

# Configure Unity Connection Servers for Unified Personal Communicator Configuration Example

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## Introduction

This document describes how Cisco Unity Connection provides Cisco Unified Personal Communicator users with the ability to view, play, sort, and delete voice–mail messages from within the Cisco Unified Personal Communicator application.

## Prerequisites

### Requirements

Make sure that you meet these requirements before you attempt this configuration:

- Install and configure a supported release of Cisco Unity Connection.
- Integrate Cisco Unified Communications Manager and Cisco Unity Connection. Both servers must be installed and running in order to configure voice–mail ports.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Personal Communicator Release 8.x
- Cisco Unified Presence 8.x
- Cisco Unity Connection 8.x
- Cisco Unified Communications Manager 8.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

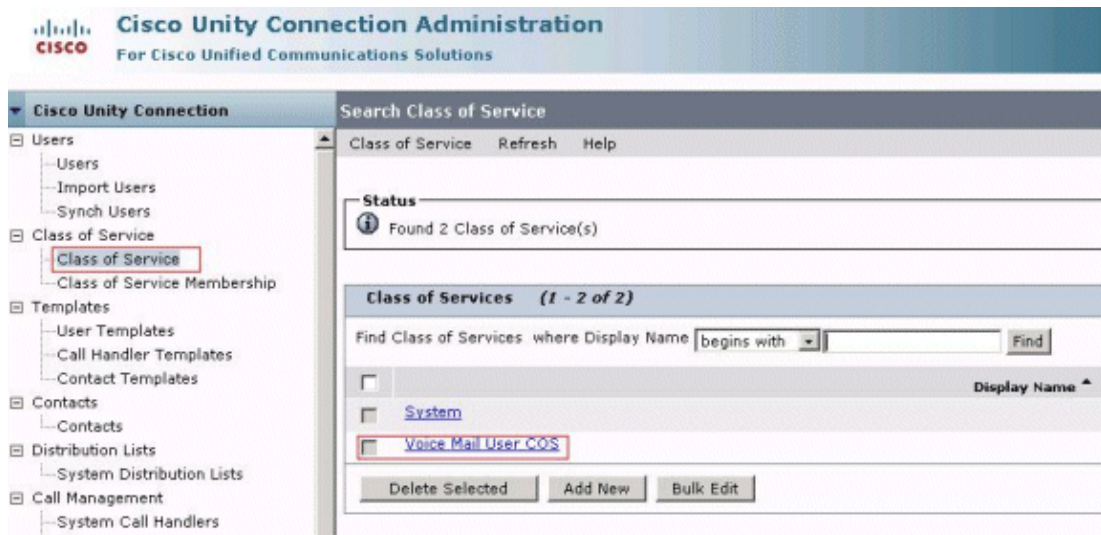
Refer to the Cisco Technical Tips Conventions for more information on document conventions.

# Configure

Set up a new or existing class of service in Cisco Unity Connection Administration in order to enable Internet Mail Access Protocol (IMAP) client access to voice messages.

Complete these steps:

1. Expand **Class of Service** in the section on the left–hand side, and click **Class of Service**.
2. Select the display name of the applicable class of service in the Search Results table located in the Search Class of Service window.



3. Under Features, check **Allow Users to Use Unified Client to Access Voice Mail**.
4. Under Licensed Features, check **Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox** and **Allow IMAP Users to Access Message Bodies**.

The screenshot shows the 'Edit Class of Service (Voice Mail User COS)' configuration page. The left sidebar has 'Class of Service' selected. The main area shows the following settings:

- Class of Service:** Refresh, Help
- Buttons:** Save, Delete, Previous, Next
- Edit Class of Service:** Display Name\* Voice Mail User COS
- Recorded Name:**
  - Allow User to Record Name
  - Maximum Length: 30 Seconds
- Directory Listing:**
  - Allow Users to Choose to Be Listed in the Directory
- Greetings:**
  - Maximum Length: 90 Seconds
- Licensed Features:**
  - Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox
  - Allow IMAP Users to Access Message Bodies
  - Allow IMAP Users to Access Message Bodies Except on Private Messages
  - Allow IMAP Users to Access Message Headers Only
  - Allow Users to Use the Web Inbox and RSS Feeds
  - Allow Access to Advanced Features
  - Allow Access to Exchange Email by Using Text to Speech (TTS)
  - Allow Users to Use Voice Recognition
  - Allow Users to Access SpeechView Transcription Service
    - Use Standard SpeechView Transcription Service
    - Use SpeechView Pro Transcription Service
  - Secure Message Transcription (Speech View Standard/Pro)
    - Do Not Transcribe Secure Messages
    - Allow Transcriptions of Secure Messages
    - Allow Transcriptions of Secure Messages to Be Sent to Notification Devices
- Features:**
  - Allow Users to Use Personal Call Transfer Rules
  - Allow Users to Use the Messaging Assistant
  - Allow Users to Use Unified Client to Access Voice Mail

5. Click **Save**.

Configure the user:

- If the users are existing Cisco Unity Connection users, add them to the Cisco Unified Communications Manager database and to Cisco Unified Presence.
- If the user is a new Cisco Unified Personal Communicator user, add the user to Cisco Unified Communications Manager database, Cisco Unity Connection, and to Cisco Unified Presence.

Create a Connection user account on the Cisco Unity Connection server with a voice mailbox for each Cisco Unified Personal Communicator user.

**Note:** The user ID in Cisco Unity Connection does not need to match the user ID in Cisco Unified Presence or in Cisco Unified Personal Communicator. Cisco Unified Personal Communicator has an independent voice-mail ID, which is set in the application Preference window. However, you might find it useful to have the same user IDs across your Cisco Unified Communications system.

Complete these steps in order to enable secure messaging:

1. Expand **Class of Service** in the section on the left–hand side, and click **Class of Service**.
2. Select an option from the **Require Secure Messaging** drop–down list in order to enable secure messages.

The screenshot displays the configuration interface for a Class of Service. The left-hand navigation pane shows a tree structure with 'Class of Service' expanded and 'Class of Service' selected. The main configuration area includes the following sections:

- Allow Transcriptions of Secure Messages:** Two radio button options are present, both currently unselected.
- Features:** Three checked checkboxes: 'Allow Users to Use Personal Call Transfer Rules', 'Allow Users to Use the Messaging Assistant', and 'Allow Users to Use Unified Client to Access Voice Mail'.
- Alternate Extensions:** Two unchecked checkboxes: 'Allow Users to View Administrator-Defined Alternate Extensions' and 'Allow Users to Manage Their User-Defined Alternate Extensions'.
- Message Length:** 'Maximum Length' is set to 300 Seconds.
- Message Options:** Three checkboxes: 'Allow Users to Send Messages to System Distribution Lists' (checked), 'Delete Messages Without Saving to Deleted Items Folder' (unchecked), and 'Users Can Reply to Messages from Unidentified Callers by Calling Them' (unchecked).
- Require Secure Messaging:** A dropdown menu is set to 'Private'.
- Private Distribution Lists:** 'Maximum Lists Per User (1-99)' is 25 and 'Maximum Members Per List (1-999)' is 99.
- Call Transfer:** Two unchecked checkboxes: 'Allow Users to Change Call Screening Options' and 'Allow Users to Change Call Holding Options'.
- Restriction Tables:** Three dropdown menus: 'Outcalling' (Default Outdial), 'Transfers' (Default Transfer), and 'Fax' (Default Fax).

At the bottom, there are buttons for 'Save', 'Delete', 'Previous', and 'Next', and a note: 'Fields marked with an asterisk (\*) are required.'

Complete these steps in order to specify how to handle unidentified caller message security for your users:

1. Expand **Users** in the section on the left–hand side, and click **Users**.
2. Select the alias of a user.
3. Click **Edit > Message Settings**.



The screenshot displays the Cisco Unity Connection Administration interface. On the left, a navigation tree shows the 'Users' section expanded. The main content area is titled 'Edit User Basics (testing)'. A dropdown menu is open over the 'Edit' button, with 'Message Settings' highlighted. The 'Message Settings' section is active, showing various configuration options. Under the 'Message Security' section, the 'Mark Secure' checkbox is checked. Other sections like 'User Basics', 'Password Settings', and 'Message Waiting Indicators' are also visible but not selected.

4. Under Message Security, check **Mark Secure**.

The screenshot displays the Cisco Unity Connection Administration interface. The left sidebar shows a tree view with 'Users' selected. The main content area is titled 'Edit Message Settings' and includes a 'Save' button at the top. The settings are organized into several sections:

- Message Settings:** 'Maximum Message Length\*' is set to 300 seconds. 'Callers Can Edit Messages' is checked. 'Language That Callers Hear' is set to 'Inherit Language from Caller'.
- Message Urgency:** 'Ask Callers' is selected.
- Message Sensitivity:** 'Mark Normal' is selected.
- Message Security:** 'Mark Secure' is checked.
- After Message Action:** 'Call Handler' is selected. 'Attempt Transfer' is selected. Other options include 'Hang Up', 'Operator', 'Example Interview', 'Directory Handler', 'Broadcast Message Administrator', and 'chennai'.

If one does not already exist, specify a web application password in Cisco Unity Connection for the applicable user accounts.

## Troubleshoot

This section provides information you can use to troubleshoot your configuration.

1. Users must enter their voice mail credentials (that is, their username and password) in the Cisco Unified Personal Communicator application.
2. If the server can be contacted and the user credentials are correct, but voice mail messages are not downloaded, complete these steps:

- a. Check the configuration of port 7993.
- b. Make sure that Cisco Unity Connection is listening on port 7993.
- c. Check the firewall configuration. Use Telnet from a remote computer to the computer running Cisco Unified Personal Communicator, and make sure that you can connect to the firewall.

Allow the Cisco Unified Client Services Framework executable file (cucsf.exe) to establish IMAP network connections using TCP, TLS, and SSL at the appropriate server and port.

## Related Information

- **Configuring Voicemail, Conferencing, and Other Features for Cisco Unified Personal Communicator**
  - **Unity Server**
  - **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Technical Support & Documentation – Cisco Systems**
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