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Introduction

The Cisco Unity Connection Messaging Interface (CUMI) is a messaging API for Cisco Unity Connection that has been designed to be stable and simple to use. It is based on leading industry standards for web-based API development, and provides access to a wide set of Connection messaging functionality.

If you are a customer or developer who needs the ability to integrate Connection into an existing enterprise-wide portal, CUMI offers a secure method for doing the following:

- Sending messages
- Receiving messages
- Replying to messages
- Sending broadcast messages (provided the user account is enabled to send broadcast messages)
- Sending dispatch messages
- Receiving notifications of new messages

Note: By default, API access to playback secure messages is turned off. To enable API access to secure messages, check the Allow Access to Secure Message Recordings Through the Cisco Unity Connection Messaging Interface (CUMI) setting on the System Settings > Advanced > API Settings page in Cisco Unity Connection Administration.

Cisco_Unity_Connection_Messaging_Interface_(CUMI)_API

Note: All the above functions associated with CUMI API support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode.

For more information see the chapter "Adding or Changing the IPv6 Addresses of Cisco Unity Connection 8.5 and Later Servers" at the following link

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx/8xcucrug051.html.

Note: With Cisco Unity Connection 9.1(1), the single sign-on feature is enabled for all the Connection Rest APIs. For more information, see the "Single Sign-On in Cisco Unity Connection" chapter in Security Guide for Cisco Unity Connection 9.x

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/security/guide/9xcucsec061.html.

How the documentation is organized

Accessing Mailboxes and Folders

[Using the CUMI API for Mailboxes & Folders](#)

Sending Messages using the API

[Using the CUMI API for Sending Messages](#)

[Sending a Voice Message with One or More Attachments](#)

Message Recall API

[Message Recall API](#)

Working with Notifications

[Using the CUMI API for Sending Notifications](#)

[Scaling Applications Using Notifications](#)

Working with Dispatch Messages

[Using the CUMI API for Dispatch Messages](#)

Working with Broadcast Messages

[Using the CUMI API for Broadcast Messages](#)

Special Features

[Preventing Messages from Being Deleted \(Investigative Hold\)](#)

Samples

[HTTP Samples](#)

[Broadcast Message Tool](#)

Technical Details

CUMI is a REST interface that standardizes operations such as add, delete, and modify. The XML comes with standard XML schema definitions that are annotated with information about what is in them.

As a web-based interface, CUMI is independent of operating system and programming language and does not require any client libraries to use.

Getting started

In order to begin developing with the Cisco Unity Connection CUMI API, you will need to obtain the following:

Hardware

- Cisco Media Convergence Server (MCS) for Cisco Unity Connection version 8.0 and later
- For detailed hardware requirements, see the [Cisco Unity Connection 8.x Supported Platforms List](#)

Software

- Cisco Unity Connection Software Ordering
- Not for Resale Kits (Must be eligible to purchase)
- Select Unified Communications System Release Kit

Discounts for some of the required hardware and software may be available for participants in the Cisco Technology Developer Program.

We recommend that all developers have an up-to-date Cisco Developer Services support agreement. This provides the developer with access to professional support and assistance for application development.

Other CUMI Resources

Additional information about CUMI is also available on the Cisco Developer Network (<https://developer.cisco.com/site/collaboration/voicemail/unity-connection/overview/> link to CDN]). Note, however, that the documentation here on the DocWiki is the most up-to-date documentation available for CUMI.

To participate in the CUMI forum, see the [CUMI forum on CDN](#).

Troubleshooting

See the following for information on troubleshooting all Connection APIs:

[Troubleshooting \(applies to all Connection APIs\)](#)