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## Enabling Single Inbox for a User

This document explains how to use the API to enable the Single Inbox feature for a user. The API being used in all these examples is CUPI.

**NOTE:** The Single Inbox feature is available only in Cisco Unity Connection 8.5 and later.

## Update Class of Service

To allow a user to use the Single Inbox feature, the Class of Service must allow it. The **AccessIMAP** field controls access to the Single Inbox feature. This field must be set to "true."

Here is an example of modifying an existing Class of Service to allow access to the Single Inbox feature:

```
PUT /vmrest/coses/<cosobjectid>
<?xml version="1.0" encoding="UTF-8"?>
<Cos>
  <AccessIMAP>true</AccessIMAP>
</Cos>
```

## Create or Update Unified Messaging Service

Unified Messaging Services cannot currently be created or updated through the API. Any configuration changes will need to be done through another interface such as Cisco Unity Connection Administration.

## Create or Update Unified Messaging Accounts

To enable the Single Inbox feature for a user, the user must have a correctly configured Unified Messaging Account in which the **EnableMailboxSynCapability** field is set to "true." Note that prior to Connection 8.5,

## Cisco\_Unity\_Connection\_Provisioning\_Interface\_(CUPI)\_API\_--\_Enabling\_Single\_Inbox\_Example

Unified Messaging Accounts were referred to as External Service Accounts, and this is how the API refers to them.

Here is an example of modifying an existing Unified Messaging Account to enable the Single Inbox feature:

```
PUT /vmrest/users/<userobjectid>/externalserviceaccounts/<externalserviceaccountobjectid>
```

```
<?xml version="1.0" encoding="UTF-8"?>
<ExternalServiceAccount>
  <EnableMailboxSynchCapability>true</EnableMailboxSynchCapability>
</ExternalServiceAccount>
```