Shortcut Keys for Cisco Unity Connection Administration

Following are the details on the usage of shortcut keys for Cisco Unity Connection Administration:

- The administrator can use the TAB key to navigate all links, all form fields, and widgets in the sequential order. After login, when the administrator first presses the TAB key then focus comes on top of the tree labeled as "Cisco Unity Connection". Then by pressing the TAB key again, the administrator can traverse all links, all form fields, and widgets.

- At any time if the administrator wants to navigate the pages corresponds to the tree link, then press the 'ENTER' key after selecting the link using the TAB key.

- Once focus goes to page frame then by pressing TAB key you can traverse all visual adds on that page.

- The administrator can move the focus from any of the page/form to the top of the tree by the "Ctrl+Alt+t" key. This shortcut key will focus the top tree label "Cisco Unity Connection" and from there you can traverse all tree links using the TAB key.

- The Ctrl+Alt+t shortcut can be used at anywhere on tree and pages to focus tree label "Cisco Unity Connection".

- These shortcut keys work on Windows and MAC operating system.

Item	Internet Explorer	Mozilla Firefox	Safari/Chrome	Usage
Forward navigation of links, form fields, and widget on Connection Administration	TAB	TAB Note: The TAB key does not work on MAC for any hyperlink navigation. To make it work, the administrator needs to do some configuration changes in Firefox that is explained below.	TAB	The TAB key is used to navigate all links, all form fields, and widget in the forward sequence. To select or unselect radio button we can use any Arrow key.
Focus on the top of Connection Administration tree	Ctrl+Alt+t	Ctrl+Alt+t	Ctrl+Alt+t	This shortcut key is used to bring focus back on the top of tree in the Connection Administration page.
Backward navigation of links, form fields, and widget on Connection Administration	Shift+TAB	Shift+TAB	Shift+TAB	This combination of key is used to navigate links, form fields, and widget in the backward sequence.
Navigate menu item	Left or Right arrow key	Left or Right arrow key	Left or Right arrow key	First bring focus on any menu item using TAB or Shift+TAB, then use the Left or Right arrow key for navigation for all menu items

Item	Internet Explorer	Mozilla Firefox	Safari/Chrome	Usage
Navigate drop down list Item	Up or Down arrow key	Up or Down arrow key	Up or Down arrow key	First bring focus on the dropdown list using TAB or Shift+TAB then use Up or Down arrow key to navigate all list item.
Expand and Collapse tree on Connection Administration	ENTER Key	ENTER Key	ENTER Key	First bring focus on tree node then press ENTER to expand and collapse the tree for fast navigation

To enable TAB Key navigation for hyperlink on Safari

The TAB key does not work on the Safari browser for hyperlink navigation. Therefore, left most tree is not accessible on the Connection Administration page through the TAB key directly. To make the tree accessible through TAB key it is required to change the following browser settings on Safari.

Step 1   Click goto **Preferences>Advanced.**

Step 2   Select the Press tab to highlight each item on a web page checkbox to make the tree links accessible using the TAB key.

To enable TAB Key navigation for hyperlink on MAC

Step 1   Open the Firefox browser and type about:config in the address bar.

Step 2   Press 'ENTER' key.

Step 3   Accept the security warning.

Step 4   There will be a list of configuration parameters. Try to search for "accessibility.tabfocus".

Step 5   If it is not there in the list then add this parameter as an "integer" and give its value "7".

Step 6   Refresh the page and use TAB key for page navigation.

Note   If there is a DTMF number in the display name then the part of the name after DTMF digit will not play as recorded name.

Other Unity Connection Features

Other Unity Connection Features that can improve the Accessibility for the end user:

- Speech Connect for Cisco Unity Connection
- Cisco SpeechView
- TTY Overview

Speech Connect for Cisco Unity Connection

Cisco Unity Connection includes a speech-enabled enhancement to the automated attendant functionality, called Speech Connect. Speech Connect uses voice-enabled directory handlers that allow both employees and outside callers can say the name of an employee and instantly be connected, without having to navigate an audio-text tree, and without knowing the extension of the employee. For easy access for employees, you can configure a Speech Connect speed dial on user phones.

If multiple employees have the same name or if Speech Connect does not have a perfect match for the name spoken by the caller, it presents numerous name choices for the caller and can include additional information such as the employee location or department. Speech Connect also plays the recorded name of the employee in his or her own voice, if available, making it easier for the caller to choose among multiple names.

For detailed information about setting up directory handlers, see the "Managing Directory Handlers in Cisco Unity Connection 10.x" chapter of the System Administration Guide for Cisco Unity Connection Release 10.x, at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

For more information on Speech Connect, see the
http://www.cisco.com/en/US/products/ps10670/index.html.

Cisco SpeechView

SpeechView feature allows you to receive voice messages in your mail box in the form of text. When a voice message arrives, it is delivered to the mailbox of the recipient with a blank text attachment. When the completed transcription is returned by the transcription service, the text attachment is updated with the text of the transcription or with an error message if there was a problem with the transcription. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. However, users have access to the original recording in its entirety.

SpeechView is a feature of the Connection unified messaging solution; therefore, the original audio version of each voice message remains available to you anywhere, anytime.

For more information on SpeechView, see the
http://www.cisco.com/en/US/products/ps10671/index.html.

TTY Overview

A TTY prompt set, available in U.S. English (ENX) only, can be installed and used just like any other supported phone language. When the TTY prompt set is installed, subscribers and outside callers who use TTY can call in to Unity Connection and use the same features that a hearing caller can use. However, note the following limitations:

- G.711 MuLaw must be selected as the message recording and storage codec. The Unity Connection TTY prompt set is not compatible with G.729a or other message recording and storage codecs.

- A dedicated phone number must be set up for use by outside callers with TTY. All greetings, prompts, and subscriber names accessible from this number must be created with the TTY prompt set.

- TTY is a TUI language only. At the present time, there is no compatible Text to Speech (TTS) language for TTY. The TTY prompt set is also not suitable for use as a GUI language.

- TTY tones are not available for use in navigating through the Unity Connection conversation. Some TTY phones do not have the capability to send DTMF tones. In this case, TTY users may need to use the phone keypad for system navigation.

- Due to recording and playback limitations, the TTY prompt set cannot be used in interview handlers.

- TTY phones do not display the voice names but simply playback the voice names.

- Use TTY angel to display voice name as text and replace them in Unity Connection.

For more information on TTY feature, see the
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag06 0.html#wp1097525.