Links to Other API pages: Cisco_Unity_Connection_APIs

CUTI Guide Contents
API Overview Using CUTI for Basic Call Operations

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Introduction

The Cisco Unity Connection Telephony Interface (CUTI) API is a web service interface for telephone record and playback on Cisco Unity Connection systems. CUTI is designed to provide a simple, stable method of accessing telephone record and playback functionality on Connection systems through a standards-based interface using XML and HTTPS.

You can use CUTI to do the following:

- Initiate dialout to a phone device
- Play and record greetings, messages, and other audio
- Control playback speed and volume
- Stop and resume playback and record

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/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.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.

Benefits

With CUTI, you have the ability to record audio as needed by using a phone, providing additional functionality besides uploading .wav files. You can use CUTI to do the following:

- As part of a User or Admin interface, record audio as part of a name, greeting, or message
- Play secure messages
- Record messages using phone as a media device

Technical Details

CUTI was developed using the latest advances in web-based interfaces: it 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, CUTI is independent of operating system and programming language, and does not require any client libraries to use.

Getting Started with CUTI

In order to begin developing with the Cisco Unity Connection CUTI 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.

CUTI Documentation

See the following for an index of all CUPI documentation on DocWiki:

Index of All CUTI Documentation

Other CUTI Resources

Additional information about CUTI is also available on the Cisco Developer Network (link to CDN). Note, however, that the documentation here on the DocWiki is the most up-to-date documentation available for CUTI.

To participate in the CUTI forum, see the CUTI forum on CDN.

Troubleshooting

See the following for information on troubleshooting all Connection APIs:

Troubleshooting (applies to all Connection APIs)