



Managing Custom Recordings in Cisco Unity Connection 10.x

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Overview of the Custom Recordings in Cisco Unity Connection 10.x

Cisco Unity Connection allows you to play the customized recordings after a message is sent. You can also play the custom recordings after a greeting is played. A greeting is played before the callers are allowed to leave a message for a user or a call handler.



Note

In Cisco Unity Connection 10.0, the **Post Greeting Recordings** option is changed to the **Custom Recordings** option.

In Cisco Unity Connection Administration, after the message is sent, you have the options to play: no recording, default system recording, or custom recordings. Unity Connection allows you to add a new custom recording, modify the existing recording, and delete the existing recording. In addition, you can record multiple custom recordings in various languages that can be played after a message is sent and after a greeting is played.

To record each custom recording, you need to use the Media Master on the **Edit Custom Recording** page. The custom recordings are configured on the **Call Management > Custom Recordings** page in Cisco Unity Connection Administration. The **Play After Message Recording** and **Post Greeting Recording** options can be set for the following:

- Users
- User Templates
- Call Handlers

- Call Handler Templates

Adding a New Custom Recording in Cisco Unity Connection 10.x

To Add a new Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the **Search Custom Recordings** page, select **Add New**.
- Step 3** On the **New Custom Recording** page, enter a display name for the custom recording.



Note Fields marked with * (an asterisk) are required.

- Step 4** Select **Save**.
- Step 5** On the **Edit Custom Recording** page, continue entering settings for the custom recording. (For field information, on the **Help** menu, select **This Page**.)
- Step 6** Select the language in which you want to record and select **Play/Record**.
- Step 7** When you are finished with the recording on the **Edit Custom Recordings** page, select **Save**.
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See Also

- [New Custom Recording, page 6-39](#)

Modifying a Custom Recording in Cisco Unity Connection 10.x

To Modify a Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the **Search Custom Recordings** page, select the display name of the custom recording that you want to modify.



Note If the custom recording that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the **Edit Custom Recording** page, change settings as applicable. (For field information, on the **Help** menu, select **This Page**.)
- Step 4** When you finished changing settings on the **Edit Custom Recording** page, select **Save**.
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See Also

- [Edit Custom Recording, page 6-39](#)

Setting After Message Sent Custom Recording in Cisco Unity Connection 10.x

Do the applicable procedure:

- [To Set After Message Sent Custom Recording for a User, page 9-3](#)
- [To Set After Message Set Custom Recording for a User Template, page 9-3](#)
- [To Set After Message Sent Custom Recording for a Call Handler Template, page 9-4](#)
- [To Set After Message Sent Custom Recording for a System Call Handler, page 9-4](#)
- [To Set After Message Sent Custom Recording for a User in Bulk Edit Mode, page 9-5](#)

**Note**

By default, **System Default Recording** option is selected for users, user templates, call handler templates, and system call handlers on the **Edit Message Settings** page.

To Set After Message Sent Custom Recording for a User

Step 1 In Cisco Unity Connection Administration, expand **Users**, then select **users**.

Step 2 On the **Search Users** page, select the user display name.

**Note**

If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the **Edit Users Basics** page, select **Message Settings** from the **Edit** menu.

Step 4 On the **Edit Message Settings** page, select the **Play Recording** option, and then select the required recording from the **Recording Selection** drop-down list.

Step 5 Select **Save**.

See Also

- [Edit Message Settings, page 1-21](#)

To Set After Message Set Custom Recording for a User Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the **Search User Templates** page, select the user template display name.

**Note**

If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the **Edit User Templates Basics** page, select **Message Settings** from the **Edit** menu.
- Step 4** On the **Edit Message Settings** page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.
- Step 5** Select **Save**.

See Also

- [User Templates Message Settings, page 3-14](#)

To Set After Message Sent Custom Recording for a Call Handler Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **Call Handler Templates**.
- Step 2** On the **Search Call Handler Templates** page, select the call handler template display name.



Note If the call handler template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the **Edit Call Handler Templates Basics** page, select **Message Settings** from the **Edit** menu.
- Step 4** On the **Edit Message Settings** page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.
- Step 5** Select **Save**.

See Also

- [Call Handler Templates Message Settings, page 3-73](#)

To Set After Message Sent Custom Recording for a System Call Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.
- Step 2** On the **Search Call Handlers Templates** page, select the call handlers display name.



Note If the call handler template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the **Edit Call Handler Basics** page, select **Message Settings** from the **Edit** menu.
- Step 4** On the **Edit Message Settings** page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.
- Step 5** Select **Save**.

See Also

- [Call Handler Message Settings, page 6-18](#)

To Set After Message Sent Custom Recording for a User in Bulk Edit Mode

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **users**.
- Step 2** On the **Search Users** page, check the applicable user check boxes, and select **Bulk Edit**.
If the users that you want to edit in bulk do not appear on one Search page, check all the applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all the applicable call handlers. Then select **Bulk Edit**.
- Step 3** On the **Edit User Basics** page, select **Message Settings** from the **Edit** menu.
- Step 4** On the **Edit Message Settings** page, check the check box to the left of the field name (**Play After Message Recording**) to select it, and then select the required recording from the **Recording Selection** drop-down list. Select **Help > This Page** to see descriptions of each setting.



Note The **Status** message at the top of the **Edit User Basics** page tells you how many users are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

- Step 5** Select **Submit**.
- Step 6** Repeat [Step 1](#) to [Step 5](#) to set the custom recordings for system call handlers in **Bulk Edit** mode.
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See Also

- [Custom Recordings in Cisco Unity Connection 10.x](#)

Deleting a Custom Recording in Cisco Unity Connection 10.x

To Delete a Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the **Search Custom Recordings** page, select the check box adjacent to the display name of the custom recording that you want to delete.



Note If the custom recording that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that asks you to confirm the deletion, select **OK**.

**Note**

- If you have deleted the recording, which is selected in the **Play After Message Recording** option, then on the **Edit Message Settings** page, the **Recording Selection** option will be disabled and the **System Default Recording** option will be selected.
 - If you have deleted the recording, which is selected in the **Post Greeting Recording** option, then on the **Edit Post Greeting Recording Settings** page, the **Recording Selection** will be changed to **None** and the **Do Not Play Recording** option will be selected.
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