



## CHAPTER 9

# Unified Messaging Settings in Cisco Unity Connection Version 8.5 and Later

See the following sections:

- [Search Unified Messaging Services \(Cisco Unity Connection 8.5 and Later Only\)](#), page 9-1
- [New Unified Messaging Service \(Cisco Unity Connection 8.5 and Later Only\)](#), page 9-2
- [Edit Unified Messaging Service \(Cisco Unity Connection 8.5 and Later Only\)](#), page 9-16
- [Unified Messaging Accounts Status \(Cisco Unity Connection 8.5 and Later Only\)](#), page 9-30
- [Transcription Service for SpeechView \(Cisco Unity Connection 8.5 and Later Only\)](#), page 9-32
- [Search Transcription Error Codes](#), page 9-34
- [New Transcription Error Code](#), page 9-34
- [Edit Transcription Error Code](#), page 9-35
- [Delete Transcription Error Code](#), page 9-35

## Search Unified Messaging Services (Cisco Unity Connection 8.5 and Later Only)

**Table 9-1** Search Unified Messaging Services Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Delete Selected	To delete a Unified Messaging service, check the check box to the left of the display name, and select Delete Selected. You can delete multiple Unified Messaging services at once.
Add New	To add a Unified Messaging service, select the Add New button. A new page opens, on which you enter data applicable to the new Unified Messaging service.
Display Name	<i>(Display only)</i> The name of the Unified Messaging service.
Server Type	<i>(Display only)</i> The type of server to which the Unified Messaging service connects.

**See Also**

- The “*Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).
- The “*Configuring Cisco Unity Connection 8.5 and Later and Cisco Unified MeetingPlace for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).

## New Unified Messaging Service (Cisco Unity Connection 8.5 and Later Only)

The fields that appear on the New Unified Messaging Service page change based on the option you choose in the Type list. After you select Exchange/BPOS-D or MeetingPlace, refer to the applicable table:

- Exchange/BPOS-D: [Table 9-2](#)
- MeetingPlace: [Table 9-3](#)
- Office 365: [Table 9-4](#)

**Table 9-2** *New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Type	Select Exchange/BPOS-D.


**Table 9-2** New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Enabled	<p>Check this check box to allow Cisco Unity Connection to access the Exchange servers specified by this service, or uncheck the check box to prevent access.</p> <p>If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Exchange but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Exchange mailbox when the unified messaging service is re-enabled.</li> <li>• If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when the unified messaging service is re-enabled will be resynchronized into the Exchange Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Exchange while the unified messaging service is disabled, the messages remain in Exchange when the unified messaging service is re-enabled. Users must delete the messages from Exchange manually.</li> <li>• If users change the status of messages in Exchange (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled.</li> <li>• When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Display Name	<p>Enter a descriptive name for the service.</p> <p>If you are creating more than one unified messaging service for Exchange, note that this is the name that will appear on the Users &gt; Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.</p>
Web-Based Authentication Mode	<p>Select the same authentication mode that you specified when you performed the procedure in the “Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later” section in the “<i>Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging</i>” chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Web-Based Protocol	<p>Select the same web-based protocol that you specified when you performed the procedure in the “Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later” section in the “<i>Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging</i>” chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Validate Certificates for Exchange Servers	<p>(Available only when you selected HTTPS in the Web-Based Protocol list) Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Unity Connection server against the certificates installed on Exchange servers that Unity Connection is accessing. For example, if you check this check box, Unity Connection verifies that:</p> <ul style="list-style-type: none"> <li>The SSL certificate installed on the Exchange server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>The SSL certificate has not expired.</li> </ul> <p>If the validation fails:</p> <ul style="list-style-type: none"> <li>If you configure the unified messaging service to search for Exchange servers, Unity Connection will search for another Exchange server. If another Exchange server is found and if the SSL certificate on that server can be validated, Unity Connection will synchronize voice messages with Exchange.</li> <li>If you configure the unified messaging service to access a specific Exchange server, Unity Connection does not search for another Exchange server, and does not synchronize voice messages with Exchange. Self-signed certificates cannot be validated. If you choose HTTPS from the Web-Based Protocol list, and if you are using self-signed certificates on your Exchange servers, do not check the Validate Certificates for Exchange Servers check box, or Unity Connection will not be able to access Exchange.</li> </ul>
Search for Exchange Servers Specify an Exchange Server	<p>Select whether you want Unity Connection to search for Exchange servers to communicate with or you want Unity Connection to communicate with a specific Exchange server. For guidance on choosing between these options, see the “Determining Which Exchange Servers You Want Cisco Unity Connection 8.5 and Later to Communicate With” section in the <i>“Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging”</i> chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Active Directory DNS Domain Name	<p>(Applicable only when you select Search for Exchange Servers) Enter the DNS domain name of the Active Directory domain in which you want Unity Connection to begin searching for Exchange servers.</p>
Active Directory Site Name	<p>(Applicable only when you select Search for Exchange Servers) If you have Exchange servers in more than one Active Directory site, you can improve performance if you specify the site that contains the domain controllers that you want Cisco Unity Connection to use first to find Exchange servers.</p>
Exchange Versions	<p>(Applicable only when you select Search for Exchange Servers) Select the versions of Exchange in which you have mailboxes that you want Cisco Unity Connection to be able to access.</p>

**Table 9-2** New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Protocol Used to Communicate with Domain Controllers	<p>(Applicable only when you select <i>Search for Exchange Servers</i>) Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Exchange servers.</p> <p> <b>Caution</b> When you configure Unity Connection to search for and communicate with different Exchange servers, Unity Connection communicates with Active Directory servers using Basic authentication. By default, the username and password of the unified messaging services account and all other communication between the Unity Connection and Active Directory servers is sent in clear text. If you want this data to be encrypted, you must configure unified messaging services to communicate with Active Directory domain controllers by using the secure LDAP (LDAPS) protocol, and you must upload certificates from the certification authority that issued the SSL certificates for Active Directory servers to both tomcat-trust and Connection-trust locations.</p>
Validate Certificates for Active Directory Domain Controllers	<p>(Applicable only when you select <i>Search for Exchange Servers</i>) Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example:</p> <ul style="list-style-type: none"> <li>• Verify that the SSL certificate installed on the domain controllers that Unity Connection is accessing to locate Exchange servers matches an SSL certificate on the Unity Connection server.</li> <li>• Verify that the SSL certificate has not expired.</li> </ul> <p>If the validation fails, Unity Connection searches for another domain controller.</p> <p>Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Unity Connection will not be able to access domain controllers to search for Exchange servers.</p>
Exchange Server	<p>(Applicable only when you select <i>Specify an Exchange Server</i>) Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Exchange server that you want Cisco Unity Connection to access. If you are entering the name of an Exchange 2010 or Exchange 2007 server, you must enter the name of a client access server.</p> <p>If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for Exchange Servers check box, you must enter one of the values that appears in the SSL certificate for the Exchange server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)</p>
Edit Unified Messaging Service (Cisco Unity Connection 8.5 and Later Only), page 9-16 Server Type	<p>(Applicable only when you select <i>Specify an Exchange Server</i>) Select the version of Exchange that is installed on the server that you specified in the Exchange Server field.</p>

**Table 9-2** *New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Username	<p>Enter the Active Directory username of the unified messaging services account in either of the following formats:</p> <ul style="list-style-type: none"> <li>• user@domain</li> <li>• domain\user (Do not use FQDN format for the domain name.)</li> </ul> <p>This is the account that you created when you performed the procedure in the “Creating the Unified Messaging Services Account in Active Directory and Granting Permissions for Cisco Unity Connection 8.5 and Later” section in the “<i>Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging</i>” chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Exchange email, check this check box.</p> <p>If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.</p>
Access Exchange Calendar and Contacts	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Exchange calendars and contacts, check this check box.</p> <p>If you enable access to Exchange calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Exchange calendars and contacts for an individual user if you disable it here.</p>

**Table 9-2**      ***New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)***

<b>Field</b>	<b>Description</b>
Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)	<p>If you want Cisco Unity Connection and Exchange mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box.</p> <p>If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here.</p> <p>If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Exchange but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled.</li> <li>• If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. Users must delete the messages from Exchange manually.</li> <li>• If users change the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled.</li> <li>• When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Reset	<p>Select Reset to make Cisco Unity Connection perform the following operations for every Unity Connection mailbox associated with this unified messaging service:</p> <ul style="list-style-type: none"> <li>• Synchronize any voice messages that have not already been synchronized.</li> <li>• Resubscribe for Exchange notifications, which causes Exchange to send Unity Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.</li> <li>• Resynchronize the state of existing messages, for example, the read/unread status.</li> </ul>

**Table 9-2** *New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Message Action for Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user.</li> <li>• Relay the Message—Unity Connection forwards the email message to the user address that is configured for synchronization with Exchange.</li> <li>• Accept and Relay the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange.</li> </ul> <p>Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming email messages and does not synchronize them with Exchange, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>• If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user.</li> <li>• If the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect: <ul style="list-style-type: none"> <li>– If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>– If the Message Action for Email setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange.</li> <li>– If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>



**Table 9-2** *New Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Message Action for Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user.</li> <li>• Relay the Message—Unity Connection forwards the fax message to the user address that is configured for synchronization with Exchange.</li> <li>• Accept and Relay the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange.</li> </ul> <p>Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming fax messages and does not synchronize them with Exchange, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>• If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user.</li> <li>• If the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect: <ul style="list-style-type: none"> <li>– If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>– If the Message Action for Fax setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange.</li> <li>– If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

**See Also**

- The “[Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).

**Table 9-3** *New Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Type	Select <b>MeetingPlace</b> .
Enabled	<p>Check the Enabled check box to allow Cisco Unity Connection to access the MeetingPlace servers specified by this service, or uncheck the check box to prevent access.</p> <p>When the check box is not checked, access to the MeetingPlace server fails without an error message.</p>

**Table 9-3** *New Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only) (continued)*

Field	Description
Display Name	<p>Enter a descriptive name for the service.</p> <p>If you are creating more than one unified messaging service for MeetingPlace, note that this is the name that will appear on the Users &gt; Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.</p>
Server	<p>Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Cisco Unified MeetingPlace server that you want Cisco Unity Connection to access.</p> <p>If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for MeetingPlace Servers check box, you must enter one of the values that appears in the SSL certificate for the MeetingPlace server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)</p>
Transfer Extension Dial String	Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace server.
Web-Based Protocol	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>HTTP—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and Cisco Unified MeetingPlace.</li> <li>HTTPS—Select this option when you are configuring SSL to secure network traffic between Unity Connection and Cisco Unified MeetingPlace. We recommend using this setting.</li> </ul>
Validate Certificates for MeetingPlace Servers	<p>Check this check box if you selected HTTPS in the Web-Based Protocol list, and if you want Cisco Unity Connection to verify various settings, for example:</p> <ul style="list-style-type: none"> <li>Verify that the SSL certificate installed on the MeetingPlace server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>Verify that the SSL certificate has not expired.</li> </ul> <p>If the validation fails, Unity Connection will not be able to access MeetingPlace calendars.</p>
User ID	The Windows domain alias for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
Password	The password for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
User Access to Calendar	<p>When this check box is checked, users hear notification of upcoming meetings on the phone.</p> <p>When this check box is not checked, users do not hear notification of upcoming meetings.</p>
MeetingPlace Scheduling and Joining	<p>When this check box is checked, users are able to schedule and join meetings.</p> <p>When this check box is not checked, users are not able to schedule and join meetings.</p>

**See Also**

- The “*Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).

**Table 9-4** *New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Type	Select <b>Office 365</b> .
Enabled	<p>Check this check box to allow Cisco Unity Connection to access the Office 365 servers specified by this service, or uncheck the check box to prevent access.</p> <p>If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Office 365 but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Office 365 mailbox when the unified messaging service is re-enabled.</li> <li>• If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when the unified messaging service is re-enabled will be resynchronized into the Office 365 Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Office 365 while the unified messaging service is disabled, the messages remain in Office 365 when the unified messaging service is re-enabled. Users must delete the messages from Office 365 manually.</li> <li>• If users change the status of messages in Office 365 (for example, from unread to read) while the unified messaging service is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled.</li> <li>• When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Display Name	<p>Enter a descriptive name for the service.</p> <p>If you are creating more than one unified messaging service for Office 365, note that this is the name that will appear on the Users &gt; Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.</p>
Proxy Server	Enter the IP Address/Hostname and port of the Proxy Server in the Address:Port or Hostname:Port format.

Table 9-4 New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Validate Certificates for Exchange Servers	<p>Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Unity Connection server against the certificates installed on Office 365 servers that Unity Connection is accessing. For example, if you check this check box, Unity Connection verifies that:</p> <ul style="list-style-type: none"> <li>The SSL certificate installed on the Office 365 server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>The SSL certificate has not expired.</li> </ul> <p>If the validation fails:</p> <ul style="list-style-type: none"> <li>If you configure the unified messaging service to search for Office 365 servers, Unity Connection will search for another Office 365 server. If another Office 365 server is found and if the SSL certificate on that server can be validated, Unity Connection will synchronize voice messages with Office 365.</li> <li>If you configure the unified messaging service to access a specific Office 365 server, Unity Connection does not search for another Office 365 server, and does not synchronize voice messages with Office 365. Self-signed certificates cannot be validated.</li> </ul>
Search for Hosted Exchange Servers Specify the Hosted Exchange Server	<p>Decide whether you want Connection to be able to search for and communicate with different Office 365 server, or you want Connection to communicate with a specific Office 365 server in case the hostname or the IP Address of the specific Office 365 server is known. Auto Discovery is the recommended option.</p> <p>(Applicable only when you select Specify the Hosted Exchange Server) Enter the domain name, the server name, or the IP address of the Office 365 server that you want Cisco Unity Connection to access. If you are entering the name of an Office 365 server, you must enter the name of a client access server.</p> <p><b>Note</b> In the Active Directory DNS Domain Name field, enter DNS domain name used for the Office 365 users.</p> <ul style="list-style-type: none"> <li>In a hybrid environment where you route mails between an on-premise Exchange organization and Office 365, specify the special onmicrosoft.com domain name (such as mycompany.mail.onmicrosoft.com) provided by Microsoft.</li> <li>If you are only using Office 365, try your domain name from your email addresses.</li> </ul>
User Name	<p>Enter the Active Directory username of the unified messaging services account in either of the following formats:</p> <p>user@domain (User Principal Name format)</p> <p>This is the user name of the Domain Service account that is created on Microsoft Office 365.</p>
Password	Enter the password for the Domain Service account that you entered in the Username field
Protocol Used to Communicate with Domain Controllers	(Applicable only when you select Search for Hosted Exchange Servers) Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Office 365 servers.

**Table 9-4** New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Validate Certificates for Active Directory Domain Controllers	<p>(Applicable only when you select Search for Hosted Exchange Servers) Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example:</p> <ul style="list-style-type: none"> <li>• Verify that the SSL certificate installed on the domain controllers that Unity Connection is accessing to locate Exchange servers matches an SSL certificate on the Unity Connection server.</li> <li>• Verify that the SSL certificate has not expired.</li> </ul> <p>If the validation fails, Unity Connection searches for another domain controller.</p> <p>Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Unity Connection will not be able to access domain controllers to search for Office 365 servers.</p>
Access Exchange Email by Using Text to Speech (TTS)	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Office 365 email, check this check box.</p> <p>If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.</p>
Access Exchange Calendar and Contacts	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Office 365 calendars and contacts, check this check box.</p> <p>If you enable access to Office 365 calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Office 365 calendars and contacts for an individual user if you disable it here.</p>

Table 9-4 New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)	<p>If you want Cisco Unity Connection and Office 365 mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box.</p> <p>If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here.</p> <p>If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Office 365 but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Office 365 mailbox when single inbox is re-enabled.</li> <li>• If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when single inbox is re-enabled will be resynchronized into the Office 365 Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Office 365 while single inbox is disabled, the messages remain in Office 365 when single inbox is re-enabled. Users must delete the messages from Office 365 manually.</li> <li>• If users change the status of messages in Office 365 (for example, from unread to read) while single inbox is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled.</li> <li>• When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Reset	<p>Select Reset to make Cisco Unity Connection perform the following operations for every Unity Connection mailbox associated with this unified messaging service:</p> <ul style="list-style-type: none"> <li>• Synchronize any voice messages that have not already been synchronized.</li> <li>• Resubscribe for Office 365 notifications, which causes Office 365 to send Unity Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.</li> <li>• Resynchronize the state of existing messages, for example, the read/unread status.</li> </ul>

**Table 9-4** *New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)*

<b>Field</b>	<b>Description</b>
Message Action for Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user.</li> <li>• Relay the Message—Unity Connection forwards the email message to the user address that is configured for synchronization with Office 365.</li> <li>• Accept and Relay the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365.</li> </ul> <p>Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming email messages and does not synchronize them with, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>• If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user.</li> <li>• If the Relay Address differs from the email address that is used for synchronization with Office 365, both settings take effect: <ul style="list-style-type: none"> <li>– If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>– If the Message Action for Email setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365.</li> <li>– If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

**Table 9-4** New Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Message Action for Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> <li>Accept the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user.</li> <li>Relay the Message—Unity Connection forwards the fax message to the user address that is configured for synchronization with Office 365.</li> <li>Accept and Relay the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365.</li> </ul> <p>Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming fax messages and does not synchronize them with Office 365, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user.</li> <li>If the Relay Address differs from the email address that is used for synchronization with Office 365, both settings take effect: <ul style="list-style-type: none"> <li>If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>If the Message Action for Fax setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365.</li> <li>If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

## Edit Unified Messaging Service (Cisco Unity Connection 8.5 and Later Only)

The fields that appear on the Edit Unified Messaging Service page change based on the option you choose in the Type list. After you select Exchange or MeetingPlace, refer to the applicable table:

- Exchange/BPOS-D: [Table 9-5](#)
- MeetingPlace: [Table 9-6](#)
- Office 365: [Table 9-7](#)

**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Type	(Display Only) For unified messaging services that access Exchange, this value is Exchange/BPOS-D.




**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Enabled	<p>Check the Enabled check box to allow Cisco Unity Connection to access the Exchange servers specified by this service, or uncheck the check box to prevent access.</p> <p>If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Exchange but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Exchange mailbox when the unified messaging service is re-enabled.</li> <li>• If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when the unified messaging service is re-enabled will be resynchronized into the Exchange Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Exchange while the unified messaging service is disabled, the messages remain in Exchange when the unified messaging service is re-enabled. Users must delete the messages from Exchange manually.</li> <li>• If users change the status of messages in Exchange (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled.</li> <li>• When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Display Name	<p>Enter a descriptive name for the service.</p> <p>If you are creating more than one unified messaging service for Exchange, note that this is the name that will appear on the Users &gt; Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.</p>
Web-Based Authentication Mode	<p>Select the same authentication mode that you specified when you performed the procedure in the “Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later” section in the <i>“Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging”</i> chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Web-Based Protocol	<p>Select the same web-based protocol that you specified when you performed the procedure in the “Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later” section in the <i>“Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging”</i> chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>

**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Validate Certificates for Exchange Servers	<p>(Available only when you selected <i>HTTPS</i> in the <i>Web-Based Protocol</i> list) Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Unity Connection server against the certificates installed on Exchange servers that Unity Connection is accessing. For example, if you check this check box, Unity Connection verifies that:</p> <ul style="list-style-type: none"> <li>The SSL certificate installed on the Exchange server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>The SSL certificate has not expired.</li> </ul> <p>If the validation fails:</p> <ul style="list-style-type: none"> <li>If you configure the unified messaging service to search for Exchange servers, Unity Connection will search for another Exchange server. If another Exchange server is found and if the SSL certificate on that server can be validated, Unity Connection will synchronize voice messages with Exchange.</li> <li>If you configure the unified messaging service to access a specific Exchange server, Unity Connection does not search for another Exchange server, and does not synchronize voice messages with Exchange.</li> </ul> <p>Self-signed certificates cannot be validated. If you choose <i>HTTPS</i> from the <i>Web-Based Protocol</i> list, and if you are using self-signed certificates on your Exchange servers, do not check the <i>Validate Certificates for Exchange Servers</i> check box, or Unity Connection will not be able to access Exchange.</p>
Search for Exchange Servers Specify an Exchange Server	<p>Select whether you want Unity Connection to search for Exchange servers to communicate with or you want Unity Connection to communicate with a specific Exchange server. For guidance on choosing between these options, see the “Determining Which Exchange Servers You Want Cisco Unity Connection 8.5 and Later to Communicate With” section in the “<i>Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging</i>” chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Active Directory DNS Domain Name	<p>(Applicable only when you select <i>Search for Exchange Servers</i>) Enter the DNS domain name of the Active Directory domain in which you want Cisco Unity Connection to begin searching for Exchange servers.</p>
Active Directory Site Name	<p>(Applicable only when you select <i>Search for Exchange Servers</i>) If you have Exchange servers in more than one Active Directory site, you can improve performance if you specify the site that contains the domain controllers that you want Cisco Unity Connection to use first to find Exchange servers.</p>
Exchange Versions	<p>(Applicable only when you select <i>Search for Exchange Servers</i>) Select the versions of Exchange in which you have mailboxes that you want Cisco Unity Connection to be able to access.</p>

**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Protocol Used to Communicate with Domain Controllers	<p>(Applicable only when you select Search for Exchange Servers) Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Exchange servers.</p> <p> <b>Caution</b> When you configure Unity Connection to search for and communicate with different Exchange servers, Unity Connection communicates with Active Directory servers using Basic authentication. By default, the username and password of the unified messaging services account and all other communication between the Unity Connection and Active Directory servers is sent in clear text. If you want this data to be encrypted, you must configure unified messaging services to communicate with Active Directory domain controllers by using the secure LDAP (LDAPS) protocol, and you must upload certificates from the certification authority that issued the SSL certificates for Active Directory servers to both tomcat-trust and Connection-trust locations.</p>
Validate Certificates for Active Directory Domain Controllers	<p>(Applicable only when you select Search for Exchange Servers) Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example:</p> <ul style="list-style-type: none"> <li>• Verify that the SSL certificate installed on the domain controllers that Unity Connection is accessing to locate Exchange servers matches an SSL certificate on the Unity Connection server.</li> <li>• Verify that the SSL certificate has not expired.</li> </ul> <p>If the validation fails, Unity Connection searches for another domain controller.</p> <p>Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Unity Connection will not be able to access domain controllers to search for Exchange servers.</p>
Exchange Server	<p>(Applicable only when you select Specify an Exchange Server) Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Exchange server that you want Unity Connection to access. If you are entering the name of an Exchange 2010 or Exchange 2007 server, you must enter the name of a client access server.</p> <p>If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for Exchange Servers check box, you must enter one of the values that appears in the SSL certificate for the Exchange server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)</p>
Exchange Server Type	<p>(Applicable only when you select Specify an Exchange Server) Select the version of Exchange installed on the server that you specified in the Exchange Server field.</p>

**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Username	<p>Enter the Active Directory username of the unified messaging services account in either of the following formats:</p> <ul style="list-style-type: none"> <li>• user@domain</li> <li>• domain\user (Do not use FQDN format for the domain name.)</li> </ul> <p>This is the account that you created when you performed the procedure in the “Creating the Unified Messaging Services Account in Active Directory and Granting Permissions for Cisco Unity Connection 8.5 and Later” section in the “<i>Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging</i>” chapter of the <i>Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html</a>.</p>
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Exchange email, check this check box.</p> <p>If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.</p>
Access Exchange Calendar and Contacts	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Exchange calendars and contacts, check this check box.</p> <p>If you enable access to Exchange calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Exchange calendars and contacts for an individual user if you disable it here.</p>

**Table 9-5** *Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)	<p>If you want Cisco Unity Connection and Exchange mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box.</p> <p>If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here.</p> <p>If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Exchange but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled.</li> <li>• If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. Users must delete the messages from Exchange manually.</li> <li>• If users change the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled.</li> <li>• When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Reset	<p>Select Reset to make Unity Connection perform the following operations for every Unity Connection mailbox associated with this unified messaging service:</p> <ul style="list-style-type: none"> <li>• Synchronize any voice messages that have not already been synchronized.</li> <li>• Resubscribe for Exchange notifications, which causes Exchange to send Unity Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.</li> <li>• Resynchronize the state of existing messages, for example, the read/unread status.</li> </ul>

**Table 9-5** *Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Message Action for Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> <li>• <b>Accept the Message</b>—Unity Connection delivers the email message to the Unity Connection mailbox of the user.</li> <li>• <b>Relay the Message</b>—Unity Connection forwards the email message to the user address that is configured for synchronization with Exchange.</li> <li>• <b>Accept and Relay the Message</b>—Unity Connection delivers the email message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange.</li> </ul> <p>Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming email messages and does not synchronize them with Exchange, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>• If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user.</li> <li>• If the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect: <ul style="list-style-type: none"> <li>– If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>– If the Message Action for Email setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange.</li> <li>– If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

**Table 9-5** Edit Unified Messaging Service Page, Microsoft Exchange (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Message Action for Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> <li>Accept the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user.</li> <li>Relay the Message—Unity Connection forwards the fax message to the user address that is configured for synchronization with Exchange.</li> <li>Accept and Relay the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange.</li> </ul> <p>Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming fax messages and does not synchronize them with Exchange, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user.</li> <li>If the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect: <ul style="list-style-type: none"> <li>If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>If the Message Action for Fax setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange.</li> <li>If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

**See Also**

- The “*Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).

**Table 9-6** Edit Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Type	( <i>Display Only</i> ) For unified messaging services that access Cisco Unified MeetingPlace, this value is MeetingPlace.
Enabled	<p>Check the Enabled check box to allow Cisco Unity Connection to access the Cisco Unified MeetingPlace servers specified by this service, or uncheck the check box to prevent access.</p> <p>When the check box is not checked, access to the MeetingPlace server fails without an error message.</p>

**Table 9-6** Edit Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Display Name	Enter a descriptive name for the service.  If you are creating more than one unified messaging service for MeetingPlace, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Server	Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Cisco Unified MeetingPlace server that you want Cisco Unity Connection to access.  If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for MeetingPlace Servers check box, you must enter one of the values that appears in the SSL certificate for the MeetingPlace server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)
Transfer Extension Dial String	Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace server.
Web-Based Protocol	Select one of the following: <ul style="list-style-type: none"> <li>HTTP—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and Cisco Unified MeetingPlace.</li> <li>HTTPS—Select this option when you are configuring SSL to secure network traffic between Unity Connection and Cisco Unified MeetingPlace. We recommend using this setting.</li> </ul>
Validate Certificates for MeetingPlace Servers	Check this check box if you selected HTTPS in the Web-Based Protocol list, and if you want Cisco Unity Connection to verify various settings, for example: <ul style="list-style-type: none"> <li>Verify that the SSL certificate installed on the MeetingPlace server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>Verify that the SSL certificate has not expired.</li> </ul> If the validation fails, Unity Connection will not be able to access MeetingPlace calendars.
User ID	The Windows domain alias for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
Password	The password for the privileged service account that Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
User Access to Calendar	When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings.
MeetingPlace Scheduling and Joining	When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.

**See Also**

- The “[Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcumgx.html).



**Table 9-7** *Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Type	(Display Only) For unified messaging services that access Office 365, this value is Office 365.
Enabled	<p>Check the Enabled check box to allow Cisco Unity Connection to access the Office 365 servers specified by this service, or uncheck the check box to prevent access.</p> <p>If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Office 365 but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Office 365 mailbox when the unified messaging service is re-enabled.</li> <li>• If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when the unified messaging service is re-enabled will be resynchronized into the Office 365 Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Office 365 while the unified messaging service is disabled, the messages remain in Office 365 when the unified messaging service is re-enabled. Users must delete the messages from Office 365 manually.</li> <li>• If users change the status of messages in Office 365 (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled.</li> <li>• When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Display Name	<p>Enter a descriptive name for the service.</p> <p>If you are creating more than one unified messaging service for Office 365, note that this is the name that will appear on the Users &gt; Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.</p>
Proxy Server	Enter the IP Address/Hostname and port of the Proxy Server in the Address:Port or Hostname:Port format.

**Table 9-7** Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Validate Certificates for Exchange Servers	<p>Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Unity Connection server against the certificates installed on Office 365 servers that Unity Connection is accessing. For example, if you check this check box, Unity Connection verifies that:</p> <ul style="list-style-type: none"> <li>• The SSL certificate installed on the Office 365 server that Unity Connection is accessing matches an SSL certificate on the Unity Connection server.</li> <li>• The SSL certificate has not expired.</li> </ul> <p>If the validation fails:</p> <ul style="list-style-type: none"> <li>• If you configure the unified messaging service to search for Office 365 servers, Unity Connection will search for another Office 365 server. If another Office 365 server is found and if the SSL certificate on that server can be validated, Unity Connection will synchronize voice messages with Office 365.</li> <li>• If you configure the unified messaging service to access a specific Office 365 server, Unity Connection does not search for another Office 365 server, and does not synchronize voice messages with Office 365. Self-signed certificates cannot be validated.</li> </ul>
Search for Hosted Exchange Servers Specify the Hosted Exchange Server	<p>Decide whether you want Connection to be able to search for and communicate with different Office 365 server, or you want Connection to communicate with a specific Office 365 server in case the hostname or the IP Address of the specific Office 365 server is known. Auto Discovery is the recommended option.</p> <p>(Applicable only when you select Specify an Hosted Exchange Server) Enter the domain name, the server name, or the IP address of the Office 365 server that you want Cisco Unity Connection to access. If you are entering the name of an Office 365 server, you must enter the name of a client access server.</p> <p><b>Note</b> In the Active Directory DNS Domain Name field, enter DNS domain name used for the Office 365 users.</p> <ul style="list-style-type: none"> <li>• In a hybrid environment where you route mails between an on-premise Exchange organization and Office 365, specify the special onmicrosoft.com domain name (such as mycompany.mail.onmicrosoft.com) provided by Microsoft.</li> <li>• If you are only using Office 365, try your domain name from your email addresses.</li> </ul>
User Name	<p>Enter the Active Directory username of the unified messaging services account in either of the following formats:</p> <p>user@domain</p> <p>This is the user name of the Domain Service account that is created on Microsoft Office 365.</p>
Password	Enter the password for the Domain Service account that you entered in the Username field
Protocol Used to Communicate with Domain Controllers	(Applicable only when you select Search for Hosted Exchange Servers) Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Office 365 servers.

**Table 9-7** Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Validate Certificates for Active Directory Domain Controllers	<p>(Applicable only when you select Search for Hosted Exchange Servers) Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example:</p> <ul style="list-style-type: none"> <li>Verify that the SSL certificate installed on the domain controllers that Unity Connection is accessing to locate Exchange servers matches an SSL certificate on the Unity Connection server.</li> <li>Verify that the SSL certificate has not expired.</li> </ul> <p>If the validation fails, Unity Connection searches for another domain controller.</p> <p>Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Unity Connection will not be able to access domain controllers to search for Office 365 servers.</p>
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Office 365 email, check this check box.</p> <p>If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.</p>
Access Exchange Calendar and Contacts	<p>If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Office 365 calendars and contacts, check this check box.</p> <p>If you enable access to Office 365 calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Office 365 calendars and contacts for an individual user if you disable it here.</p>

Table 9-7 Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)	<p>If you want Cisco Unity Connection and Office 365 mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box.</p> <p>If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here.</p> <p>If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following:</p> <ul style="list-style-type: none"> <li>• If users delete messages in Office 365 but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Office 365 mailbox when single inbox is re-enabled.</li> <li>• If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Unity Connection when single inbox is re-enabled will be resynchronized into the Office 365 Deleted Items folder.</li> <li>• If users delete messages in Connection but do not delete the corresponding messages in Office 365 while single inbox is disabled, the messages remain in Office 365 when single inbox is re-enabled. Users must delete the messages from Office 365 manually.</li> <li>• If users change the status of messages in Office 365 (for example, from unread to read) while single inbox is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled.</li> <li>• When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.</li> </ul>
Reset	<p>Select Reset to make Cisco Unity Connection perform the following operations for every Unity Connection mailbox associated with this unified messaging service:</p> <ul style="list-style-type: none"> <li>• Synchronize any voice messages that have not already been synchronized.</li> <li>• Resubscribe for Office 365 notifications, which causes Office 365 to send Unity Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.</li> <li>• Resynchronize the state of existing messages, for example, the read/unread status.</li> </ul>

**Table 9-7** *Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)*

Field	Description
Message Action for Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user.</li> <li>• Relay the Message—Unity Connection forwards the email message to the user address that is configured for synchronization with Office 365.</li> <li>• Accept and Relay the Message—Unity Connection delivers the email message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365.</li> </ul> <p>Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming email messages and does not synchronize them with, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>• If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user.</li> <li>• If the Relay Address differs from the email address that is used for synchronization with Office 365, both settings take effect: <ul style="list-style-type: none"> <li>– If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>– If the Message Action for Email setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365.</li> <li>– If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

**Table 9-7** *Edit Unified Messaging Service Page, Office 365 (Cisco Unity Connection 8.5 and Later Only) (continued)*

Field	Description
Message Action for Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> <li>Accept the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user.</li> <li>Relay the Message—Unity Connection forwards the fax message to the user address that is configured for synchronization with Office 365.</li> <li>Accept and Relay the Message—Unity Connection delivers the fax message to the Unity Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365.</li> </ul> <p>Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user.</p> <p>If the Reject the Message option is selected on the Edit Message Actions page for the user, Unity Connection rejects all incoming fax messages and does not synchronize them with Office 365, regardless of the value of this setting.</p> <p>Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page):</p> <ul style="list-style-type: none"> <li>If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user.</li> <li>If the Relay Address differs from the email address that is used for synchronization with Office 365, both settings take effect: <ul style="list-style-type: none"> <li>If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Unity Connection mailbox.</li> <li>If the Message Action for Fax setting for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365.</li> <li>If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</li> </ul> </li> </ul>

## Unified Messaging Accounts Status (Cisco Unity Connection 8.5 and Later Only)

**Table 9-8** *Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only)*

Field	Description
Status	An icon that indicates the status of the unified messaging configuration for a Cisco Unity Connection user. To identify configuration problems, if any, click the icon or the alias for the user, and, on the Edit Unified Messaging Account page, select Test.
Alias	The Cisco Unity Connection alias of the user that the unified messaging account is associated with.
Display Name	The display name of the user that the unified messaging account is associated with.

**Table 9-8** Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
UM Service	The name of the unified messaging service that this unified messaging account uses. The unified messaging service determines which features are enabled by default on the account, which Exchange or MeetingPlace server the unified messaging account accesses, the protocols used to communicate with Active Directory, Exchange, and MeetingPlace servers, and so on.
Exchange Calendar/Contacts	<p>Indicates the status of the Access Exchange Calendar and Contacts service capability for this unified messaging account:</p> <ul style="list-style-type: none"> <li>• E indicates that the feature is enabled in the unified messaging account and in the service.</li> <li>• DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account.</li> <li>• DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service.</li> <li>• N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.</li> </ul>
TTS	<p>Indicates the status of the Access Exchange Email by Using Text to Speech (TTS) service capability for this unified messaging account:</p> <ul style="list-style-type: none"> <li>• E indicates that the feature is enabled in the unified messaging account and in the service.</li> <li>• DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account.</li> <li>• DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service.</li> <li>• N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.</li> </ul>
Single Inbox	<p>Indicates the status of the Synchronize Connection and Exchange Mailboxes (Single Inbox) service capability for this unified messaging account:</p> <ul style="list-style-type: none"> <li>• E indicates that the feature is enabled in the unified messaging account and in the service.</li> <li>• DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account.</li> <li>• DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service.</li> <li>• N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.</li> </ul>

**Table 9-8 Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only) (continued)**

Field	Description
MeetingPlace Scheduling and Joining	<p>Indicates the status of the MeetingPlace Scheduling and Joining service capability for this unified messaging account:</p> <ul style="list-style-type: none"> <li>• E indicates that the feature is enabled in the unified messaging account and in the service.</li> <li>• DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account.</li> <li>• DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service.</li> <li>• N/A indicates that the unified messaging service is configured to access Exchange, so it is not applicable to MeetingPlace service capabilities.</li> </ul>
Email Address	The effective email address for this unified messaging account. Depending on the option selected on the Unified Messaging Account page, this can be either an email address specified on the Unified Messaging Account page or the value of the Corporate Email Address field on the User Basics page.

**See Also**

- The “*Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).
- The “*Configuring Cisco Unity Connection 8.5 and Later and Cisco Unified MeetingPlace for Unified Messaging*” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/unified\\_messaging/guide/85xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html).

## Transcription Service for SpeechView (Cisco Unity Connection 8.5 and Later Only)

**Table 9-9 Transcription Service for SpeechView Page (Cisco Unity Connection 8.5 and Later Only)**

Field	Description
Register	<p>The Register button initiates the first-time registration with the external transcription service. Do not select Register until the other fields on this page are filled in and saved.</p> <p>The registration process can take up to 15 minutes. Voicemail transcriptions cannot be processed until the registration process has completed successfully. Wait for the registration process to complete successfully before using the Test button.</p> <p>When registration has completed successfully, you will not need to re-register unless you have changed the Incoming SMTP Address, or the security of the server has been compromised.</p>



**Table 9-9** Transcription Service for SpeechView Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Test	<p>When registration has completed successfully, select the Test button to send a test transcription to the external service to ensure that transcriptions are routed correctly. The test sends a transcription request to the transcription service via the SMTP smart-host, and the transcription service sends the response to the email address specified in the Incoming SMTP address field.</p> <p>The test includes checking for license file violations and checking whether users are assigned to a class of service that enables SpeechView.</p> <p>The test can take up to 15 minutes.</p>
Enabled	<p>Check the Enabled check box to enable communications with the external transcription service or the remote Unity Connection location that is providing transcription proxy services.</p> <p>Default setting: Check box not checked.</p>
Access Transcription Service Directly	<p>Select Access Transcription Service Directly if this Cisco Unity Connection server is going to communicate with the external transcription service rather than use another Unity Connection location as a proxy.</p>
Incoming SMTP Address	<p>Enter an external-facing email address that the third party transcription service will use to send transcriptions to the Cisco Unity Connection server. This email address must be recognized by your email infrastructure and routed to the “stt-service” alias on the Unity Connection server.</p> <p>For example, if you want the external-facing email address to be “transcriptions@cisco.com,” and the SMTP domain for the Unity Connection server is “connectionserver1.cisco.com,” the email infrastructure must be configured to route “transcriptions@cisco.com” to “stt-service@connectionserver1.cisco.com.”</p>
Registration Name	<p>Enter a name that will uniquely identify the Cisco Unity Connection server within your organization. This name is used by the third-party transcription service to identify this server for registration and subsequent transcription requests.</p>
Advertise Transcription Proxy Services to Other Connection Locations	<p>(Applicable only if Cisco Unity Connection is digitally networked with other Unity Connection servers.) Check this check box if you want this server to offer transcription proxy services to other Cisco Unity Connection locations in the local digital network.</p> <p>Consolidating communication with the transcription service to just one Unity Connection server or cluster in the network provides several benefits:</p> <ul style="list-style-type: none"> <li>• It simplifies the SMTP routing configuration. You only need to configure your email infrastructure to route transcriptions to one server or cluster.</li> <li>• You can designate the least busy server or cluster in the network to take on the S/MIME processing overhead necessary for processing transcriptions.</li> </ul> <p><b>Note</b> It may take a few minutes for this setting to replicate to remote locations.</p>
Access Transcription Services Through Connection Proxy Location	<p>(Applicable only if Cisco Unity Connection is digitally networked with other Unity Connection servers.) Select Access Transcription Services Through Connection Proxy Location if this Cisco Unity Connection server is going to access transcriptions services through another Unity Connection location that is digitally networked.</p> <p>Select the name of the Unity Connection location from the list.</p>
Action Type	<p>(Display only) Indicates whether the last communication with the transcription service was a registration, a test, or a transcription.</p>

**Table 9-9** Transcription Service for SpeechView Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Action Status	(Display only) Indicates the status of the last operation: <ul style="list-style-type: none"> <li>• New—The operation has been requested but Cisco Unity Connection has not yet begun to process it.</li> <li>• Pending—The operation is still in progress.</li> <li>• Success—The operation completed successfully.</li> <li>• Failure—The operation failed.</li> </ul>
Action Date	(Display only) Indicates the date of the last communication with the transcription service.
License Expiration Date	(Display only) Indicates the date that the SpeechView license will expire. Transcription services will stop after this date unless a new license file is installed.

## Search Transcription Error Codes

**Table 9-10** Search Transcription Error Code Page

Field	Description
Find Transcription Error Code where	To find an existing error code, select error code/ error code desc from the first drop-down list. For advance search, you can select more options from the second drop-down list.
Text Box	Enter the error code/error code description that you want to search.

### See Also

- The “Schedules and Holidays in Cisco Unity Connection 8.x” section in the *“Call Management Overview in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The “Overview of Default Schedules in Cisco Unity Connection 8.x” section in the *“Managing Schedules and Holidays in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Transcription Error Code

**Table 9-11** New Transcription Error Code Page

Field	Description
Error Code	Enter an error code for creating a new Transcription Error Code.
Error Code Description	Enter the description of the new error code.

**See Also**

- The “Creating Schedules in Cisco Unity Connection 8.x” section in the *“Managing Schedules and Holidays in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Edit Transcription Error Code

Added September 03, 2011

**Table 9-12** Edit Transcription Error Code (Fault) Page

Field	Description
Error Code	Enter the new error code, if required.
Error Code Description	Enter the new description of the error code, if required.

**See Also**

- The “Modifying Schedules in Cisco Unity Connection 8.x” section in the *“Managing Schedules and Holidays in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Delete Transcription Error Code

**Table 9-13** Search Transcription Error Codes Page

Field	Description
Delete Selected	To delete an error code, check the check box to the left of the display name, and select Delete Selected. You can delete multiple error codes at once.

**See Also**

- The “Creating Schedules in Cisco Unity Connection 8.x” section in the *“Managing Schedules and Holidays in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The “Modifying Schedules in Cisco Unity Connection 8.x” section in the *“Managing Schedules and Holidays in Cisco Unity Connection 8.x”* chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

- The “*Configuring Transcription (Speechview) in Cisco Unity Connection 8.x*” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).