



# UC Service Setup

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This chapter provides information to set up Unified Communications (UC) services.

- [About UC Service Setup, on page 1](#)
- [Add Voicemail Service, on page 2](#)
- [Add Mailstore Service, on page 3](#)
- [Add Conferencing Service, on page 5](#)
- [Add Directory Service, on page 7](#)
- [Add IM and Presence Service, on page 9](#)
- [Add CTI Service, on page 10](#)

## About UC Service Setup

In Cisco Unified Communications Manager Administration, use the **User Management > User Settings > UC Service** to set up unified communications (UC) services such as voicemail, conferencing, CTI, and IM and Presence.

The UC Service window in Cisco Unified Communications Manager Administration allows you to add, search, display, and maintain information about UC services. You can group UC services into service profiles that you associated with end users. After end users have a service profile, their clients can download this profile for seamless integration with the configured UC services.

You can set up these UC services:

- Voicemail
- Mailstore
- Conferencing
- Directory
- IM and presence
- CTI

### UC Service Setup Tips

- Port values for UC services must match the available port on the server. Change the port number only if it conflicts with other services.

- Cisco recommends that you use HTTPS as the voicemail transport protocol for Cisco Unity and Cisco Unity Connection

## Add Voicemail Service

### Procedure

- Step 1** Select **User Management > User Settings > UC Service**.
- Step 2** Select **Add New**.
- Step 3** Select **Voicemail** from the **UC Service Type** drop-down list.
- Step 4** Enter the voicemail settings in the following fields.

**Table 1: Voicemail Settings**

Field	Description
Product Type	Select a product type. Available options are Unity and Unity Connection.  Default setting: Unity.
Name	Enter the name of the voicemail service. Ideally, the voicemail service name should be descriptive enough for you to instantly recognize it.  Maximum characters: 50 (ASCII only).
Description	(Optional) Enter a description that helps you to distinguish between voicemail services. You can change the description if required.  Maximum characters: 100.
Hostname/IP Address	Enter the address of the voicemail service in one of the following forms: <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• Fully qualified domain name (FQDN)</li> </ul> <p>This field value must exactly match the hostname, IP address, or FQDN of the associated voicemail service. If the hostname or IP address of the voicemail service changes, change this field value accordingly.</p>

Field	Description
Port	<p>Enter the port to connect with the voicemail service.</p> <p>Default port: 443</p> <p>This field value must match the available port on the voicemail service. Change the port number only if it conflicts with other services.</p>
Protocol	<p>Select the protocol to route voicemail messages securely.</p> <p>Available options: HTTP, HTTPS</p> <p>Default setting: HTTPS.</p> <p><b>Tip</b> Cisco recommends that you use HTTPS as the voicemail transport protocol for Cisco Unity and Cisco Unity Connection servers. Only change to HTTP if your network configuration does not support HTTPS.</p>

**Step 5** Select **Save**.

The **Add Successful** message appears and the voicemail service is created in the Unified CM Database.

## Add Mailstore Service

Cisco Jabber clients use the mailstore service for visual voicemail functionality.

### Procedure

- Step 1** Select **User Management > User Settings > UC Service**.
- Step 2** Select **Add New**.
- Step 3** Select **Mailstore** from the **UC Service Type** drop-down list.
- Step 4** Enter the mailstore settings in the following fields.

*Table 2: Mailstore Settings*

Field	Description
UC Service Type	Specifies the UC service type as Mailstore.
Product Type	Specifies the product type as Exchange.

Field	Description
Name	<p>Enter the name of the mailstore service. Ideally the mailstore service name should be descriptive enough for you to instantly recognize it.</p> <p>Maximum characters: 50 (ASCII only).</p>
Description	<p>(Optional) Enter a description that helps you to distinguish between mailstore services. You can change the description if required.</p>
Hostname/IP Address	<p>Enter the address of the mailstore service in one of the following forms:</p> <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• FQDN</li> </ul> <p>This field value must exactly match the hostname, IP address, or FQDN of the associated mailstore service. If the address of the mailstore service changes, change this field value accordingly.</p> <p><b>Note</b> Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server.</p> <p><b>Note</b> Cisco Unity Connection usually provides a mailstore service, and hosts the mailstore service on the same server.</p>
Port	<p>Specify the port number configured for the service.</p> <p>Default Port: 143</p> <p>Allowed Values: 1 - 65535</p> <p><b>Note</b> For secure voice messaging with Cisco Unity Connection, use port 7993.</p> <p><b>Note</b> This value must match the available port on the mailstore service. Change the port number only if it conflicts with other services.</p>

Field	Description
Protocol	<p>Select the corresponding protocol to use when Cisco Jabber clients contact this service.</p> <p>Available Options: TCP, SSL, TLS, UDP</p> <p>Default Setting: TCP, which is the most commonly used network configuration. Change this setting to suit your deployment, Unified CM settings, and security needs.</p> <p><b>Note</b> For secure voice messaging with Cisco Unity Connection, use TLS.</p>

**Step 5** Select **Save**.

The **Add Successful** message appears and the mailstore service is created in the Unified CM database.

#### What to do next

Add more UC services.

Add a service profile.

Associate UC services in a service profile to an end user.

## Add Conferencing Service

#### Procedure

**Step 1** Select **User Management > User Settings > UC Service**.

**Step 2** Select **Add New**.

**Step 3** Select **Conferencing** from the **UC Service Type** drop-down list box.

**Step 4** Enter the conferencing settings in the following fields.

Field	Description
UC Service Type	Specifies conferencing as the UC service type.
Product Type	<p>Select a product type that applies to your network configuration.</p> <p>Available Options: MeetingPlace Classic, MeetingPlace Express, WebEx</p>

Field	Description
Name	<p>Enter the name of the conferencing service. Ideally the service name should be descriptive enough for you to instantly recognize it.</p> <p>Maximum characters: 50 (ASCII only).</p>
Description	<p>(Optional) Enter a description that helps you to distinguish between directory services. You can change the description if required.</p>
Hostname/IP Address	<p>Enter the address of the conferencing service in one of the following forms:</p> <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• FQDN</li> </ul> <p>This field must exactly match the hostname, IP address, or FQDN of the associated directory service. If the address of the directory service changes, change this field value accordingly.</p> <p>Allowed values: Alphanumeric (a-zA-Z0-9), period (.), backslash (\), dash (-), and underscore (_).</p>
Port	<p>Enter the port for the conferencing service so that users can contact the service when they sign in to web conferences.</p> <p>Default Port: 80</p> <p>Allowed Values: 1- 65535</p> <p><b>Note</b> Use port 80 for HTTP and port 443 for HTTPS communications.</p> <p><b>Note</b> This value must match the available port on the conferencing service. Change the port number only if it conflicts with other services.</p>

Field	Description
Protocol	<p>Select the protocol to route web conference communications.</p> <p>Available Options: HTTP, HTTPS</p> <p>Default Setting: HTTP. Change this setting to suit your network configuration, IM and Presence settings and security needs as follows:</p> <p><b>HTTP</b></p> <p>Selects Hypertext Transfer Protocol as the standard method for transferring data between the server, Cisco Jabber, and the browser. Select this option if the Cisco Unified MeetingPlace or the Cisco Unified MeetingPlace Express server does not have SSL enabled.</p> <p><b>HTTPS</b></p> <p>Selects Hypertext Transfer Protocol over SSL as the method for securely transferring data between the server, Cisco Jabber, and the browser. Select this option if the Unified MeetingPlace or the Unified MeetingPlace Express server has SSL enabled.</p>

**Step 5** Select **Save**.

The **Add Successful** message appears and the conferencing service is created in the Unified CM database.

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### What to do next

Add more UC services.

Add a service profile.

Associate UC services in a service profile to an end user.

## Add Directory Service

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### Procedure

**Step 1** Select **User Management > User Settings > UC Service**.

**Step 2** Select **Add New**.

**Step 3** Select **Directory** from the **UC Service Type** drop-down list box.

**Step 4** Enter the directory settings in the following fields.

Field	Description
UC Service Type	Specifies directory as the UC service type.
Product Type	Select a supported directory product type from this list that applies to your network configuration.  Available Options: Directory, Enhanced Directory Default Setting: Directory
Name	Enter the name of the directory service. Ideally the directory service name should be descriptive enough for you to instantly recognize it.  Maximum characters: 50 (ASCII only).  Allowed values: All characters allowed except quotes ("), angle brackets (<>), backslash (\), ampersand (&), and percent (%).
Description	(Optional) Enter a description that helps you to distinguish between directory services. You can change the description if required.  Allowed values: All characters allowed except quotes ("), angle brackets (<>), backslash (\), ampersand (&), and percent (%).
Hostname/IP Address	Enter the address of the directory service in one of the following forms: <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• FQDN</li> </ul> This field must exactly match the hostname, IP address, or FQDN of the associated directory service. If the address of the directory service changes, change this field value accordingly.  Allowed values: Allowed characters include alphanumeric (a-zA-Z0-9), period (.), backslash (\), dash (-), and underscore (_).
Port	Enter the port for the directory service.  Default Port: 389  Allowed Values: 1- 65535  <b>Note</b> This value must match the available port on the directory service. Change the port number only if it conflicts with other services.



Field	Description
Protocol	<p>Select the protocol to route communications between the directory service and Cisco Jabber clients.</p> <p>Available Options: TCP, UDP, TLS</p> <p>Default Setting: TCP. This is the most commonly used network configuration. Change this setting to suit your network configuration, Unified CM settings, and security needs.</p>

**Step 5** Select **Save**.

The **Add Successful** message appears and the directory service is created in the Unified CM database.

#### What to do next

Add more UC services.

Add a service profile.

Associate UC services in a service profile to an end user.

## Add IM and Presence Service

#### Procedure

- Step 1** Select **User Management > User Settings > UC Service**.
- Step 2** Select **Add New**.
- Step 3** Select **IM and Presence** from the UC Service Type drop-down list.
- Step 4** Enter the IM and Presence settings in the following fields.

*Table 3: IM and Presence Settings*

Field	Description
UC Service Type	Specifies IM and Presence as the UC service type.
Product Type	<p>Select a supported IM and Presence product type from this list that applies to your network configuration.</p> <p>Available options: Unified CM (IM and Presence), WebEx (IM and Presence)</p> <p>Default setting: Unified CM (IM and Presence)</p>

Field	Description
Name	Enter the name of the IM and Presence service. Ideally the IM and Presence service name should be descriptive enough for you to recognize it instantly.  Maximum characters: 50 (ASCII only).
Description	(Optional) Enter a description that helps you to distinguish between IM and Presence services. You can change the description if required.
Hostname/IP Address	Enter the address of the IM and Presence service in one of the following forms: <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• DNS SRV</li> </ul> <p>Allowed values: Allowed characters include alphanumeric (a-zA-Z0-9), period (.), backslash (\), dash (-), and underscore (_).</p> <p><b>Note</b> This field value must exactly match the host name, IP address, or DNS SRV of the associated IM and Presence service. If the address of the IM and Presence service changes, change this field value accordingly.</p> <p><b>Tip</b> Cisco recommends DNS SRV to help the client find the correct IM and Presence service for the user.</p>

**Step 5** Select **Save**.

The **Add Successful** message appears and the IM and Presence service is created in the Unified CM database.

**What to do next**

Add more UC services.

Add a service profile.

Associate UC services in a service profile to an end user.

## Add CTI Service

Soft clients use the CTI service for deskphone control

## Procedure

- Step 1** Select **User Management > User Settings > UC Service**.
- Step 2** Select **Add New**.
- Step 3** Select **CTI** from the **UC Service Type** drop-down list box.
- Step 4** Enter the computer telephone integration (CTI) settings in the following fields.

Field	Description
UC Service Type	Specifies CTI as the UC service type.
Product Type	Specifies CTI as the product type.
Name	Enter the name of the CTI service. Ideally the CTI service name should be descriptive enough for you to instantly recognize it.  Maximum characters: 50 (ASCII only).
Description	(Optional) Enter a description that helps you to distinguish between CTI services when you have more than one configured. You can change the description if required.
Hostname/IP Address	Enter the address of the CTI service in one of the following forms: <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP address</li> <li>• FQDN</li> </ul> This field must exactly match the, hostname, IP address, or FQDN of the associated CTI service. If the address of the CTI service changes, change this field value accordingly.
Port	Enter the port for the CTI service.  Default port: 2748  Allowed ports: 1-65535  <b>Note</b> This value must match the available port on the CTI service. Change the port number only if it conflicts with other services.
Protocol	Specifies TCP as the default protocol.

- Step 5** Select **Save**.
- The **Add Successful** message appears and the CTI service is created in the Unified CM database.

**What to do next**

Add more UC services.

Add a service profile.

Associate UC services in a service profile to an end user.