

Templates

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Search User Templates

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Table 3-1 **Search User Templates Page**

Field	Description
Alias	A unique text name for the user template. Click the Alias to go to the specific page for the user template.
Display Name	(<i>Display only</i>) The name of the user template.
Delete Selected	To delete a user template, check the check box to the left of the display name, and click Delete Selected. You can delete multiple user templates at once.
Add New	To add a user template, click the Add New button. A new page opens, on which you enter data applicable to the new user template.

See Also

- The “[Adding, Modifying, or Deleting a User Template](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

New User Template

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Table 3-2 **New User Template Page**

Field	Description
User Template Type	Select from the following: <ul style="list-style-type: none"> • User With Mailbox—For users who need to receive voice mail or use personal call routing rules and other features of Cisco Unity Connection. • User Without Mailbox—For users who do not need to receive voice mail, but need to be given access to administer the system. Users without voice mailboxes do not have a phone extension and are not counted as licensed users.

Table 3-2 ***New User Template Page (continued)***

Field	Description
Based on Template	<p>Select the existing template on which to base the new template. All settings are copied from the base template except for the settings that you choose on the New User Template page (Alias, Display Name, and so on).</p> <p>For templates of type User Template With Mailbox, system distribution list membership is also copied from the base template; for example, all new user templates based on the default voicemailusertemplate are automatically added to the allvoicemailusers system distribution list and to any other lists to which voicemailusertemplate has been manually added.</p>
Alias	A unique text name for the user template.
Display Name	Enter a descriptive name for the user template.
Mailbox Store	The mailbox store in which you want to create the mailboxes for user accounts that you create by using this template.
Outgoing Fax Server	Enter the phone number of the fax machine that the user sends faxes to for printing.
Phone System	Click the phone system that the template uses.

See Also

- The “[Adding a User Template](#)” section in the “Adding, Modifying, or Deleting a User Template” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Edit User Template Basics

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Table 3-3 ***Edit User Template Basics Page***

Field	Description
Alias	A unique text name for the user template.
Display Name	Enter a descriptive name for the user template.
Display Name Generation	<p>Select the format for displaying the names of new users who are associated with this template:</p> <ul style="list-style-type: none"> First Name, Then Last Name (for example, Jessie Smith) Last Name, Then First Name (for example, Smith, Jessie)
Outgoing Fax Server	Click the applicable fax server for the user.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>

Table 3-3 *Edit User Template Basics Page (continued)*

Field	Description
Search Scope	Select a search space to apply to the user account. Search spaces are used to define the scope of objects (for example, users and distribution lists) that the user can reach while interacting with Cisco Unity Connection.
Phone System	Click the phone system that the template uses.
Class of Service	Select the class of service to which the user is assigned. The class of service controls many user settings.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Set for Self-Enrollment at Next Login	<p>Check this check box so that the user is asked at the next logon to record a name and a standard greeting, to set a password, and to choose whether to be listed in directory assistance.</p> <p>When the user has enrolled, the check box is unchecked automatically. This setting is most commonly used for new users.</p> <p>Default setting: Check box checked.</p>
List in Directory	<p>Check this check box to list the user in directory assistance, which outside callers can use to reach users.</p> <p>When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Assistant.</p> <p>Default setting: Check box checked.</p>
Send Non-Delivery Receipts on Failed Message Delivery	<p>Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails.</p> <p>Default setting: Check box checked.</p>
Skip Password When Calling from a Known Extension	<p>Check this check box if you do not want this user to be asked for a password when calling from this extension.</p> <p>Note There are security risks when using this setting. It is possible for a hacker to spoof the caller ID of a phone call. If a hacker can reach the Cisco Unity Connection system with a spoofed caller ID that matches a primary or alternate extension on which this setting has been enabled, the hacker has access to user mailboxes.</p>
Use Short Calendar Caching Poll Interval	<p><i>(Calendar integrations only)</i> Check this check box so that the Outlook calendar information for the user is updated according to the frequency that is configured in the Short Calendar Caching Poll Interval (In Minutes) field on the System Settings > Advanced Settings > External Services page.</p> <p>When this check box is not checked, the Outlook calendar information for the user is updated according to the frequency that is configured in the Normal Calendar Caching Poll Interval (In Minutes) field on the System Settings > Advanced Settings > External Services page.</p> <p>Default setting: Check box not checked.</p>

Table 3-3 **Edit User Template Basics Page (continued)**

Field	Description
Send Message Counts	<p>(Cisco Unity Connection 7.1 or later) Check this check box to send the count of messages for the user.</p> <p>Note Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.</p>
Address	(Optional) Enter the user address.
Building	(Optional) Enter the building the user is located in.
City	(Optional) Enter the city.
State	(Optional) Enter the state.
Postal Code	(Optional) Enter the postal code.
Country	(Optional) Enter the country.
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you choose a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the user, or check the Use System Default Time Zone check box. The default time zone is the time zone set on the Cisco Unity Connection server. Change this setting only for those users who are located in a different time zone than the Connection server.</p> <p>The user time zone setting is used for:</p> <ul style="list-style-type: none"> • Message Received Time—When a user listens to messages by phone, Connection announces the time that a message was received by using the local time specified for the user. • Message Notification Schedule—The schedule displayed on the user message notification pages and in the Cisco Unity Assistant uses the local time specified for the user. <p>Note that even if you change the time zone setting for a user, the time zone setting on the Connection server is used to determine when standard and closed greetings are played for callers.</p>
Language	<p>Select the language in which the Cisco Unity Connection conversation plays instructions to users. Select Use System Default Language or select a language from the list. Note that this setting does not apply to the voice-recognition conversation.</p> <p>The language setting for users also controls the language used for Text to Speech (TTS).</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p> <p>Note Depending on your license settings, United States English may not be available.</p>
Department	(Optional) Enter the user department.
Manager	(Optional) Enter the name of the manager.
Billing ID	(Optional) Billing ID can be used for organization-specific information, such as accounting information, department names, or project codes. This information can be included in user reports.

See Also

- The “[Modifying a User Template](#)” section in the “Adding, Modifying, or Deleting a User Template” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

User Templates Password Settings

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Table 3-4 *User Templates Edit Password Settings Page*

Field	Description
Choose Password	<p>Select one of the following:</p> <ul style="list-style-type: none"> • Voice Mail—To change settings associated with the voice mail password of a user. • Web Application—To change settings associated with the web application password of a user. <p>If Cisco Unity Connection is integrated with an LDAP directory and if LDAP authentication is configured, you must change the web application password in the LDAP directory; you cannot change the password in Connection.</p>
Locked by Administrator	<p>Check this check box to prevent a user from accessing Cisco Unity Connection.</p> <p>To prevent a user from accessing voice mail, check this check box for the Voice Mail password. To prevent a user from accessing the Cisco Personal Communications Assistant (PCA) or Cisco Unity Connection Administration, check this check box for the Web Application password.</p>
User Cannot Change	<p>Check this check box to prevent the user from changing the password. Use of this setting is most applicable for accounts that can be accessed by more than one person. When you check this check box, also check the Does Not Expire check box.</p>
User Must Change at Next Login	<p>Check this check box when you have set a temporary password, and want the user to set a new password the next time that the user logs on to Cisco Unity Connection. To help protect their accounts from unauthorized access and toll fraud, encourage users to specify long—eight or more digits—and non-trivial passwords, or use the settings on the Edit Authentication Rule page to require them to do so.</p>
Does Not Expire	<p>Check this check box to prevent Cisco Unity Connection from prompting the user to change passwords. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person.</p> <p>When this check box is checked, the user is still able to change passwords at any time.</p> <p>When this check box is not checked, the password expiration is controlled by the Credential Expires After field set by the selected authentication rule.</p>
Authentication Rule	<p>Select the authentication policy to apply to the selected user password settings.</p>

See Also

- The “[Passwords](#)” 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*.

User Templates Change Password

Table 3-5 *User Templates Change Password Page*

Field	Description
Choose Password	<p>Select one of the following:</p> <ul style="list-style-type: none"> Voice Mail—To change settings associated with the voice mail password of a user. Web Application—To change settings associated with the web application password of a user. <p>If Cisco Unity Connection is integrated with an LDAP directory and if LDAP authentication is configured, you must change the web application password in the LDAP directory; you cannot change the password in Connection.</p>
Password	<p>Enter a password:</p> <ul style="list-style-type: none"> Phone password—use digits 0 through 9. Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#\$%^&*()-_+={ } [:'";<>?/\., <p>To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long—eight or more digits—and non-trivial password.</p> <p>Requirements for password complexity are set on the System Settings > Authentication Rule pages.</p>
Confirm Password	Enter the new password again to confirm the entry.

See Also

- The “[Passwords](#)” 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*.

User Templates Edit Roles

Table 3-6 *User Templates Edit Roles Page*

Field	Description
Assigned Roles	<p>Use in conjunction with the Available Roles setting to assign roles to users who administer the Cisco Unity Connection system. Click the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box.</p> <p>Select from the following pre-defined roles:</p> <ul style="list-style-type: none">• Audio Text Administrator• Greeting Administrator• Help Desk Administrator• Remote Administrator• System Administrator• Technician• User Administrator
Available Roles	<p>Use in conjunction with the Assigned Roles setting to assign roles to users who administer the Cisco Unity Connection system. Click the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box.</p> <p>Select from the following pre-defined roles:</p> <ul style="list-style-type: none">• Audio Text Administrator• Greeting Administrator• Help Desk Administrator• Remote Administrator• System Administrator• Technician• User Administrator

See Also

- The “[Roles](#)” section in the “Preparing to Add User Accounts” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

User Templates Transfer Rules

Table 3-7 *User Templates Transfer Rules Page*

Field	Description
Enabled	Check or uncheck this check box and click Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Click the Rule Name to go to the specific page for the transfer rule.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the object.
End Date	<i>(Display only)</i> Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

See Also

- The “[Call Transfer, Call Screening, and Call Holding](#)” 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*.

User Templates Edit Transfer Rule

Table 3-8 *User Templates Edit Transfer Rule Page*

Field	Description
Rule Name	<i>(Display only)</i> The name of the transfer rule.
When This Basic Rule Is Active	<i>(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)</i> Choose the applicable option: <ul style="list-style-type: none"> Apply Basic Settings on This Page—Cisco Unity Connection applies the settings on this page when this basic transfer rule is active. Apply Personal Call Transfer Rules—Connection ignores the settings on this page and applies personal call transfer rules when this basic transfer rule is active. <p>When using the Apply Personal Call Transfer Rules option, first verify that users have configured personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls are transferred to the primary extension.</p>
Status	Indicate whether the transfer option is enabled and for how long: <ul style="list-style-type: none"> Disabled—The transfer option is not in effect. Enabled With No End Date and Time—The transfer option is enabled until you disable it. Enabled Until—Cisco Unity Connection performs the selected transfer option until the specified date and time arrives. Click Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option. <p>Note By design, the standard transfer rule cannot be disabled.</p>

Table 3-8 *User Templates Edit Transfer Rule Page (continued)*

Field	Description
Transfer Calls To	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> For user settings—to the user greeting, without ringing the user phone. For call handler settings—to the call handler greeting. Extension—Enter an extension to which the call is forwarded.
Transfer Type	<p>Select how Cisco Unity Connection transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> Release to Switch—Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection—forwards the call to the user or handler greeting. This transfer type allows Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system. Supervise Transfer—Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls. <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>

Table 3-8 *User Templates Edit Transfer Rule Page (continued)*

Field	Description
If Extension Is Busy	<p>Indicate how Cisco Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> • Send Callers to Voice Mail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding. <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialled extension number>” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

Table 3-8 **User Templates Edit Transfer Rule Page (continued)**

Field	Description
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

See Also

- The “[Call Transfer, Call Screening, and Call Holding](#)” 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*.

User Templates Message Settings

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Table 3-9 **User Templates Message Settings Page**

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p>Note The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings > Advanced > Conversations page.</p> <p>Default setting: 300 seconds.</p>
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>

Table 3-9 **User Templates Message Settings Page (continued)**

Field	Description
Language That Callers Hear	<p>Select the language in which system prompts are played to callers. The language setting affects system prompts such as “You may record your message at the tone.” Select from the following options:</p> <ul style="list-style-type: none"> • Use System Default Language—Connection plays the system prompts in the system default language. • Inherit Language from Caller—Connection determines the language to use for system prompts on a per-call basis, depending on the language set by the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language. <p>Or select a specific language from the list.</p> <p>Note Depending on your license settings, United States English may not be available.</p>
Message Urgency <i>(Connection 7.1)</i> Unidentified Callers Message Urgency <i>(Connection 7.0)</i>	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly logged on (when identified user messaging is enabled):</p> <ul style="list-style-type: none"> • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Security—Mark Messages Secure <i>(Connection 7.1)</i> Unidentified Callers Message Security—Mark Secure <i>(Connection 7.0)</i>	<p>Check this check box to have Cisco Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly logged on (when identified user messaging is enabled).</p>

Table 3-9 *User Templates Message Settings Page (continued)*

Field	Description
After Message Action	<p>Indicate the action that Cisco Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. • Call Handler—Sends the call to the system call handler that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directory to Greetings • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user extension that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Outside Caller Options](#)” 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*.

User Templates Edit Message Actions Template

Table 3-10 *Edit Message Actions Template Page*

Field	Description
Voicemail	<p>Select the action that Cisco Unity Connection takes when the user receives a voice message:</p> <ul style="list-style-type: none"> • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • Accept and Relay the Message (<i>Cisco Unity Connection 7.1 Only</i>)—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field. <p>Note In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.</p> <p>Default setting: Accept the Message.</p>
Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • Accept and Relay the Message (<i>Cisco Unity Connection 7.1 Only</i>)—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field. <p>Note In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.</p> <p>Default setting: Accept the Message.</p>

Table 3-10 **Edit Message Actions Template Page (continued)**

Field	Description
Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> Accept the Message—Connection delivers the message to the user mailbox. Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. Accept and Relay the Message (<i>Cisco Unity Connection 7.1 Only</i>)—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field. <p>Note In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.</p> <p>Default setting: Accept the Message.</p>
Delivery Receipt	<p>Select the action that Cisco Unity Connection takes when the user receives a delivery receipt:</p> <ul style="list-style-type: none"> Accept the Message—Connection delivers the message to the user mailbox. Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. Accept and Relay the Message (<i>Cisco Unity Connection 7.1 Only</i>)—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field. <p>Note In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.</p> <p>Default setting: Accept the Message.</p>
Relay Address	<p>Select the address to which Cisco Unity Connection relays voicemail, email, fax, or delivery receipts when Connection is configured to relay that message type. This field is not editable unless you have selected Relay the Message or Accept and Relay the Message as the message action for one or more message types.</p> <p>Note In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.</p> <p>Enter a combination of text and tokens that Connection replaces with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) To add a token to the Relay Address field, click the name of the token in the Replaceable Tokens list, then click the arrow next to the Replaceable Tokens field.</p>

See Also

- The “[Message Actions](#)” 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*.

User Templates Caller Input

Table 3-11 *User Templates Caller Input Page*

Field	Description
Key	To edit caller input settings, click the applicable key. The Edit Caller Input page opens for that key.
Action	<i>(Display only)</i> Indicates the action that Cisco Unity Connection takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	<i>(Display only)</i> Indicates the user that receives the call if the key is configured to send calls to a user. Otherwise, this field is blank.
Status	<i>(Display only)</i> Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits ____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p>Note This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension.</p> <p>For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user.

See Also

- The “[Greetings](#)” 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*.
- The “[Simulating Abbreviated Extensions](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

User Templates Edit Caller Input

Table 3-12 *User Templates Edit Caller Input Page*

Field	Description
Key	(<i>Display only</i>) Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection ignore additional input after callers press the key; Connection performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

Table 3-12 **User Templates Edit Caller Input Page (continued)**

Field	Description
Action	<p>Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore Key—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – Route from Next Call Routing Rule—Connection continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. – Transfer to Alternate Contact Number—Connection transfers the call to the phone number that you specify in the Extension field, for example to a cell phone or other external number. Connection transfers the call by releasing it to the phone system. • Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to the broadcast message conversation. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In (<i>available only on User Caller Input pages</i>)—Connection assumes that the caller is trying to log on to the mailbox that was called, and prompts the user only for a password to sign in. This provides users an easier way to log on from their own greetings. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID and a password. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user extension that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Greetings](#)” 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*.

User Templates Edit Mailbox

Table 3-13 *User Templates Edit Mailbox Page*

Field	Description
Enable Message Aging Policy	<p>If message aging rules are selected on the Message Aging Policy page and if the Enabled check box on the Message Aging Policy page is checked, check this check box to cause the rules to be enforced for this user, or uncheck this check box to cause the rules to be ignored for this user.</p> <p>If no message aging rules on the Message Aging Policy page are selected, or if the Enabled check box on the Message Aging Policy page is not checked, this check box has no effect.</p>
Respond to Requests for Read Receipts	<p>When one Cisco Unity Connection user sends another user a voice message, the person sending the message can request to be notified with a read receipt when the recipient has played the voice message. If you do not want Connection to respond to requests for read receipts for this user, uncheck this check box.</p>
Mailbox Quotas	<p>Mailbox quotas, along with message aging policy, help ensure that the hard disk space available for voice messages is not completely filled, as follows:</p> <ul style="list-style-type: none"> • Custom—For this user, use the Warning Quota, Send Quota, and Send/Receive Quota specified on this page. If you select this option, also select Custom or System Maximum (2 Gigabytes). If you select Custom, select the maximum number of bytes of voice messages allowed for this user for each of the following: <ul style="list-style-type: none"> – Warning Quota—When the mailbox for a user reaches this size, the user is warned that the mailbox is near the maximum size allowed. – Send Quota—When the mailbox for a user reaches this size, the user is prevented from sending any more voice messages. – Send/Receive Quota—When the mailbox for a user reaches this size, the user is prevented from sending or receiving any more voice messages. <p>If you enter custom quotas, the value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.</p> • Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page.
Mailbox Store	<p>Choose the mailbox store in which you want mailboxes to be created when you create users with this template.</p>

See Also

- The “[Mailbox-Size Quotas](#)” 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*.

- The “[Controlling the Size of Mailboxes](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Managing Mailbox Stores](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

User Templates Phone Menu

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Table 3-14 **User Templates Phone Menu Page**

Field	Description
Touchtone Conversation Menu Style	<p>Choose one of the following options for users when they use a touchtone conversation. Note that the voice-recognition conversation does not offer full and brief menu styles.</p> <ul style="list-style-type: none"> • Full—Users hear comprehensive instructions; select for a new user. • Brief—Users hear abbreviated versions of the full menus; select for a more experienced user. <p>Default setting: Full.</p>
Conversation Volume	<p>Select the volume level at which users hear the Cisco Unity Connection conversation:</p> <ul style="list-style-type: none"> • Low • Medium • High <p>Users can also adjust the volume temporarily from their phones.</p> <p>Default setting: Medium.</p>
Conversation Speed	<p>Select the speed at which Cisco Unity Connection plays prompts to users:</p> <ul style="list-style-type: none"> • Slow • Normal • Fast • Fastest <p>Default setting: Normal.</p>
Time Format	<p>Indicates the time format that Cisco Unity Connection uses to play timestamps when users listen to their messages by phone:</p> <ul style="list-style-type: none"> • 12-Hour Clock—The default. Users hear message timestamps in a 12-hour clock format. For example, users hear 1:00 p.m. when listening to the timestamp for a message left at 1:00 p.m. • 24-Hour Clock—Users hear message timestamps in a 24-hour clock format. For example, users hear 13:00 when listening to the timestamp for a message left at 1:00 p.m. <p>Note Users can set their own time format preferences in the Cisco Unity Assistant.</p>

Table 3-14 **User Templates Phone Menu Page (continued)**

Field	Description
Use Voice Recognition Input Style	<i>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)</i> Check this check box when the user prefers to use voice recognition as the primary way to interact with Cisco Unity Connection by phone. When this check box is checked, the Touchtone Conversation setting is used only as a backup when the voice-recognition services are unavailable.
Touchtone Conversation	<p>Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone:</p> <ul style="list-style-type: none"> • Alternate Keypad Mapping N • Alternate Keypad Mapping S • Alternate Keypad Mapping X • Classic Conversation • Custom Keypad Mapping 1 • Custom Keypad Mapping 2 • Custom Keypad Mapping 3 • Optional Conversation 1 • Standard Conversation <p>You can use either full or brief menu style with each conversation style.</p>
Finding Messages with Message Locator—Enable	<p>Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone.</p> <p>When this check box is checked, users are prompted to find messages from the Main menu in the Cisco Unity Connection conversation. Users can use the Message Locator feature to search their new and saved messages, for messages from a particular user, extension, or phone number (ANI or caller ID information).</p> <p>Default setting: Check box not checked.</p>
Message Locator Sort Order	<p>Choose one of the following options:</p> <ul style="list-style-type: none"> • Last In, First Out • First In, Last Out <p>Use in conjunction with the Finding Messages with Message Locator—Enabled check box, to allow users to find specific messages by phone. Note that this setting is not available for the voice-recognition conversation.</p>
Enable Phone View	<p><i>(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled)</i> Check this check box to allow users to see search results on the LCD screen of their Cisco Unified IP phones when using the Find Message or the Display Message menu.</p> <p>Uncheck this check box to disable Phone View for users.</p> <p>Default setting: Check box not checked.</p>

Table 3-14 **User Templates Phone Menu Page (continued)**

Field	Description
Times to Repeat Menu When User Does Not Respond	<p>Specify how many times Cisco Unity Connection repeats a menu when a user has not responded to it. The range of valid entries is 0 to 10.</p> <p>Note This setting is not available for the voice-recognition conversation.</p> <p>Default setting: 1 time.</p>
Wait for First Touchtone or Voice Command _____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for a user to press a first key or say a voice command after playing a menu. This setting is also known as the “First Digit Timeout.” The range of valid entries is 500 to 10,000 milliseconds.</p> <p>Default setting: 5,000 milliseconds.</p>
Wait for Additional Key Presses When Entering Names, Extensions, and Passwords _____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for additional key presses after the user has pressed a key when entering user names or extensions to address a message, update passwords, change call transfer or message notification numbers, and so on.</p> <p>The range of valid entries is 1,000 to 10,000 milliseconds.</p> <p>Default setting: 3,000 milliseconds.</p>
Wait for Additional Key Presses When Entering Multiple Digit Menu Options _____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for additional key presses after the user has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu.</p> <p>For example, in the After Message menu for the Classic conversation, users can press 4 to reply to a message, 42 to reply to all, or 44 to call the user.</p> <p>This setting also applies when using ## to switch addressing modes.</p> <p>The range of valid entries is 250 to 5,000 milliseconds.</p> <p>Default setting: 1,500 milliseconds.</p>
Wait Between Words in Voice Commands (Phrase Incomplete Timeout) _____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for a user to say additional words before acting on the words already spoken. For example, a user might say “Play new messages,” pause for a moment, and then add, “from Harriet Smith.” In such cases, the value you enter here determines how long Connection waits for the user to finish speaking before playing new messages. The range of valid entries is 300 to 10,000 milliseconds.</p> <p>Default setting: 750 milliseconds.</p>

Table 3-14 **User Templates Phone Menu Page (continued)**

Field	Description
Voice Recognition Confirmation Confidence Threshold	<p>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.) Use this setting to adjust the likelihood that Cisco Unity Connection prompts the voice recognition user to confirm user intentions. For example, if users complain that the system mistakenly hears them say “cancel” or “hang up,” you can try increasing the value of this setting to prevent users from accidentally committing actions they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value.</p> <p>The range of valid entries is 0 to 100. When the value is set to 0, Connection never asks for confirmation; when the value is set to 100, Connection always asks for confirmation.</p> <p>A realistic range of values for this setting is 30 to 90. The default value should reliably filter out most errors and provide confirmation when necessary for most systems. Note that if the value is set too low, the system may improperly recognize and act on commands.</p>
Voice Recognition Speech Sensitivity (0 to 100)	<p>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.) Use this setting to compensate for potential background noise on a call.</p> <p>A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood.</p> <p>A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event.</p> <p>Default setting: 50.</p>
After Logging On, Play	<p>Check the following check boxes to indicate what Cisco Unity Connection plays after a user logs on:</p> <ul style="list-style-type: none"> • User’s Recorded Name—Connection plays the recorded name of the user. Default setting: Check box not checked. • Alternate Greeting Notification—Connection notifies users when they have their alternate greeting turned on. Connection plays the notification immediately after users log on by phone, and then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it. This check box controls only whether users are notified that their alternate greeting is enabled when they access Connection by phone; users are always notified when their alternate greeting is enabled in the Cisco Personal Communications Assistant (PCA), even when this check box is not checked. Default setting: Check box checked. • User’s New Messages Automatically—Connection takes users directly to their new messages after they log in; users do not hear message counts or the Main menu. However, if applicable, users hear about any of the following potential conditions before being taken to new messages: full mailbox warnings, broadcast messages, expired password notifications, and first time enrollment. Default setting: Check box not checked.

Table 3-14 **User Templates Phone Menu Page (continued)**

Field	Description
When Exiting the Conversation	<p>Choose from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list. <ul style="list-style-type: none"> – Hang Up—Connection immediately terminates the call. • Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> – Broadcast Message Administrator – Caller System Transfer – Greetings Administrator – Sign-In – User System Transfer • User with Mailbox—Sends the call to the Connection user that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Conversation and Phone Menu Options](#)” 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*.
- The “[Cisco Unity Connection Conversation](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

User Templates Playback Message Settings

Table 3-15 *User Templates Playback Message Settings Page*

Field	Description
Message Volume	<p>Select the volume level at which Cisco Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone:</p> <ul style="list-style-type: none"> • Low • Medium • High <p>Users can adjust the volume level in the Cisco Unity Assistant and may also be able to adjust the volume temporarily from their phones. (Users can use the Media Master to adjust the volume of messages that they play by using computer speakers.)</p> <p>Default setting: Medium.</p>
Message Speed	<p>Select the speed at which Cisco Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone:</p> <ul style="list-style-type: none"> • Slow • Normal • Fast • Fastest <p>Users can adjust the speed in the Cisco Unity Assistant.</p> <p>Users can use the Media Master to adjust the speed of messages that they play by using computer speakers.</p> <p>Default setting: Normal.</p>
For New Messages, Play	<p>Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new.</p> <ul style="list-style-type: none"> • Message Count Totals—When this check box is checked, Connection announces the total number of messages that are marked new, including voice, email, and fax messages. • Voice Message Counts—When this check box is checked, Connection announces the total number of voice messages that are marked new. • Email Message Counts—When this check box is checked, Connection announces the total number of email messages that are marked new. • Fax Message Counts—When this check box is checked, Connection announces the total number of fax messages that are marked new. • Receipt Message Counts—When this check box is checked, Connection announces the total number of receipts that are marked new.
For Saved Messages, Play	<p>Check the Saved Message Count check box to have Cisco Unity Connection announce the total number of messages that have been saved.</p>

Table 3-15 *User Templates Playback Message Settings Page (continued)*

Field	Description
Before Playing Messages, Play	<p>Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users log on to Connection by phone:</p> <ul style="list-style-type: none"> • Press 1 to hear voice messages • Press 2 to hear emails • Press 3 to hear faxes • Press 4 to hear receipts <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails and faxes only when the user is assigned to a class of service that has the Access to Email in Third-Party Message Stores and Fax features enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p>
New Message Play Order	<p>Indicate the order in which Cisco Unity Connection plays new messages to the user:</p> <ul style="list-style-type: none"> • Sort by Message Type—Select a message type, and then click the Up and Down arrows to reorder the list of message types. Connection plays messages in the order that you specify here. <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails and faxes only when the user is assigned to a class of service that has the Access to Email in Third-Party Message Stores and Fax features enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p> <ul style="list-style-type: none"> • Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages. <p>Note that except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>
Saved Message Play Order	<p>Indicate the order in which Cisco Unity Connection plays saved messages to the user.</p> <ul style="list-style-type: none"> • Sort by Message Type—Select a message type, and then click the Up and Down arrows to reorder the list of message types. Connection plays messages in the order that you specify here. <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails and faxes only when the user is assigned to a class of service that has the Access to Email in Third-Party Message Stores and Fax features enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p> <ul style="list-style-type: none"> • Then By—Select Newest First or Oldest First.
Deleted Message Play Order	<p>Click Newest First or Oldest First to specify the message order for deleted messages.</p> <p>Note Except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>

Table 3-15 **User Templates Playback Message Settings Page (continued)**

Field	Description
Before Playing Each Message, Play	<p>Check the following check boxes, as applicable:</p> <ul style="list-style-type: none"> • Sender's Information—Check this check box so that Cisco Unity Connection plays caller information about a message sender before playing the message. The information played depends on how Connection is set up. By default, Connection plays the following information when the Sender's Information check box is checked: <ul style="list-style-type: none"> – For messages left by an identified user, Connection plays the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead. – For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information before playing the message. • Include Extension—Use in conjunction with the Sender's Information check box. Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name, before playing the message. • Message Number—Check this check box to have Connection announce the sequential number of a message ("Message one...") before playing the message. • Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller. • Sender's ANI—For messages left by an unidentified caller, check this check box to have Connection provide the phone number (ANI or caller ID) information before playing the message.
While Playing Each Message	<p>Set the following, as applicable:</p> <ul style="list-style-type: none"> • When a Call Is Disconnected or the User Hangs Up—Indicate whether you want Cisco Unity Connection to leave messages marked as new or mark them as saved (read) if users access the message body and then hang up or are disconnected before indicating how to manage the message. (Connection also retains the message as-is unless users indicate otherwise after they reply to or forward a message, call the user, transfer to the operator or another extension, and so on.) Default Setting: Mark Message New. • Fast Forward Message by ____ Milliseconds—Specify the amount of time that Connection skips ahead when users fast-forward while listening to messages. Note that Connection does not skip ahead in a message based on speed-adjusted increments. Regardless of whether message playback speed is set to slow, normal, fast, or fastest, skipping ahead in each case jumps to the same point in the message. Default Setting: 5 seconds. • Rewind Message by ____ Milliseconds—Specify the amount of time that Connection skips back when users rewind while listening to messages. Note that Connection does not skip back in a message based on speed-adjusted increments. Regardless of whether message playback speed is set to slow, normal, fast, or fastest, skipping back in each case jumps to the same point in the message. Default Setting: 5 seconds.

Table 3-15 *User Templates Playback Message Settings Page (continued)*

Field	Description
After Playing Each Message, Play	Check the Time the Message Was Sent check box to have Cisco Unity Connection announce the time that the message was recorded by the caller. Default setting: Check box checked.
When Deleting a Message	Check the Confirm Deletions of New and Saved Messages check box to have Cisco Unity Connection ask users to confirm their choice when they delete new and saved messages by phone. Consider checking this check box if users do not have access to deleted messages. Default setting: Check box not checked.

See Also

- The “[Message Playback Options](#)” 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*.

User Templates Send Message Settings

Table 3-16 *User Templates Send Message Settings Page*

Field	Description
User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send broadcast messages to all users on the local Cisco Unity Connection server. Default setting: Check box not checked.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit broadcast messages. By checking this check box, you also enable users to send broadcast messages to all users on the local Cisco Unity Connection server. Default setting: Check box not checked.
Enter a Recipient By	<p>Select how the conversation prompts users to address messages to other users:</p> <ul style="list-style-type: none"> • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name <p>Note Addressing by name requires lettered keypads on user phones.</p> <p> This setting does not apply when using the voice-recognition conversation.</p> <p>Regardless of the option you choose here, as users address a message by phone, they can switch between addressing by name and addressing by extension by pressing the # key twice. However, when the Disable Spelled Name Searches check box is checked on the System Settings > Advanced > Conversations page, users can address messages by phone only by entering user extensions.</p>

Table 3-16 *User Templates Send Message Settings Page (continued)*

Field	Description
Confirm Recipient by Name	<p>Enable this option if you want users to hear a confirmation of a selected name when addressing users. By default, Cisco Unity Connection does not confirm by repeating the name of a user that was just selected from a list.</p> <p>You might want to enable this option when users address by ID rather than by spelling the name.</p> <p>Note Users always hear a confirmation when using the voice-recognition conversation.</p> <p>Default setting: Check box not checked.</p>
Continue Adding Names After Each Recipient	<p>Enable this option so that Cisco Unity Connection asks users to continue adding names after each recipient when sending and forwarding messages to multiple recipients.</p> <p>By default, when users address messages by phone, Connection allows them to add a single recipient and then prompts them to indicate what they want to do next with a key press (for example, “To add another recipient, press 1. For message options, press 3. To record, press #.”). Users who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. By enabling this option, you can significantly streamline the addressing process for users who frequently send and forward messages to multiple recipients.</p> <p>Note Users are always prompted to continue adding names when using the voice-recognition conversation.</p> <p>Default setting: Check box not checked.</p>
Automatically Add Recipients to Addressing Priority List	<p>Check this check box to have Cisco Unity Connection automatically add message recipients to a weighted list of names the first time that the user addresses to them, and then adjust the weight of names based on subsequent usage.</p> <p>When the user addresses messages by spelling part of a name, if there are multiple matching names, Connection presents the matches that appear in the addressing priority list first, sorted by weight. When the user addresses messages by using voice commands, Connection uses the weight of a name in the addressing priority list to increase the likelihood that the speech recognition engine selects the name as a match if it is phonetically similar to the name spoken by the user.</p> <p>Default setting: Check box not checked.</p>

Table 3-16 *User Templates Send Message Settings Page (continued)*

Field	Description
When a Call Is Disconnected or the User Hangs Up	<p>Indicate whether you want Cisco Unity Connection to send or discard messages when calls are disconnected while users are in the process of sending, replying to, or forwarding a message.</p> <p>Calls can be intentionally or unintentionally disconnected when a user hangs up or a mobile phone loses its charge or signal, and so on. By default, Connection sends the message if the call is disconnected in the following circumstances:</p> <ul style="list-style-type: none"> • When a user is replying to or sending a message—As long as the message has at least one recipient and the recording is more than one second (1,000 milliseconds) in length. This means that Connection sends the message even though the user may not have finished recording or addressing the message. • When a user is forwarding a message—As long as the message has at least one recipient. This means that Connection sends the message even though the user may not have recorded an introduction or completely addressed the message. <p>When Discard Message is selected, Connection does not send a message unless users have pressed # to confirm that they are ready to send the message. If the call is disconnected before a user has a chance to send the message, Connection deletes the message rather than sending it.</p> <p>Default setting: Send Message.</p>

See Also

- The “[Message Addressing and Sending Options](#)” 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*.

User Templates Greetings

Table 3-17 *User Templates Greeting Page*

Field	Description
Enabled	<p>Check this check box and click Save to enable a greeting indefinitely.</p> <p>When a greeting is enabled, Cisco Unity Connection plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.</p>
Greeting	<i>(Display only)</i> The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	<i>(Display only)</i> Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.

Table 3-17 *User Templates Greeting Page (continued)*

Field	Description
Source	<p>(<i>Display only</i>) Indicates the type of recording that callers hear when the greeting plays:</p> <ul style="list-style-type: none"> Blank—Callers hear nothing. Recording—Callers hear a personally recorded greeting. System—Callers hear the System Default Greeting.

See Also

- The “[Greetings](#)” 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*.

User Templates Edit Greeting

Table 3-18 *User Templates Edit Greeting Page*

Field	Description
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none"> Disabled—The applicable greeting is not in effect. Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. Enabled Until—Cisco Unity Connection plays the applicable greeting until the specified date and time arrives. Click Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.
Callers Hear	<p>Indicate the source for the selected greeting:</p> <ul style="list-style-type: none"> System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, <user name> is not available”). If the user does not have a recorded name, Connection plays the user extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting. <p>Note Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> My Personal Recording—Select to use the personal recording of the user. Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the “Record Your Message at the Tone” Prompt	<p>Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message.</p> <p>Default setting: Check box checked.</p>

Table 3-18 *User Templates Edit Greeting Page (continued)*

Field	Description
During Greeting	<p>Indicate the actions that Cisco Unity Connection performs during the greeting:</p> <ul style="list-style-type: none">• Ignore Caller Input—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.• Allow Transfers to Numbers Not Associated with Users or Call Handlers—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Connection attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked.• Times to Re-Prompt Caller—Enter the number of times Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits Send To field. Default setting: Zero.• Delay Between Re-Prompts—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.

Table 3-18 **User Templates Edit Greeting Page (continued)**

Field	Description
After Greeting	<p>Indicate the action that Cisco Unity Connection performs after the greeting plays:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list. <ul style="list-style-type: none"> – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • Call Handler—Sends the call to the system call handler that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

Table 3-18 **User Templates Edit Greeting Page (continued)**

Field	Description
Caller Options	<p>(<i>Applicable only to Alternate greetings</i>) Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes:</p> <ul style="list-style-type: none"> Transfer Callers to Greeting Without Ringing User's Phone <p>Note This setting is applicable only when calls are transferred from the automated attendant or a directory handler to the user extension; the setting does not apply when an unidentified caller or another user dials a user extension directly.</p> <ul style="list-style-type: none"> Prevent Callers from Skipping the User's Greeting Prevent Callers from Leaving Messages <p>Note that caller options do not apply when other Connection users send messages by using the Connection conversation ("Press 2 to send a message") or by using another Connection client application.</p>
Recording	<p>If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages.</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then click the Play/Record button to open the Media Master. On the Options menu of the Media Master, click Open File to use a prerecorded WAV file as the recording.</p>

See Also

- The "[Greetings](#)" 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*.
- The "[Setting Up System Transfers](#)" chapter of the *System Administration Guide for Cisco Unity Connection*.

User Templates Notification Devices

Table 3-19 **User Templates Notification Devices Page**

Field	Description
Delete Selected	To delete a notification device, check the check box to the left of the display name, and click Delete Selected. You can delete multiple notification devices at once.
Status	(<i>Display only</i>) If the Enabled check box on the Edit Notification Device page is checked for a notification device, the value of this column is Enabled. If the check box is not checked, the value is Disabled.
Display Name	<p>The name of the notification device.</p> <p>Click the Display Name to go to the specific page for the notification device.</p>
Type	(<i>Display only</i>) This column displays the value of the Notification Device Type list that was selected when the notification device was created. The type cannot be changed.

Table 3-19 **User Templates Notification Devices Page (continued)**

Field	Description
Destination	<i>(Display only)</i> For phones and pagers, this column displays the value of the Phone Number field on the Edit Notification Device page. For SMTP and SMS devices, this column displays the value of the To field.
Phone System	<i>(Display only)</i> For phones and pagers, this column displays the value of the Phone System field on the Edit Notification Device page. For SMTP and SMS devices, this column is blank.

See Also

- The “[Notification Devices](#)” 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*.

User Templates New Notification Device

Table 3-20 **User Template New Notification Device Page**

Field	Description
Notification Device Type	Select a type of notification device from the list.
Display Name	Enter a descriptive name for the notification device.
Phone Number	<p><i>(Applicable only to phone and pager notification devices.)</i> Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> , (comma) to insert a one-second pause. # and * to correspond to the # and * keys on the phone. <p>Users can change this number by phone.</p>
Extra Digits	<i>(Applicable only to phone and pager notification devices.)</i> Enter any extra digits that Cisco Unity Connection dials after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.
Duration to Wait Before Dialing Extra Digits	<i>(Applicable only to phone and pager notification devices.)</i> Cisco Unity Connection can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable (for example, when phone lines are noisy or when ringing patterns are unusual).
Rings to Wait	<p><i>(Applicable only to phone and pager notification devices.)</i> Enter the number of times that Cisco Unity Connection allows the user phone to ring before ending the attempt. The setting must be at least 3 rings. Enter a higher number to give a user more time to get to the phone.</p> <p>Default setting: 4 rings.</p>
Busy Retry Limit	<p><i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of times that Cisco Unity Connection tries to reach a user number that is busy. Choose a higher number to reach someone who uses the phone frequently.</p> <p>Default setting: 4 times.</p>

Table 3-20 **User Template New Notification Device Page (continued)**

Field	Description
Busy Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user number that is busy. Choose a higher number to reach someone who has long phone conversations.</p> <p>Default setting: 5 minutes.</p>
RNA Retry Limit	<p>(Applicable only to phone and pager notification devices.) Indicates the number of times that Cisco Unity Connection tries to reach a user who does not answer the phone. Choose a higher number to reach someone who steps away from the phone briefly. Choose a lower number to avoid disturbing others.</p> <p>Default setting: 4 times.</p>
RNA Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user who does not answer the phone. Choose a higher number to reach a user who is away from the phone for long periods of time.</p> <p>Default setting: 15 minutes.</p>
Retries After Successful Attempt	<p>(Cisco Unity Connection 7.1 or later; Applicable only to pager notification devices.) Indicates the number of times that Cisco Unity Connection calls the pager device after the first successful call to the device while the message that triggered the notification is still marked new. Use this setting in conjunction with the Retry Interval After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>If set to a value greater than 0 (zero), Connection makes periodic calls based on the Retry Interval After Successful Attempt until the user checks the message or the retry limit is reached. For example, if Retries After Successful Attempt is set to 2 and Retry Interval After Successful Attempt is set to 15, and the user receives a new message at noon, Connection will call the pager device at noon. If that call is answered, but the user does not check the message before 12:15 pm, Connection calls the pager device again at 12:15 pm. If the user does not check the message before 12:30 pm, Connection calls the pager device a second time at 12:30 pm.</p> <p>Note This setting generates a series of notifications that is separate from the series that is generated if you enable the Repeat Notification If There Are Still New Messages setting on the Edit Notification Device page. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Enter a value between 0 and 100. A value of 0 (zero) means that Connection does not retry the notification after the first successful call to the pager.</p> <p>Default setting: 0.</p>
Retry Interval After Successful Attempt	<p>(Cisco Unity Connection 7.1 or later; Applicable only to pager notification devices.) Indicates the interval at which Cisco Unity Connection retries calling the pager device after the first successful call to the device if Retries After Successful Attempt is set to a value greater than 0 (zero) and the user has not yet checked the message. Use this setting in conjunction with the Retries After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>Enter a value between 0 and 100 minutes. A value of 0 (zero) means that Connection makes additional retries as soon as a port is available to dial the device.</p> <p>Default setting: 1 minute.</p>

Table 3-20 **User Template New Notification Device Page (continued)**

Field	Description
Phone System	<i>(Applicable to phone and pager notification devices only.)</i> Click the phone system that the notification device uses.
Prompt for User ID on Notifications	<p><i>(Applicable only to phone notification devices.)</i> Indicate whether Cisco Unity Connection should prompt the user to enter a user ID. The user is always asked for a password. Users may prefer not to enter a user ID in order to shorten the time that it takes to log on.</p> <p>Note Use this setting with caution and only if the phone is never answered by anyone other than the user.</p>
SMPP Provider	<i>(Applicable only to SMS notification devices.)</i> Select the applicable SMPP provider.
To	<p><i>(Applicable only to SMTP and SMS notification devices.)</i> Depending on whether you are setting up message notification for a text-compatible cell phone or pager, or for SMS (SMPP) devices:</p> <ul style="list-style-type: none"> • For SMTP text message notifications, enter the email address of the user text pager, text-compatible cell phone, or another email account (such as a home email address). • For SMS (SMPP) text message notifications, enter the phone number of the SMS-compatible device. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. <p>Up to 128 characters can be entered in this field.</p>
From	<p><i>(Applicable only to SMTP and SMS notification devices.)</i> For text-compatible cell phones or pagers, enter the phone number that the user calls to check messages, or enter alphanumeric text (as applicable) in this field. The From phone number appears in the last line of any SMTP notification. A user can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature.</p> <p>For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:</p> <ul style="list-style-type: none"> • If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity Connection server. • If the SMPP Provider does not require a “source address,” enter the number that the user calls to check messages. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. <p>Note Consider that some SMPP Providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a call back number, try entering the number that the user calls to check messages in the Message Text field.</p> <p>Up to 40 characters can be entered in this field.</p>

Table 3-20 **User Template New Notification Device Page (continued)**

Field	Description
Message Text	<p>(Applicable only to SMTP and SMS notification devices.) Enter the text message that the user wants to receive in a text notification. For example, you might enter “Urgent message for Technical Support” for a user who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends the text you enter here.</p> <p>Note To include a call back number, try entering the number that the user calls to check messages within the message text (for example, enter the number in this format: tel:2065551212).</p> <p>Up to 160 characters can be entered in this field. (For SMS devices, depending on the character set you configure Connection to use, it is possible that messages that are shorter than 160 characters may be truncated.)</p>
Include Message Information in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, email, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
Include Message Count in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box if you want the notification to include a count of the number of new messages in the mailbox.
Include a Link to Cisco PCA in Message Text	(Applicable only to SMTP notification devices.) Check this check box to include a link to the Cisco Personal Communications Assistant in the text string that is sent to the SMTP notification device.

See Also

- The “[Notification Devices](#)” 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*.

User Templates Edit Notification Device

Table 3-21 **User Templates Edit Notification Device Page**

Field	Description
Enabled	Check this check box to enable the notification device.
Display Name	Enter a descriptive name for the notification device.

Table 3-21 **User Templates Edit Notification Device Page (continued)**

Field	Description
Delay Before First Notification Attempt	<p>Specify the delay (in minutes) from the time a message is received until the notification triggers if the message matches the criteria selected in the Notification Rule Events field. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place until the schedule becomes active again (as long as the message is still new).</p> <p>Enter a value between 0 and 99 minutes.</p> <p>Default setting: 0 minutes.</p>
Repeat Notification If There Are Still New Messages	<p>Check this check box so that Cisco Unity Connection repeats notifications to a user as long as the user has one or more new messages. When you check this check box, you also enter a notification interval in the Notification Repeat Interval field. If additional new messages come in during the interval, Connection combines notification for these messages with the original notification and sends a single notification at the end of the interval (provided there are still new messages in the user mailbox at this time). Use this setting if users want to receive a single “batch” notification for all new messages that repeats periodically until they check their messages.</p> <p>Note For pager notification devices, this setting generates a series of notifications that is separate from the series that is generated if you set the Retries After Successful Attempt setting to a non-zero value. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Default setting: Check box not checked.</p>
Notification Repeat Interval	<p>Use this setting in conjunction with the Repeat Notification if There Are Still New Messages check box. Specify the interval (in minutes) at which Cisco Unity Connection repeats a notification after the initial notification is sent, and continues sending notifications at the specified interval. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection notifies the user of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., and so on. The notification schedule is effective for as long as the user has one or more new messages.</p> <p>The range for the Notification Repeat Interval is 0 to 60 minutes.</p> <p>Note A Notification Repeat Interval of 0 minutes disables repeat notification.</p> <p>Default setting: 0 minutes.</p>

Table 3-21 **User Templates Edit Notification Device Page (continued)**

Field	Description
On Notification Failure	<p>(Applicable only to phone, pager, and SMS notification devices.) Message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. When configuring Cisco Unity Connection to send notification to another device when notification to the first (or previous) device fails, note the following:</p> <ul style="list-style-type: none"> • For On Notification Failure, click Send To, and click the device that you want Connection to notify next if notification to this device fails. This applies to the first notification device and all others in the chain except the last. • For the second device and all subsequent devices in the chain, uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for this device starts immediately and does not wait for the notification failure of the previous device. Your notifications do not chain, they all trigger at once. • Do not configure SMTP devices for chaining message notification, except as the last device in the chain; Connection does not detect notification failure for SMTP devices.
Notification Rule Events	<p>Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received.</p> <ul style="list-style-type: none"> • All Messages—Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages. Check the Urgent Only check box to have Connection send the notification only if the new message is marked urgent. • Dispatch Messages—Connection sends a notification to this device when any new message is received that is marked as a dispatch message. Check the Urgent Only check box to have Connection send the notification only if the new dispatch message is also marked urgent. • All Voice Messages—Connection sends a notification to this device when any new voice message is received (including dispatch messages). Check the Urgent Only check box to have Connection send the notification only if the new voice message is marked urgent. • Fax Messages—Connection sends a notification to this device when any new fax message is received. Check the Urgent Only check box to have Connection send the notification only if the new fax message is marked urgent. • Calendar Appointments (Applicable only to SMTP and SMS notification devices)—Connection sends a notification to this device for an upcoming Outlook appointment. • Calendar Meetings (Applicable only to SMTP and SMS notification devices)—Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.
Phone Number	<p>(Applicable only to phone and pager notification devices.) Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. <p>Users can change this number by phone.</p>

Table 3-21 **User Templates Edit Notification Device Page (continued)**

Field	Description
Extra Digits	<i>(Applicable only to phone and pager notification devices.)</i> Enter any extra digits that Cisco Unity Connection dials after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.
Duration to Wait Before Dialing Extra Digits	<i>(Applicable only to phone and pager notification devices.)</i> Cisco Unity Connection can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable (for example, when phone lines are noisy or when ringing patterns are unusual).
Rings to Wait	<i>(Applicable only to phone and pager notification devices.)</i> Enter the number of times that Cisco Unity Connection allows the user phone to ring before ending the attempt. The setting must be at least 3 rings. Enter a higher number to give a user more time to get to the phone. Default setting: 4 rings.
Busy Retry Limit	<i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of times that Cisco Unity Connection tries to reach a user number that is busy. Choose a higher number to reach someone who uses the phone frequently. Default setting: 4 times.
Busy Retry Interval	<i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user number that is busy. Choose a higher number to reach someone who has long phone conversations. Default setting: 5 minutes.
RNA Retry Limit	<i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of times that Cisco Unity Connection tries to reach a user who does not answer the phone. Choose a higher number to reach someone who steps away from the phone briefly. Choose a lower number to avoid disturbing others. Default setting: 4 times.
RNA Retry Interval	<i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user who does not answer the phone. Choose a higher number to reach a user who is away from the phone for long periods of time. Default setting: 15 minutes.

Table 3-21 **User Templates Edit Notification Device Page (continued)**

Field	Description
Retries After Successful Attempt	<p>(Cisco Unity Connection 7.1 or later; Applicable only to pager notification devices.) Indicates the number of times that Cisco Unity Connection calls the pager device after the first successful call to the device while the message that triggered the notification is still marked new. Use this setting in conjunction with the Retry Interval After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>If set to a value greater than 0 (zero), Connection makes periodic calls based on the Retry Interval After Successful Attempt until the user checks the message or the retry limit is reached. For example, if Retries After Successful Attempt is set to 2 and Retry Interval After Successful Attempt is set to 15, and the user receives a new message at noon, Connection will call the pager device at noon. If that call is answered, but the user does not check the message before 12:15 pm, Connection calls the pager device again at 12:15 pm. If the user does not check the message before 12:30 pm, Connection calls the pager device a second time at 12:30 pm.</p> <p>Note This setting generates a series of notifications that is separate from the series that is generated if you enable the Repeat Notification If There Are Still New Messages setting. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Enter a value between 0 and 100. A value of 0 (zero) means that Connection does not retry the notification after the first successful call to the pager.</p> <p>Default setting: 0.</p>
Retry Interval After Successful Attempt	<p>(Cisco Unity Connection 7.1 or later; Applicable only to pager notification devices.) Indicates the interval at which Cisco Unity Connection retries calling the pager device after the first successful call to the device if Retries After Successful Attempt is set to a value greater than 0 (zero) and the user has not yet checked the message. Use this setting in conjunction with the Retries After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>Enter a value between 0 and 100 minutes. A value of 0 (zero) means that Connection makes additional retries as soon as a port is available to dial the device.</p> <p>Default setting: 1 minute.</p>
Phone System	<p>(Applicable to phone and pager notification devices only.) Click the phone system that the notification device uses.</p>
Prompt for User ID on Notifications	<p>(Applicable only to phone notification devices.) Indicate whether Cisco Unity Connection should prompt the user to enter a user ID. The user is always asked for a password. Users may prefer not to enter a user ID in order to shorten the time that it takes to log on.</p> <p>Note Use this setting with caution and only if the phone is never answered by anyone other than the user.</p>
SMPP Provider	<p>(Applicable only to SMS notification devices.) Select the applicable SMPP provider.</p>

Table 3-21 **User Templates Edit Notification Device Page (continued)**

Field	Description
To	<p>(Applicable only to SMTP and SMS notification devices.) Depending on whether you are setting up message notification for a text-compatible cell phone or pager, or for SMS (SMPP) devices:</p> <ul style="list-style-type: none"> For SMTP text message notifications, enter the email address of the user text pager, text-compatible cell phone, or another email account (such as a home email address). For SMS (SMPP) text message notifications, enter the phone number of the SMS-compatible device. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. <p>Up to 128 characters can be entered in this field.</p>
From	<p>(Applicable only to SMTP and SMS notification devices.) For text-compatible cell phones or pagers, enter the phone number that the user calls to check messages, or enter alphanumeric text (as applicable) in this field. The From phone number appears in the last line of any SMTP notification. A user can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature.</p> <p>For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:</p> <ul style="list-style-type: none"> If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity Connection server. If the SMPP Provider does not require a “source address,” enter the number that the user calls to check messages. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. <p>Note Consider that some SMPP Providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a call back number, try entering the number that the user calls to check messages in the Message Text field.</p> <p>Up to 40 characters can be entered in this field.</p>
Message Text	<p>(Applicable only to SMTP and SMS notification devices.) Enter the text message that the user wants to receive in a text notification. For example, you might enter “Urgent message for Technical Support” for a user who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends the text you enter here.</p> <p>Note To include a call back number, try entering the number that the user calls to check messages within the message text (for example, enter the number in this format: tel:2065551212).</p> <p>Up to 160 characters can be entered in this field. (For SMS devices, depending on the character set you configure Connection to use, it is possible that messages that are shorter than 160 characters may be truncated.)</p>

Table 3-21 *User Templates Edit Notification Device Page (continued)*

Field	Description
Include Message Information in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, email, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
Include Message Count in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box if you want the notification to include a count of the number of new messages in the mailbox.
Include a Link to Cisco PCA in Message Text	(Applicable only to SMTP notification devices.) Check this check box to include a link to the Cisco Personal Communications Assistant in the text string that is sent to the SMTP notification device.

See Also

- The “[Notification Devices](#)” 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*.

Search Call Handler Templates

Table 3-22 *Search Call Handler Templates Page*

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. Location—(Applicable to standalone configurations only) Display only results that belong to a particular Connection location. When you select this option, choose the name of the location from the Where Name Is list. Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.
Delete Selected	To delete a call handler template, check the check box to the left of the display name, and click Delete Selected. You can delete multiple call handler templates at once.
Display Name	The name of the call handler template. Click the Display Name to go to the specific page for the call handler template.

See Also

- The “[Call Handlers](#)” section in the “Call Management Overview” chapter of the *System Administration Guide for Cisco Unity Connection*.

- The “[Creating, Modifying, and Deleting Call Handler Templates](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

New Call Handler Template

Table 3-23 **New Call Handler Template Page**

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by clicking the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Phone System	Click the phone system that the template uses.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you choose a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Cisco Unity Connection use the system default time zone defined on the System Settings > General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p>

Table 3-23 *New Call Handler Template Page (continued)*

Field	Description
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language. <p>Alternatively, you can select a specific language from the list.</p> <p>Note Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>

See Also

- The “[Call Handlers](#)” section in the “Call Management Overview” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Creating, Modifying, and Deleting Call Handler Templates](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Call Handler Template Basics

Table 3-24 *Edit Call Handler Template Basics Page*

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Creation Time	(<i>Display only</i>) Shows the date and time when the call handler template was created.
Phone System	Click the phone system that the template uses.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you choose a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Cisco Unity Connection use the system default time zone defined on the System Settings > General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p>

Table 3-24 Edit Call Handler Template Basics Page (continued)

Field	Description
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language. <p>Alternatively, you can select a specific language from the list.</p> <p>Note Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Search Scope	<p>Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:</p> <ul style="list-style-type: none"> • Search Space—Select a specific search space from the list. • Inherit Search Space from Call—Select this option to use the search space that was applied to the call by a previous call handler or by a routing rule.

See Also

- The “[Call Handlers](#)” section in the “Call Management Overview” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Creating, Modifying, and Deleting Call Handler Templates](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Transfer Rules

Table 3-25 Call Handler Templates Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and click Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.

Table 3-25 **Call Handler Templates Transfer Rules Page (continued)**

Field	Description
Rule Name	The name of the transfer rule. Click the Rule Name to go to the specific page for the transfer rule.
Extension	(<i>Display only</i>) The extension that the phone system uses to connect to the object.
End Date	(<i>Display only</i>) Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

See Also

- The “[Transferring Calls](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Edit Transfer Rules

Table 3-26 **Call Handler Templates Edit Transfer Rules Page**

Field	Description
Rule Name	(<i>Display only</i>) The name of the transfer rule.
Status	Indicate whether the transfer option is enabled and for how long: <ul style="list-style-type: none">• Disabled—The transfer option is not in effect.• Enabled With No End Date and Time—The transfer option is enabled until you disable it.• Enabled Until—Cisco Unity Connection performs the selected transfer option until the specified date and time arrives. Click Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option. Note By design, the standard transfer rule cannot be disabled.
Transfer Calls To	Select one of the following settings: <ul style="list-style-type: none">• Greeting—When this option is selected, the call is transferred as follows:<ul style="list-style-type: none">– For user settings—to the user greeting, without ringing the user phone.– For call handler settings—to the call handler greeting.• Extension—Enter an extension to which the call is forwarded.

Table 3-26 *Call Handler Templates Edit Transfer Rules Page (continued)*

Field	Description
Transfer Type	<p>Select how Cisco Unity Connection transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> Release to Switch—Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection—forwards the call to the user or handler greeting. This transfer type allows Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system. Supervise Transfer—Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls. <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>

Table 3-26 **Call Handler Templates Edit Transfer Rules Page (continued)**

Field	Description
If Extension Is Busy	<p>Indicate how Cisco Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> • Send Callers to Voice Mail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding. <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialled extension number>” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

Table 3-26 Call Handler Templates Edit Transfer Rules Page (continued)

Field	Description
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p>Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

See Also

- The “[Call Handlers](#)” section in the “Call Management Overview” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Creating, Modifying, and Deleting Call Handler Templates](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Caller Input

Table 3-27 Call Handler Templates Caller Input Page

Field	Description
Key	To edit caller input settings, click the applicable key. The Edit Caller Input page opens for that key.
Action	(<i>Display only</i>) Indicates the action that Cisco Unity Connection takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	(<i>Display only</i>) Indicates the object that receives the call if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user. Otherwise, this field is blank.
Status	(<i>Display only</i>) Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits _____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p>Note This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>

Table 3-27 *Call Handler Templates Caller Input Page (continued)*

Field	Description
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension.</p> <p>For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user or call handler.

See Also

- The “[Allowing Caller Input During Greetings](#)” 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*.
- The “[Simulating Abbreviated Extensions](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Edit Caller Input

Table 3-28 *Call Handler Templates Edit Caller Input Page*

Field	Description
Key	(<i>Display only</i>) Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection ignore additional input after callers press the key; Connection performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

Table 3-28 *Call Handler Templates Edit Caller Input Page (continued)*

Field	Description
Action	<p>Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore Key—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – Route from Next Call Routing Rule—Connection continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. – Transfer to Alternate Contact Number—Connection transfers the call to the phone number that you specify in the Extension field, for example to a cell phone or other external number. Connection transfers the call by releasing it to the phone system. • Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to the broadcast message conversation. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In (<i>available only on User Caller Input pages</i>)—Connection assumes that the caller is trying to log on to the mailbox that was called, and prompts the user only for a password to sign in. This provides users an easier way to log on from their own greetings. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID and a password. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user extension that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Allowing Caller Input During Greetings](#)” 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*.
- The “[Simulating Abbreviated Extensions](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Greetings

Table 3-29 **Call Handler Templates Greetings Page**

Field	Description
Enabled	Check this check box and click Save to enable a greeting indefinitely. When a greeting is enabled, Cisco Unity Connection plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.
Greeting	(<i>Display only</i>) The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	(<i>Display only</i>) Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	(<i>Display only</i>) Indicates the type of recording that callers hear when the greeting plays: <ul style="list-style-type: none">• Blank—Callers hear nothing.• Recording—Callers hear a personally recorded greeting.• System—Callers hear the System Default Greeting.

See Also

- The “[Overview of Call Handler Greetings](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Edit Greeting

Table 3-30 *Edit Call Handler Templates Greeting Page*

Field	Description
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none">• Disabled—The applicable greeting is not in effect.• Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it.• Enabled Until—Cisco Unity Connection plays the applicable greeting until the specified date and time arrives. Click Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.
Callers Hear	<p>Indicate the source for the selected greeting:</p> <ul style="list-style-type: none">• System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, <user name> is not available”). If the user does not have a recorded name, Connection plays the user extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting. <p>Note Recording a greeting does not enable it.</p> <ul style="list-style-type: none">• My Personal Recording—Select to use the personal recording of the user.• Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the “Record Your Message at the Tone” Prompt	<p>Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message.</p> <p>Default setting: Check box checked.</p>

Table 3-30 *Edit Call Handler Templates Greeting Page (continued)*

Field	Description
During Greeting	<p>Indicate the actions that Cisco Unity Connection performs during the greeting:</p> <ul style="list-style-type: none">• Ignore Caller Input—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.• Allow Transfers to Numbers Not Associated with Users or Call Handlers—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Connection attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked.• Times to Re-Prompt Caller—Enter the number of times Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits Send To field. Default setting: Zero.• Delay Between Re-Prompts—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.

Table 3-30 *Edit Call Handler Templates Greeting Page (continued)*

Field	Description
After Greeting	<p>Indicate the action that Cisco Unity Connection performs after the greeting plays:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list. <ul style="list-style-type: none"> – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • Call Handler—Sends the call to the system call handler that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Managing Call Handler Greetings](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Setting Up System Transfers](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Templates Message Settings

Revised May 2009

Table 3-31 **Call Handler Templates Message Settings Page**

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p>Note The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings > Advanced > Conversations page.</p> <p>Default setting: 300 seconds.</p>
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>
Message Urgency <i>(Connection 7.1)</i> Unidentified Callers Message Urgency <i>(Connection 7.0)</i>	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly logged on (when identified user messaging is enabled):</p> <ul style="list-style-type: none"> • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Security—Mark Messages Secure <i>(Connection 7.1)</i> Unidentified Callers Message Security—Mark Secure <i>(Connection 7.0)</i>	<p>Check this check box to have Cisco Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly logged on (when identified user messaging is enabled).</p>

Table 3-31 *Call Handler Templates Message Settings Page (continued)*

Field	Description
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by clicking the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>

Table 3-31 *Call Handler Templates Message Settings Page (continued)*

Field	Description
After Message Action	<p>Indicate the action that Cisco Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call. • Call Handler—Sends the call to the system call handler that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directory to Greetings • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to log on and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it. • User with Mailbox—Sends the call to the user extension that you specify. Select one of the following options: <ul style="list-style-type: none"> – Attempt Transfer – Go Directly to Greetings

See Also

- The “[Taking Messages](#)” section in the “Managing Call Handlers” chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Contact Templates

Table 3-32 Search Contact Templates Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> All—Display all search results, regardless of the partition to which they belong. Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.
Display Name	The name of the contact template. Click the Display Name to go to the specific page for the contact template.
Delete Selected	To delete a contact template, check the check box to the left of the display name, and click Delete Selected. You can delete multiple contact templates at once.
Add New	To add a contact template, click the Add New button. A new page opens, on which you enter data applicable to the new contact template.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

New Contact Template

Table 3-33 New Contact Template Page

Field	Description
Alias	A unique text name for the contact template.
Display Name	Enter a descriptive name for the contact template.
Delivery Location	Select the VPIM location to which messages are delivered.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Edit Contact Template Basics

Table 3-34 Edit Contact Template Basics Page

Field	Description
Alias	A unique text name for the contact template.
Display Name	Enter a descriptive name for the contact template.

Table 3-34 *Edit Contact Template Basics Page (continued)*

Field	Description
List in Directory	Check this check box to list the system contact in directory assistance, which outside callers can use to reach contacts.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Delivery Location	Select the VPIM location to which messages are delivered.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

