CHAPTER 36

Setting Up Phone View in Cisco Unity Connection 10.x

The Phone View feature allows users to see search results on the LCD screens of their Cisco IP phones when they use the **Find Message** or the **Display Message** menu. When Phone View is enabled, Cisco Unity Connection users can search for the following types of voice messages:

- All new messages
- All messages
- Messages from a particular user
- Messages from all outside callers
- Messages from a particular outside caller

Phone View works only with Cisco Unified Communications Manager phone systems, and only with certain Cisco IP phones. See the applicable requirements documentation for detailed information in *System Requirements for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.html.

Phone View can be used with either the touchtone or the voice-recognition version of the phone conversation.

To set up Phone View, complete the following tasks in the order presented:

1. Create a CTI application user in Cisco Unified CM, and associate the applicable user devices with this user. See the applicable procedure for your version of Cisco Unified CM:
   - To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 6.x and Later), page 36-2
   - To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 5.x), page 36-2

2. Enable Phone View for a phone system integration on Cisco Unity Connection. See the "To Enable Phone View for a Phone System (Cisco Unified Communications Manager Only)" procedure on page 36-3.

3. Enable Phone View for users. See the "Phone View in Cisco Unity Connection 10.x" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 6.x and Later)

Step 1   In Cisco Unified CM Administration, select **User Management > Application User**.

Step 2   On the **Find and List Application Users** page, select **Add New**.

Step 3   On the **Application User Configuration** page, do the following substeps to create a CTI user account that has access to all user phones for Phone View:

    a. In the **User ID** field, enter a unique name for the application user. For example, enter "PhoneViewUser."

    b. In the **password** field, enter a password for the application user.

    c. In the **Confirm Password** field, re-enter the password that you entered in Step 3b.

    d. Under **Device Information**, to the right of the **Available Devices** field, select **Find More Phones**.

    e. On the **Find and List Phones** page, select the phones on which you want to enable Phone View and select **Add Selected**.

    f. On the **Application User Configuration** page, confirm that the phones on which you want to enable **Phone View appear in the Controlled Devices** field so that the phones are associated with the application user.

       For any phones that you selected in Step 3e. and that appear in the **Available Devices** field, select the applicable phones and select the **Down** arrow below the field to move the phones to the **Controlled Devices** field.

    g. Under **Permissions Information**, select **Add to User Group**.

    h. On the **Find and List User Groups** page, check the **Standard CCM Admin Users** check box and select **Add Selected**.

    i. On the **Application User Configuration** page, select **Save**.

    j. Under **Application User Information,** select **Edit Credential**.

    k. On the **Credential Configuration** page, confirm that the **User Must Change at Next Sign-In** check box is not checked and select **Save**.

Step 4   Continue with the "To Enable Phone View for a Phone System (Cisco Unified Communications Manager Only)" section on page 36-3.

To Configure Cisco Unified Communications Manager for Phone View (Cisco Unified CM 5.x)

Step 1   In Cisco Unified Communications Manager Administration, select **User Management > Application User**.

Step 2   On the **Find and List Application Users** page, select **Add New**.

Step 3   On the **Application User Configuration** page, do the following sub-steps to create an application user account that has access to all subscriber phones for Phone View:

    a. In the **User ID** field, enter the name of the a unique name for the application user. For example, enter "PhoneViewUser."

    b. In the **password f**ield, enter a password for the application user.

    c. In the **Confirm Password** field, re-enter the password that you entered in Step 3b.

    d. Under **Device Information**, to the right of the **Available Devices** field, select **Find More Phones**.

      e. On the **Find and List Phones** page, select the phones on which you want to enable Phone View and select **Add Selected**.

      f. On the **Application User Configuration** page, confirm that the phones on which you want to enable **Phone View appear in the Controlled Devices** field so that the phones are associated with the application user.

         For any phones that you selected in Step 3e. and that appear in the Available Devices field, select the applicable phones and select the **Down** arrow below the field to move the phones to the **Controlled Devices** field.

      g. On the **Application User Configuration** page, select **Save**.

      h. Select **User Management > User Group**.

      i. On the **Find and List User Groups,** select **Standard CCM Admin Users**.

      j. On the **User Group Configuration** page, select **Add Application Users to Group**.

      k. On the **Find and List Application User** page, check the check box for the application user that you created in Step Step 3g.

      l. Select **Add Selected**.

Step 4   Continue with the .

To Enable Phone View for a Phone System (Cisco Unified Communications Manager Only)

Step 1   In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.

Step 2   Find the Cisco Unified Communications Manager phone system that you want to change.

Step 3   Under **Phone View Settings**, check the **Enable Phone View** check box.

Step 4   In the **CTI Phone Access User Name** field, enter the name of the application user that you created in Cisco Unified Communications Manager for the Phone View features. Note that the username is case-sensitive.

Step 5   In the **CTI Phone Access Password** field, enter the password for the application user.

Step 6   Select **Save**.