Changing Conversation Settings for All Users in Cisco Unity Connection 10.x

From the **Advanced Conversation Configuration** page in Cisco Unity Connection Administration, you can make several systemwide conversation customizations that affect all users.

See the following sections for details:

- Voice Recognition: Global Nickname List in Cisco Unity Connection 10.x, page 16-22
- Additional Advanced Conversation Configuration Settings in Cisco Unity Connection 10.x, page 16-23

Accessibility Settings in Effect During the PIN Entry Conversation in Cisco Unity Connection 10.x

By default, individual user phone menu accessibility settings do not take effect until after the user is authenticated by entering the voicemail PIN. You can configure Cisco Unity Connection to apply individual user accessibility settings during the PIN collection conversation when users call from a known extension (their primary or an alternate extension) by doing the following "To Enable Accessibility Settings During the PIN Entry Conversation" procedure.

When enabled, the following accessibility settings are applied during the PIN collection conversation:

- Conversation Speed
- Conversation Volume
- Language
- Time to Wait for First Touchtone or Voice Command
- Time to Wait for Additional Key Presses When Entering Names, Extensions, and PINs

To Enable Accessibility Settings During the PIN Entry Conversation

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check the **Apply User Accessibility Settings for Voicemail PIN Entry Conversation** check box.

Step 3   Select **Save**.

Addressing Priority Lists in Cisco Unity Connection 10.x

When a user attempts to address a message to a recipient by saying a name or spelling part of a name, Cisco Unity Connection may find multiple matching names. You can configure two mechanisms that direct Unity Connection to prioritize certain recipients, sorting the results and offering the names with higher weights first in the search results. Both mechanisms—a user-configurable "buddy list," and an automatic weighting of names based on usage—contribute to a single addressing priority list for the user.

You can customize how names are stored in addressing priority lists, and how long the names are stored.

To Change How Names Are Stored in User Addressing Priority Lists

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Maximum Age of Names in Addressing Priority Lists** field, enter the number of days that a name can remain on the addressing priority list for a user before being automatically removed if the user has not recently addressed a message to the name. (The default setting is 90 days.)

Step 3   In the **Maximum Number of Names in a User's Addressing Priority List** field, enter the number of names that are stored in the addressing priority list for each user. (The default setting is 100 names.)

Step 4   Select **Save**.

Addressing and Recording Order in Cisco Unity Connection 10.x

The Cisco Unity Connection standard conversation can be customized to change the order in which Unity Connection prompts users to address and record when they send or forward messages to other users or distribution lists. By default, when a user sends or forwards a message, Unity Connection first prompts the user to record the message or to record an introduction for a forwarded message, and then prompts the user to address the message.

You can customize the user conversation so that Unity Connection prompts users to address a message before recording the message or an introduction. This setting change is applied systemwide to all users. You cannot make the change for an individual user or a specific group of users. Finally, note that you cannot change the order in which Unity Connection prompts users to address and record when they reply to messages; Unity Connection always prompts users to record a reply before allowing them to add additional recipients.

To Change the Order of Addressing and Recording When Users Send Messages

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check or uncheck the **Address Message Before Recording** check box, depending on how you want to change this setting:

- **Check box checked**—When users send or forward messages to other users or distribution lists, Unity Connection prompts them to address the message first and then record it.

- **Check box not checked**—When users send or forward messages to other users or distribution lists, Unity Connection prompts them to record the message first and then address it. (This is the default setting.)

Step 3   Select **Save**.

Announcing to Users When Messages Are Marked Secure

When the Announce Secure Status in Message Header check box is checked on the **System Settings > Advanced Settings > Conversation Configuration** page, Cisco Unity Connection plays a prompt to the user before playing a secure message, announcing that it is a secure message. When this check box is not checked, Unity Connection does not announce the secure status of a message to users. By default, the check box is checked.

If you have configured Unity Connection such that all messages left by both users and outside callers are configured to be secure, consider unchecking this check box so that users do not hear the secure message prompt before every message that they listen to.

Announcing When a Message Has Been Sent to Multiple Recipients, and Listing Message Recipients

Announcing When a Message Had Been Sent to Multiple Recipients

The Cisco Unity Connection conversation can be customized so that when a message has been sent to multiple recipients, Unity Connection will announce that fact to the user before playing the message.

By default, this setting is not enabled. To enable the setting for users of both the voice-recognition and touchtone conversations, check the **Announce in Message Header Whether Message Has Multiple Recipients** check box on the **System Settings > Advanced > Conversation Configuration** page.

Listing Recipients While Listening to Messages

Unity Connection can also be customized so that users can hear a list of all of the recipients of a message. By default, users who are enabled for voice-recognition can hear a list of message recipients by saying "list recipients" while listening to the message header, body, footer, or after-message prompts. By default, this functionality is not enabled for the touchtone conversation, and must be configured by using the Custom Keypad Mapping tool. Depending on how you configure the key mapping, users can hear the list of message recipients when they press the applicable key while listening to the message header, body, footer, or after-message prompts. For detailed information on using the Custom Keypad Mapping tool, see the "Custom Keypad Mapping Tool in Cisco Unity Connection 10.x" chapter.

Automatically Adding Alternate Extensions in Cisco Unity Connection 10.x

When a user signs in from a phone number other than a primary extension or alternate extension, Cisco Unity Connection adds the number to the calling party ID (CPID) history of the user. If the user signs in from the number five times within 30 days, Unity Connection offers the option of adding it as an alternate extension. When a number is added as an alternate extension, the user can sign in to Unity Connection from the number without having to enter a user ID (the primary extension). If the user chooses not to add the number as an alternate extension, Unity Connection does not offer the option again for that number.

This functionality is available to users who belong to a class of service with the **Allow Users to Manage Their User-Defined Alternate Extensions** option enabled.

The restriction table named User-Defined and Automatically-Added Alternate Extensions, the restriction tables is named Excluded Extensions for Automatically Added Alternate Extensions) restricts numbers from being offered as alternate extensions. For example, you might block a lobby or conference room extension in the restriction table so that users who frequently sign in to Unity Connection from such shared phones are not offered the alternate extension option. The same restriction table also restricts the numbers that users can use to create alternate extensions for themselves through interfaces such as the Cisco Personal Communications Assistant or via an API call.

You can adjust the number of times a user must sign in from a phone number before Unity Connection offers the option to add the number as an alternate extension. You can also change the number of consecutive days within which Unity Connection considers the sign-in count before offering the alternate extension option.

To Adjust Settings to Automatically Add Alternate Extensions

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Sign-in Count for a Number Before It Is Offered as an Alternate Extension** field, enter a number between 2 and 60.

Step 3   In the **Consecutive Days to Count Sign-in for a Number**, enter a number between 7 and 60 days.

Step 4   Select **Save**.

Call Holding Wait Time in Cisco Unity Connection 10.x

With call holding, when the phone is busy, Cisco Unity Connection can ask callers to hold. Unity Connection manages each caller in the queue according to the settings that you configure.

You can change the setting for the wait time between call transfer attempts (the default value is 5 seconds), and for the maximum number of call transfer attempts that are allowed (the default value is 5 attempts). To obtain the call holding queue wait time for the first caller in the queue, Unity Connection multiplies the values of the two settings. For example, if both keys were set to a value of 10, the call holding queue wait time would be 100 seconds (a wait time of 10 seconds x 10 call transfer attempts). The first caller on hold in the call holding queue hears a series of holding tones approximately every five seconds. Subsequent callers in the queue for the same extension will hear music on hold that is generated by Cisco Unity Connection system prompts.

To Add or Change Call Holding Wait Time

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Maximum Call Transfer Attempts Allowed** field, enter a number between 0 (zero) and 30. We recommend a value between 2 and 10, as increasing this setting decreases the frequency at which Unity Connection asks whether the caller wants to continue to hold. (The default setting is 5 attempts.)

Step 3   In the **Wait Time in Seconds Between Call Transfer Attempts** field, enter a number between 1 and 60 seconds. We recommend a value between 5 and 15 seconds, as a value outside of this range could prevent Unity Connection from functioning as designed. (The default setting is 5 seconds.)

Step 4   Select **Save**.

Announcing Message Status on Reply or Reply-All in Cisco Unity Connection

Cisco Unity Connection announces message status to the users when they reply or reply-all to a message. By default, when a user replies or reply-all to a message, Unity Connection will not announce any message status.

The following are the message status when users reply or reply-all to a message:

- Urgent
- Private
- Private and Secure

This setting for reply or reply-all to a message can be configured for both touchtone and voice-recognition conversation users.

Do the following Procedure

To Announce the Message Status

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check the **Announce Message Status to User(s) while Replying** check box. (The default setting is check box not checked)

Step 3   Select **Save**.

See Table 16-1, when the administrator enables or disables the **Announce Message Status to User(s) while Replying** option.

Table 16-1   Message Status Announcement

User Action	Announce Message Status to User(s) while Replying	Expected Behavior
Reply to a message	Disabled	Unity Connection will not announce message status
Reply-all to a message	Disabled	Unity Connection will not announce message status
Reply to a message	Enabled	Unity Connection will announce the status of the message
Reply-all to a message	Enabled	Unity Connection will announce the status of the message

For more information on message status announcement, see the Conversation Configuration section of the Cisco Unity Connection 10.x Advanced Settings chapter.

Announcing Recipient List on Reply or Reply-All in Cisco Unity Connection 10.x

When a message is sent to multiple recipients and/or distribution lists, recipients have the option to reply-all. Cisco Unity Connection announces the recipient list to the users when they reply-all to a message whose number of recipients is less than the number specified in the Maximum Number of Recipients Before Reply-all Warning field. By default, when a user replies to all recipients of a message, Unity Connection will not announce any recipient list on reply-all. The setting for reply-all recipients of a message can be configured for both touchtone and voice-recognition conversation users.

Note   Unity Connection warns the user (default behavior), when a user reply-all to a message whose number of recipients is greater than or equal to the number specified in the Maximum Number of Recipients Before Reply-all Warning field.

Unity Connection 10.0(1) and later plays only the recipient name, when the user reply to a message. Reply to a message is irrespective of the value mentioned in the Maximum Number of Recipients Before Reply-all warning field.

To Announce the Recipient List

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the Conversation Configuration page, check the Announce Recipients list to User(s) while Replying check box. (The default setting is check box not checked).

Step 3   Select **Save**.

See Table 16-2, when the administrator enables or disables the Announce Recipients list to User(s) while Replying option.

Table 16-2   Recipient List Announcement

User Action	Announce Recipients list to User(s) while Replying	Expected Behavior
Reply to a message	Disabled	Unity Connection will not announce the recipient name
Reply-all to a message	Disabled	Unity Connection will not announce the recipient list
Reply to a message	Enabled	Unity Connection will announce the recipient name
Reply-all to a message	Enabled	Unity Connection will announce the recipient list

Note   The **Announce Recipients list to User(s) while Replying** setting only applicable when the number of recipients is less than the number specified in the **Maximum Number of Recipients Before Reply-all Warning** field

For more information on message status announcement, see the Conversation Configuration section of the Cisco Unity Connection 10.x Advanced Settings chapter.

Announcing Message Status on Reply or Reply-All in Cisco Unity Connection

Cisco Unity Connection announces message status to the users when they reply or reply-all to a message. By default, when a user replies or reply-all to a message, Unity Connection will not announce any message status.

The following are the message status when users reply or reply-all to a message:

- Urgent
- Private
- Private and Secure

This setting for reply or reply-all to a message can be configured for both touchtone and voice-recognition conversation users.

To announce the Message Status

Step 1   In Cisco Unity Connection Administration, expand **System Settings** > **Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check the **Announce Message Status to User(s) while Replying** check box. (The default setting is check box not checked).

Step 3   Select **Save**.

See Table 16-3, when the administrator enable or disable the **Announce Message Status to User(s) while Replying** option.

Table 16-3   Message Status Announcement

User Action	Announce Message Status to User(s) while Replying	Expected Behavior
Reply to a message	Disabled	Unity Connection will not announce message status.
Reply-all to a message	Disabled	Unity Connection will not announce message status.

User Action	Announce Message Status to User(s) while Replying	Expected Behavior
Reply to a message	Enabled	Unity Connection will announce the status of the message.
Reply-all to a message	Enabled	Unity Connection will announce the status of the message.

Announcing Recipient List on Reply or Reply-All in Cisco Unity Connection

When a message is sent to multiple recipients and/or distribution lists, recipients have the option to reply-all. Cisco Unity Connection announces the recipient list to the users when they reply-all to a message whose number of recipients is less than the number specified in the **Maximum Number of Recipients Before Reply-all Warning** field. By default, when a user replies to all recipients of a message, Unity Connection will not announce any recipient list on reply-all. The setting for reply-all recipients of a message can be configured for both touchtone and voice-recognition conversation users.

Note   Unity Connection warns the user (default behavior), when a user reply-all to a message whose number of recipients is greater than or equal to the number specified in the **Maximum Number of Recipients Before Reply-all Warning** field.

Cisco Unity Connection 10.0(1) and later plays only the recipient name, when the user reply to a message. Reply to a message is irrespective of the value mentioned in the **Maximum Number of Recipients Before Reply-all warning** field.

To announce the Recipient List

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check the **Announce Recipients list to User(s) while Replying** check box. (The default setting is check box not checked).

Step 3   Select **Save**.

See Table 16-4, when the administrator enable or disable the **Announce Recipients list to User(s) while Replying** option.

Table 16-4   Message Status Announcement

User Action	Announce Message Status to User(s) while Replying	Expected Behavior
Reply to a message	Disabled	Unity Connection will not play the recipient name.
Reply-all to a message	Disabled	Unity Connection will not play the recipient list.
Reply to a message	Enabled	Unity Connection will play the recipient name.
Reply-all to a message	Enabled	Unity Connection will play the recipient list.

Warning users on Reply-All when Number of Recipients Exceeds Maximum in Cisco Unity Connection

When a message is sent to multiple recipients and/or distribution lists, recipients have the option to reply-all. Cisco Unity Connection warns users when they reply-all to a message whose number of recipients is equal to or exceeds the number specified in the **Maximum Number of Recipients Before Reply-all Warning** field.

By default, when a user replies to all recipients of a message, Unity Connection will not issue any warnings on reply-all.

> **Note**   The setting for reply-all recipients of a message can be configured for both touchtone and voice-recognition conversation users.

To set the maximum number of recipients

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Maximum Number of Recipients Before Reply-all Warning** field, enter the maximum number of recipients and/or distribution lists. (The default setting is 0 recipients)

Step 3   Select **Save**.

Caller Information in Cisco Unity Connection 10.x

The Cisco Unity Connection user conversation can be customized so that it provides users with additional information about each caller who left a message, before it plays the message. See Table 16-5.

Table 16-5   Caller Information That Cisco Unity Connection Can Offer Before Message Playback

For Messages Left by This Type of Caller	Message Type	Cisco Unity Connection Plays This by Default	Cisco Unity Connection Plays This When Additional Caller Information Is Offered
Identified user (including call handlers)	Voice, receipts	The recorded name of the user (or call handler). If the user (or call handler) does not have a recorded name, Unity Connection uses Text to Speech to play the display name. If the user does not have a display name, Unity Connection plays the primary extension instead.	Both the recorded name (if available) and the primary extension (if available) before playing the message. If the user (or call handler) does not have a recorded name, Unity Connection uses Text to Speech to play the display name of the user (or call handler) instead.
Outside caller	Voice	The message, without announcing who it is from or playing the phone number of the caller first.	The phone number (if available) of the caller before playing the message.

If you choose to provide Unity Connection users with additional caller information before message playback, consider the following requirements:

- Users hear sender information before Unity Connection plays each message only if their accounts are configured to play it. Either a Unity Connection administrator or a user can specify message playback preferences. (Unity Connection administrators specify whether users hear sender information before message playback on the Edit Playback Message Settings page for a user or user template in Cisco Unity Connection Administration, while users can specify their own message playback preferences in the Unity Connection Messaging Assistant.)

- In addition, to allow Unity Connection to provide the phone number (ANI or caller ID) information for outside callers, your phone system must support sending such information to Unity Connection. (See your phone system documentation for more information.) When Unity Connection receives ANI information on a caller, it makes use of the valid numbers only, and ignores any other characters that the phone system sends.

For instructions on changing these settings for individual users or a specific group of users, see the "What Cisco Unity Connection Plays Before and After Each Message" 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.

Dial Prefix Settings for Live Reply to Unidentified Callers in Cisco Unity Connection 10.x

When live reply is enabled, users who are listening to messages by phone can reply to a message by having Cisco Unity Connection call the sender. In the user class of service settings, you can specify whether users can return calls to senders of messages only if they are also Unity Connection users, or if they can return calls to messages from both users and unidentified callers (outside callers or users who are forwarded to Unity Connection but who cannot be identified by the calling extension).

When a user attempts to reply by calling an unidentified caller, Unity Connection checks the calling number provided by the phone system in the Automatic Number Identification (ANI) string against the transfer restriction table that is associated with the user class of service. If the number is allowed, Unity Connection returns the call by performing a release transfer to the ANI.

To configure a prefix that Unity Connection applies to all ANI strings of sufficient length before performing live replies to unidentified callers, do the following procedure.

To Change Dial Prefix Settings for Live Reply to Unidentified Callers

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Dial Prefix for Live Reply to Unidentified Callers** field, enter a trunk access code or other identifying ID that the phone system requires to process the number correctly.

This setting specifies a prefix that Unity Connection applies to the ANI when performing a live reply to an unidentified caller, if the caller ANI is at least as long as the **Minimum Number of Digits Required for Prepending Live Reply Dial Prefix** setting.

Step 3   In the **Minimum Number of Digits Required for Prepending Live Reply Dial Prefix** field, enter the minimum number of digits in the ANI string required for Unity Connection to prepend the value specified in the **Dial Prefix for Live Reply to Unidentified Callers** setting to the ANI when performing a live reply to an unidentified caller. A value of 0 means that Unity Connection never prepends digits when performing live reply to unidentified callers. (The default setting is 0 digits.)

Step 4   Select **Save**.

Deleting Messages in Cisco Unity Connection 10.x

From the **System Settings > Advanced > Conversations** page, you can customize the standard conversation to change what users hear when they manage their deleted messages in the following ways:

- Change how Cisco Unity Connection permanently deletes multiple deleted messages. By default, when users press keys from the Main menu to permanently delete multiple deleted messages at once, Unity Connection allows them to choose which messages they want to delete; users can either delete their deleted voice messages or delete all of their deleted messages.

  As alternatives to the default, you can specify that Unity Connection does not prompt users to choose, and instead permanently deletes the type of messages that you specify: either deleted voice messages or all deleted messages (voice and email, as applicable). To set up either alternative, change the **Multiple Message Delete Mode** setting by entering one of the following values:

  - **1**—Users choose which messages are deleted; Unity Connection prompts them: "To delete only your voice messages, press 1. To delete all messages, press 2." (Default setting)

  - **2**—Unity Connection does not prompt users to choose which messages to delete; instead, Unity Connection deletes all of their deleted voice messages.

  - **3**—Unity Connection does not prompt users to choose which messages to delete; instead, Unity Connection deletes all of their deleted messages (voice messages, receipts, and email messages, as applicable).

- Enable Unity Connection to request confirmation from users before proceeding with a permanent deletion of a single deleted message. (To permanently delete a deleted message, users must belong to a class of service that allows them to retain and review deleted messages.) By default, when users permanently delete a deleted message as they review deleted messages by phone, Unity Connection does not ask them to confirm the deletion.

  You can enable Unity Connection to request confirmation from users before proceeding with the deletion. To do so, check the **Confirm Deletion of Deleted Messages** check box.

Language of System Prompts in Cisco Unity Connection 10.x

Phone languages are the languages in which Cisco Unity Connection can play system prompts to users and callers. You specify a system default phone language, and you can also customize the language setting for individual Unity Connection components without changing the default language settings for the rest of the system.

The phone language setting is available for the following Unity Connection components: user accounts, routing rules, call handlers, interview handlers, and directory handlers. For each of these entities, you specify a phone language in Cisco Unity Connection Administration, or you can set the entities to inherit language from the caller.

> **Note**   The phone language setting does not apply to the prompts that Unity Connection plays when callers are using the voice-recognition conversation. Voice-recognition prompts are always played in English-United States, regardless of the installed languages or the system configuration.

With the **Inherit Language from Caller** setting, Unity Connection determines the phone language to use on a per-call basis, depending on how the call is processed. For example, you can set up a call handler with the Inherit setting, and also set it up to receive calls from two different routing rules, each with a different language setting. (For example, one routing rule could be set up with a French language setting, while the second routing rule could be set to German.) In this situation, the language in which Unity Connection plays the call handler system prompts depends on which rule routed the call. However, note that if every component in your system that processes a call has been set with **Inherit Language from Caller**, Unity Connection plays the system prompts in the default phone language, because in effect none of the components have been set to a specific language.

For multilingual systems, it is possible to enable users to record greetings in each language installed on the Unity Connection server, independent of the system default language, by setting the **Inherit Language from Caller** setting. In general, the language in which recorded greetings are played depends on what is selected for the **Language That Callers Hear** setting on the **Message** Settings page for the user:

Use System Default Language	Greetings are played and recorded in the language selected as the system default.
Inherit Language From Caller	Unity Connection users are able to record greetings in each language installed on the Unity Connection server.
A specific language	Greetings are played and recorded in the language selected from this menu.

For information on changing message settings for a user or template, see the "Phone Language That Users and Callers Hear" 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 Change the Default Language for System Prompts

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **General Configuration**.

Step 2   On the **General Configuration** page, in the **System Default Language** list, select the language that Unity Connection uses as the default language for playing system prompts.

Step 3   Select **Save**.

Step 4   Restart the **Voice Processing** server role for your changes to take effect.

Allowing Users to Playback Video Greetings in Cisco Unity Connection 10.x

Cisco Unity Connection 10.0(1) facilitates the user to playback video greetings for both the identified and outside callers using a video endpoint. For more information on video greetings, see "Overview of Video Greetings in Cisco Unity Connection" section on page 11-1 and "Enabling a User Greeting" section on page 4-62.

Unity Connection allows users to playback video greetings using telephone user interface (touchtone conversation). You can enable or disable the video greeting settings using both the telephone user interface and Cisco Unity Connection Administration interface. For more information on playback of video greeting using telephone user interface, see the "Managing Personal Greetings" section in the *User Guide for the Cisco Unity Connection Phone Interface*.

To allow playback of video greetings for each user, enable the **Callers See** settings in Cisco Unity Connection Administration. To enable the Callers See settings navigate to **Users > Edit User> Greetings> Edit Greeting page> Callers See> My Personal Recording**. Unity Connection facilitates you to play six personal video greetings. However, error greetings are played audio only. For more information on Callers See and Callers Hear sections, see the "Edit Greeting" Section of the Cisco Unity Connection 10.x User Settings chapter in the *Interface Reference Guide for Cisco Unity Connection Administration*.

In case of an audio call, consider the scenarios in the table below, when a user enable or disable the Callers See or Callers Hear settings.

Existing Greetings in Cisco Unity Connection	Callers Hear Settings (My Personal Recording)	Callers See Settings (My Personal Recording)	Type of Greeting that Cisco Unity Connection play
• Audio Greeting • Video Greeting ✎ **Note** When a user record a new audio greeting, it is replaced by the last audio greeting in the system.	Enabled	Disabled	If the user calls using either a video or an audio phone, the audio greeting enabled in the Callers Hear section is played.
• Audio Greeting • Video Greeting	Enabled	Enabled	• If the user calls using a video phone, the audio part of the video greeting is played. • If the user calls using an audio phone, the audio greeting enabled in the Callers Hear section is played.
• Audio Greeting only	Enabled	Enabled	If the user calls using either a video or an audio phone, the audio greeting enabled in the Callers Hear section is played.

In case of a video call, consider the scenarios in the table below, when a user enable or disable the Callers See or Callers Hear settings.

Existing Greetings in Cisco Unity Connection	Callers Hear Settings (My Personal Recording)	Callers See Settings (My Personal Recording)	Type of Greeting that Cisco Unity Connection play
• Audio Greeting • Video Greeting	Enabled	Disabled	If the user calls using either a video or an audio phone, the audio part of the video greeting is played.
• Audio Greeting • Video Greeting	Enabled	Enabled	• If the user calls using a video phone, the video greeting enabled in the Callers See section is played. • If the user calls using an audio phone, the audio part of the video greeting is played.

Note the following:

- If a user records a video greeting, Cisco Unity Connection enables the "My Personal Recording" option in the Callers See section.

- If the Callers See settings are disabled before a user records a video greeting, then to play video greetings the user needs to enable the "The My Personal Recording" option in the Callers See section.

Routing Users to the Voice-Recognition or Touchtone Conversation Style

There are multiple ways to route users to either the touchtone or voice-recognition conversation style:

- Set up separate phone numbers for each of the conversation styles, and then distribute the different call-in numbers to users, and/or set the user devices to automatically dial the applicable phone number. Depending on which number the user calls to sign in to Cisco Unity Connection, the user will be routed either to the touchtone or voice-recognition conversation. This approach is particularly useful in cases where users prefer different conversation styles based on the device with which they place the call. For example, when calling in from a mobile phone, the user may prefer the touchtone conversation because background noise picked up on the mobile phone interferes with the voice-recognition conversation. But when calling in from an office phone, the user prefers the voice-recognition conversation.

  To do this, set routing rule conditions that are associated with the phone number by entering the applicable information on the routing rule condition page. Then in the Send Call To field on the routing rule page, specify that when the conditions are met, the call launches the applicable conversation. When the conditions for this routing rule are met, and the user subsequently signs in on that call, the user hears the selected conversation.

  > **Note**   You can send the call to other conversations in addition to the voice-recognition and touchtone conversation styles. For more information, see the "Edit Direct Routing Rule" or "Edit Forwarded Routing Rule" section in the "Cisco Unity Connection 10.x Call Management Settings" chapter of the *Interface Reference Guide for Cisco Unity Connection Administration Release 10.x*, at
  > http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/gui_reference/guide/10xcucgrgx.html.

- Make use of the functionality that allows users to toggle between the touchtone and voice-recognition conversations at any time from the main menu:

  - Notify users that while listening to the voice-recognition conversation, they can press "9" to switch immediately to the touchtone conversation. Likewise, while listening to the touchtone conversation, users can press "9" to switch immediately to the voice-recognition conversation.

Tip   When users press "9" to switch conversations, they are asked to confirm the switch. If they prefer to bypass being asked to confirm, they can press "91," effectively answering the confirmation request before it is asked.

In addition, at any time while signed in to Unity Connection, users who are assigned to the voice-recognition conversation can say "touchtone conversation" to immediately switch to the touchtone conversation.

– If you prefer a key setting different from "9," use the Custom Keypad Mapping tool to change the key presses that toggle users from the touchtone and voice-recognition conversations, and then notify users of the key presses you have set. The option to change is the "Toggle between touchtone and voice-recognition conversations" option on the Main Menu tab. (For information on using the Custom Keypad Mapping tool, see the "Custom Keypad Mapping Tool in Cisco Unity Connection 10.x" chapter.)

Signing In to Cisco Unity Connection 10.x from a User Greeting

Caller input settings allow you to specify how users sign in to Cisco Unity Connection when they are listening to a user greeting. By using the caller input settings you can specify which keys users can press to interrupt a user greeting so that they can sign in to Unity Connection, and what users hear after Unity Connection prompts them to sign in.

You specify caller input settings on the user template and on individual user pages in Cisco Unity Connection Administration. **Caller input** settings work for a particular greeting only when the Ignore Additional Input check box is not checked on the applicable **Greetings** page for the user template or individual user in Connection Administration.

By default, Unity Connection is set up so that users hear the Unity Connection Sign-In conversation, which prompts them for their ID and PIN when they press * during any user greeting—either their own or another user greeting. As an alternative, you can accommodate users who want an easier way to sign in from their own greeting by offering the Easy Sign-In conversation, which prompts users only for a PIN.

Table 16-6 summarizes the options available to you for specifying how users sign in to Unity Connection from their own greeting or from another user greeting.

Table 16-6   Summary of Caller Input Options Available for Specifying How Users Sign In to Cisco Unity Connection from User Greetings

Conversation	Description	Use	Best Practice
Sign-In	Prompts users to enter an ID and PIN when they press * during any user greeting. Enabled by default.	To avoid leaving a message as an unidentified caller, users can sign in to Unity Connection from another user greeting when they call the user from a phone that is not associated with their account. (Unity Connection users cannot reply to messages from unidentified callers.)	Continue to offer the Sign-In conversation. If you are considering reassigning the key used to access the Sign-In conversation, consider that users also access the Sign-In conversation by pressing * from the Opening Greeting.

Table 16-6   Summary of Caller Input Options Available for Specifying How Users Sign In to Cisco Unity Connection from User Greetings (continued)

Conversation	Description	Use	Best Practice
Easy Sign-In	Prompts users to enter a PIN when they press a key during any user greeting. Disabled by default. (No key is mapped to the Easy Sign-In conversation.)	Users can dial their extensions and sign in quickly without having to remember the pilot number to access Unity Connection by phone. Users may prefer Easy Sign-In to the Sign-In conversation because it saves them from having to re-enter an extension during the sign-in process. Note that Unity Connection uses the calling extension (rather than the dialed extension) to determine which mailbox the user is trying to sign in to.	Provide Easy Sign-In to users who want a faster way to sign in from their own greeting or to accommodate users who are accustomed to another voice messaging system. Keys 1–9 are unmapped, and are therefore good choices for assigning to the Easy Sign-In conversation. Consider the following if you are thinking of using the *, 0, or # key instead: • Avoid reassigning the * key so that you can continue to offer the Sign-In conversation. • The # key is already set up to skip greetings. It is also the key that users use to skip ahead throughout the Unity Connection conversation. • The 0 key is already set up to send callers to the Operator call handler.

Requesting Users Re-Enter Only the PIN After a Failed PIN Entry in Cisco Unity Connection 10.x

When users call Cisco Unity Connection from their extensions or alternate extensions, Unity Connection asks only for a PIN to authenticate the user. By default, if a user enters an incorrect PIN, Unity Connection asks for both the user ID and PIN on subsequent attempts to sign in. Alternatively, you can configure Unity Connection to ask for only the user PIN on subsequent attempts to sign in.

Note that the default behavior has been set for security reasons; asking for only the user PIN gives hackers confirmation that the user ID was legitimate.

To Configure Cisco Unity Connection to Ask Only for the User PIN After a Failed PIN Entry

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, uncheck the **Request Entry of User ID After Failed PIN Entry from Known Extension** check box.

> **Note**   This setting applies only to calls from extensions that are associated with a user. It does not apply when users attempt to sign in manually from an unknown number.

Step 3   Select **Save**.

Saving Speed and Volume Changes Made by Users in Cisco Unity Connection 10.x

Speed and volume changes that users make while listening to messages or to the Cisco Unity Connection conversation can be saved as new default settings for the user.

> **Note**   The voice-recognition conversation is the only conversation that allows users to change the Unity Connection conversation speed or volume by phone.

Do the following procedure to specify whether speed and volume changes made by users are saved by Unity Connection.

To Specify Whether Cisco Unity Connection Saves Speed and Volume Changes Made by Users

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check or uncheck the **Save Speed and Volume Changes Made by User** check box:

- When this check box is checked, speed and volume changes that the user makes while listening to messages or to the Unity Connection conversation will be saved as new default settings for the user.

- When this check box is not checked, any speed and volume changes that the user makes while listening to messages are in effect for all the messages in that phone session. Any speed and volume changes that the user makes while listening to the Unity Connection conversation are in effect only for the duration of that phone session.

Step 3   Select **Save**.

Skipping Messages: Saving New Messages in Cisco Unity Connection 10.x

You can customize how Cisco Unity Connection handles new messages that users skip during message playback. By default, when users press # to skip a new message during message playback, Unity Connection saves the message as new. This means that when users call Unity Connection to check messages, the skipped message remains in the list of new messages that Unity Connection plays. In addition, message waiting indicators (MWI) on user phones remain lit as long as there are new messages.

Alternatively, you can configure Unity Connection to save new messages that users skip by pressing # during message playback as saved messages rather than as new messages. Users in your organization may prefer this so that when they call Unity Connection to check for new messages, they hear only newly-arrived messages, and not the messages that they skipped earlier. Users can then rely on their MWIs to determine when a new message arrives.

A change to the message playback setting is applied systemwide to all users. You cannot make the change for an individual user or a specific group of users.

To Change How Cisco Unity Connection Handles Messages That Users Skip by Pressing # During Message Playback

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check the **Treat Skipped Messages as Saved** check box to specify that messages that users skip by pressing # during message playback are kept as saved messages.

Step 3   Select **Save**.

Voice Recognition: Allowing Users to Say Their Voicemail PINs in Cisco Unity Connection 10.x

You can customize the Cisco Unity Connection sign-in process so that voice recognition users can say the digits in their voicemail PINs to sign in when calling Unity Connection from their primary or alternate extensions. Unity Connection attempts to match the spoken digits to the user voicemail PIN as an alternative to entering the digits on the phone keypad; it does not attempt to recognize the individual voice print of the user or otherwise apply biometrics to the sign-in process.

In order to use the voicemail PIN feature, a user must be calling from the primary extension or an alternate extension, the extension must be configured to use the voice-recognition input style, and the language of the call must be set to English (United States) when the user reaches the Attempt Sign-In conversation.

⚠️
Caution   The spoken digits are transmitted as unencrypted text by the Unity Connection Voice Recognizer to be authenticated by Unity Connection, and can appear as plain text in diagnostic log files.

If desired for security reasons, users can continue to use the phone keypad to enter the PIN rather than saying the digits, even when this feature is enabled. However, users cannot mix voice and phone keypad keys for PIN entry—if the user starts to use the keypad to enter the PIN, voice recognition is disabled until the user signs in successfully. Also, after a single unsuccessful attempt to say the voicemail PIN, the user must use the keypad to retry the PIN entry.

To Allow Voice Recognition Users to Say Their Voicemail PINs

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, check or uncheck the **Allow Voice Recognition Users to Speak Their Voicemail PINs** check box, depending on how you want to change the setting:

- **Check box checked**—Voice recognition users can enter their voicemail PINs either by saying the digits in the PIN, or by using the phone keypad. Unity Connection allows users to say their PINs only when they are calling from their primary extension or one of their alternate extensions.

- **Check box not checked**—Voice recognition users must enter their voicemail PINs by using the phone keypad. (This is the default setting.)

Step 3   Select **Save**.

Voice Recognition: Confirmation Confidence Threshold in Cisco Unity Connection 10.x

When voice-recognition users choose to exit the system, send a message, delete a message, or cancel an action, Cisco Unity Connection may or may not prompt them to confirm that they want to perform this task ("Are you sure that you want to exit?"), depending on whether or not their voice command was clearly recognized by the system.

There are a variety of factors that may influence how well the voice-recognition system "hears" a voice command: phone line quality, background noise, or how quickly or slowly a user speaks.

You use the **Voice Recognition Confirmation Confidence Threshold** setting to adjust the likelihood that Unity Connection prompts voice recognition users to confirm their intentions. The range of valid entries for the **Voice Recognition Confirmation Confidence Threshold** is 0 to 100; the default value is 60, which should reliably filter out most errors and provide confirmation when necessary for most systems. For example, if users complain that the system mistakenly hears them say "cancel" or "hang up," you may want to try increasing this setting to a value of 75 to prevent users from accidentally committing actions that they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try lowering this setting to 55.

A realistic range of values for this setting is 30 to 90, as setting this value to 0 always disables confirmation and setting it to 100 always enables it. If this value is set too low, the system may improperly recognize and act on commands, resulting in the accidental deletion of messages or exiting users from the system before they are ready to hang up.

It is important to note that for some tasks—for example, emptying the Deleted Items folder—Unity Connection always prompts for confirmation regardless of the **Voice Recognition Confirmation Confidence Threshold** setting. Likewise, Unity Connection never prompts for confirmation for tasks—such as playing messages—that do not result in user issues if the command is misunderstood by the system.

To Set the Confirmation Confidence Threshold

Step 1   In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then select **Conversations**.

Step 2   On the **Conversation Configuration** page, in the **Voice Recognition Confirmation Confidence Threshold** field, enter a new value.

You can enter a value from 0 to 100; the default value is 60.

Step 3   Select **Save**.

Voice Recognition: Global Nickname List in Cisco Unity Connection 10.x

The Global Nickname list is a comprehensive list of common nicknames that Cisco Unity Connection considers when a caller uses voice recognition to place a call or to address messages. For example, Unity Connection considers "Bill," "Billy," and "Will" to be nicknames for the name "William."

If a user has an uncommon name or if others know the user by a different name (for example, a maiden name) consider adding these alternate names for the user. Alternate names improve the likelihood of Unity Connection placing a call when callers ask for the user by name. You can add and remove nicknames from this list by using Cisco Unity Connection Administration.

To Add Nicknames to the Global Nickname List

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Global Nicknames**.

Step 2   On the **Search Global Nicknames** page, select **Add New**.

Step 3   On the **New Global Nickname** page, in the **Proper Name** field, enter the name that you want to appear in the **Global Nickname** list.

Step 4   In the **Nickname** field, enter the nickname for this name.

Step 5   Select **Save**.

Step 6   If there is more than one nickname, select **Add New**, replace the **Must-Be-Unique-Nick-Name** text in the new field with the next nickname and select **Save**.

Step 7   Repeat Step 6 until all information has been added.

To Edit the Global Nicknames List

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Global Nicknames**.

Step 2   On the **Search Global Nicknames** page, find the nickname you want to edit.

> **Note**   If the nickname 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   To delete a proper name and its associated nicknames, check the check box next to the name in the **Global Nickname** list, and select **Delete Selected**.

Step 4   Select the proper name to edit the nicknames that are associated with it. Do any of the following:

- In the **Proper Name** field, enter changes to the name.
- If you want to delete a nickname, check the check box next to the name, and select **Delete Selected**.
- Select **Add New** to add a new nickname, and enter the applicable information.

Step 5   Select **Save**.

Additional Advanced Conversation Configuration Settings in Cisco Unity Connection 10.x

The following customizations and features are also available on the **Advanced Conversation Configuration** page in Cisco Unity Connection Administration. For configuration information, see the "Conversation Configuration" section in the "Cisco Unity Connection 10.x Advanced Settings" chapter of the *Interface Reference Guide for Cisco Unity Connection Administration Release 10.x* (unless otherwise indicated), at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/gui_reference/guide/10xcucgrgx.html.

- Remote Port Status Monitor settings

- Disable Identified User Messaging Systemwide

- Enable Go to Message

- Deactivate Notification Device settings

- Disable Message Summary on Replay

- Disable Spelled Name Searches

- Play Receipt Reason Code

- System Transfers: Confirm Number Before Transfer

- Prompt User to Record an Introduction when Forwarding Messages

- Skip Recording of Greeting During Enrollment

- Time to Wait Between Spoken Words (in Milliseconds)

- Maximum Call Transfer Attempts Allowed

- Maximum number of recipients Before Reply-All Warning.

- Wait Time in Seconds Between Call Transfer Attempts

- Require Users to Record Names at Enrollment

- System Broadcast Message settings (see the "Changing Broadcast Message Administrator Defaults in Cisco Unity Connection 10.x" section on page 29-7)

- Use Last (Rather than First) Redirecting Number for Routing Incoming Call

- Cross-Server settings