field, see [Help > This Page](#)).
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System Settings

Schedules

The Search Schedules page displays the default schedules configured on the central Unity Connection server. You can create, modify, or delete schedules on the branch server.



Note You cannot delete the default schedules on the branch server.

Configuring Schedules in Cisco Unity Connection SRSV Administration

- Step 1** In Cisco Unity Connection SRSV Administration, expand System Settings and select Schedules. The Search Schedules page displays the currently configured schedules.
- Step 2** Configure a schedule (For more information on each field, see [Help > This Page](#)):
- To add a schedule:
 - a. On the Search Schedules page, select Add New.
 - b. On the New Schedule page, enter the Display Name and select Save.
 - c. In the Schedule Details menu, select Add New to enter the schedule specifications and select Save.
 - To edit a schedule:
 - a. On the Search Schedule page, select the schedule you want to modify.
 - b. On the Edit Schedule Basics page, modify the values of the required fields and select Save.
 - To delete a schedule:
 - a. On the Search Schedule page, check the check boxes to select the schedules that you want to delete.
 - b. Select Delete Selected and OK to confirm deletion.
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Conversations

The Conversation Configuration page allows you to configure multiple IP address to connect to the Port Status Monitor and to enable the Port Status Monitor output. For more information on each field, see [Help> This Page](#).

Enterprise Parameters

Enterprise parameters for Unity Connection SRSV provide default settings that apply to all services in Cisco Unified Serviceability. You cannot add or delete enterprise parameters. You can update the existing enterprise parameters.



Note Many of the enterprise parameters rarely require change. Do not change an enterprise parameter unless you completely understand the feature you are changing or the Cisco Technical Assistance Center (Cisco TAC) specifies the change.

Configuring Enterprise Parameters in Cisco Unified Serviceability

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- Step 1** In Cisco Unity Connection SRSV Administration, expand System Settings and select Enterprise Parameters.
 - Step 2** On the Enterprise Parameters page, enter the applicable settings. To set all service parameters to the default values, select Set to Default.
 - Step 3** To view a list of enterprise parameters and descriptions, select the ? button on the right side of the page and select Save. (For more information on each field, see [Help> This Page](#)).
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Plugins

Application plugins extend the functionality of Unity Connection SRSV. For example, the Real-Time Monitoring Tool (RTMT) allows you to monitor the health of the system remotely through tools, such as, performance-monitoring counters and Port Monitor.



Note Before you install any plugin, you must disable all intrusion detection or anti-virus services that run on the server where you install the plugin.

Installing a Plugin

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- Step 1** In Cisco Unity Connection SRSV Administration, expand System Settings and select Plugins.
 - Step 2** On the Search Plugins page, select Find.
 - Step 3** For the plugin that you want to install, select Download and follow the on-screen instructions for installing the plugin.
-

Telephony Integrations

Telephony integration allows the callers to leave messages for the users and access messages left between the branch server and the phone system.

Phone System

You cannot create or delete phone system integrations on a branch server.

Modifying Phone System Integration

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- Step 1** In Cisco Unity Connection SRSV Administration, expand Telephony Integrations and select Phone System.
 - Step 2** On the Search Phone Systems page, select the phone system that you want to modify.
 - Step 3** On the Phone System Basics page, modify the values of the required fields and select Save. (For information on each field, see Help> This Page).
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Port Group

You can create, modify, or delete the port groups on a branch server. For more information on port group, see the “[Port Group](#)” section of the “Telephony Integrations” chapter in the System Administration Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.



Note You need to configure the port group for a branch server on Cisco Unity Connection SRSV Administration.

Port

You can create, modify, or delete ports on a branch server. For more information on ports, see the “[Port](#)” section of the “Telephony Integrations” chapter of the System Administration Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.



Note You need to configure the ports for a branch server on Cisco Unity Connection SRSV Administration.

Security

You can generate new certificates and security profiles on a branch server when Cisco Unified Communications Manager is authenticated and encrypted for Unity Connection SRSV voicemail ports. For more information on security, see the “[Security](#)” section of the “Telephony Integrations” chapter of the System Administration

Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.



Note You need to configure the certificates for a branch server on Cisco Unity Connection SRSV Administration.

Tools

Cisco Unity Connection SRSV Administration on the branch server allows you to modify the settings of the custom keypad mapping tool originally configured on a central Unity Connection server. For more information on custom keypad mapping, see the “[Custom Keypad Mapping Tool](#)” section of the “Tools” chapter of the System Administration Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

