



CHAPTER 14

Changing Conversation Settings for All Users

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

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Accessibility Settings in Effect During the Password Entry Conversation

By default, individual user phone menu accessibility settings do not take effect until after the user is authenticated by entering the voice mail password. You can configure Cisco Unity Connection to apply individual user accessibility settings during the password 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 Password Entry Conversation”](#) procedure.

When enabled, the following accessibility settings are applied during the password 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 Passwords

To Enable Accessibility Settings During the Password Entry Conversation

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **Conversations**.
- Step 2** On the Conversation Configuration page, check the **Apply User Accessibility Settings for Voice Mail Password Entry Conversation** check box.
- Step 3** Click **Save**.
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Addressing Priority Lists

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 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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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** Click **Save**.
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Addressing and Recording Order

The Cisco Unity Connection standard conversation can be customized to change the order in which 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, 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 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 Connection prompts users to address and record when they reply to messages; 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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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, 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, Connection prompts them to record the message first and then address it. (This is the default setting.)
- Step 3** Click **Save**.
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Call Waiting Hold Time

With call holding, when the phone is busy, Cisco Unity Connection can ask callers to hold. 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, 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).

To Add or Change Call Holding Wait Time

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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 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 Connection from functioning as designed. (The default setting is 5 seconds.)
- Step 4** Click **Save**.

Caller Information

Revised May 2009

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 14-1](#).

Table 14-1 *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, Connection uses Text to Speech to play the display name. If the user does not have a display name, 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, 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 Connection users with additional caller information before message playback, consider the following requirements:

- Users hear sender information before Connection plays each message only if their accounts are configured to play it. Either a Connection administrator or a user can specify message playback preferences. (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 Cisco Unity Assistant.)
- In addition, to allow Connection to provide the phone number (ANI or caller ID) information for outside callers, your phone system must support sending such information to Connection. (See your phone system documentation for more information.) When 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” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Dial Prefix Settings for Live Reply to Unidentified Callers

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 Connection users, or if they can return calls to messages from both users and unidentified callers (outside callers or users who are forwarded to Connection but who cannot be identified by the calling extension).

When a user attempts to reply by calling an unidentified caller, 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, Connection returns the call by performing a release transfer to the ANI.

To configure a prefix that 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

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- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, expand System Settings > Advanced , then click 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 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 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 Connection never prepends digits when performing live reply to unidentified callers. (The default setting is 0 digits.) |
| Step 4 | Click Save . |
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Deleting Messages

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, 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 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; Connection prompts them: “To delete only your voice messages, press 1. To delete all messages, press 2.” (Default setting)

- 2—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted voice messages.
- 3—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted messages (voice messages, receipts, and email messages, as applicable).
- Enable 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, Connection does not ask them to confirm the deletion.

You can enable 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

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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 Connection components without changing the default language settings for the rest of the system.

The phone language setting is available for the following 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 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, 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 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, 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 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	Connection users are able to record greetings in each language installed on the Connection server.

A specific language	Greetings are played and recorded in the language selected from this menu.
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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” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

To Change the Default Language for System Prompts

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **General Configuration**.
 - Step 2** On the General Configuration page, in the System Default Language list, click the language that Connection uses as the default language for playing system prompts.
 - Step 3** Click **Save**.
 - Step 4** Restart the Voice Processing server role for your changes to take effect.
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Logging On to Cisco Unity Connection from a User Greeting

Caller input settings allow you to specify how users log on 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 log on to Connection, and what users hear after Connection prompts them to log on.

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, Connection is set up so that users hear the Connection Sign-In conversation, which prompts them for their ID and password 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 log on from their own greeting by offering the Easy Sign-In conversation, which prompts users only for a password.

[Table 14-2](#) summarizes the options available to you for specifying how users log on to Connection from their own greeting or from another user greeting.

Table 14-2 *Summary of Caller Input Options Available for Specifying How Users Log On to Cisco Unity Connection from User Greetings*

Conversation	Description	Use	Best Practice
Sign-In	Prompts users to enter an ID and password when they press * during any user greeting. Enabled by default.	To avoid leaving a message as an unidentified caller, users can log on to Connection from another user greeting when they call the user from a phone that is not associated with their account. (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.
Easy Sign-In	Prompts users to enter a password 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 log on quickly without having to remember the pilot number to access 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 logon process. Note that Connection uses the calling extension (rather than the dialed extension) to determine which mailbox the user is trying to log on to.	Provide Easy Sign-In to users who want a faster way to log on 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: <ul style="list-style-type: none"> • 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 Connection conversation. • The 0 key is already set up to send callers to the Operator call handler.

Requesting Users Re-Enter Only the Password After a Failed Password Entry

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

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

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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **Conversations**.
- Step 2** On the Conversation Configuration page, uncheck the **Request Entry of User ID After Failed Password Entry from Known Extension** check box.
- Note that 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** Click **Save**.
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Saving Speed and Volume Changes Made by Users

Added May 2009

**Note**

The functionality described in this section is applicable only to Cisco Unity Connection Release 7.1(1) and later.

Speed and volume changes that users make while listening to messages or to the Cisco Unity Connection conversation will be saved as new default settings for the user. (Note that the voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.)

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

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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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 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 Connection conversation are in effect only for the duration of that phone session.
- Step 3** Click **Save**.
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Skipping Messages: Saving New Messages

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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, Connection saves the message as new. This means that when users call Connection to check messages, the skipped message remains in the list of new messages that Connection plays. In addition, message waiting indicators (MWI) on user phones remain lit as long as there are new messages.

Alternatively, you can configure 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 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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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** Click **Save**.
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Voice Recognition: Allowing Users to Say Their Voice Mail Passwords

You can customize the Cisco Unity Connection logon process so that voice recognition users can say the digits in their voice mail passwords to log on when calling Connection from their primary or alternate extensions. Connection attempts to match the spoken digits to the user voice mail password 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 logon process.

In order to use the voice mail password 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 Connection Voice Recognizer to be authenticated by 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 password rather than saying the digits, even when this feature is enabled. However, users cannot mix voice and phone keypad keys for password entry—if the user starts to use the keypad to enter the password, voice recognition is disabled until the user logs on successfully. Also, after a single unsuccessful attempt to say the voice mail password, the user must use the keypad to retry the password entry.

To Allow Voice Recognition Users to Say Their Voice Mail Passwords

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **Conversations**.
- Step 2** On the Conversation Configuration page, check or uncheck the **Allow Voice Recognition Users to Speak Their Voice Mail Passwords** check box, depending on how you want to change the setting:
- **Check box checked**—Voice recognition users can enter their voice mail passwords either by saying the digits in the password, or by using the phone keypad. Connection allows users to say their passwords 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 voice mail passwords by using the phone keypad. (This is the default setting.)
- Step 3** Click **Save**.
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Voice Recognition: Confirmation Confidence Threshold

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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 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—Connection always prompts for confirmation regardless of the Voice Recognition Confirmation Confidence Threshold setting. Likewise, 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

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **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** Click **Save**.
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Voice Recognition: Global Nickname List

Revised May 2009

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, 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 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 click **Global Nicknames**.
- Step 2** On the Search Global Nicknames page, click **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** Click **Save**.
- Step 6** If there is more than one nickname, click **Add New**, replace the Must-Be-Unique-Nick-Name text in the new field with the next nickname and click **Save**.
- Step 7** Repeat [Step 6](#) until all information has been added.
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To Edit the Global Nicknames List

- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **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 click **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 click **Delete Selected**.
- Step 4** Click 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 click **Delete Selected**.
- Click **Add New** to add a new nickname, and enter the applicable information.

Step 5 Click **Save**.

Additional Advanced Conversation Configuration Settings

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 “Advanced Settings” chapter of the *Interface Reference Guide for Cisco Unity Connection Administration* (unless otherwise indicated).

- Remote Port Status Monitor settings
- Disable Identified User Messaging Systemwide
- Full Mailbox Check for Outside Caller Messages
- 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
- Skip Recording of Greeting During Enrollment
- Time to Wait Between Spoken Words (in Milliseconds)
- Maximum Call Transfer Attempts Allowed
- 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](#)” section on page 26-6)
- Use Last (Rather than First) Redirecting Number for Routing Incoming Call
- Cross-Server settings

