

# CMReports Unity 4.1 Demo

Unity Configuration Report For  
**CMReports.com, Inc.**

<b>Contact</b>	John Staples
<b>Phone Number</b>	
<b>Email Address</b>	reports@cmreports.com

Servers

---

UNITY01

# Account Policy

## Phone Password Restrictions

Maximum Phone Password Age

42

Minimum Phone Password Length

3

Phone Password Uniqueness  
(number of passwords to remember)

Do not keep password history

Check Against Trivial Passwords For Extra Security

## Unity Account Lockout

Enable Account Lockout

Lock account after  invalid attempts

Reset count after  minutes

Lockout Duration

# Class of Service

Class of Service: {Default Subscriber}

## Profile

Class of Service Name	{Default Subscriber}
<input checked="" type="checkbox"/> Users Can Record Name	
Maximum Name Recording Length	30
List in Directory	User must be in directory.
Alternate Extensions:	<input checked="" type="checkbox"/> Subscribers can view administrator-defined alternate extensions
	<input checked="" type="checkbox"/> Subscribers can add, modify and delete their own alternate extensions

## System Access

Cisco Unity Administrator application access

### Class of Service Access

Read  Edit  Add  Delete

### Directory Handler Access

Read  Edit  Add  Delete

### Subscriber Access

Read  Edit  Add  Delete

Unlock subscriber accounts / Change PW

### Public Distribution List Access

Read  Edit  Add  Delete

Schedule and Holiday Access

### Call Management Access

Restriction Tables

Routing Tables

Call Handlers

### Troubleshooting and Administration

Status Monitor Access

Reports Access

Network Access

Diagnostics Access

Tech Functions Access  
(configuration, licensing, ports and switch pages)

## Call Transfer Options

Call Screening

Call Holding

## Greetings

Maximum greeting length, in seconds 90

After greeting, play recording before taking message: Play recording to all callers

## Messages

Maximum Message Length 300

Can Send to Public Distribution Lists

Deleted messages are copied to the deleted items folder

Live Reply - Subscribers can reply to messages from other subscribers by calling them

## Features

FaxMail

Cisco Unity Assistant

Text-To-Speech for e-mail messages

Cisco Unity Inbox (VMI)

Private Distribution Lists available to the subscriber: 25

Maximum members per Private Distribution List: 99

## Restriction Tables

Outcalling {Default Outdial}

Transfers {Default Transfer}

Fax {Default Fax}

Class of Service: {Default Administrator}

**Profile**

Class of Service Name: {Default Administrator}

Users Can Record Name

Maximum Name Recording Length: 30

List in Directory: User must be in directory.

Alternate Extensions:  Subscribers can view administrator-defined alternate extensions  
 Subscribers can add, modify and delete their own alternate extensions

**System Access**

Cisco Unity Administrator application access

<b>Class of Service Access</b> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Delete	<b>Call Management Access</b> <input checked="" type="checkbox"/> Restriction Tables <input checked="" type="checkbox"/> Routing Tables <input checked="" type="checkbox"/> Call Handlers
<b>Directory Handler Access</b> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Delete	
<b>Subscriber Access</b> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Delete <input type="checkbox"/> Unlock subscriber accounts / Change PW	
<b>Public Distribution List Access</b> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Schedule and Holiday Access	

**Troubleshooting and Administration**  
 Status Monitor Access  
 Reports Access  
 Network Access  
 Diagnostics Access  
 Tech Functions Access (configuration, licensing, ports and switch pages)

**Call Transfer Options**

Call Screening  
 Call Holding

**Greetings**

Maximum greeting length, in seconds: 90

After greeting, play recording before taking message: Do not play recording

**Messages**

Maximum Message Length: 300

Can Send to Public Distribution Lists

Deleted messages are copied to the deleted items folder

Live Reply - Subscribers can reply to messages from other subscribers by calling them

**Features**

FaxMail  Cisco Unity Assistant  
 Text-To-Speech for e-mail messages  Cisco Unity Inbox (VMI)

Private Distribution Lists available to the subscriber: 25

Maximum members per Private Distribution List: 99

**Restriction Tables**

Outcalling: {Default Outdial}

Transfers: {Default Transfer}

Fax: {Default Fax}

# Subscriber Templates

Subscriber Template: {Default Subscriber} Template

## Profile

Subscriber Template Name	{Default Subscriber} Template
Class of Service	{Default Subscriber}
Active Schedule	Weekdays
Display Name Generation	Last name then first name (Smith, Jessie)
<input checked="" type="checkbox"/> Set subscriber for self-enrollment at next login	<input checked="" type="checkbox"/> List in phone directory
<input type="checkbox"/> Show subscriber in e-mail server address book	
New NT and Exchange Users Alias Generation	First letter of first name + last name (JSmith)

## Account

Cisco Unity TUI access status  Locked  
Billing ID

## Passwords

<b>Phone Password Settings</b> <input type="checkbox"/> User cannot change password <input checked="" type="checkbox"/> User must change password at next login <input type="checkbox"/> Password never expires	<b>Initial Passwords</b> Phone Password 12345 Windows Account 12345678
--	--

## Conversation

<b>Phone Menu Options</b> Menu Style Full menus Volume Normal Speed 10% Slower Language English(United States) Time Format Conversation Style ConvHotel	<b>Responding to Phone Menus</b> First digit timeout (ms) Additional key press timeout (ms) Times to repeat menu <b>Message Addressing</b> Address messages to other subscribers: By last name then first name
---	--

**When existing the conversation**  
Send caller to                      Send to greeting for                      Opening Greeting

<b>After logging on play</b> <input checked="" type="checkbox"/> Subscriber's recorded name <input type="checkbox"/> Alternate Greeting Notification <input type="checkbox"/> New messages automatically	<b>For new messages play</b> <input checked="" type="checkbox"/> Message count totals <input type="checkbox"/> Voice message counts <input type="checkbox"/> Email message counts <input type="checkbox"/> Fax counts
<b>For saved messages play</b> <input checked="" type="checkbox"/> Saved message count	<b>Before playing messages, play</b> <input checked="" type="checkbox"/> Message Type menu

**Before playing each message, play**

- Sender's information
- Message number
- Time the message was sent

**After playing each message, play**

- Time the message was sent

**New Message Play Order**

**Sort by message type**

Urgent Voice Messages  
 Normal Voice Messages  
 Urgent Faxes  
 Normal Faxes  
 Urgent e-mails  
 Normal e-mails  
 Receipts and Notices

**Then by:** Oldest First

**Saved Message Play Order**

**Sort by message type**

Urgent Voice Messages  
 Normal Voice Messages  
 Urgent Faxes  
 Normal Faxes  
 Urgent e-mails  
 Normal e-mails  
 Receipts and Notices

**Then by:** Newest First

**Call Transfer**

**Transfer incoming calls to subscriber's phone?**

**If the call is busy**

**Transfer Type**

Rings to wait for:

Do not play "Wait while I transfer your call" prompt

**Gather caller information**

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

**Greetings**

**Standard Greeting**

Enabled    Source

**During greeting:**  Allow caller input

**After greeting:** Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Closed Greeting**

Enabled    Source

**During greeting:**  Allow caller input

**After greeting:** Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Alternate Greeting**

Enabled    Source

Transfer callers to greeting without ringing phone

Prevent callers from skipping greeting

Prevent callers from leaving messages

**During greeting:**  Allow caller input

**After greeting:** Take message

Do not play "Record your message at the tone"

Reprompt the user after 0 seconds of silence

Number of times to reprompt:

**Internal Greeting**

Enabled    Source

**During greeting:**  Allow caller input

**After greeting:** Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Busy Greeting** Enabled    Source    During greeting:  Allow caller input

After greeting:    Take message

Do not play "Record your message at the tone"

 Reprompt the user after    2    seconds of silenceNumber of times to reprompt:    **Caller Input**Milliseconds to wait for additional digits:    

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Skip to end

**Messages****Taking messages from outside**Maximum message length, in seconds:    After message             Callers can edit messages    Mark messages as urgent?    

Language that callers hear:

**Message Waiting Indicators (MWIs)** Use MWI for message notification    MWI Extensions**Features****Broadcast Messages:**     Send to this server     Send to multiple servers     Update broadcast messages**Finding Messages by Phone:**     Subscribers can use Message Locator     Include Receipts in searches**When Sending a Message by Phone**     Encrypt all private messages

Subscriber Template: {Default Administrator} Template

Profile

Subscriber Template Name	{Default Administrator} Template
Class of Service	{Default Administrator}
Active Schedule	Weekdays
Display Name Generation	Last name then first name (Smith, Jessie)
<input checked="" type="checkbox"/> Set subscriber for self-enrollment at next login	<input checked="" type="checkbox"/> List in phone directory
<input type="checkbox"/> Show subscriber in e-mail server address book	
New NT and Exchange Users Alias Generation	First letter of first name + last name (JSmith)

Account

Cisco Unity TUI access status  Locked

Billing ID

Passwords

<p><i>Phone Password Settings</i></p> <p><input type="checkbox"/> User cannot change password</p> <p><input checked="" type="checkbox"/> User must change password at next login</p> <p><input type="checkbox"/> Password never expires</p>	<p><i>Initial Passwords</i></p> <p>Phone Password <input type="text" value="12345"/></p> <p>Windows Account <input type="text" value="12345678"/></p>
---	---

Conversation

<p><i>Phone Menu Options</i></p> <p>Menu Style <input type="text" value="Full menus"/></p> <p>Volume <input type="text" value="Normal"/></p> <p>Speed <input type="text" value="Normal"/></p> <p>Language <input type="text" value="English(United States)"/></p> <p>Time Format</p> <p>Conversation Style <input type="text" value="SubMenu"/></p>	<p><i>Responding to Phone Menus</i></p> <p>First digit timeout (ms)</p> <p>Additional key press timeout (ms)</p> <p>Times to repeat menu</p> <p><i>Message Addressing</i></p> <p>Address messages to other subscribers:</p> <p><input type="text" value="By last name then first name"/></p>
---	--

*When existing the conversation*

Send caller to	Send to greeting for	Opening Greeting
----------------	----------------------	------------------

<p><i>After logging on play</i></p> <p><input checked="" type="checkbox"/> Subscriber's recorded name</p> <p><input type="checkbox"/> Alternate Greeting Notification</p> <p><input type="checkbox"/> New messages automatically</p>	<p><i>For new messages play</i></p> <p><input checked="" type="checkbox"/> Message count totals</p> <p><input type="checkbox"/> Voice message counts</p> <p><input type="checkbox"/> Email message counts</p> <p><input type="checkbox"/> Fax counts</p>
<p><i>For saved messages play</i></p> <p><input checked="" type="checkbox"/> Saved message count</p>	<p><i>Before playing messages, play</i></p> <p><input type="checkbox"/> Message Type menu</p>

**Before playing each message, play**

- Sender's information
- Message number
- Time the message was sent

**After playing each message, play**

- Time the message was sent

**New Message Play Order**

**Sort by message type**

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes
- Normal Faxes
- Urgent e-mails
- Normal e-mails
- Receipts and Notices

Then by: Newest First

**Saved Message Play Order**

**Sort by message type**

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes
- Normal Faxes
- Urgent e-mails
- Normal e-mails
- Receipts and Notices

Then by: Newest First

**Call Transfer**

**Transfer incoming calls to subscriber's phone?**

No (Send directly to subscriber's greeting)

Do not play "Wait while I transfer your call" prompt

If the call is busy No Holding

**Gather caller information**

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

Transfer Type Release to switch

Rings to wait for:

**Greetings**

**Standard Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Closed Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Alternate Greeting**

Enabled Source System greeting

Transfer callers to greeting without ringing phone

Prevent callers from skipping greeting

Prevent callers from leaving messages

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Internal Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Busy Greeting** Enabled    Source    During greeting:  Allow caller input

After greeting:    Take message

Do not play "Record your message at the tone"

 Reprompt the user after    2    seconds of silenceNumber of times to reprompt:    **Caller Input**Milliseconds to wait for additional digits:    

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Skip to end

**Messages****Taking messages from outside**Maximum message length, in seconds:    After message             Callers can edit messages    Mark messages as urgent?    Language that callers hear:    **Message Waiting Indicators (MWIs)** Use MWI for message notification    MWI Extensions**Features****Broadcast Messages:**     Send to this server     Send to multiple servers     Update broadcast messages**Finding Messages by Phone:**     Subscribers can use Message Locator     Include Receipts in searches**When Sending a Message by Phone**     Encrypt all private messages

# Call Handlers

Call Handler Name      Opening Greeting

## Profile

Call Handler Name	Opening Greeting
Created	3/6/2006 2:29:58AM
Owner	Example Administrator - UNITY01
Owner type	Subscriber
Active Schedule	Weekdays
Extension	
Language	

## Call Transfer

### Transfer Rule Applies to: Standard

Enabled

*Transfer incoming calls?*

No (Send directly to subscriber's greeting)

Transfer type: Release to switch

If the call is busy No Holding

*While transferring, notify caller?*

Do not play the "Wait while I transfer your call"

*Gather caller information*

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

### Transfer Rule Applies to: Closed

Enabled

*Transfer incoming calls?*

No (Send directly to subscriber's greeting)

Transfer type: Release to switch

If the call is busy No Holding

*While transferring, notify caller?*

Do not play the "Wait while I transfer your call"

*Gather caller information*

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

### Transfer Rule Applies to: Alternate

Enabled

*Transfer incoming calls?*

No (Send directly to subscriber's greeting)

Transfer type: Release to switch

If the call is busy No Holding

*While transferring, notify caller?*

Do not play the "Wait while I transfer your call"

*Gather caller information*

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

**Greetings**

**Standard Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Send caller to  
Attempt transfer for    Operator

Do not play "Record your message at the tone"

Reprompt the user after    2 seconds of silence

Number of times to reprompt:

**Closed Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Send caller to  
Attempt transfer for    Operator

Do not play "Record your message at the tone"

Reprompt the user after    2 seconds of silence

Number of times to reprompt:

**Alternate Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2 seconds of silence

Number of times to reprompt:

**Internal Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2 seconds of silence

Number of times to reprompt:

**Busy Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2 seconds of silence

Number of times to reprompt:

**Messages**

Message Recipient:

How to take messages

Maximum message length, in seconds:

After message action:

Callers can edit messages

Mark messages as urgent?

**Caller Input**Milliseconds to wait for additional digits: 

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Send caller to     Directory Handler
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to     Subscriber sign-in
0	<input checked="" type="checkbox"/>	Send caller to     Attempt transfer for     Operator
#	<input checked="" type="checkbox"/>	Send caller to     Attempt transfer for     Operator

Call Handler Name Operator

Profile

Call Handler Name	Operator
Created	3/6/2006 2:29:58AM
Owner	Example Administrator - UNITY01
Owner type	Subscriber
Active Schedule	Weekdays
Extension	0
Language	

Call Transfer

Transfer Rule Applies to: Standard

<input checked="" type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
---	---

Transfer Rule Applies to: Closed

<input checked="" type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
---	---

Transfer Rule Applies to: Alternate

<input type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
--	---

**Greetings**

**Standard Greeting**

Enabled Source

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Closed Greeting**

Enabled Source

During greeting:  Allow caller input

After greeting: Send caller to

Interview Handler

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Alternate Greeting**

Enabled Source

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Internal Greeting**

Enabled Source

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Busy Greeting**

Enabled Source

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt:

**Messages**

Message Recipient:

**How to take messages**

Maximum message length, in seconds:

After message action:

Callers can edit messages

Mark messages as urgent?

**Caller Input**Milliseconds to wait for additional digits: 

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Send caller to    Attempt transfer for    Opening Greeting

Call Handler Name Goodbye

Profile

Call Handler Name	Goodbye
Created	3/6/2006 2:29:58AM
Owner	Example Administrator - UNITY01
Owner type	Subscriber
Active Schedule	All Hours - All Days
Extension	
Language	

Call Transfer

Transfer Rule Applies to: Standard

<input checked="" type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
---	---

Transfer Rule Applies to: Closed

<input checked="" type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
---	---

Transfer Rule Applies to: Alternate

<input type="checkbox"/> Enabled <i>Transfer incoming calls?</i> No (Send directly to subscriber's greeting)  <i>Transfer type:</i> Release to switch  <i>If the call is busy</i> No Holding	<i>While transferring, notify caller?</i> Do not play the "Wait while I transfer your call"  <i>Gather caller information</i> <input type="checkbox"/> Announce <input type="checkbox"/> Introduce ("call for name") <input type="checkbox"/> Confirm (call can be accepted or refused) <input type="checkbox"/> Ask caller's name
--	---

**Greetings**

**Standard Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2    seconds of silence

Number of times to reprompt:

**Closed Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2    seconds of silence

Number of times to reprompt:

**Alternate Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2    seconds of silence

Number of times to reprompt:

**Internal Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2    seconds of silence

Number of times to reprompt:

**Busy Greeting**

Enabled    Source

During greeting:  Allow caller input

After greeting:    Say goodbye

Do not play "Record your message at the tone"

Reprompt the user after    2    seconds of silence

Number of times to reprompt:

**Messages**

Message Recipient:

How to take messages

Maximum message length, in seconds:

After message action:

Callers can edit messages

Mark messages as urgent?

**Caller Input**Milliseconds to wait for additional digits: 

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input checked="" type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Send caller to    Attempt transfer for    Opening Greeting

# Directory Handlers

Handler Name                      Directory Handler

## Profile

Handler Name	Directory Handler
Created	3/6/2006 2:29:52AM
Owner	Example Administrator - UNITY01
Owner type	Subscriber
Extension	555
Language	
<input type="checkbox"/> Play All Names	

## Search Options

Search in:

Search by:                      First name, last name

## Match List Options

On a unique match:	Request caller input first
Announce matched names using:	Menu format
<input checked="" type="checkbox"/> Announce extension with each name	

## Caller Input

Timeout if no input, in seconds	5
Timeout after last input, in seconds	4
Times to repeat name entry prompt	2
If caller exits, send to:	Send caller to                      Attempt transfer for                      Opening Greeting
If no input, send to:	Send caller to                      Attempt transfer for                      Goodbye
If no selections, send to:	Send caller to                      Attempt transfer for                      Goodbye
If callers dials 0, send to:	Send caller to                      Attempt transfer for                      Operator

# Interview Handlers

Interview Handler Name Example Interview

## Profile

Interview Handler Name	Example Interview
Created	3/6/2006 2:29:52AM
Owner	Example Administrator - UNITY01
Owner type	Subscriber
Extension	
Language	
Caller response options:	
Deliver Response to:	Subscriber Example Administrator - UNITY01
Response urgency	Mark normal
After interview action:	
	Send caller to Attempt transfer for Goodbye

## Questions

Question:	1	Maximum message length, in seconds
Question text:	At the tone, please answer each of the following questions. At the end of each answer, you may press #. What person or department are you trying to reach?	
Question:	2	Maximum message length, in seconds
Question text:	What is your name?	
Question:	3	Maximum message length, in seconds
Question text:	What is your phone number?	
Question:	4	Maximum message length, in seconds
Question text:	What are the best times to reach you?	
Question:	5	Maximum message length, in seconds
Question text:	Is there any other information you would like to leave?	

# Restriction Tables

**Restriction Table Name:** {Default Fax}

Minimum Digits Allowed

Maximum Digits Allowed

Index	Number Pattern	Blocked
0	91????????*	<input checked="" type="checkbox"/>
1	9011????????*	<input checked="" type="checkbox"/>
2	9????????????*	<input checked="" type="checkbox"/>
3	900*	<input checked="" type="checkbox"/>
4	*	<input type="checkbox"/>

**Restriction Table Name:** {Default Outdial}

Minimum Digits Allowed

Maximum Digits Allowed

Index	Number Pattern	Blocked
0	91????????*	<input checked="" type="checkbox"/>
1	9011????????*	<input checked="" type="checkbox"/>
2	9????????????*	<input checked="" type="checkbox"/>
3	900*	<input checked="" type="checkbox"/>
4	*	<input type="checkbox"/>

**Restriction Table Name:** {Default Transfer}

Minimum Digits Allowed

Maximum Digits Allowed

Index	Number Pattern	Blocked
0	91????????*	<input checked="" type="checkbox"/>
1	9011????????*	<input checked="" type="checkbox"/>
2	9????????????*	<input checked="" type="checkbox"/>
3	900*	<input checked="" type="checkbox"/>
4	*	<input type="checkbox"/>

**Restriction Table Name:** CS\_Default\_System\_Transfer

Minimum Digits Allowed

Maximum Digits Allowed

Index	Number Pattern	Blocked
0	91????????*	<input checked="" type="checkbox"/>
1	9011????????*	<input checked="" type="checkbox"/>
2	9????????????*	<input checked="" type="checkbox"/>
3	900*	<input checked="" type="checkbox"/>
4	*	<input checked="" type="checkbox"/>

# Subscribers

Subscriber Name: Unity Installer Account - UNITY01

## Profile

### Subscriber Information

First name: Unity

Last name: Installer

Display name: Unity Installer Account - UNITY01

Class of Service: {Default Administrator}

Extension:

Fax ID:

Active Schedule: Weekdays

Time zone:

Set subscriber for self-enrollment at next login

List in phone directory

Show subscriber in e-mail server address book

### Exchange Information

Alias: Installer

Server:

## Account

Unity TUI Status:  Locked      Unity GUI Status: Locked      Billing ID (Optional):

Created: 3/6/2006 2:30:03AM      Last Phone Contact:

## Passwords

Prompt for phone password: Always

User cannot change password

User must change password at next login

Password never expires

Date of last password change: 3/6/2006 2:30:03AM

## Conversation

### Phone Menu Options

Menu Style: Full      Speed: Normal

Volume: Medium      Language: English(United St)

Conversation Style

### Responding to Phone Menus

First digit timeout (ms)

Additional key press timeout (ms)

Times to repeat menu

### When existing the conversation

Message Addressing Identify a subscriber by: By last name then first name

### After logging on play

Subscriber's recorded name

Alternate Greeting Notification

New messages automatically

### For new messages play

Message count totals

Voice message counts

Email message counts

Fax counts

### For saved messages play

Saved message count

### Before playing messages, play

Message Type menu

**Before playing each message, play**

- Sender's information
- Message number
- Time the message was sent

**After playing each message, play**

- Time the message was sent

**New Message Play Order**

Sort by message type (Blank if default)

Then by:

**Saved Message Play Order**

Sort by message type (Blank if default)

Then by:

**Call Transfer**

**Transfer incoming calls to subscriber's phone?**

No (Send directly to subscriber's greeting)

**If the call is busy**

No Holding

**While transferring, notify caller?**

Do not play "Wait while I transfer your call"

**Gather caller information**

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

**Transfer Type**

Release to switch

Rings to wait for:

**Greetings**

**Standard Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Closed Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Alternate Greeting**

Enabled Source System greeting

Transfer callers to greeting without ringing phone

Prevent callers from skipping greeting

Prevent callers from leaving messages

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Internal Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Busy Greeting** Enabled      Source During greeting:  Allow caller input

After greeting:    Take message

Do not play "Record your message at the tone"

 Reprompt the user after 2 seconds of silenceNumber of times to reprompt: **Caller Input**Milliseconds to wait for additional digits: 

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Skip to end

**Messages****Taking messages from outside callers**Maximum message length, in seconds: After message action:  Callers can edit messagesMark messages as urgent? Language that callers hear: Message Waiting Indicators (MWIs)  Use MWI for message notification    MWI Extensions**Features****Broadcast Messages:**     Send to this server     Send to multiple servers     Update broadcast messages**Finding Messages by Phone:**     Subscribers can use Message Locator     Include Receipts in searches**When Sending a Message by Phone**     Encrypt all private messages

Subscriber Name: Example Administrator - UNITY01

Profile

Subscriber Information

First name: Example  
Last name: Administrator  
Display name: Example Administrator - UNITY01  
Class of Service: {Default Administrator}  
Extension: 99999  
Fax ID:  
Active Schedule: Weekdays  
Time zone:

- Set subscriber for self-enrollment at next login       List in phone directory  
 Show subscriber in e-mail server address book

Exchange Information      Alias: EAdmin      Server: CATT02

Account

Unity TUI Status:  Locked      Unity GUI Status: Locked      Billing ID (Optional):  
Created: 3/6/2006 2:29:55AM      Last Phone Contact:

Passwords

Prompt for phone password: Only when user calls from unknown extension  
 User cannot change password       User must change password at next login       Password never expires  
Date of last password change:

Conversation

Phone Menu Options  
Menu Style: Full      Speed: Normal  
Volume: Medium      Language: English(United States)  
Conversation Style

Responding to Phone Menus  
First digit timeout (ms)  
Additional key press timeout (ms)  
Times to repeat menu

When existing the conversation  
Send caller to      Send to greeting for      Opening Greeting

Message Addressing Identify a subscriber by By last name then first name

After logging on play  
 Subscriber's recorded name  
 Alternate Greeting Notification  
 New messages automatically

For new messages play  
 Message count totals  
 Voice message counts  
 Email message counts  
 Fax counts

For saved messages play  
 Saved message count

Before playing messages, play  
Message Type menu

**Before playing each message, play**

- Sender's information
- Message number
- Time the message was sent

**After playing each message, play**

- Time the message was sent

**New Message Play Order**

Sort by message type (Blank if default)

Then by:

**Saved Message Play Order**

Sort by message type (Blank if default)

Then by:

**Call Transfer**

**Transfer incoming calls to subscriber's phone?**

No (Send directly to subscriber's greeting)

**If the call is busy**

No Holding

**While transferring, notify caller?**

Do not play "Wait while I transfer your call"

**Gather caller information**

- Announce
- Introduce ("call for name")
- Confirm (call can be accepted or refused)
- Ask caller's name

**Transfer Type**

Release to switch

Rings to wait for:

**Greetings**

**Standard Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Closed Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Alternate Greeting**

Enabled Source System greeting

Transfer callers to greeting without ringing phone

Prevent callers from skipping greeting

Prevent callers from leaving messages

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Internal Greeting**

Enabled Source System greeting

During greeting:  Allow caller input

After greeting: Take message

Do not play "Record your message at the tone"

Reprompt the user after 2 seconds of silence

Number of times to reprompt: 0

**Busy Greeting** Enabled      Source During greeting:  Allow caller input

After greeting:    Take message

Do not play "Record your message at the tone"

 Reprompt the user after 2 seconds of silenceNumber of times to reprompt: **Caller Input**Milliseconds to wait for additional digits: 

Key	Locked	Action
1	<input type="checkbox"/>	Ignore key
2	<input type="checkbox"/>	Ignore key
3	<input type="checkbox"/>	Ignore key
4	<input type="checkbox"/>	Ignore key
5	<input type="checkbox"/>	Ignore key
6	<input type="checkbox"/>	Ignore key
7	<input type="checkbox"/>	Ignore key
8	<input type="checkbox"/>	Ignore key
9	<input type="checkbox"/>	Ignore key
*	<input checked="" type="checkbox"/>	Send caller to    Subscriber sign-in
0	<input type="checkbox"/>	Send caller to    Attempt transfer for    Operator
#	<input checked="" type="checkbox"/>	Skip to end

**Messages****Taking messages from outside callers**Maximum message length, in seconds: After message action:  Callers can edit messagesMark messages as urgent? Language that callers hear: Message Waiting Indicators (MWIs)  Use MWI for message notification    MWI Extensions**Features****Broadcast Messages:**     Send to this server     Send to multiple servers     Update broadcast messages**Finding Messages by Phone:**     Subscribers can use Message Locator     Include Receipts in searches**When Sending a Message by Phone**     Encrypt all private messages

# Public Distribution Lists

**Public Distribution List Name:** All Subscribers - UNITY01

Owner:   
 Owner Type:   
 Extension:

Show distribution list in e-mail server address book

List Member Alias	List Member Name	List Member Extension
-------------------	------------------	-----------------------

**Public Distribution List Name:** System Event Messages - UNITY01

Owner:   
 Owner Type:   
 Extension:

Show distribution list in e-mail server address book

List Member Alias	List Member Name	List Member Extension
-------------------	------------------	-----------------------

EAdmin	Example Administrator	
--------	-----------------------	--

**Public Distribution List Name:** Unaddressed Messages - UNIT01

Owner:   
 Owner Type:   
 Extension:

Show distribution list in e-mail server address book

List Member Alias	List Member Name	List Member Extension
-------------------	------------------	-----------------------

EAdmin	Example Administrator	
--------	-----------------------	--

# System Holidays

Holidays
1/1/2005
12/25/2005

# Locations

## Profile

Location type: Primary Location  
Location name: Default  
Dial ID:  
Dialing Domain  
SMTP Domain Name:  
AMIS Node ID

## Addressing Options

### Subscriber Searches

Limit searches to the: Local Server

Play location to subscriber as part of search results

### Blind Addressing

Allowed locations: None

## Profile

Location type: SMTP Location  
Location name: Test  
Dial ID: 1233  
Dialing Domain  
SMTP Domain Name: unity2.local  
AMIS Node ID

## Addressing Options

### Subscriber Searches

Limit searches to the: Local Server

Play location to subscriber as part of search results

### Blind Addressing

Allowed locations: None

# Authentication Provider

Provider: Windows

## Cisco Unity PCA Settings

- Remember logons for  days
- Remember passwords for:  days  
Session duration:  minutes
- Disallow blank password

## Cisco Unity PCA Lockout Policies

- Lock out accounts  
Accounts are locked out for:  minutes  
Accounts will lock out after:  logon attempts  
Reset account lockout counters  minutes

Provider: Lotus

## Cisco Unity PCA Settings

- Remember logons for  days
- Remember passwords for:  days  
Session duration:  minutes
- Disallow blank password

## Cisco Unity PCA Lockout Policies

- Lock out accounts  
Accounts are locked out for:  minutes  
Accounts will lock out after:  logon attempts  
Reset account lockout counters  minutes