Interface Reference Guide for Cisco Unity Connection Administration

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Preface

Audience

The *Interface Reference Guide for Cisco Unity Connection Administration* is intended for system administrators and others responsible for setting up and managing Cisco Unity Connection.

Documentation Conventions

Table 1   *Conventions in the Interface Reference Guide for Cisco Unity Connection Administration*

Convention	Description
boldfaced text	Boldfaced text is used for: • Key and button names. (Example: Click **OK**.) • Information that you enter. (Example: Enter **Administrator** in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In your browser, go to **https://<Cisco Unity Connection server IP address>/cuadmin**.)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press **Ctrl-Alt-Delete**.)
> (right angle bracket)	A right angle bracket is used to separate selections that you make in the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, go to **Contacts > System Contacts**.)

The *Interface Reference Guide for Cisco Unity Connection Administration* also uses the following conventions:

Note   Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

⚠

Caution Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Connection Documentation

For descriptions and the URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Users

See the following sections:

Search Users

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Table 1-1   Search Users Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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. If you limit the search by partition, also choose whether to display only the primary extension in the partition, or both the primary extension and any alternate extensions that appear in the partition. If you choose to display both the primary extension and any alternate extensions, multiple records may display for a single user in the search results.
Alias	A unique text name for the user. Click the Alias to go to the specific page for the user.
Extension	*(Display only)* The extension that the phone system uses to connect to the user.
First Name	*(Display only)* The first name of the user.
Last Name	*(Display only)* The last name of the user.
Display Name	*(Display only)* The name of the user.
Delete Selected	To delete a user, check the check box to the left of the user display name, and click Delete Selected. You can delete multiple users at once.
Add New	To add a user, click the Add New button. A new page opens, on which you enter data applicable to the new user.

See Also

- The following chapters of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*:
    - "Finding Users and Contacts in Cisco Unity Connection Administration"
    - "Preparing to Add User Accounts"
    - "Adding Cisco Unity Connection Accounts Individually"

- – "Creating Multiple User Accounts from Cisco Unified Communications Manager Users"
- – "Setting Up Features and Functionality That Are Controlled by User Account Settings"

Add New User

Table 1-2   *Add New User Page*

Field	Description
User Type	Select from the following: • 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.
Based on Template	Select the template on which to base the new user account. The template affects most user settings. For importing Cisco Unified Communications Manager users, only templates for users with voice mail appear in the list.
Alias	A unique text name for the user. Users enter the alias to log on to the Cisco Personal Communications Assistant. Administrators enter the alias to log on to Cisco Unity Connection Administration.
First Name	The first name of the user.
Last Name	The last name of the user.
Display Name	Enter a descriptive name for the user. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
SMTP Address	*(Optional)* Enter an SMTP address for the user. This address identifies the user in an SMTP-enabled client such as Outlook Express. If you do not provide one, Cisco Unity Connection uses the alias to form the address. Note that the SMTP address cannot include non-ASCII characters. Therefore, if the alias contains non-ASCII characters, you must provide an acceptable SMTP address.
Mailbox Store	The mailbox store in which you want to create the mailbox for this user.
Extension	Enter the extension that the phone system uses to connect to the user.

Table 1-2   Add New User Page (continued)

Field	Description
Cross-Server Transfer Extension	Enter the extension to release transfer calls to if a caller on another Cisco Unity Connection server attempts to transfer to the user but the cross-server transfer attempt is unsuccessful. The extension you enter here is also used to release transfer the call if cross-server transfer is not configured for the home Cisco Unity Connection server of the user on the originating server. **Note** If the cross-server transfer attempt succeeds, this field is not used, and the home server of the user handles the call according to the active call transfer rule configured for the user.
Outgoing Fax Number	Enter the phone number of the fax machine that the user sends faxes to for printing.

See Also

- The "Preparing to Add User Accounts" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection.*

- The "Adding Cisco Unity Connection Accounts Individually" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection.*

Edit User Basics

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Table 1-3   Edit User Basics Page

Field	Description
Alias	A unique text name for the user. Users enter the alias to log on to the Cisco Personal Communications Assistant. Administrators enter the alias to log on to Cisco Unity Connection Administration. If you change the alias for a user, Cisco Unity Connection automatically creates an SMTP proxy address for the previous alias. This allows other Connection users to reply to messages that were sent from the previous alias and have the replies reach the user at the new alias. When Connection is integrated with an LDAP directory, the Alias field in Connection cannot be changed for any user who is integrated with an LDAP user. However, if you are using Active Directory as the LDAP directory, you can change the value of the LDAP field that is mapped to the Alias field, and the change is replicated to Connection the next time the Connection database is synchronized with the LDAP directory. This also causes Connection to automatically create an SMTP proxy address for the previous alias. **Caution** If you are using an LDAP directory other than Active Directory and you change the value of the LDAP field that is mapped to the Connection Alias field, the Connection user will be converted to a non-LDAP-integrated user.
First Name	The first name of the user.
Last Name	The last name of the user.

Table 1-3   Edit User Basics Page (continued)

Field	Description
Display Name	Enter a descriptive name for the user.
	Consider the following as you enter display names for users, contacts, and distribution lists:
	• The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks.
	• When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
SMTP Address	*(Optional)* Enter an SMTP address for the user. This address identifies the user in an SMTP-enabled client such as Outlook Express. If you do not provide one, Cisco Unity Connection uses the alias to form the address.
	Note that the SMTP address cannot include non-ASCII characters. Therefore, if the alias contains non-ASCII characters, you must provide an acceptable SMTP address.
Initials	*(Optional)* Enter the initials of the user.
Title	*(Optional)* Enter a title for the user.
Employee ID	*(Optional)* Enter an ID for the user.
Extension	Enter the extension that the phone system uses to connect to the user.
Cross-Server Transfer Extension	Enter the extension to release transfer calls to if a caller on another Cisco Unity Connection server attempts to transfer to the user but the cross-server transfer attempt is unsuccessful. The extension you enter here is also used to release transfer the call if cross-server transfer is not configured for the home Cisco Unity Connection server of the user on the originating server.
	Note If the cross-server transfer attempt succeeds, this field is not used, and the home server of the user handles the call according to the active call transfer rule configured for the user.
Outgoing Fax Number	Enter the phone number of the fax machine that the user sends faxes to for printing.
Outgoing Fax Server	Click the applicable fax server for the user.
Partition	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.
	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).
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 on which the user extension was created.
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.

Table 1-3   Edit User Basics Page (continued)

Field	Description
Set for Self-Enrollment at Next Login	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.
	When the user has enrolled, the check box is unchecked automatically. This setting is most commonly used for new users.
	Default setting: Check box checked.
List in Directory	Check this check box to list the user in directory assistance, which outside callers can use to reach users.
	When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Assistant.
	Default setting: Check box checked.
Send Non-Delivery Receipts on Failed Message Delivery	Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails.
	Default setting: Check box checked.
Skip Password When Calling From a Known Extension	Check this check box if you do not want this user to be asked for a password when calling from this extension.
	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.
Use Short Calendar Caching Poll Interval	*(Calendar integrations only)* 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.
	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.
	Default setting: Check box not checked.
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant.
	To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
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.

Table 1-3   Edit User Basics Page (continued)

Field	Description
Postal Code	*(Optional)* Enter the postal code.
Country	*(Optional)* Enter the country.
Use System Default Time Zone	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you choose a Time Zone from the list.
Time Zone	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. The user time zone setting is used for: • 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. 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.
Language	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. The language setting for users also controls the language used for Text to Speech (TTS). 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. **Note** Depending on your license settings, United States English may not be available.
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.
Corporate Email Address	*(Display only)* This field is populated in the following ways: • If you created the user by using the Bulk Administration Tool to import a CSV file, and if the CSV file contained a value for the corporate email address, the value appears in this field. • If you created the user by using the Import Users tool to import user data from an LDAP directory, and if the LDAP directory included an email address, the value appears in this field. If you created the user from data in an LDAP directory (by using either the Bulk Administration Tool or the Import Users tool), the field in the LDAP directory that is imported into the Corporate Email Address field is determined by the option you selected for the Mail ID field in the User Fields to Be Synchronized table on the System Settings > LDAP > LDAP Directory page in Cisco Unity Connection Administration.

Table 1-3   Edit User Basics Page (continued)

Field	Description
Corporate Phone Number	*(Display only)* This field is populated in the following ways: • If you created the user by using the Bulk Administration Tool to import a CSV file, and if the CSV file contained a value for the corporate phone number, the value appears in this field. • If you created the user by using the Import Users tool to import user data from an LDAP directory, and if the LDAP directory included a phone number, the value appears in this field. If you created the user from data in an LDAP directory (using either the Bulk Administration Tool or the Import Users tool), the field in the LDAP directory that is imported into the Corporate Phone Number field is determined by the option you selected for the Phone Number field in the User Fields to Be Synchronized table on the System Settings > LDAP > LDAP Directory page in Cisco Unity Connection Administration.

See Also

• The "Modifying Individual User Accounts" section in the "Modifying or Deleting Individual User Accounts" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Edit Password Settings

Table 1-4   Edit Password Settings Page

Field	Description
Choose Password	Select one of the following: • 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. 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.
Locked by Administrator	Check this check box to prevent a user from accessing Cisco Unity Connection. 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.
User Cannot Change	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.
User Must Change at Next Login	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.

Table 1-4   Edit Password Settings Page (continued)

Field	Description
Does Not Expire	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. When this check box is checked, the user is still able to change passwords at any time. When this check box is not checked, the password expiration is controlled by the Credential Expires After field set by the selected authentication rule.
Authentication Rule	Select the authentication policy to apply to the selected user password settings.
Time Last Changed	*(Display only)* Indicates the last date and time that a user password was changed.
Failed Logon Attempts	*(Display only)* Indicates the number of failed logon attempts that have occurred for this password. The number is reset to zero after a successful logon has occurred, or when an administrator clicks Unlock Password.
Time of Last Failed Logon Attempt	*(Display only)* Indicates the date and time of the most recent failed logon attempt for this password.
Time Locked by Administrator	*(Display only)* Indicates the date and time that a user password was locked by an administrator.
Time Locked Due to Failed Logon Attempts	*(Display only)* Indicates the date and time that a user password was locked because the maximum number of allowed failed logon attempts was reached.
Unlock Password	Click Unlock Password to unlock the user password. When clicked, Unlock Password also resets the Failed Logon Attempts to zero, and deletes the Time Locked value.

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*.

Change Password

Table 1-5   Change Password Page

Field	Description
Choose Password	Select one of the following: - 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. 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.

Table 1-5   Change Password Page (continued)

Field	Description
Password	Enter a password: • Phone password—use digits 0 through 9. • Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}l][:"';<>?/ \., To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long—eight or more digits—and non-trivial password. Requirements for password complexity are set on the System Settings > Authentication Rule pages.
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*.

Edit Roles

Table 1-6   Edit Roles Page

Field	Description
Assigned Roles	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. Select from the following pre-defined roles: • Audio Text Administrator • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator

Table 1-6   Edit Roles Page (continued)

Field	Description
Available Roles	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.
	Select from the following pre-defined roles:
	• 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*.

Message Waiting Indicators

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Table 1-7   Message Waiting Indicators Page

Field	Description
Delete Selected	To delete a message waiting indicator (MWI) check the check box to the left of the MWI display name, and click Delete Selected. You can delete multiple MWIs at once.
Add New	To add a message waiting indicator (MWI), click the Add New button. A new page opens, on which you enter data applicable to the new MWI.
Reset All	To reset all message waiting indicators (MWIs) for the user (for example, when the MWIs need resynchronization), click the Reset All button.
Display Name	The name of the message waiting indicator (MWI).
	Click the Display Name to go to the specific page for the MWI.
Enabled	*(Display only)* Shows whether the message waiting indicator (MWI) is enabled.
Extension	*(Display only)* The extension that the phone system uses to connect to the user.
Current Status	*(Display only)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Phone System	*(Display only)* The display name for the phone system that turns the message waiting indicator (MWI) on and off.
Send Message Counts	*(Display only; Cisco Unity Connection 7.1 or later)* Shows whether message counts are enabled.

See Also

- The "Message Waiting Indicators" 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*.

Edit Message Waiting Indicators

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Table 1-8   Edit Message Waiting Indicators Page

Field	Description
Enabled	Check this check box to enable the message waiting indicator (MWI) for the user.
Display Name	Enter a descriptive name for the message waiting indicator (MWI).
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.
Extension	*(Display only)* The extension on which the message waiting indicator (MWI) appears.
Phone System	*(Display only)* The display name for the phone system that turns the message waiting indicator (MWI) on and off.
Current Status	*(Display only)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Send Message Counts	*(Cisco Unity Connection 7.1 or later)* Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.

See Also

- The "Message Waiting Indicators" 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*.

New Message Waiting Indicator

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Table 1-9   New Message Waiting Indicator Page

Field	Description
Enabled	Check this check box to enable the message waiting indicator (MWI) for the user.
Display Name	Enter a descriptive name for the message waiting indicator (MWI).
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Table 1-9   New Message Waiting Indicator Page (continued)

Field	Description
Extension	The extension on which the message waiting indicator (MWI) appears. When entering characters in this field, consider the following: • Enter digits 0 through 9. • Do not use spaces, dashes, or parentheses between digits. • Enter , (comma) to insert a one-second pause. • Enter # and * to correspond to the # and * keys on the phone. If the extension that you enter is intended to activate an MWI on a phone that requires a different MWI on code than the phone that is associated with the primary extension, confirm that the phone system is programmed to support multiple MWI on and off codes.
Phone System	Click the phone system that turns the message waiting indicator (MWI) on and off.
Current Status	*(Display only)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Send Message Counts	*(Cisco Unity Connection 7.1 or later)* Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.

See Also

• The "Message Waiting Indicators" 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*.

Transfer Rules

Table 1-10   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	*(Display only)* The extension that the phone system uses to connect to the object.
End Date	*(Display only)* 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*.

Edit Transfer Rule

Table 1-11   Edit Transfer Rule Page

Field	Description
Rule Name	*(Display only)* The name of the transfer rule.
When This Basic Rule Is Active	*(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)* Choose the applicable option: • 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. 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.
Status	Indicate whether the transfer option is enabled and for how long: • 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:
	
	• Greeting—When this option is selected, the call is transferred as follows:
	  – 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 1-11   Edit Transfer Rule Page (continued)

Field	Description
Transfer Type	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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

Table 1-11   Edit Transfer Rule Page (continued)

Field	Description
If Extension Is Busy	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. • 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. These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say "transferring call" when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say "call for <recorded name of user or call handler>" or "call for <dialed 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

Table 1-11   Edit Transfer Rule Page (continued)

Field	Description
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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*.

Edit Message Settings

Revised May 2009

Table 1-12   Edit Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **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. Default setting: 300 seconds.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.

Table 1-12   Edit Message Settings Page (continued)

Field	Description
Language That Callers Hear	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: • 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. Or select a specific language from the list. **Note** Depending on your license settings, United States English may not be available.
Message Urgency *(Connection 7.1)* Unidentified Callers Message Urgency *(Connection 7.0)*	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): • 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 *(Connection 7.1)* Unidentified Callers Message Security—Mark Secure *(Connection 7.0)*	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).

Table 1-12   Edit Message Settings Page (continued)

Field	Description

After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message:
	
	• Call Action—Select the applicable action from the list:
	
	  – 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:
	
	  – 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:
	
	  – 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:
	
	  – 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*.

Caller Input

Table 1-13   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	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
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 "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*.

Edit Caller Input

Table 1-14   Edit Caller Input Page

Field	Description
Key	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	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. To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page. Default setting: Check box not checked.

Table 1-14   Edit Caller Input Page (continued)

Field	Description
Action	Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – 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: – 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 *(available only on User Caller Input pages)*—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: – 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*.

Edit Mailbox

Table 1-15   Edit Mailbox Page

Field	Description
Mounted	*(Display only)* The check box is checked if the mailbox is available, or not checked if the mailbox is not available. If a mailbox is not available, the user cannot access existing messages, and new messages are queued for delivery to the mailbox when it is available again. Cisco Unity Connection automatically makes a mailbox unavailable: - When the mailbox is being moved to another mailbox store. - When the mailbox store that contains the mailbox is disabled.
Enable Message Aging Policy	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. 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.
Respond to Requests for Read Receipts	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.

Mailbox Quotas	Mailbox quotas, along with message aging policy, help ensure that the hard disk space available for voice messages is not completely filled, as follows:
	
	- 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:
	  - 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.
	  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.
	- Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page.

Table 1-15   Edit Mailbox Page (continued)

Field	Description
Number of Messages	*(Display only)* For this user, the total number of new messages, read messages, and messages that have been marked deleted (moved to the Deleted Items folder), but have not been permanently deleted.
Size	*(Display only)* The total size, in bytes, of all voice messages for the current user.
Creation Time	*(Display only)* Shows the date and time when the mailbox was created.
Mailbox Store	*(Display Only)* The display name of the mailbox store that contains this mailbox.

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*.

Phone Menu

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Table 1-16   Phone Menu Page

Field	Description
Touchtone Conversation Menu Style	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. • 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. Default setting: Full.
Conversation Volume	Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. Default setting: Medium.

Table 1-16   Phone Menu Page (continued)

Field	Description
Conversation Speed	Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest Default setting: Normal.
Time Format	Indicates the time format that Cisco Unity Connection uses to play timestamps when users listen to their messages by phone: • 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. **Note** Users can set their own time format preferences in the Cisco Unity Assistant.
Use Voice Recognition Input Style	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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	Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone: • 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 You can use either full or brief menu style with each conversation style.

Table 1-16   Phone Menu Page (continued)

Field	Description
Finding Messages with Message Locator—Enable	Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone.
	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).
	Default setting: Check box not checked.
Message Locator Sort Order	Choose one of the following options:
	• Last In, First Out
	• First In, Last Out
	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.
Enable Phone View	*(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled)* Check this check box to allow the user to see search results on the LCD screen of the Cisco Unified IP Phone when using the Find Message or the Display Message menu.
	Uncheck this check box to disable Phone View for the user.
	Default setting: Check box not checked.
Times to Repeat Menu When User Does Not Respond	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.
	Note This setting is not available for the voice-recognition conversation.
	Default setting: 1 time.
Wait for First Touchtone or Voice Command ____ Milliseconds	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.
	Default setting: 5,000 milliseconds.
Wait for Additional Key Presses When Entering Names, Extensions, and Passwords ____ Milliseconds	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.
	The range of valid entries is 1,000 to 10,000 milliseconds.
	Default setting: 3,000 milliseconds.

Table 1-16   Phone Menu Page (continued)

Field	Description
Wait for Additional Key Presses When Entering Multiple Digit Menu Options ____ Milliseconds	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.
	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.
	This setting also applies when using ## to switch addressing modes.
	The range of valid entries is 250 to 5,000 milliseconds.
	Default setting: 1,500 milliseconds.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout) ____ Milliseconds	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.
	Default setting: 750 milliseconds.
Voice Recognition Confirmation Confidence Threshold	*(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.
	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.
	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.
Voice Recognition Speech Sensitivity (0 to 100)	*(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.
	A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood.
	A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event.
	Default setting: 50.

Table 1-16 **Phone Menu Page (continued)**

Field	Description
After Logging On, Play	Check the following check boxes to indicate what Cisco Unity Connection plays after a user logs on: • 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.
When Exiting the Conversation	Choose from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation: • Call Action—Select the applicable action from the list. – 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: – 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: – Attempt Transfer – Go Directly to Greetings

Playback Message Settings

Table 1-17   Playback Message Settings Page

Field	Description
Message Volume	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: • Low • Medium • High 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.) Default setting: Medium.
Message Speed	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: • Slow • Normal • Fast • Fastest Users can adjust the speed in the Cisco Unity Assistant. Users can use the Media Master to adjust the speed of messages that they play by using computer speakers. Default setting: Normal.

Table 1-17   Playback Message Settings Page (continued)

Field	Description
For New Messages, Play	Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new. • 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	Check the Saved Message Count check box to have Cisco Unity Connection announce the total number of messages that have been saved.
Before Playing Messages, Play	Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users log on to Connection by phone: • Press 1 to hear voice messages • Press 2 to hear emails • Press 3 to hear faxes • Press 4 to hear receipts 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).
New Message Play Order	Indicate the order in which Cisco Unity Connection plays new messages to the user: • 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. 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). • Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages. 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).

Table 1-17   *Playback Message Settings Page (continued)*

Field	Description
Saved Message Play Order	Indicate the order in which Cisco Unity Connection plays saved messages to the user. • 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. 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). • Then By—Select Newest First or Oldest First.
Deleted Message Play Order	Click Newest First or Oldest First to specify the message order for deleted messages. **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).

Before Playing Each Message, Play	Check the following check boxes, as applicable:
	
	• 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:
	
	  – 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.

Table 1-17   Playback Message Settings Page (continued)

Field	Description
While Playing Each Message	Set the following, as applicable: • 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.
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*.

Send Message Settings

Table 1-18   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	Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** Addressing by name requires lettered keypads on user phones. This setting does not apply when using the voice-recognition conversation. 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.
Confirm Recipient by Name	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. You might want to enable this option when users address by ID rather than by spelling the name. **Note** Users always hear a confirmation when using the voice-recognition conversation. Default setting: Check box not checked.
Continue Adding Names After Each Recipient	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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. Default setting: Check box not checked.

Table 1-18   Send Message Settings Page (continued)

Field	Description
Automatically Add Recipients to Addressing Priority List	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.
	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.
	Default setting: Check box not checked.
When a Call Is Disconnected or the User Hangs Up	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.
	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:
	• 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.
	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.
	Default setting: Send Message.

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.*

Edit Message Actions

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Table 1-19   Edit Message Actions Page

Field	Description
Voicemail	Select the action that Cisco Unity Connection takes when the user receives a voice message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.

Table 1-19   Edit Message Actions Page (continued)

Field	Description
Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Delivery Receipt	Select the action that Cisco Unity Connection takes when the user receives a delivery receipt: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Relay Address	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. **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.

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*.

Search Greetings

Table 1-20   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	*(Display only)* The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	*(Display only)* Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	*(Display only)* Indicates the type of recording that callers hear when the greeting plays: • 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*.

Edit Greeting

Table 1-21   Edit Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • 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.

Table 1-21   *Edit Greeting Page (continued)*

Field	Description
Callers Hear	Indicate the source for the selected greeting: • 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. **Note** Recording a greeting does not enable it. • 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	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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 1-21   *Edit Greeting Page (continued)*

Field	Description

After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays:
	
	 • Call Action—Select the applicable action from the list.
	
	  – 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:
	
	  – 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.
	
	  – 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:
	
	  – Attempt Transfer
	
	  – Go Directly to Greetings

Table 1-21   Edit Greeting Page (continued)

Field	Description
Caller Options	*(Applicable only to Alternate greetings)* Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes:
	• Transfer Callers to Greeting Without Ringing User's Phone
	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.
	• Prevent Callers from Skipping the User's Greeting
	• Prevent Callers from Leaving Messages
	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.
Recording	If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages.
	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.

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 "System Transfer Overview" section in the "System Transfers" chapter of the *System Administration Guide for Cisco Unity Connection*.

Notification Devices

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Table 1-22   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	*(Display only)* 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	The name of the notification device.
	Click the Display Name to go to the specific page for the notification device.

Table 1-22   Notification Devices Page (continued)

Field	Description
Type	*(Display only)* 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.
Destination	*(Display only)* 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	*(Display only)* 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*.

New Notification Device

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Table 1-23   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	*(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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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.

Table 1-23   New Notification Device Page (continued)

Field	Description
Busy Retry Limit	*(Applicable only to phone and pager notification devices.)* 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	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **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. 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. Default setting: 0.

Table 1-23   New Notification Device Page (continued)

Field	Description
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.
Phone System	*(Applicable to phone and pager notification devices only.)* Click the phone system that the notification device uses.
Prompt for User ID on Notifications	*(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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(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: • 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. Up to 128 characters can be entered in this field.

Table 1-23   New Notification Device Page (continued)

Field	Description
From	*(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.
	For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:
	• 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.
	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.
	Up to 40 characters can be entered in this field.
Message Text	*(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.
	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).
	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.)
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*.

Edit Notification Device

Revised May 2009

Table 1-24   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.
Delay Before First Notification Attempt	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.
	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).
	Enter a value between 0 and 99 minutes.
	Default setting: 0 minutes.
Repeat Notification If There Are Still New Messages	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.
	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.
	Default setting: Check box not checked.

Table 1-24   Edit Notification Device Page (continued)

Field	Description
Notification Repeat Interval	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. The range for the Notification Repeat Interval is 0 to 60 minutes. **Note** A Notification Repeat Interval of 0 minutes disables repeat notification. Default setting: 0 minutes.
On Notification Failure	*(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: • 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.

Table 1-24   Edit Notification Device Page (continued)

Field	Description
Notification Rule Events	Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received. • 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	*(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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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.

Table 1-24   Edit Notification Device Page (continued)

Field	Description
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **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. 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. Default setting: 0.
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.

Table 1-24   Edit Notification Device Page (continued)

Field	Description
Phone System	*(Applicable to phone and pager notification devices only.)* Click the phone system that the notification device uses.
Prompt for User ID on Notifications	*(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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(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: • 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. Up to 128 characters can be entered in this field.
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • 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. **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. Up to 40 characters can be entered in this field.

Table 1-24   Edit Notification Device Page (continued)

Field	Description
Message Text	*(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. **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). 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.)
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*.

Alternate Extensions

Table 1-25   Alternate Extension Page

Field	Description
Delete Selected	To delete an alternate extension, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate extensions at once.
Add New	To add an alternate extension, click the Add New button. A new page opens, on which you enter data applicable to the new alternate extension.
Phone Number	The phone number of the alternate extension. Click the Phone Number to go to the specific page for the alternate extension.
Display Name	*(Display only)* The name of the alternate extension.

Table 1-25   Alternate Extension Page (continued)

Field	Description
Phone Type	*(Display only)* The type of phone number.

See Also

- The "Alternate Extensions" 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*.

New Alternate Extension

Table 1-26   New Alternate Extensions Page

Field	Description
Phone Type	Select the type of phone number from the list.
Display Name	Enter a descriptive name for the alternate extension.
Phone Number	Enter a unique phone number for the alternate extension. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient. When you specify the phone number for an alternative extension, Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Connection from the phone system). This means that Connection associates the alternate phone number with the user account, and when a call comes from that number, Connection prompts the user to enter a password and sign in.
	When entering characters in the Phone Number field, consider the following:
	• You can enter an extension up to 40 characters in length. (SIP integrations can use up to 40 alphanumeric characters.)
	• Each extension must be unique within the partition.
	• For SIP integrations, you can also enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Do not use spaces.
Partition	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.
	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).

See Also

- The "Alternate Extensions" and "Adding Alternate Extensions" sections 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*.

Edit Alternate Extension

Table 1-27   Edit Alternate Extensions Page

Field	Description
Phone Type	Select the type of phone number from the list.
Display Name	Enter a descriptive name for the alternate extension.
Phone Number	Enter a unique phone number for the alternate extension. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient. When you specify the phone number for an alternative extension, Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Connection from the phone system). This means that Connection associates the alternate phone number with the user account, and when a call comes from that number, Connection prompts the user to enter a password and sign in.
	When entering characters in the Phone Number field, consider the following:
	• You can enter an extension up to 40 characters in length. (SIP integrations can use up to 40 alphanumeric characters.)
	• Each extension must be unique within the partition.
	• For SIP integrations, you can also enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Do not use spaces.
Partition	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.
	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).
Show/Hide Advanced Settings	Click this button to show or hide the alternate extension advanced settings.
	There are several conversation settings that can be customized for alternate extensions. By default, each alternate extension uses the same settings that have been configured for the primary extension of the user. Custom settings for alternate extensions can be used to customize the conversation settings based on the phone number from which the user is calling.
Skip Password When Calling From Known Extension	Check this check box if you do not want this user to be asked for a password when calling from this extension.
	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.

Table 1-27   Edit Alternate Extensions Page (continued)

Field	Description
Conversation Volume	Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Conversation Speed	Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest The primary extension value for this setting is configured on the Phone Menu page for a user.
After Logging On, Play User's New Messages Automatically	Check this check box to have the user go directly to new messages after logging on. When you check this check box, the user does not hear message counts or the main menu. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Use Voice Recognition Input Style	Check this check box for the user to use voice recognition to interact with Cisco Unity Connection when calling from this alternate extension. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Times to Repeat Menu When User Does Not Respond	Specify how many times Cisco Unity Connection repeats a menu if the user has not responded to a menu when calling from this alternate extension. The range of valid entries is 0 to 10 times. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait for First Touchtone or Voice Command	Specify how long Cisco Unity Connection waits for the user to press a first key or say a voice command after playing a menu when calling from this alternate extension. The range of valid entries is 500 to 10,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait for Additional Key Presses When Entering Names, Extensions, and Passwords	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. The range of valid entries is 1,000 to 10,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options	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. The range of valid entries is 250 to 5,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.

Table 1-27   *Edit Alternate Extensions Page (continued)*

Field	Description
Wait Between Words in Voice Commands (Phrase Incomplete Timeout)	Specify how long Cisco Unity Connection waits for the user to say additional words before acting on the words already spoken when calling from this alternate extension. The range of valid entries is 300 to 10,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Voice Recognition Confirmation Confidence Threshold	*(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. 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. 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. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Voice Recognition Speech Sensitivity (0 to 100)	Use this setting to compensate for potential background noise on a call from this alternate extension. A value of 0 indicates that the speech engine is not very sensitive and the user might have to yell to be understood. A value of 100 indicates that the speech engine is extremely sensitive and any noise it hears is considered a speech event. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Message Volume	Select the volume level at which Cisco Unity Connection plays the body of messages and recorded introductions for fax messages when users play their messages when calling from this alternate extension: • Low • Medium • High **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Message Speed	Select the speed at which Cisco Unity Connection plays the body of messages and recorded introductions for fax messages when users play their messages when calling from this alternate extension: • Slow • Normal • Fast • Fastest **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.

Table 1-27   *Edit Alternate Extensions Page (continued)*

Field	Description
Fast Forward Message By	Specify the amount of time that Cisco Unity Connection skips ahead when users fast-forward while listening to messages from this alternate extension. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Rewind Message By	Specify the amount of time that Cisco Unity Connection skips back when users rewind while listening to messages from this alternate extension. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
When a Call Is Disconnected or the User Hangs Up (Playback Settings)	Select whether you want Cisco Unity Connection to consider messages new or to 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. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Confirm Deletions of New and Saved Messages	Check this check box to have Cisco Unity Connection ask users to confirm their choice when they delete new and saved messages by phone. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Enter a Recipient By	Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.
Confirm Recipient by Name	By default, when addressing users, Cisco Unity Connection does not confirm by repeating the name of a user that was just selected from a list. Enable Confirm Recipient by Name if you want users to hear a confirmation of the selected name. **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.
Continue Adding Names After Each Recipient	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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. The primary extension value for this setting is configured on the Send Message Settings page for a user.

Table 1-27   Edit Alternate Extensions Page (continued)

Field	Description
When a Call Is Disconnected or the User Hangs Up (Message Addressing and Sending)	Select 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. **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.

See Also

- The "Alternate Extensions" and "Alternate Extension Custom Settings" sections 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*.

Edit Alternate Names

Table 1-28   Edit Alternate Names Page

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Alternate Names" 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*.

Private Distribution Lists

When you click the link to enter settings for private distribution lists owned by a user, the Cisco Personal Communications Assistant opens; private distribution list settings are not managed from within Cisco Unity Connection Administration.

You can find information related to private distribution list settings in the Cisco PCA Help.

External Service Accounts

Revised May 2009

Table 1-29   External Service Accounts Page

Field	Description
Delete Selected	To delete an external service account, check the check box to the left of the display name, and click Delete Selected. You can delete multiple external service accounts at once.
Add New	To add an external service account, click the Add New button. A new page opens, on which you enter data applicable to the new external service account.
Display Name	The name of the external service account. Click the Display Name to go to the specific page for the external service account.
Service Type	*(Display only)* The type of server to which the external service connects.
User Access to Calendar	*(Display only)* When checked, the external service enables users to hear notification of upcoming meetings on the phone.
User Access to Email in Third-Party Message Store	*(Display only)* When checked, the external service enables users to access Exchange messages.
MeetingPlace Scheduling and Joining	*(Display only)* When checked, the external service enables users to schedule and join Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings.
Primary Meeting Service	*(Display only)* When checked, the external service schedules its own meetings. When not checked, the external service schedules meetings through another server.

See Also

- The "Creating Calendaring Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Configuring Access to Emails from a Third-Party Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.

New External Service Accounts

Revised May 2009

Table 1-30   New External Service Accounts Page

Field	Description
External Service	Click the name of the applicable external service that you want to enable for the user.
Service Type	*(Display only)* The type of server to which the external service connects.
Email Address	*(Exchange only)* Enter the email address for the user.

Table 1-30   New External Service Accounts Page (continued)

Field	Description
Login Type	For Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express, click the applicable option: • **Use Connection Alias**—This option is useful when the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express profile alias is the same as the Cisco Unity Connection user alias. Connection logs on the user with the Connection user alias. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information on public and private meetings to the user. • **Use Server Guest Account**—Connection logs on the user as a guest, without using the Connection user alias or the User ID setting. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information only on public meetings to the user. • **Use User ID Provided Below**—Enter the profile alias from Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express (useful when the profile alias is different from the Connection user alias). Connection logs on the user with the setting in this field. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information on public and private meetings to the user. For Exchange, click the applicable option: • **Use Connection Alias**—This option is useful when the Windows domain alias for the user in Exchange 2007 or the User ID setting for the user in Exchange 2003 is the same as the Connection user alias. Connection logs on the user with the Connection user alias. • **Use User ID Provided Below**—Enter the Windows domain alias for the user in Exchange 2007 or the User ID setting in Exchange 2003 (useful when the setting is different from the Connection user alias). Connection logs on the user with the setting in this field.
User ID	Enter the User ID setting that is used by the external service.
Password	*(Exchange 2007 only when the Use User ID Provided Below option is selected for the Login Type)* If known, enter the Windows domain password for the user.
User Profile Number	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* Enter the User ID setting from the external server that Connection uses to log on the user.
User Access to Calendar	When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings. **Note** A user can have only one external service that has the User Access to Calendar check box checked.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.
Primary Meeting Service	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings will be set up through this Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express server. When this check box is not checked, the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings will be set up through another server.

See Also

• The "Creating Calendaring Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Configuring Access to Emails from a Third-Party Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit External Service Account

Revised May 2009

Table 1-31   Edit External Service Account Page

Field	Description
External Service	Click the name of the applicable external service that you want to enable for the user.
Service Type	*(Display only)* The type of server to which the external service connects.
Email Address	*(Exchange only)* Enter the email address for the user.
Login Type	For Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express, click the applicable option:
	• **Use Connection Alias**—This option is useful when the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express profile alias is the same as the Cisco Unity Connection user alias. Connection logs on the user with the Connection user alias. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information on public and private meetings to the user.
	• **Use Server Guest Account**—Connection logs on the user as a guest, without using the Connection user alias or the User ID setting. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information only on public meetings to the user.
	• **Use User ID Provided Below**—Enter the profile alias from Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express (useful when the profile alias is different from the Connection user alias). Connection logs on the user with the setting in this field. Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express provides information on public and private meetings to the user.
	For Exchange, click the applicable option:
	• **Use Connection Alias**—This option is useful when the Windows domain alias for the user in Exchange 2007 or the User ID setting for the user in Exchange 2003 is the same as the Connection user alias. Connection logs on the user with the Connection user alias.
	• **Use User ID Provided Below**—Enter the Windows domain alias for the user in Exchange 2007 or the User ID setting in Exchange 2003 (useful when the setting is different from the Connection user alias). Connection logs on the user with the setting in this field.
User ID	Enter the User ID setting that is used by the external service.
Password	*(Exchange 2007 only when the Use User ID Provided Below option is selected for the Login Type)* If known, enter the Windows domain password for the user.
User Profile Number	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* Enter the User ID setting from the external server that Connection uses to log on the user.
User Access to Calendar	When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings. **Note** A user can have only one external service that has the User Access to Calendar check box checked.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.

Table 1-31   Edit External Service Account Page (continued)

Field	Description
Primary Meeting Service	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings will be set up through this Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express server.
	When this check box is not checked, the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings will be set up through another server.

See Also

- The "Creating Calendaring Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Configuring Access to Emails from a Third-Party Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search SMTP Proxy Addresses

Table 1-32   SMTP Proxy Addresses Page

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SMTP proxy addresses at once.
Add New	To add a new SMTP proxy address, click the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row and click Save.
SMTP Proxy Address	Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact.

See Also

- For users, the "SMTP Proxy Addresses" 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*. For contacts, the "SMTP Proxy Addresses" section in the "Managing Contacts" chapter of the same guide.

Class of Service

See the following sections:

Search Class of Service

Table 2-1   Search Class of Service Page

Field	Description
Limit Search To	*(Applicable to standalone configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—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.
Display Name	The name of the class of service. Click the Display Name to go to the specific page for the class of service.
Delete Selected	To delete a class of service, check the check box to the left of the display name, and click Delete Selected. You can delete multiple classes of service at once.
Add New	To add a class of service, click the Add New button. A new page opens, on which you enter data applicable to the new class of service.

New Class of Service

Table 2-2   New Class of Service Page

Field	Description
Display Name	Enter a descriptive name for the class of service.
Recorded Name—Allow Recording of Voice Name	Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Cisco Unity Assistant to record their voice names. Users are prompted to record their names during first-time enrollment.
	Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a voice name is required to complete first-time enrollment on the System Settings > Advanced > Conversation page, by enabling the Require Users to Record Names at Enrollment setting.
	Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment.
	Default setting: Check box checked.
Recorded Name—Maximum Length	Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds.
	Default setting: 30 seconds.
Allow Users to Choose to Be Listed in the Directory	Check this check box to give users who are assigned to this class of service the option of being listed in the directory.
	Directory assistance is the audio listing that users and unidentified callers use to reach users and to leave messages.
	Default setting: Check box not checked.
Greetings—Maximum Length	Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds.
	Default setting: 90 seconds.
Allow Users to Access Voice Mail Using an IMAP Client	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options:
	• Allow Users to Access Message Bodies—Users have access to the entire voice mail.
	• Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voice mail, unless the message is marked private, in which case they have access only to the message header.
	• Allow Users to Access Message Headers Only—Users have access only to message headers.
	Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Cisco Unity Inbox.
	Note Encrypted message bodies can never be accessed from an IMAP client.
	Default setting: Check box not checked.

Table 2-2   *New Class of Service Page (continued)*

Field	Description
Allow Users to Use the Cisco Unity Inbox and RSS Feeds	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages. Default setting: Check box not checked.
Allow Access to Advanced Features	Check this check box to enable the Allow Access to Email in Third-Party Message Stores and the Allow Users to Use Voice Recognition options. Default setting: Check box not checked.
Allow Access to Email in Third-Party Message Stores	Check this check box to give users who are assigned to this class of service access to email on an Exchange server. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. This option requires an external service to be configured to access the message store on the Exchange server. Default setting: Check box not checked.
Allow Users to Use Voice Recognition	Check this check box to give users who are assigned to this class of service access to Voice Recognition. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. Default setting: Check box not checked.
Allow Users to Use Personal Call Transfer Rules	Check this check box to give users who are assigned to this class of service access to personal call routing rules. **Note** Depending on license settings, personal call transfer rules may not be available. Default setting: Check box not checked.
Allow Users to Use the Cisco Unity Assistant	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Assistant in the Cisco Personal Communications Assistant. Default setting: Check box not checked.
Allow Users to Use Unified Client to Access Voice Mail	Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voice mail playback, and directories into a single interface. In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
Allow Users to View Administrator-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify. Default setting: Check box not checked.

Table 2-2   New Class of Service Page (continued)

Field	Description
Allow Users to Manage Their User-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Assistant. When this option is selected, users can define up to five alternate extensions in addition to those already defined for them.
	By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple cell phones, home phones, and other phones.
	Default setting: Check box not checked.
Message Length— Maximum Length	The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds.
	If enabled, users hear a warning tone before the maximum length is reached.
	Note The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings > Advanced > Conversations page.
	Default setting: 300 seconds (5 minutes).
Allow Users to Send Messages to System Distribution Lists	Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists.
	Default setting: Check box checked.
Delete Messages Without Saving to Deleted Items Folder	Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later.
	Default setting: Check box not checked.
Users Can Reply to Messages from Other Users by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say "return call.")
	When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation.
	Default setting: Check box not checked.

Table 2-2   ***New Class of Service Page (continued)***

Field	Description
Users Can Reply to Messages from Unidentified Callers by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say "return call.")
	Note The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option.
	To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings > Advanced > Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system.
	When this check box is not checked, users cannot use live reply to return calls to unidentified callers.
	Default setting: Check box not checked.
Require Secure Messaging	Specify how Cisco Unity Connection handles messages that are sent by members of this class of service:
	• Always—Messages are always marked secure.
	• Never—Messages are never marked secure.
	• Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.
	• Private—Messages are marked secure only when users mark them private.
	Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: "To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5."
	All users are able to mark a message private when they send it, regardless of the option you select here.
	Default setting: Private.

Table 2-2   *New Class of Service Page (continued)*

Field	Description
Maximum Lists Per User	Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Assistant. Though both the Cisco Unity Connection conversation and the Cisco Unity Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently: • When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names. • When a user tries to use the Cisco Unity Assistant to create a new list, the Cisco Unity Assistant counts the number of lists that have a recorded voice name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names. This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Cisco Unity Assistant before reaching the list limit: • When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted. • When the user uses the Cisco Unity Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists. Default setting: 25 lists.
Maximum Members Per List	Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Cisco Unity Assistant. The user who owns the list is the only person who can send voice messages to the list. Default setting: 99 members.
Allow Users to Change Call Screening Options	Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Assistant. You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension. Default setting: Check box not checked.
Allow Users to Change Call Holding Options	Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Assistant. Default setting: Check box not checked.
Outcalling	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.

Table 2-2   New Class of Service Page (continued)

Field	Description
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.

See Also

- The "Adding a Class of Service" section in the "Adding, Modifying, or Deleting a Class of Service" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Edit Class of Service

Table 2-3   Edit Class of Service Page

Field	Description
Display Name	Enter a descriptive name for the class of service.
Recorded Name—Allow Recording of Voice Name	Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Cisco Unity Assistant to record their voice names. Users are prompted to record their names during first-time enrollment.
	Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a voice name is required to complete first-time enrollment on the System Settings > Advanced > Conversation page, by enabling the Require Users to Record Names at Enrollment setting.
	Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment.
	Default setting: Check box checked.
Recorded Name—Maximum Length	Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds.
	Default setting: 30 seconds.
Allow Users to Choose to Be Listed in the Directory	Check this check box to give users who are assigned to this class of service the option of being listed in the directory.
	Directory assistance is the audio listing that users and unidentified callers use to reach users and to leave messages.
	Default setting: Check box not checked.
Greetings—Maximum Length	Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds.
	Default setting: 90 seconds.

Table 2-3   Edit Class of Service Page (continued)

Field	Description
Allow Users to Access Voice Mail Using an IMAP Client	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options: • Allow Users to Access Message Bodies—Users have access to the entire voice mail. • Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voice mail, unless the message is marked private, in which case they have access only to the message header. • Allow Users to Access Message Headers Only—Users have access only to message headers. Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Cisco Unity Inbox. **Note** Encrypted message bodies can never be accessed from an IMAP client. Default setting: Check box not checked.
Allow Users to Use the Cisco Unity Inbox	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages. Default setting: Check box not checked.
Allow Access to Advanced Features	Check this check box to enable the Allow Access to Email in Third-Party Message Stores and the Allow Users to Use Voice Recognition options. Default setting: Check box not checked.
Allow Access to Email in Third-Party Message Stores	Check this check box to give users who are assigned to this class of service access to email on an Exchange server. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. This option requires an external service to be configured to access the message store on the Exchange server. Default setting: Check box not checked.
Allow Users to Use Voice Recognition	Check this check box to give users who are assigned to this class of service access to Voice Recognition. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. Default setting: Check box not checked.
Allow Users to Use Personal Call Transfer Rules	Check this check box to give users who are assigned to this class of service access to personal call routing rules. **Note** Depending on license settings, personal call transfer rules may not be available. Default setting: Check box not checked.
Allow Users to Use the Cisco Unity Assistant	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Assistant in the Cisco Personal Communications Assistant. Default setting: Check box not checked.

Table 2-3   Edit Class of Service Page (continued)

Field	Description
Allow Users to Use Unified Client to Access Voice Mail	Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voice mail playback, and directories into a single interface.
	In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
Allow Users to View Administrator-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify.
	Default setting: Check box not checked.
Allow Users to Manage Their User-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Assistant. When this option is selected, users can define up to five alternate extensions in addition to those already defined for them.
	By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple cell phones, home phones, and other phones.
	Default setting: Check box not checked.
Message Length—Maximum Length	The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds.
	If enabled, users hear a warning tone before the maximum length is reached.
	Note The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings > Advanced > Conversations page.
	Default setting: 300 seconds (5 minutes).
Allow Users to Send Messages to System Distribution Lists	Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists.
	Default setting: Check box checked.
Delete Messages Without Saving to Deleted Items Folder	Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later.
	Default setting: Check box not checked.
Users Can Reply to Messages from Other Users by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say "return call.")
	When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation.
	Default setting: Check box not checked.

Table 2-3   Edit Class of Service Page (continued)

Field	Description
Users Can Reply to Messages from Unidentified Callers by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say "return call.")
	Note The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option.
	To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings > Advanced > Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system.
	When this check box is not checked, users cannot use live reply to return calls to unidentified callers.
	Default setting: Check box not checked.
Require Secure Messaging	Specify how Cisco Unity Connection handles messages that are sent by members of this class of service:
	• Always—Messages are always marked secure.
	• Never—Messages are never marked secure.
	• Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.
	• Private—Messages are marked secure only when users mark them private.
	Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: "To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5."
	All users are able to mark a message private when they send it, regardless of the option you select here.
	Default setting: Private.

Table 2-3   Edit Class of Service Page (continued)

Field	Description
Maximum Lists Per User	Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Assistant.
	Though both the Cisco Unity Connection conversation and the Cisco Unity Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently:
	• When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names.
	• When a user tries to use the Cisco Unity Assistant to create a new list, the Cisco Unity Assistant counts the number of lists that have a recorded voice name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names.
	This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Cisco Unity Assistant before reaching the list limit:
	• When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted.
	• When the user uses the Cisco Unity Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists.
	Default setting: 25 lists.
Maximum Members Per List	Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Cisco Unity Assistant.
	The user who owns the list is the only person who can send voice messages to the list.
	Default setting: 99 members.
Allow Users to Change Call Screening Options	Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Assistant.
	You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension.
	Default setting: Check box not checked.
Allow Users to Change Call Holding Options	Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Assistant.
	Default setting: Check box not checked.
Outcalling	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.

Table 2-3   Edit Class of Service Page (continued)

Field	Description
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.

See Also

- The "Modifying the Settings for a Class of Service" section in the "Adding, Modifying, or Deleting a Class of Service" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Class of Service Membership

Table 2-4   Class of Service Membership Page

Field	Description
Move Selected User	Click Move Selected Users to reassign the selected users to the selected COS.
Alias	*(Display only)* A unique text name for the user.
First Name	*(Display only)* The first name of the user or contact.
Last Name	*(Display only)* The last name of the user or contact.
Display Name	*(Display only)* The name of the object.
Extension	*(Display only)* The extension that the phone system uses to connect to the object.

See Also

- The "Assigning and Reassigning Users to a Class of Service" section in the "Adding, Modifying, or Deleting a Class of Service" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Templates

See the following sections:

- Call Handler Templates Edit Caller Input, page 3-53

- Call Handler Templates Greetings, page 3-55

- Call Handler Templates Edit Greeting, page 3-56

- Call Handler Templates Message Settings, page 3-59

- Search Contact Templates, page 3-62

- New Contact Template, page 3-62

- Edit Contact Template Basics, page 3-62

Search User Templates

Revised May 2009

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	*(Display only)* 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

Revised May 2009

Table 3-2   *New User Template Page*

Field	Description
User Template Type	Select from the following:
	- 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	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). 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.
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

Revised May 2009

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	Select the format for displaying the names of new users who are associated with this template: • 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	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. 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).

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	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. When the user has enrolled, the check box is unchecked automatically. This setting is most commonly used for new users. Default setting: Check box checked.
List in Directory	Check this check box to list the user in directory assistance, which outside callers can use to reach users. When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Assistant. Default setting: Check box checked.
Send Non-Delivery Receipts on Failed Message Delivery	Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails. Default setting: Check box checked.
Skip Password When Calling from a Known Extension	Check this check box if you do not want this user to be asked for a password when calling from this extension. 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.
Use Short Calendar Caching Poll Interval	*(Calendar integrations only)* 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. 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. Default setting: Check box not checked.

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

Field	Description
Send Message Counts	*(Cisco Unity Connection 7.1 or later)* Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.
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	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you choose a Time Zone from the list.
Time Zone	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. The user time zone setting is used for: • 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. 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.
Language	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. The language setting for users also controls the language used for Text to Speech (TTS). 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. **Note** Depending on your license settings, United States English may not be available.
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.

User Templates Password Settings

Revised May 2009

Table 3-4   User Templates Edit Password Settings Page

Field	Description
Choose Password	Select one of the following: • 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. 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.
Locked by Administrator	Check this check box to prevent a user from accessing Cisco Unity Connection. 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.
User Cannot Change	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.
User Must Change at Next Login	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.
Does Not Expire	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. When this check box is checked, the user is still able to change passwords at any time. When this check box is not checked, the password expiration is controlled by the Credential Expires After field set by the selected authentication rule.
Authentication Rule	Select the authentication policy to apply to the selected user password settings.

User Templates Change Password

Table 3-5   *User Templates Change Password Page*

Field	Description
Choose Password	Select one of the following: • 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. 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.
Password	Enter a password: • Phone password—use digits 0 through 9. • Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|][:"';<>?/ \., To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long—eight or more digits—and non-trivial password. Requirements for password complexity are set on the System Settings > Authentication Rule pages.
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	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. Select from the following pre-defined roles: • Audio Text Administrator • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator
Available Roles	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. Select from the following pre-defined roles: • 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	*(Display only)* The extension that the phone system uses to connect to the object.
End Date	*(Display only)* 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	*(Display only)* The name of the transfer rule.
When This Basic Rule Is Active	*(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)* Choose the applicable option: - 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. 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.
Status	Indicate whether the transfer option is enabled and for how long: - 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.

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

Field	Description

Transfer Calls To	Select one of the following settings:
	
	• Greeting—When this option is selected, the call is transferred as follows:
	
	  – 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	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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

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

Field	Description
If Extension Is Busy	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. • 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. These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say "transferring call" when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say "call for <recorded name of user or call handler>" or "call for <dialed 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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

Field	Description
Ask for Caller's Name	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.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.

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	Set the recording length (in seconds) allowed for messages left by unidentified callers.
	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.
	If enabled, callers hear a warning tone before the maximum message length is reached.
	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.
	Default setting: 300 seconds.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.
	Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.
	Default setting: Check box checked.

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

Field	Description
Language That Callers Hear	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: • 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. Or select a specific language from the list. **Note** Depending on your license settings, United States English may not be available.
Message Urgency *(Connection 7.1)* Unidentified Callers Message Urgency *(Connection 7.0)*	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): • 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 *(Connection 7.1)* Unidentified Callers Message Security—Mark Secure *(Connection 7.0)*	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).

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

Field	Description

After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message:
	
	• Call Action—Select the applicable action from the list:
	  – 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:
	  – 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:
	  – 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:
	  – 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	Select the action that Cisco Unity Connection takes when the user receives a voice message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.

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

Field	Description
Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Delivery Receipt	Select the action that Cisco Unity Connection takes when the user receives a delivery receipt: • 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 *(Cisco Unity Connection 7.1 Only)*—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. **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. Default setting: Accept the Message.
Relay Address	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. **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. 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.

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	*(Display only)* 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	*(Display only)* Indicates the user that receives the call if the key is configured to send calls to a user. Otherwise, this field is blank.
Status	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
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	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	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.
	To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.
	Default setting: Check box not checked.

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

Field	Description

Action	Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:
	
	• Call Action—Select the applicable action from the list:
	
	  – 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:
	
	  – 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 *(available only on User Caller Input pages)*—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:
	
	  – 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	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.
	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.
Respond to Requests for Read Receipts	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.
Mailbox Quotas	Mailbox quotas, along with message aging policy, help ensure that the hard disk space available for voice messages is not completely filled, as follows:
	- 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:
	– 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.
	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.
	- Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page.
Mailbox Store	Choose the mailbox store in which you want mailboxes to be created when you create users with this template.

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	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. • 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. Default setting: Full.
Conversation Volume	Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. Default setting: Medium.
Conversation Speed	Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest Default setting: Normal.
Time Format	Indicates the time format that Cisco Unity Connection uses to play timestamps when users listen to their messages by phone: • 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. **Note** Users can set their own time format preferences in the Cisco Unity Assistant.

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

Field	Description
Use Voice Recognition Input Style	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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	Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone: • 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 You can use either full or brief menu style with each conversation style.
Finding Messages with Message Locator—Enable	Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone. 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). Default setting: Check box not checked.
Message Locator Sort Order	Choose one of the following options: • Last In, First Out • First In, Last Out 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.
Enable Phone View	*(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled)* 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. Uncheck this check box to disable Phone View for users. Default setting: Check box not checked.

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

Field	Description
Times to Repeat Menu When User Does Not Respond	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. **Note** This setting is not available for the voice-recognition conversation. Default setting: 1 time.
Wait for First Touchtone or Voice Command ____ Milliseconds	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. Default setting: 5,000 milliseconds.
Wait for Additional Key Presses When Entering Names, Extensions, and Passwords ____ Milliseconds	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. The range of valid entries is 1,000 to 10,000 milliseconds. Default setting: 3,000 milliseconds.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options ____ Milliseconds	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. 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. This setting also applies when using ## to switch addressing modes. The range of valid entries is 250 to 5,000 milliseconds. Default setting: 1,500 milliseconds.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout) ____ Milliseconds	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. Default setting: 750 milliseconds.

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

Field	Description
Voice Recognition Confirmation Confidence Threshold	*(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.
	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.
	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.
Voice Recognition Speech Sensitivity (0 to 100)	*(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.
	A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood.
	A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event.
	Default setting: 50.
After Logging On, Play	Check the following check boxes to indicate what Cisco Unity Connection plays after a user logs on:
	• 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	Choose from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation:
	
	• Call Action—Select the applicable action from the list.
	    – 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:
	    – 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:
	    – 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	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: • Low • Medium • High 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.) Default setting: Medium.
Message Speed	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: • Slow • Normal • Fast • Fastest Users can adjust the speed in the Cisco Unity Assistant. Users can use the Media Master to adjust the speed of messages that they play by using computer speakers. Default setting: Normal.
For New Messages, Play	Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new. • 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	Check the Saved Message Count check box to have Cisco Unity Connection announce the total number of messages that have been saved.

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

Field	Description
Before Playing Messages, Play	Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users log on to Connection by phone: • Press 1 to hear voice messages • Press 2 to hear emails • Press 3 to hear faxes • Press 4 to hear receipts 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).
New Message Play Order	Indicate the order in which Cisco Unity Connection plays new messages to the user: • 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. 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). • Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages. 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).
Saved Message Play Order	Indicate the order in which Cisco Unity Connection plays saved messages to the user. • 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. 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). • Then By—Select Newest First or Oldest First.
Deleted Message Play Order	Click Newest First or Oldest First to specify the message order for deleted messages. 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).

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

Field	Description
Before Playing Each Message, Play	Check the following check boxes, as applicable: • 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: – 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	Set the following, as applicable: • 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	Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** Addressing by name requires lettered keypads on user phones. This setting does not apply when using the voice-recognition conversation. 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.

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

Field	Description
Confirm Recipient by Name	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. You might want to enable this option when users address by ID rather than by spelling the name. **Note** Users always hear a confirmation when using the voice-recognition conversation. Default setting: Check box not checked.
Continue Adding Names After Each Recipient	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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. Default setting: Check box not checked.
Automatically Add Recipients to Addressing Priority List	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. 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. Default setting: Check box not checked.

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

Field	Description
When a Call Is Disconnected or the User Hangs Up	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. 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: • 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. 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. Default setting: Send Message.

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	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	*(Display only)* The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	*(Display only)* 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	*(Display only)* Indicates the type of recording that callers hear when the greeting plays: • 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	Indicate whether the selected greeting is enabled and for how long: • 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	Indicate the source for the selected greeting: • 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. **Note** Recording a greeting does not enable it. • 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	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.

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

Field	Description
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting:
	• 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	Indicate the action that Cisco Unity Connection performs after the greeting plays:
	
	• Call Action—Select the applicable action from the list.
	  – 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:
	  – 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.
	  – 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:
	  – Attempt Transfer
	  – Go Directly to Greetings

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

Field	Description
Caller Options	*(Applicable only to Alternate greetings)* Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes:
	• Transfer Callers to Greeting Without Ringing User's Phone
	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.
	• Prevent Callers from Skipping the User's Greeting
	• Prevent Callers from Leaving Messages
	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.
Recording	If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages.
	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.

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	*(Display only)* 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	The name of the notification device.
	Click the Display Name to go to the specific page for the notification device.
Type	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	*(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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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.

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

Field	Description
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **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. 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. Default setting: 0.
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.

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

Field	Description
Phone System	*(Applicable to phone and pager notification devices only.)* Click the phone system that the notification device uses.
Prompt for User ID on Notifications	*(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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(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: • 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. Up to 128 characters can be entered in this field.
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • 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. **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. Up to 40 characters can be entered in this field.

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

Field	Description
Message Text	*(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. **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). 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.)
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	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.
	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).
	Enter a value between 0 and 99 minutes.
	Default setting: 0 minutes.
Repeat Notification If There Are Still New Messages	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.
	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.
	Default setting: Check box not checked.
Notification Repeat Interval	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.
	The range for the Notification Repeat Interval is 0 to 60 minutes.
	Note A Notification Repeat Interval of 0 minutes disables repeat notification.
	Default setting: 0 minutes.

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

Field	Description
On Notification Failure	*(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: • 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	Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received. • 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	*(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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. Users can change this number by phone.

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

Field	Description
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(Applicable only to phone and pager notification devices.)* 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	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.

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

Field	Description
Retries After Successful Attempt	*(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.
	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.
	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.
	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.
	Default setting: 0.
Retry Interval After Successful Attempt	*(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.
	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.
	Default setting: 1 minute.
Phone System	*(Applicable to phone and pager notification devices only.)* Click the phone system that the notification device uses.
Prompt for User ID on Notifications	*(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.
	Note Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.

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

Field	Description
To	*(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: • 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. Up to 128 characters can be entered in this field.
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • 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. **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. Up to 40 characters can be entered in this field.
Message Text	*(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. **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). 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.)

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: - 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	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.
	When you select a distribution list, each member of the list receives the call handler messages.
	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.
	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.
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	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.
	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).
Use System Default Time Zone	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.
	When this check box is not checked, you choose a Time Zone from the list.
Time Zone	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.
	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.

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

Field	Description
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.

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	*(Display only)* 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	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you choose a Time Zone from the list.
Time Zone	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. 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.

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

Field	Description
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:
	• 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.
	Alternatively, you can select a specific language from the list.
	Note Depending on your license settings, United States English may not be available.
	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.
Partition	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.
	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).
Search Scope	Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:
	• 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	*(Display only)* The extension that the phone system uses to connect to the object.
End Date	*(Display only)* 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	*(Display only)* The name of the transfer rule.
Status	Indicate whether the transfer option is enabled and for how long: • 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: • Greeting—When this option is selected, the call is transferred as follows: – 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	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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

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

Field	Description
If Extension Is Busy	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. • 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. These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say "transferring call" when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say "call for <recorded name of user or call handler>" or "call for <dialed 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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

Field	Description
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.

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

Field	Description
Prepend Digits to Dialed Extensions—Enable	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.
	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.
	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.
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	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	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.
	To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.
	Default setting: Check box not checked.

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

Field	Description

Action	Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:
	
	• Call Action—Select the applicable action from the list:
	  – 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:
	  – 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 *(available only on User Caller Input pages)*—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:
	  – 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	*(Display only)* The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	*(Display only)* Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	*(Display only)* Indicates the type of recording that callers hear when the greeting plays:
	• 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	Indicate whether the selected greeting is enabled and for how long: • 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	Indicate the source for the selected greeting: • 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. **Note** Recording a greeting does not enable it. • 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	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.

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

Field	Description
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – 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: – 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. – 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: – 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	Set the recording length (in seconds) allowed for messages left by unidentified callers.
	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.
	If enabled, callers hear a warning tone before the maximum message length is reached.
	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.
	Default setting: 300 seconds.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.
	Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.
	Default setting: Check box checked.
Message Urgency *(Connection 7.1)* Unidentified Callers Message Urgency *(Connection 7.0)*	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):
	- 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 *(Connection 7.1)* Unidentified Callers Message Security—Mark Secure *(Connection 7.0)*	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).

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

Field	Description
Message Recipient	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.
	When you select a distribution list, each member of the list receives the call handler messages.
	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.
	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.

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

Field	Description
After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – 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: – 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: – 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: – 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: • 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	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. 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).
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*.

Contacts

See the following sections:

Search Contacts

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Table 4-1   Contacts Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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.
Alias	A unique text name for the contact. Click the Alias to go to the specific page for the contact.
Extension *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	*(Display only)* The extension that the phone system uses to connect to the contact.
First Name	*(Display only)* The first name of the contact.
Last Name	*(Display only)* The last name of the contact.

Table 4-1   Contacts Page (continued)

Field	Description
Display Name	*(Display only)* The name of the contact.
Delete Selected	To delete a contact, check the check box to the left of the display name, and click Delete Selected. You can delete multiple contacts at once.
Add New	To add a contact, click the Add New button. A new page opens, on which you enter data applicable to the new contact.

See Also

- The "Managing Contacts" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection.*

New Contact

Table 4-2   New Contact Page

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: - The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. - When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Contact Template	Select the template on which to base the new contact.

See Also

- The "Managing Contacts" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection.*

Edit Contact Basics

Table 4-3   Edit Contact Basics Page

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.

Table 4-3   Edit Contact Basics Page (continued)

Field	Description
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact.
	Consider the following as you enter display names for users, contacts, and distribution lists:
	• The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks.
	• When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant.
	To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
List in Directory	Check this check box to list the contact in directory assistance, which outside callers can use to reach users and contacts.
Partition	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.
	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).
Transfer Enabled	If you want Cisco Unity Connection to transfer incoming calls to a phone number that is associated with a contact, check this check box and enter the phone number in the Transfer Extension field.
Transfer Extension	When the Transfer Enabled check box is checked, Cisco Unity Connection transfers incoming calls to the phone number that is entered in this field.
	When entering a phone number, include any applicable outdial access codes.
Delivery Location	Click the VPIM location for the VPIM contact.
VPIM Remote Mailbox Number	Enter the mailbox number for the VPIM contact on the remote voice messaging system.
Local Extension	For VPIM contacts, you can assign a local extension that fits into the Cisco Unity Connection extension numbering scheme. A local extension allows callers to address messages to the VPIM contact by using an extension, rather than having to know the location ID and the remote mailbox number of the contact.
	In addition, if you set the Transfer Enabled and Transfer Extension fields, callers are able to identify and be transferred to the VPIM contact.

Table 4-3   Edit Contact Basics Page (continued)

Field	Description
Phone Numbers to Call Contact by Using Voice Commands	Use the Dialed Work Phone, Dialed Home Phone, and Dialed Mobile Phone fields when you want voice recognition users to be able to call system contacts by specifying a phone type for the contact. For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1).
Phone Numbers to Identify Contact for Personal Call Transfer Rules	Use the Work Phone, Home Phone, Mobile Phone, Other Number 1, and Other Number 2 fields to enter phone numbers that Cisco Unity Connection uses when matching the personal call transfer rules of users against incoming phone calls from system contacts.

See Also

- The "Managing Contacts" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
- The "Using VPIM Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Alternate Names

Table 4-4   Edit Alternate Names Page

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Alternate Names" 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*.

SMTP Proxy Addresses

Table 4-5   SMTP Proxy Addresses Page

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SMTP proxy addresses at once.
Add New	To add a new SMTP proxy address, click the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row, then click Save.

Table 4-5 **SMTP Proxy Addresses Page (continued)**

Field	Description
SMTP Proxy Address	Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact.

See Also

- For users, the "SMTP Proxy Addresses" 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*. For contacts, the "SMTP Proxy Addresses" section in the "Managing Contacts" chapter of the same guide.

SMTP Proxy Addresses

Distribution Lists

See the following sections:

Search Distribution Lists

Revised May 2009

Table 5-1   Search Distribution Lists Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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 distribution list, check the check box to the left of the display name, and click Delete Selected. You can delete multiple distribution lists at once.
Alias	A unique text name for the distribution list. Click the Alias to go to the specific page for the distribution list.
Extension *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	*(Display only)* The extension that the phone system uses to connect to the object.

Chapter 5   Distribution Lists
New Distribution Lists

Table 5-1   Search Distribution Lists Page (continued)

Field	Description
Display Name	*(Display only)* The name of the distribution list.

See Also

- The "Finding Records in Cisco Unity Connection Administration" section in the "Accessing and Using Cisco Unity Connection Administration" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Distribution Lists

Table 5-2   New Distribution Lists Page

Field	Description
Alias	A unique text name for the distribution list.
Display Name	Enter a descriptive name for the distribution list. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Allow Contacts	Check this check box to allow contacts to be added as members of the distribution list. Note that when a distribution list includes contacts as members, users on remote voice messaging systems (VPIM locations) cannot send messages to the list.
Accept Messages from Foreign System	Check this check box to allow users on remote voice messaging systems that are configured as VPIM locations to send messages to this distribution list.

See Also

- The "Creating System Distribution Lists" section in the "Managing System Distribution Lists" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Distribution List Basics

Table 5-3   Edit Distribution List Basics Page

Field	Description
Alias	A unique text name for the distribution list.

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Table 5-3   Edit Distribution List Basics Page (continued)

Field	Description
Display Name	Enter a descriptive name for the distribution list.
	Consider the following as you enter display names for users, contacts, and distribution lists:
	• The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks.
	• When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Extension	Enter the extension that the phone system uses to connect to the distribution list.
Partition	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.
	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).
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant.
	To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
Allow Contacts	Check this check box to allow contacts to be added as members of the distribution list. Note that when a distribution list includes contacts as members, users on remote voice messaging systems (VPIM locations) cannot send messages to the list.
Accept Messages from Foreign System	Check this check box to allow users on remote voice messaging systems that are configured as VPIM locations to send messages to this distribution list.

See Also

• The "Modifying System Distribution Lists" section in the "Managing System Distribution Lists" chapter of the *System Administration Guide for Cisco Unity Connection*.

Distribution List Members

Table 5-4   Distribution List Members Page

Field	Description
Remove Selected	To remove a user or contact, check the check box to the left of the object display name, and click Remove Selected. You can delete multiple users and contacts at once.
Add User	Click to search for and add users to the distribution list.

Table 5-4   Distribution List Members Page (continued)

Field	Description
Add User Template	Click to search for and add user templates to the distribution list. When you add a user template as a distribution list member, new users that are created by using that user template are automatically added to the distribution list. (Note that adding a user template does not affect users who were created by using that template before you added it to the distribution list.)
Add Contact	*(Applicable only if Allow Contacts is checked on the Edit Distribution List Basics page.)* Click to search for and add contacts to the distribution list. In order to find and add a contact to the list, the contact must have a VPIM Delivery Location and VPIM Remote Mailbox Number defined.
Add Distribution List	Click to add another distribution list as a member of this distribution list.
Display Name	*(Display only)* The name of the object.
Alias	*(Display only)* A unique text name for the distribution list member.
Member Type	*(Display only)* The type of object: User (includes both users and user templates), Contact, or Distribution List.

See Also

- The "Managing System Distribution List Members" section in the "Managing System Distribution Lists" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Alternate Names

Table 5-5   Edit Alternate Names Page

Field	Description
Display Name	An alternate name for the distribution list.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Adding Alternate Names for a System Distribution List" section in the "Managing System Distribution Lists" chapter of the *System Administration Guide for Cisco Unity Connection*.

C H A P T E R **6**

Call Management

See the following sections:

Search Call Handlers

Table 6-1   Search Call Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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.
Delete Selected	To delete a call handler, check the check box to the left of the display name, and click Delete Selected. You can delete multiple call handlers at once.
Display Name	*(Display only)* The name of the call handler.
Extension *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	*(Display only)* The extension that the phone system uses to connect to the call handler.

See Also

- The "Finding Records in Cisco Unity Connection Administration" section in the "Accessing and Using Cisco Unity Connection Administration" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Call Handler

Table 6-2   New Call Handler Page

Field	Description
Display Name	Enter a descriptive name for the call handler.
Extension	Enter the extension that the phone system uses to connect to the call handler.
Call Handler Template	Select the template on which to base the new call handler. The template affects most call handler settings.

Edit Call Handler Basics

Table 6-3   Edit Call Handler Basics Page

Field	Description
Display Name	Enter a descriptive name for the call handler.
Creation Time	*(Display only)* Shows the date and time when the call handler was created.
Phone System	Click the phone system that the call handler 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	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you choose a Time Zone from the list.
Time Zone	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. 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.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Extension	Enter the extension that the phone system uses to connect to the call handler.

Table 6-3   Edit Call Handler Basics Page (continued)

Field	Description
Partition	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.
	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).
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant.
	To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
Search Scope	Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:
	• 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 "Modifying Call Handlers" section in the "Managing Call Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Transfer Rules

Table 6-4   Call Handler 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	*(Display only)* The extension that the phone system uses to connect to the object.
End Date	*(Display only)* 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 Edit Transfer Rule

Table 6-5   Call Handler Edit Transfer Rule Page

Field	Description
Rule Name	*(Display only)* The transfer option being edited.
Status	Indicate whether the transfer option is enabled and for how long: • 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:
	
	• Greeting—When this option is selected, the call is transferred as follows:
	
	  – 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	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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.

Table 6-5   *Call Handler Edit Transfer Rule Page (continued)*

Field	Description
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.
	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.
	This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer.
	This option is unavailable when Transfer Incoming Calls is set to the Greeting option.
	Default setting: Check box checked.
If Extension Is Busy	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.
	• 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.
	These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say "transferring call" when the user answers the phone.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.

Table 6-5   Call Handler Edit Transfer Rule Page (continued)

Field	Description
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say "call for <recorded name of user or call handler>" or "call for <dialed 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.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.
Ask for Caller's Name	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.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.

See Also

- The "Transferring Calls" section in the "Managing Call Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Caller Input

Table 6-6   Call Handler Caller Input Page

Field	Description
Key	To edit caller input settings, click the applicable key. The Edit Caller Input page opens for that key.

Table 6-6   ***Call Handler Caller Input Page (continued)***

Field	Description
Action	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the call handler.

See Also

- The "Managing Caller Input During Greetings" section in the "Managing Call Handlers" chapter of the *System Administration 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 Edit Caller Input

Table 6-7   Call Handler Edit Caller Input Page

Field	Description
Key	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	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.
	To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.
	Default setting: Check box not checked.

Table 6-7   *Call Handler Edit Caller Input Page (continued)*

Field	Description
Action	Choose from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:
	• Call Action—Select the applicable action from the list:
	– 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:
	– 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 *(available only on User Caller Input pages)*—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:
	– Attempt Transfer
	– Go Directly to Greetings

Call Handler Greetings

Table 6-8   Call Handler 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	*(Display only)* The name of the greeting. Click the Greeting name to go to the specific page for that greeting.
End Date	*(Display only)* Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	*(Display only)* Indicates the type of recording that callers hear when the greeting plays: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

Call Handler Edit Greeting

Table 6-9   Edit Call Handler Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • 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.

Table 6-9 **Edit Call Handler Greeting Page (continued)**

Field	Description
Callers Hear	Indicate the source for the selected greeting: • 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. **Note** Recording a greeting does not enable it. • 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	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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 6-9   Edit Call Handler Greeting Page (continued)

Field	Description
After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – 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: – 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. – 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: – Attempt Transfer – Go Directly to Greetings

Table 6-9   Edit Call Handler Greeting Page (continued)

Field	Description
Recording	If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages. 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.

See Also

- The "Overview of Call Handler Greetings" and the "Managing Call Handler Greetings" sections of 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 Message Settings

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Table 6-10   Call Handler Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **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. Default setting: 300 seconds.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.

Table 6-10   *Call Handler Message Settings Page (continued)*

Field	Description
Message Urgency *(Connection 7.1)* Unidentified Callers Message Urgency *(Connection 7.0)*	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): • 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 *(Connection 7.1)* Unidentified Callers Message Security—Mark Secure *(Connection 7.0)*	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).
Message Recipient	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. When you select a distribution list, each member of the list receives the call handler messages. 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. 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.

Table 6-10   Call Handler Message Settings Page (continued)

Field	Description

After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message:
	
	• Call Action—Select the applicable action from the list:
	
	  – 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:
	
	  – 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:
	
	  – 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:
	
	  – 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*.

• The "Dispatch Messages" section in the "Messaging" chapter of the *System Administration Guide for Cisco Unity Connection*.

Call Handler Owners

Table 6-11   Call Handler Owners Page

Field	Description
Remove Selected	To remove an owner, check the check box to the left of the alias, and click Remove Selected. You can remove multiple owners at once.
Add User	To add an owner, click Add User, then check the check box next to the alias of the user you want to add and click Add Selected User. You can add more than one owner at once. If the user you want to add does not appear in the potential owner search results table, set the applicable parameters in the search results fields at the top of the page, and click Find.
Alias	*(Display only)* A unique text name for the owner. Call handler owners can select a different call handler greeting or record the call handler greetings from the Call Management > System Call Handlers > Greetings page in Cisco Unity Connection Administration, or they can use the Cisco Unity Greetings Administrator to do so by phone.
Display Name	*(Display only)* The name of the owner.

Search Directory Handlers

Table 6-12   Search Directory Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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.
Delete Selected	To delete a directory handler, check the check box to the left of the display name, and click Delete Selected. You can delete multiple directory handlers at once.
Display Name	*(Display only)* The name of the directory handler.
Extension *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	*(Display only)* The extension that the phone system uses to connect to the directory handler.
Voice Enabled	*(Display only)* Indicates whether the directory handler is voice-enabled; for voice-enabled directory handlers, callers say the first name and last name of the Cisco Unity Connection user that they want to reach.

See Also

- The "Directory Handlers" section in the "Call Management Overview" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Managing Directory Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Directory Handler

Table 6-13   New Directory Handler Page

Field	Description
Display Name	Enter a descriptive name for the directory handler.
Extension	Enter the extension that the phone system uses to connect to the directory handler.
Partition	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. 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).
Voice Enabled	For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach. Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.

See Also

- The "Creating a Directory Handler" section in the "Managing Directory Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Directory Handler Basics

Table 6-14   Edit Directory Handler Basics Page

Field	Description
Display Name	Enter a descriptive name for the directory handler.
Creation Time	*(Display only)* Shows the date and time when the directory handler was created.

Table 6-14   Edit Directory Handler Basics Page (continued)

Field	Description
Language	*(Not applicable to voice-enabled directory handlers.)* Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:
	• 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.
	Alternatively, you can select a specific language from the list.
	Note Depending on your license settings, United States English may not be available.
	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.
Extension	Enter the extension that the phone system uses to connect to the directory handler.
Voice Enabled	For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach.
	Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.
Speech Confidence Threshold	*(Applicable only to voice-enabled directory handlers.)* Use this setting to adjust the likelihood that Cisco Unity Connection recognizes user utterances as voice commands and recipient names. For example, if users complain that the system does not recognize names in the directory, you can try lowering this value so that the system matches utterances more liberally. Alternatively, if users complain that the system returns too many incorrect matches, try adjusting this setting to a higher value.
	The range of valid entries is 0 to 100. The default setting is 10. Note that lowering the speech confidence threshold level results in more matches for names when callers say names, but when callers say digits, extraneous extension matches are returned. Increasing the level results in more precise extension matching, but fewer name matches.

Table 6-14   Edit Directory Handler Basics Page (continued)

Field	Description
Play All Names	*(Not applicable to voice-enabled directory handlers.)* Check this check box to play the names of users in the directory for caller selection, rather than requiring the caller to search by spelled name. Cisco Unity Connection plays the names of all users in the directory when either of the following conditions are true: • One to five user names are listed in the directory. • The caller chooses to play all names listed in the directory. When there are more than five (but fewer than 51) user names listed in the directory, the Connection conversation allows callers the choice of either searching for a user in the directory by spelled name or having Connection play all names listed in the directory. When a directory handler includes more than 50 user names, Connection requires the caller to search for a user by spelled name. When there are no user names listed in the directory, Connection sends the caller to the call handler specified on the Caller Input page. Default setting: Check box not checked.
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant. To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
Search Scope	Select the scope for directory handler searches: • Entire Server—Restricts directory handler searches to users and contacts who are associated with the entire Cisco Unity Connection server that the caller dialed. • Class of Service *(Not applicable to voice-enabled directory handlers.)*—Restricts directory handler searches to users who are assigned to the selected class of service on the local Connection server. • System Distribution List *(Not applicable to voice-enabled directory handlers.)*—Restricts directory handler searches to members of the selected system distribution list. Note that all system distribution lists are presented, including lists that may contain members who are not Connection users. • Search Space—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the selected search space. • Inherit Search Space from Call—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the search space of the call. The search space of the call can be set by the call routing rules or by a call handler that receives the call before it reaches the directory handler. Default setting: Entire Server.

Table 6-14   Edit Directory Handler Basics Page (continued)

Field	Description
Search Criteria Order	*(Not applicable to voice-enabled directory handlers.)* Select the method that callers use to spell a user name: • First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader. • Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader. Include instructions that reflect the Search By selection in the call handler greeting that routes callers to this directory handler. Default setting: Last Name, First Name.
Route Automatically on a Unique Match	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection routes a call to the extension assigned to the user without prompting the caller to verify the match.
Always Request Caller Input	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection prompts a caller to verify the match before sending the caller to the specified user extension.
Announce Matched Names Using Extension Format	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection announces to callers the names and extensions of matching users. For example, "For Pat Amos, press 123. For Gerry Anderson, press 104." Callers enter the extension number to choose a user. This functionality is supported only when the Search Scope of the directory handler is set to Search Space or Inherit Search Space from Call.
Announce Matched Names Using Menu Format	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection provides a menu of users to callers. For example, "For Pat Amos, press 1. For Gerry Anderson, press 2." Callers enter the menu number to choose a user. To provide callers with the user extension, also check the Announce Extension with Each Name check box. Then, Connection provides a menu of users that includes user extensions. For example, "For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2."
Announce Extension with Each Name	Check this check box to indicate that Cisco Unity Connection provides a menu of users that includes user extensions. Callers enter the menu number to select a user. For example, "For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2." Callers might take note of user extensions to skip directory assistance the next time they call. For directory handlers that are not voice enabled, this functionality is supported only when Announce Matched Names Using Menu Format is also selected. Default setting: Check box checked.
Maximum Number of Matches	*(Not applicable to voice-enabled directory handlers.)* Indicate the maximum number of matching names that are presented to a caller when more than one user matches the key presses entered by the caller. Default setting: 8 matches.
Announce City with Each Name	*(Applicable only to voice-enabled directory handlers.)* Check this check box to have Cisco Unity Connection announce the city of each matching user when there are multiple matches. For example, "There are two matching names. Pat Amos at extension 123 in Chicago. Is that correct?" In order for Connection to announce the city for a user, the City field must be defined on the Edit User Basics page in the user profile. Connection announces the city after the extension and before the department, if applicable. Default setting: Check box not checked.

Table 6-14   Edit Directory Handler Basics Page (continued)

Field	Description
Announce Department with Each Name	*(Applicable only to voice-enabled directory handlers.)* Check this check box to have Cisco Unity Connection announce the department of each matching user when there are multiple matches. For example, "There are two matching names. Pat Amos at extension 123 in Sales. Is that correct?" In order for Connection to announce the department for a user, the Department field must be defined on the Edit User Basics page in the user profile. Connection announces the department after the extension and city, if applicable. Default setting: Check box not checked.

See Also

- The "Modifying a Directory Handler" section in the "Managing Directory Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

Directory Handler Caller Input

Table 6-15   Directory Handler Caller Input Page

Field	Description
Timeout If No Input	*(Not applicable to voice-enabled directory handlers.)* Enter the number of seconds that Cisco Unity Connection waits for caller input. When the caller does not press any key, 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 fields. Default setting: Five seconds.
Timeout After Last Input	*(Not applicable to voice-enabled directory handlers.)* Enter the number of seconds that Cisco Unity Connection waits after caller input before performing the action indicated by the input. Default setting: Four seconds.
Times to Repeat Request for Name Entry	*(Not applicable to voice-enabled directory handlers.)* Enter the number of times that Cisco Unity 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 fields. Default setting: One time.
Allow Caller to Exit Using * Key	*(Not applicable to voice-enabled directory handlers.)* Check this check box to allow callers to press the * key on the phone to exit. Cisco Unity Connection immediately sends the caller to the destination you specify in the If Caller Exits field.

Table 6-15   *Directory Handler Caller Input Page (continued)*

Field	Description

If Caller Exits	Select the destination to which calls are sent when the caller does not respond to the name entry prompt:
	
	• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.
	
	• 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:
	
	  – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.
	
	Default setting: Opening Greeting Call Handler.

Table 6-15   Directory Handler Caller Input Page (continued)

Field	Description

If No Input	*(Not applicable to voice-enabled directory handlers.)* Select the destination to which calls are sent when the caller does not respond to the name entry prompt:
	
	• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.
	
	• 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:
	
	  – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.
	
	Default setting: Goodbye Call Handler.

Table 6-15   Directory Handler Caller Input Page (continued)

Field	Description
If No Selection	*(Not applicable to voice-enabled directory handlers.)* Select the destination to which calls are sent when the caller does not respond to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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: – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Goodbye Call Handler.

Table 6-15   Directory Handler Caller Input Page (continued)

Field	Description
If Caller Presses Zero	Select the destination to which calls are sent when the caller presses zero in response to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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: – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Operator Call Handler.

Search Interview Handlers

Table 6-16   Search Interview Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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.
Delete Selected	To delete an interview handler, check the check box to the left of the display name, and click Delete Selected. You can delete multiple interview handlers at once.
Display Name	*(Display only)* The name of the interview handler.

Table 6-16   Search Interview Handlers Page (continued)

Field	Description
Extension (Connection 7.1)	*(Display only)* The extension that the phone system uses to connect to the interview handler.
DTMF Access ID (Connection 7.0)	

See Also

- The "Interview Handlers" section in the "Call Management Overview" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Managing Interview Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Interview Handler

Table 6-17   New Interview Handler Page

Field	Description
Display Name	Enter a descriptive name for the interview handler.
Extension	Enter the extension that the phone system uses to connect to the interview handler.
Partition	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.
	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).
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:
	• 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.
	Alternatively, you can select a specific language from the list.
	Note Depending on your license settings, United States English may not be available.
	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.

Table 6-17   New Interview Handler Page (continued)

Field	Description
Recipient	Select the user or distribution list that receives messages left for this interview handler: • User with Mailbox—Select the applicable user from the list. • Distribution List—Select the applicable distribution list. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.
Response Urgency	Indicate the action that Cisco Unity Connection allows: • Mark Normal—Messages left for the interview handler are marked normal. • Mark Urgent—Messages left for the interview handler are marked urgent. • Ask Caller—Connection asks callers whether to mark their messages urgent.
After Interview Action	Select one of the following: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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: – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

See Also

- The "Creating Interview Handlers" section in the "Managing Interview Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Interview Handler Basics

Table 6-18   Edit Interview Handler Basics Page

Field	Description
Display Name	Enter a descriptive name for the interview handler.
Extension	Enter the extension that the phone system uses to connect to the interview handler.
Partition	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. 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).
Creation Time	*(Display only)* Shows the date and time when the interview handler was created.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant. To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.

Table 6-18   Edit Interview Handler Basics Page (continued)

Field	Description
Recipient	Select the user or distribution list that receives messages left for this interview handler: • User with Mailbox—Select the applicable user from the list. • Distribution List—Select the applicable distribution list. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.
Response Urgency	Indicate the action that Cisco Unity Connection allows: • Mark Normal—Messages left for the interview handler are marked normal. • Mark Urgent—Messages left for the interview handler are marked urgent. • Ask Caller—Connection asks callers whether to mark their messages urgent.
After Interview Action	Select one of the following: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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: – 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. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

See Also

- The "Modifying Interview Handlers" section in the "Managing Interview Handlers" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Dispatch Messages" section in the "Messaging" chapter of the *System Administration Guide for Cisco Unity Connection*.

Interview Questions

Table 6-19   Interview Questions Page

Field	Description
Active	Check or uncheck this check box and click Save to activate or deactivate one or more interview questions.
Question Number	*(Display only)* Displays the interview handler question number. Click the question number to go to the specific page for that question.
Question Text	*(Display only)* Displays the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.

Edit Interview Question

Table 6-20   Edit Interview Question Page

Field	Description
Question Number	*(Display only)* Displays the interview handler question number.
Maximum Reply Message Length	Enter the recording length, in seconds, allowed for caller responses to the interview handler question. If enabled, Cisco Unity Connection plays a warning before the maximum message length is reached. Default setting: 30 seconds.
Question Text	Enter the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.
Question Recording	This is the recording of the interview handler question. To record the question here, use the Media Master. To use a prerecorded WAV file as the recording, use the Open File option on the Options menu of the Media Master.
Active	Check this check box to activate the question.

Direct Routing Rules

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Table 6-21   Direct Routing Rules Page

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple routing rules at once.
Change Order	Click Change Order to go to the Edit Direct Routing Rule Order page.
Display Name	*(Display only)* The name of the direct routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The "Overview: Default Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Direct Routing Rule

Table 6-22   New Direct Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.

See Also

- The "Adding Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Direct Routing Rule

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Table 6-23   *Edit Direct Routing Rule Page*

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

Table 6-23   *Edit Direct Routing Rule Page (continued)*

Field	Description

Send Call To	Select one of the following destinations for a call that matches all settings for the rule:
	
	• 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:
	
	  – Attempt Forward—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information.
	
	  – Attempt Sign-In—Sends the call to the user logon conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information.
	
	  – 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. Cisco Unity 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.
	
	  – Reverse Trap—Connects to Visual Voicemail.
	
	  – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID.
	
	  – Start Live Record *(Cisco Unified Communications Manager integrations only)*—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server.
	
	  – 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. Specify whether the call should transfer to the user extension or go directly to the user greeting.

Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, click Add New. To modify a condition, click the parameter name. To delete one or more conditions, check the check box next to the parameter and click Delete Selected.

See Also

• The "Modifying Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Direct Routing Rule Condition

Revised May 2009

Table 6-24 **New Direct Routing Rule Condition Page**

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

Table 6-24   ***New Direct Routing Rule Condition Page (continued)***

Field	Description
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Direct Routing Rule Condition

Revised May 2009

Table 6-25   ***Edit Direct Routing Rule Condition Page***

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.

Table 6-25   Edit Direct Routing Rule Condition Page (continued)

Field	Description
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Direct Routing Rule Order

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Table 6-26   Edit Direct Routing Rule Order Page

Field	Description
Direct Routing Rule Reorganization	To change the order of routing rules, click the name of a rule in the list, then click the up or down arrow to move the rule relative to the other rules in the list. Click any rule name to see information about the rule displayed in the Rule Details fields.
Display Name	*(Display only)* The name of the routing rule.

Table 6-26   Edit Direct Routing Rule Order Page (continued)

Field	Description
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The "Changing the Order of Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Forwarded Routing Rules

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Table 6-27   Forwarded Routing Rules Page

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple routing rules at once.
Change Order	Click Change Order to go to the Edit Forwarded Routing Rule Order page.
Display Name	*(Display only)* The name of the routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	*(Display only)* The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System *(Cisco Unity Connection 7.1 and Later)*	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.

Table 6-27   Forwarded Routing Rules Page (continued)

Field	Description
Port *(Cisco Unity Connection 7.1 and Later)*	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The "Overview: Default Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Forwarded Routing Rule

Table 6-28   New Forwarded Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the routing rule.

See Also

- The "Adding Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Forwarded Routing Rule

Table 6-29   Edit Forwarded Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.

Table 6-29   *Edit Forwarded Routing Rule Page (continued)*

Field	Description
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

Table 6-29 **Edit Forwarded Routing Rule Page (continued)**

Field	Description
Send Call To	Select one of the following destinations for a call that matches all settings for the rule: • 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: – Attempt Forward—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information. – Attempt Sign-In—Sends the call to the user logon conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information. – 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. Cisco Unity 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. – Reverse Trap—Connects to Visual Voicemail. – Sign-In—Sends the call to the user logon conversation, which prompts the caller to enter an ID. – Start Live Record *(Cisco Unified Communications Manager integrations only)*—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server. – 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. Specify whether the call should transfer to the user extension or go directly to the user greeting.
Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, click Add New. To modify a condition, click the parameter name. To delete one or more conditions, check the check box next to the parameter and click Delete Selected.

See Also

• The "Modifying Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Forwarded Routing Rule Condition

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Table 6-30   New Forwarded Routing Rule Condition Page

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.

Table 6-30 **New Forwarded Routing Rule Condition Page (continued)**

Field	Description
Forwarding Station	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Port *(Cisco Unity Connection 7.1 and Later)*	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System *(Cisco Unity Connection 7.1 and Later)*	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.
	To have the rule apply 24 hours a day, seven days a week, select All Hours.
	To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.
	Default setting: All Hours.

Edit Forwarded Routing Rule Condition

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Table 6-31   *Edit Forwarded Routing Rule Condition Page*

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.

Table 6-31   Edit Forwarded Routing Rule Condition Page (continued)

Field	Description
Forwarding Station	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank.
	When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555).
	When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).
	Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.
	Note Your integration may not support this option.
	Default setting: Blank.
Port *(Cisco Unity Connection 7.1 and Later)*	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or to only one specific port on which a call arrives.
Phone System *(Cisco Unity Connection 7.1 and Later)*	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.
	To have the rule apply 24 hours a day, seven days a week, select All Hours.
	To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.
	Default setting: All Hours.

Edit Forwarded Routing Rule Order

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Table 6-32   Edit Forwarded Routing Rule Order Page

Field	Description
Forwarded Routing Rule Reorganization	To change the order of routing rules, click the name of a rule in the list, then click the up or down arrow to move the rule relative to the other rules in the list.
	Click any rule name to see information about the rule displayed in the Rule Details fields.

Table 6-32   Edit Forwarded Routing Rule Order Page (continued)

Field	Description
Display Name	*(Display only)* The name of the routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	*(Display only)* The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System *(Cisco Unity Connection 7.1 and Later)*	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port *(Cisco Unity Connection 7.1 and Later)*	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The "Changing the Order of Call Routing Rules" section in the "Managing Call Routing Tables" chapter of the *System Administration Guide for Cisco Unity Connection.*

Mailbox Stores

See the following sections:

- Search Mailbox Stores, page 7-1
- New Mailbox Store, page 7-2
- Edit Mailbox Store, page 7-2
- Search Mailbox Stores Membership, page 7-3
- Message Aging Policy, page 7-4
- Edit Systemwide Mailbox Quotas, page 7-5

Search Mailbox Stores

Table 7-1   Search Mailbox Stores Page

Field	Description
Mail Database	*(Display only)* The system name for a specified Cisco Unity Connection mailbox store.
Access Enabled	*(Display only)* Indicates whether access to the mailbox store is currently enabled. When a mailbox store is disabled, you cannot move mailboxes into it or out of it. Access is always enabled except when the mailbox store is being backed up or when access has been manually disabled.
Status	*(Display only)* Indicates the current status of the mailbox store. Possible values include OK, Creating, Creation Failed, Deleting, and Deletion Failed.
Display Name	*(Display only)* The name of the mailbox store.
Delete Selected	To delete a mailbox store, check the check box to the left of the value of Mail Database for that store, and click Delete Selected. You can delete multiple mailbox stores at once. To delete a mailbox store, you must: - Log on to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role. - Move all of the mailboxes out of the mailbox store. - Change all templates that currently create new mailboxes in the mailbox store you are deleting so that they create new mailboxes in another mailbox store. You cannot delete the default mailbox store, UnityMbxDb1.

Table 7-1   Search Mailbox Stores Page (continued)

Field	Description
Add New	To add a new mailbox store, click Add New. You must be logged on to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role.

See Also

- The "Managing Mailbox Stores" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Mailbox Store

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Table 7-2   Add Mailbox Store Page

Field	Description
Display Name	Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store.
Maximum Size Before Warning	The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log.

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*.

Edit Mailbox Store

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Table 7-3   Edit Mailbox Store Page

Field	Description
Display Name	Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store.
Mail Database	*(Display only)* The system name for a specified Cisco Unity Connection mailbox store.
Server	*(Display only)* The name of the Cisco Unity Connection server.

Table 7-3   Edit Mailbox Store Page (continued)

Field	Description
Access Enabled	To enable full Cisco Unity Connection functionality, check the Access Enabled check box.
	If the Access Enabled check box is not checked, Connection users cannot check messages, and you cannot change mailbox store settings in Cisco Unity Connection Administration. However, callers can still leave messages, which are queued for delivery when the mailbox store is available again. You can still change directory settings in Connection Administration, and users can change settings by using the Cisco Unity Assistant and Cisco Unity Personal Call Transfer Rules.
Number of Mailboxes	*(Display only)* The number of voice mailboxes in the database that is specified in the Mail Database field.
Current Size (Kilobytes)	The amount of hard disk space currently occupied by all messages in the mailbox store.
Maximum Size Before Warning	The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log.
Creation Date	*(Display only)* Shows the date and time when the mailbox store was created.

See Also

- The "Managing Mailbox Stores" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Mailbox Stores Membership

Table 7-4   Search Mailbox Stores Membership Page

Field	Description
Choose Membership Type	Choose whether you want to search the mailbox store for user mailboxes or for templates that create mailboxes in this mailbox store.
Find User Mailboxes/ Templates	If you chose a membership type of User Mailbox, enter specifications for the mailboxes that you want to find, and click Find.
	If you chose a membership type of User Template, enter specifications for the templates that you want to find, and click Find.
Move Selected Mailboxes	Available only if you chose a membership type of User Mailbox.
	To move mailboxes to another mailbox store, check the check boxes for the mailboxes that you want to move, choose the mailbox store to which you want to move mailboxes, and click Move Selected Mailboxes.
Assign Selected Templates	Available only if you chose a membership type of User Template.
	To change templates so that they create mailboxes in another mailbox store, check the check boxes for the templates that you want to update, choose the mailbox store in which you want the selected templates to create mailboxes, and click Assign Selected Templates.
Alias	A unique text name for a mailbox.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.

Table 7-4   Search Mailbox Stores Membership Page (continued)

Field	Description
Display Name	*(Display only)* The name of the mailbox.

Message Aging Policy

Table 7-5   Message Aging Policy Page

Field	Description
Enabled	If message aging rules are selected, check this check box to cause the rules to be enforced, or uncheck this check box to cause the rules to be ignored.
	If no message aging rules are selected, this check box has no effect.
Move Saved Messages to the Deleted Items Folder in _____ Days	Cisco Unity Connection automatically moves messages to the Deleted Items folder the specified number of days after they were last saved. Note that simply listening to a message is not sufficient to reset the clock and prevent the message from being moved to the Deleted Items folder after the specified number of days. The user must explicitly choose the option to save the message.
Permanently Delete Messages in the Deleted Items Folder in _____ Days	Cisco Unity Connection automatically deletes messages the specified number of days after they are moved to the Deleted Items folder.
Permanently Delete Secure Touched Messages That Are Older Than _____ Days	When this aging rule is enabled, Cisco Unity Connection automatically deletes secure messages that are older than the specified number of days and have been have touched by users in some way (for example by saving, deleting, or opening and then saving the messages as new).
	For example, if this rule is configured to age a touched message after 7 days and a user comes back from a 14-day vacation, any secure message older than 7 days is deleted soon after the user touches it. (The task that deletes aged messages runs approximately every 30 minutes).
Permanently Delete All Secure Messages That Are Older Than _____ Days	When this aging rule is enabled, Cisco Unity Connection automatically deletes all secure messages that are older than the specified number of days. Note that the deletion occurs regardless of whether users have listened to or touched the messages in any way.
	This aging rule is useful for companies that want to enforce a strict message retention policy or are trying to meet the message retention requirements of the Sarbanes-Oxley Act.

See Also

- The "Changing the Message Aging Policy" section in the "Controlling the Size of Mailboxes" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Systemwide Mailbox Quotas

Table 7-6   Edit Systemwide Mailbox Quotas Page

Field	Description
Warning Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Warning Quota field, the user is warned that the mailbox is reaching the maximum size allowed. The default Warning Quota is 12 megabytes. This translates to approximately 200 minutes of recording with the G729a codec, and approximately 25 minutes of recording with the G711 codec. **Note** 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.
Send Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send Quota field, the user is prevented from sending any more voice messages. The default Send Quota is 13 megabytes. This translates to approximately 217 minutes of recording with the G729a codec, and approximately 27 minutes of recording with the G711 codec. **Note** 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.
Send/Receive Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send/Receive Quota field, the user is prevented from sending or receiving any more voice messages. The default Send/Receive Quota is 14 megabytes. This translates to approximately 233 minutes of recording with the G729a codec, and approximately 29 minutes of recording with the G711 codec. **Note** 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.

See Also

- The "Controlling the Size of Mailboxes" chapter of the *System Administration Guide for Cisco Unity Connection*.

C H A P T E R 8

Networking

See the following sections:

- [Search Connection Locations, page 8-1](#)
- [Join Connection Network, page 8-2](#)
- [Edit Connection Location, page 8-4](#)
- [Search VPIM Locations, page 8-5](#)
- [New VPIM Location, page 8-6](#)
- [Edit VPIM Location, page 8-7](#)
- [Contact Creation, page 8-10](#)

Search Connection Locations

> **Note** The Cisco Unity Connection digital networking feature is not supported by Cisco Unified
> Communications Manager Business Edition (CMBE). This page is not available on Cisco
> Unified CMBE systems.

Table 8-1   Search Connection Locations

Field	Description
Display Name	*(Display only)* The name of the location.
Push Directory	*(Display only)* Indicates whether a directory push to the remote location is in progress. If an administrator has initiated a request on the local server to push the directory of this location to the remote location (indicated in the Display Name column) or has initiated a request on the remote server to pull the directory of this location to the remote location, this field displays In Progress. Otherwise, it displays Idle.
Pull Directory	*(Display only)* Indicates whether a directory pull from the remote location is in progress. If an administrator has initiated a request on the local server to pull the directory of the remote location (indicated in the Display Name column) to this location or has initiated a request on the remote server to push the directory of the remote location to this location, this field displays In Progress. Otherwise, it displays Idle.

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Table 8-1   Search Connection Locations (continued)

Field	Description
Remove Selected	To remove a Cisco Unity Connection location from the digital network, check the check box to the left of the location display name and click Remove Selected. You can only remove one Connection location from the network at a time. **Note** Depending on the size of the directory, removing a Connection location can take a few minutes to a few hours. Even though the operation may have completed on the local location, it may continue to be in progress on remote locations. We recommend that you wait for the removal operation to complete on all locations in the network before making additional changes to the network.
Join Connection Network	To add a Cisco Unity Connection server to a network, click Join Connection Network. You can use this button in the following ways: • To join this server to an existing network. • To join a remote server to the existing network to which this server belongs. • To create a network between this server and another server if neither is a member of an existing network. **Note** You cannot join a Cisco Unified Communications Manager Business Edition server to a Connection network.
Push Directory To	To initiate a one-time push of the entire local directory to a remote Cisco Unity Connection location, check the check box to the left of the remote location display name and click Push Directory.
Stop Push	To stop an in-progress push of the local directory to a remote location, check the check box to the left of the remote location display name and click Stop Push.
Pull Directory From	To initiate a one-time pull of the entire directory of a remote Cisco Unity Connection location to this Connection location, check the check box to the left of the remote location display name and click Pull Directory.
Stop Pull	To stop an in-progress pull of the directory from a remote location, check the check box to the left of the remote location display name and click Stop Pull.

See Also

• The "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Join Connection Network

Note The Cisco Unity Connection digital networking feature is not supported by Cisco Unified Communications Manager Business Edition (CMBE). This page is not available on Cisco Unified CMBE systems.

Table 8-2 *Join Connection Network Page*

Field	Description
Method Used to Join Network	Click one of the following options to indicate how to join this location to the Cisco Unity Connection network: • Automatically Join the Network—The Connection server makes a request to the remote location that you specify, and automatically exchanges configuration information with the location. • Manually Join the Network—You join this location to the network manually by uploading the configuration file of this location to a remote location on the network, and by uploading the configuration file of the remote location to this location. You may need to use this manual method if you are unable to automatically join the location to the network.
Remote Location	*(Applicable only when Automatically Join the Network is selected as the Method Used to Join Network)* Enter the IP address or Fully-Qualified Domain Name (FQDN) of the Cisco Unity Connection server to connect to in order to join the network.
Remote User Name	*(Applicable only when Automatically Join the Network is selected as the Method Used to Join Network)* Enter the user name of an administrator on the remote location. The user must be assigned to the System Administrator role.
Remote Password	*(Applicable only when Automatically Join the Network is selected as the Method Used to Join Network)* Enter the password for the administrator specified in the Remote User Name field.
Auto Join Network	*(Applicable only when Automatically Join the Network is selected as the Method Used to Join Network)* To join the server to the network, enter values for the Remote Location, Remote User Name, and Remote Password fields and click Auto Join Network. If the automatic join succeeds, to begin replication between the servers, open Cisco Unity Connection Serviceability, click Tools > Service Management, and activate the Connection Digital Networking Replication Agent. This service must be activated and started on all locations in the network. When the replication has been started on all locations, depending on the size of your directory, it can take a few minutes to a few hours in the background for data to be fully replicated between all locations. If the automatic join fails, try joining the server to the network by using the Manually Join the Network method.
Select the Remote Configuration File to Upload	*(Applicable only when Manually Join the Network is selected as the Method Used to Join Network)* To manually join this location to the network, click Browse and browse to the location of the configuration file that you have downloaded from a remote location. **Note** To manually join the network, you must upload the configuration file of this location to a remote location on the network and upload the configuration file of the remote location to this location. Once you have uploaded both files, to begin replication between the servers, open Cisco Unity Connection Serviceability, click Tools > Service Management, and activate the Connection Digital Networking Replication Agent. This service must be activated and started on all locations in the network. When the replication has been started on all locations, depending on the size of your directory, it can take a few minutes to a few hours in the background for data to be fully replicated between all locations.
Upload	*(Applicable only when Manually Join the Network is selected as the Method Used to Join Network)* After browsing to the location of a configuration file that you have downloaded from a remote location, click Upload.
Download This Location's Configuration File	*(Applicable only when Manually Join the Network is selected as the Method Used to Join Network)* To download the configuration file from this location, click Download. Then, upload the configuration file on to the remote Cisco Unity Connection location.

Edit Connection Location

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Note   The Cisco Unity Connection digital networking feature is not supported by Cisco Unified Communications Manager Business Edition (CMBE). This page is not available on Cisco Unified CMBE systems.

Table 8-3   Edit Connection Location Page

Field	Description
Display Name	Enter a descriptive name for the location.
	Note The Display Name can only be modified on the Cisco Unity Connection location to which it applies (the local Connection location).
Host Address	*(Display only)* The IP address of the Cisco Unity Connection location.
SMTP Domain Name	*(Display only)* The domain name of the Cisco Unity Connection SMTP server.
Connection Version	*(Display only)* The release of Cisco Unity Connection running on the server.
Last USN Sent	*(Display only; applicable only to remote Cisco Unity Connection locations.)* The sequence number of the last synchronization message sent to this remote location.
Last USN Received	*(Display only; applicable only to remote Cisco Unity Connection locations.)* The sequence number of the last synchronization message received from the remote location.
Last USN Acknowledged	*(Display only; applicable only to remote Cisco Unity Connection locations.)* The sequence number of the last synchronization message acknowledged by the remote location. If the Last USN Sent value is higher than the Last USN Acknowledged value, the locations are not synchronized. The Last USN Acknowledged value should continue to increase until the locations are synchronized; if it does not, this can indicate a synchronization problem that you may be able to clear by doing a one-time directory push to the remote location.
Allow Cross-Server Login to this Remote Location	*(Applicable only to remote Connection locations.)* When this check box is checked, Cisco Unity Connection requests a cross-server hand-off to the remote location if a user homed on the remote location attempts to log in to this server.
Allow Cross-Server Transfer to this Remote Location	*(Applicable only to remote Cisco Unity Connection locations.)* When this check box is checked, Cisco Unity Connection requests a cross-server hand-off to the remote location if a caller on the local server attempts to transfer to a user or extension that is homed on the remote location.
Cross-Server Dial String	*(Applicable only to remote Cisco Unity Connection locations.)* Enter the number to dial to reach the remote location when attempting a cross-server login or transfer. You must enter a value in this field if either Allow Cross-Server Login to this Remote Location or Allow Cross-Server Transfer to this Remote Location is checked.
Cross-Server Max Rings	*(Applicable only to remote Cisco Unity Connection locations.)* The maximum number of rings to wait for the remote location to answer when attempting a cross-server login or transfer.

Table 8-3   Edit Connection Location Page (continued)

Field	Description
Cross-Server Send Delay	*(Applicable only to remote Cisco Unity Connection locations.)* The amount of time in milliseconds that the local Connection location waits after the call connects before sending DTMF tones to the remote location to identify the call as a hand-off request when attempting a cross-server login or transfer.
Cross-Server Response Timeout	*(Applicable only to remote Cisco Unity Connection locations.)* The amount of time in seconds that the local Connection location waits for a response from the remote location when attempting a cross-server login or transfer. If this time limit is exceeded without receiving a response on a cross-server login attempt, the originating Connection location disconnects the call and notifies the user that the home server is unavailable. If the time limit is exceeded on a cross-server transfer attempt and the target user has a Cross-Server Transfer Extension configured, the originating location performs a release transfer to that extension; if the user does not have a Cross-Server Transfer Extension, the originating location allows the caller to leave a message for the user.
Route to this Remote Location Through SMTP Smart Host	Check this check box when either of the following conditions exists: • The remote voice messaging system is outside the corporate firewall. • Another smart host SMTP server is used to deliver the message to the remote voice messaging system. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

See Also

• The "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search VPIM Locations

Table 8-4   Search VPIM Locations

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • 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 location, check the check box to the left of the display name, and click Delete Selected. You can delete multiple locations at once.
Display Name	*(Display only)* The name of the location.

New VPIM Location

Revised May 2009

Table 8-5   *New VPIM Location Page*

Field	Description
Display Name	Enter a descriptive name for the location.
Dial ID *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	Enter the Dial ID (DTMF Access ID) that identifies the location for Cisco Unity Connection.
Partition	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. 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).
SMTP Domain Name *(Connection 7.1)* Domain Name *(Connection 7.0)*	Enter the SMTP domain name of the remote voice messaging system. Cisco Unity Connection uses this domain name when formatting VPIM addresses for users at this VPIM location. For example, an outgoing VPIM message to Terry Campbell with the remote mailbox ID 2233 would be addressed to 2233@smtpdomainname.
IP Address	Enter the IP address of the remote voice messaging system. Cisco Unity Connection allows SMTP connections from this address to accept incoming VPIM messages, and can connect to this address to deliver outgoing VPIM messages for this location. (Alternatively, you can configure Connection to use a smart host to deliver outgoing messages for this location by checking the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.) *(If the remote voice messaging system is a Cisco Unity server)* Enter the IP address of the Exchange or Domino server with which Connection initiates an SMTP connection to deliver outgoing messages to Cisco Unity. In addition, if a different Exchange or Domino server initiates SMTP connections to Connection to deliver incoming messages, you must manually add the IP address of the initiating server to the IP Address Access List so that Connection will accept the connection. (To do so, browse to System Settings > SMTP Configuration > Server, then click Edit > Search IP Address Access List.) Alternatively, if you plan to configure Connection to use a smart host to deliver outgoing messages to Cisco Unity, enter the IP address of the initiating Exchange or Domino server here, then check the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.
Remote Phone Prefix	If needed to accommodate your numbering plan, or if there is more than one VPIM location with the same domain name, enter a number that is inserted before the recipient extension (for outgoing messages) or that is removed from the recipient extension (for incoming messages).

See Also

- The "Creating VPIM Locations" section in the "Using VPIM Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit VPIM Location

Revised May 2009

Table 8-6   Edit VPIM Location Page

Field	Description
Display Name	Enter a descriptive name for the location.
Dial ID *(Connection 7.1)* DTMF Access ID *(Connection 7.0)*	Enter the Dial ID (DTMF Access ID) that identifies the location for Cisco Unity Connection.
Partition	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. 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).
Search Scope	Select a search space to use as the search scope for the VPIM location. When Cisco Unity Connection receives a VPIM message from a sender at the location, Connection searches this search space to match the extension that is displayed in the To: address field of the message to a Connection user.
SMTP Domain Name *(Connection 7.1)* Remote VPIM Domain Name *(Connection 7.0)*	Enter the SMTP domain name of the remote voice messaging system. Cisco Unity Connection uses this domain name when formatting VPIM addresses for users at this VPIM location. For example, an outgoing VPIM message to Terry Campbell with the remote mailbox ID 2233 would be addressed to 2233@smtpdomainname.

Table 8-6   Edit VPIM Location Page (continued)

Field	Description
IP Address	Enter the IP address of the remote voice messaging system. Cisco Unity Connection allows SMTP connections from this address to accept incoming VPIM messages, and can connect to this address to deliver outgoing VPIM messages for this location. (Alternatively, you can configure Connection to use a smart host to deliver outgoing messages for this location by checking the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.)
	(If the remote voice messaging system is a Cisco Unity server) Enter the IP address of the Exchange or Domino server with which Connection initiates an SMTP connection to deliver outgoing messages to Cisco Unity. In addition, if a different Exchange or Domino server initiates SMTP connections to Connection to deliver incoming messages, you must manually add the IP address of the initiating server to the IP Address Access List so that Connection will accept the connection. (To do so, browse to System Settings > SMTP Configuration > Server, then click Edit > Search IP Address Access List.) Alternatively, if you plan to configure Connection to use a smart host to deliver outgoing messages to Cisco Unity, enter the IP address of the initiating Exchange or Domino server here, then check the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.
Voice Name	Click Play/Record to record a voice name for the VPIM contact.
Remote Phone Prefix	If needed to accommodate your numbering plan, or if there is more than one VPIM location with the same domain name, enter a number that is inserted before the recipient extension (for outgoing messages) or that is removed from the recipient extension (for incoming messages).
Cisco Connection Phone Prefix	If needed to accommodate your numbering plan, enter a number that is inserted before the Cisco Unity Connection user extension (for outgoing messages) or that is removed from the Connection user extension (for incoming messages).
Enable AGC	Check this check box so that Cisco Unity Connection automatically adjusts the recording volume of voice messages to match the setting of the Automatic Gain Control (AGC) target decibels field on the System Settings > General Configuration page.
	Default setting: Check box not checked.
Incoming Messages	Click an option for converting the audio format of messages that arrive from the remote voice messaging system:
	• Do Not Convert Incoming Messages—Cisco Unity Connection does not transcode the audio format.
	• System Codec—Connection transcodes the audio format to the codec that is used for recording messages.
Outbound Messages	Click an option for converting the audio format of messages that are sent to the remote voice messaging system:
	• Do Not Convert Incoming Messages—Cisco Unity Connection does not transcode the audio format. We recommend this setting when the remote voice messaging system is Connection or Cisco Unity.
	• G.726—Connection transcodes the audio format to the G.726 codec. Typically, this setting is used when the remote voice messaging system is not Connection or Cisco Unity.
Sender's Recorded Name	Check this check box to have Cisco Unity Connection include the recorded voice name of the sender in outgoing messages to this location.

Table 8-6   Edit VPIM Location Page (continued)

Field	Description
Enable Outgoing Secure Messages	Check this check box so that messages marked as secure are sent to the VPIM location. Uncheck this check box so that messages marked as secure are not sent to the VPIM location. (The sender receives an NDR.)
Enable Outgoing Private Messages	Check this check box so that messages marked as private (cannot be forwarded) are sent to the VPIM location. Uncheck this check box so that messages marked as private are not sent to the VPIM location.
Allow Blind Addressing	Check this check box to allow users to address messages to recipients at this location by entering a number that is made up of the VPIM location extension and the mailbox number of the recipient. Blind addressing allows users to send messages to recipients at the VPIM location even if the recipients are not defined as contacts in the Cisco Unity Connection directory. Uncheck this check box so that users can send messages only to contacts that are defined for this location in the Connection directory.
Route to this Remote Location Through SMTP Smart Host	Check this check box when either of the following conditions exists: • The remote voice messaging system is outside the corporate firewall. • Another smart host SMTP server is used to deliver the message to the remote voice messaging system. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.
Push Directory—All VPIM Locations	Click this button to update the VPIM contacts on all remote voice messaging systems with new users and recorded names from the local Cisco Unity Connection server.

See Also

• The "Customizing VPIM Locations" section in the "Using VPIM Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Alternate Names

Table 8-7   Edit Alternate Names Page

Field	Description
Add a New Alternate Name	Enter an alternate name for the VPIM location, then click Add New.
Display Name	The alternate name of the VPIM location.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate names at once.

See Also

• The "Adding Alternate Names for Each VPIM Location" section in the "Using VPIM Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

Contact Creation

Table 8-8   *Contact Creation Page*

Field	Description
Automatically Create VPIM Contacts	Check this check box to enable automatic creation of a VPIM contact record for this location when a VPIM message arrives and the sender does not already have a corresponding VPIM contact record.
Contact Template	If you have checked the Automatically Create VPIM Contacts check box, select the template on which to base the automatically created contacts.
Automatically Modify VPIM Contact	Click one of the following to apply to VPIM contacts for this location: • No Automatic Update of Contacts—The VPIM contact record is not updated with the sender information in a VPIM message when an incoming message has changed sender information. • Only When the Text Name Changes—The VPIM contact record is updated only when the text name received in the VPIM message does not match the name of the VPIM contact. • With Each VPIM message—Every incoming VPIM message from a VPIM contact at this location results in an update to the corresponding VPIM contact record.
Automatically Delete VPIM Contact	Check this check box to enable automatic deletion of a VPIM contact for this location when a VPIM message is returned as undeliverable.
Allow VPIM Contact Display Name Updates	Check this check box to enable automatic updates to the VPIM contact display name when an incoming message from this location has a changed display name for the sender.
Allow VPIM Contacts Without Recorded Voice Names	Check this check box to enable automatic updates for this location to records for VPIM contacts that do not have a recorded voice name.
Mapping Text Names	Click one of the following options to indicate how text names in incoming messages from this location are mapped to the display names for automatically created VPIM contact records: • Directly to VPIM Contact Display Names—The display names for VPIM contacts match the corresponding text names. • Custom—Enter the rule that defines how test names are mapped to display names for VPIM contacts. You can enter the tokens <FN>, <LN>, or <TN> (respectively first name, last name, or text name) in any combination, along with any additional text. Always precede <FN>, <LN>, or <TN> with a space, comma, or semicolon unless it appears at the beginning of the rule. In addition, always follow one of these tokens with a space, comma or semicolon unless it appears at the end of the rule. No additional characters are required at the beginning or end of a rule.

Table 8-8   Contact Creation Page (continued)

Field	Description
Map VPIM Contact Extensions To	Click one of the following settings to indicate how the phone number on incoming messages from this location are mapped to the extension for automatically created VPIM contact records: • Phone Number—Extensions are the same as the phone numbers that are parsed from incoming VPIM messages. • Phone Number - Remote Phone Prefix—Extensions are formed by removing the remote phone prefix from the beginning of the phone numbers. • Location Dial ID + Phone Number—Extensions are formed by adding the location Dial ID to the beginning of the phone numbers. • Location Dial ID + Phone Number - Remote Phone Prefix—Extensions are formed by removing the remote phone prefix from the beginning of the phone number, and adding the location Dial ID to the beginning of the resulting number.

See Also

- The "Customizing VPIM Contact Directory Update Settings" section in the "Using VPIM Networking" chapter of the *System Administration Guide for Cisco Unity Connection*.

C H A P T E R 9

Dial Plan

See the following sections:

Search Partitions

Table 9-1   Search Partitions Page

Field	Description
Limit Search To	*(Applicable to standalone configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—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.
Name	*(Display only)* The name of the object. Click the Name to go to the specific page for that object.
Delete Selected	To delete a partition, check the check box to the left of the display name, and click Delete Selected. You can delete multiple partitions at once.
Add New	To add a partition, click the Add New button. A new page opens, on which you enter data applicable to the new partition.

See Also

- The "Managing Partitions" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Partition

Table 9-2   New Partition Page

Field	Description
Name	Enter a descriptive name for the partition.

See Also

- The "Managing Partitions" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Partition

Table 9-3   Edit Partition Page

Field	Description
Name	Enter a descriptive name for the partition.
Description	Enter a description for the partition.

See Also

- The "Managing Partitions" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Search Spaces

Table 9-4   Search Search Spaces Page

Field	Description
Limit Search To	*(Applicable to standalone configurations only.)* Select the criteria by which to limit the display of search results: - All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. - Location—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.
Delete Selected	To delete a search space, check the check box to the left of the display name, and click Delete Selected. You can delete multiple search spaces at once.
Name	*(Display only)* The name of the search space. Click the Name to go to the specific page for that search space.

See Also

- The "Managing Search Spaces" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Search Space

Table 9-5   New Search Space Page

Field	Description
Name	Enter a descriptive name for the search space.

See Also

- The "Managing Search Spaces" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Search Space

Table 9-6   Edit Search Space Page

Field	Description
Name	Enter a descriptive name for the search space.
Description	Enter a description for the search space.
Assigned Partitions	The ordered list of partitions that define the search space.
	To change the order of partitions in the Assigned Partitions list, click the name of the partition to move, then click the up or down arrow to the right of the list.
	To remove a partition from the Assigned Partitions list, click the name of the partition in the list, then click the down arrow below the list.
Unassigned Partitions	The list of partitions that are not part of the search space.
	To add a partition to the list of partitions assigned to the search space, click the name of the partition in the Unassigned Partitions list, then click the up arrow above the list.

See Also

- The "Managing Search Spaces" section in the "Managing Partitions and Search Spaces" chapter of the *System Administration Guide for Cisco Unity Connection*.

C H A P T E R 10

System Settings

See the following sections:

Edit General Configuration

Table 10-1   Edit General Configuration Page

Field	Description
Time Zone	Select the default time zone for the server. The default time zone setting is used to determine when schedules are active. In addition, the default time zone is applied to users and call handlers that have the Use Default Time Zone check box checked.
System Default Language	Select the default language in which system prompts are played to users and callers. **Note** Depending on your license settings, United States English may not be available.
System Default TTS Language	Select the default language that users hear when having their email read to them by phone. This is typically the same language that you selected in the System Default Language field. However, not all of the languages supported for system prompts are supported by the Text to Speech engine. **Note** Depending on your license settings, United States English may not be available.
Recording Format	Click the default format (or codec) for recorded messages. Default setting: G.711 Mu-Law.

Table 10-1   Edit General Configuration Page (continued)

Field	Description
Maximum Greeting Length	Enter the maximum length for system call handler greetings. The range is 1 to 1,200 seconds. Default setting: 90 seconds.
Automatic Gain Control (AGC) Target Decibels	If automatic gain control (AGC) is enabled, enter the average volume, in decibels, that Cisco Unity Connection automatically maintains for recording voice messages and user greetings. The AGC decibel levels are set in negative numbers. For example, –26 db is louder than –45 db. Default setting: –26 decibels.
Default Partition	Select the partition that Cisco Unity Connection uses as the default partition when you create new objects that are not based on other objects, for example, when you create a new call handler template, directory handler, interview handler, or VPIM location. (This partition is selected by default in the Partition list on these pages, but you can select a different partition from the list at any time.) Note that changing the default partition does not affect any objects that have already been created.
Default Search Scope	Select the search space that Cisco Unity Connection uses as the default search scope when you create new objects that are not based on other objects, for example, when you create a new direct or forwarded routing rule. (This search space is selected by default in the Search Scope list on these pages, but you can select a different search space from the list at any time.) Note that changing the default search scope does not affect any objects that have already been created.
When a Recipient Cannot Be Found	Select the action that Cisco Unity Connection takes when receiving an SMTP message from an IMAP client where a recipient does not map to any known user or VPIM contact: • Send a Non-Deliverable Receipt—Connection responds to the message sender with a non-delivery receipt (NDR). • Relay Message to Smart Host—Connection relays the message to the smart host for delivery to a different server. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page. Default setting: Send a Non-Deliverable Receipt.

Find and List Servers

Table 10-2   Find and List Servers Page

Field	Description
Delete Selected	To delete a server, check the check box to the left of the display name, and click Delete Selected. You can delete multiple servers at once.
Add New	To add a server, click the Add New button. A new page opens, on which you enter data applicable to the new server.
Host Name/IP Address	*(Display only)* The host name or IP address of the Cisco Unity Connection server in a Connection cluster. If Connection is not configured for a cluster, this field displays the host name or IP address of the local Connection server.
Description	*(Display only)* A description of the Cisco Unity Connection server in a Connection cluster.

Server Configuration

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Table 10-3   Server Configuration Page

Field	Description
Database Replication	*(Display only)* The role of the Cisco Unity Connection server (publisher or subscriber) in a Connection cluster.
Host Name/IP Address	Enter the host name or IP address of the Cisco Unity Connection server in a Connection cluster.
IPv6 Name	*(Cisco Unity Connection 7.1 or later)* If IPv6 is enabled, enter the host name or IPv6 address of the Cisco Unity Connection server in a Connection cluster.
MAC Address	*(Optional)* Enter the MAC address of the Cisco Unity Connection server in a Connection cluster.
Description	*(Optional)* Enter a description of the Cisco Unity Connection server in a Connection cluster.

See Also

- The "Configuring a Cisco Unity Connection Cluster" chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection.*

Search External Services

Table 10-4   Search External Services Page

Field	Description
Delete Selected	To delete an external service, check the check box to the left of the display name, and click Delete Selected. You can delete multiple external services at once.
Add New	To add an external service, click the Add New button. A new page opens, on which you enter data applicable to the new external service.
Display Name	*(Display only)* The name of the external service.
Server Type	*(Display only)* The type of server to which the external service connects.

See Also

- The "Configuring Access to Emails in an External Message Store" chapter of the *System Administration Guide for Cisco Unity Connection.*

- The "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection.*

New External Service

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Table 10-5   *New External Service Page*

Field	Description
Type	Click the type of server to which the external service connects.
Enabled	When the Enabled check box is checked, this external service can be used to do the following: • Access messages from an Exchange message store. • Access data from a conferencing server such as Cisco Unified MeetingPlace. When the check box is not checked, access to the Exchange message store or the conferencing server fails. In Cisco Personal Communications Assistant, when the user tries to import contacts from Exchange, the error message "Import Contacts from Exchange Server Failed" appears. Attempts to access Exchange or a conferencing server by other methods fail without an error message.
Display Name	Enter a descriptive name for the external service. You select this descriptive name when configuring users for external services.
Server	Enter the server name or the fully qualified domain name of the server to which the external service connects. If you select SSL for Security Transport, the value of this field must match the server name as it appears in the SSL certificate.
Authentication Mode	*(Exchange only)* Click the applicable setting to match the authentication mode that is used by the Exchange server.
Transfer Extension Dial String	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express server.
Security Transport Type	Select one of the following: • None—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and an external service such as Exchange or Cisco Unified MeetingPlace. • SSL—Select this option when you are configuring SSL to secure network traffic between Cisco Unity Connection and an external service such as Exchange or Cisco Unified MeetingPlace. We recommend using this setting.

Table 10-5   New External Service Page (continued)

Field	Description
Validate Server Certificate	When this check box is checked, Cisco Unity Connection validates the server certificate for the external service. ⚠ **Caution** The CN value on the server certificate subject line or the subjectAltName:dnsname field of the server certificate must match the setting of the Server field. Otherwise, validation of the server certificate will fail. The root certificate (or all certificates in a root certificate chain of the Certification Authority (CA) that signed the server certificate) must be installed as Connection-trust certificates in Cisco Unified Operating System Administration. Otherwise, validation of the server certificate will fail. When this check box is not checked, Connection does not validate the server certificate for the external service. This check box is enabled only when the Security Transport Type field is set to SSL.
Alias	Enter the following: • *(Cisco Unified MeetingPlace Express)* The Windows domain alias for the API user that Cisco Unity Connection uses to log on to the Cisco Unified MeetingPlace Express server. • *(Cisco Unified MeetingPlace)* The Windows domain alias for the privileged service account that Connection uses to log on to the Cisco Unified MeetingPlace server. • *(Exchange 2003)* The Windows domain alias for the privileged service account that Connection uses to log on to the Exchange 2003 server. Enter only the alias; do not prefix the alias with the Windows domain name.
Password	Enter the following: • *(Cisco Unified MeetingPlace Express)* The password for the API user that Cisco Unity Connection uses to log on to the Cisco Unified MeetingPlace Express server. • *(Cisco Unified MeetingPlace)* The password for the privileged service account that Connection uses to log on to the Cisco Unified MeetingPlace server. • *(Exchange 2003)* The password for the privileged service account that Connection uses to log on to the Exchange 2003 server.
User Access to Calendar	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings.

Table 10-5   New External Service Page (continued)

Field	Description
User Access to Calendar and Personal Contacts	*(Exchange 2007 and Exchange 2003 only)* When this check box is checked, users hear notification of upcoming meetings on the phone, and they are able to access their personal contacts for personal call transfer rules. When this check box is not checked, users do not hear notification of upcoming meetings, and they are not able to access their personal contacts.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.
User Access to Email in Third-Party Message Store	*(Exchange only)* When this check box is checked, users are able to access Exchange messages. When this check box is not checked, users are not able to access Exchange messages.
Test	To test the configuration for the external service, click the Test button. The Task Execution Results window appears with the test results.

See Also

- The "Configuring Access to Emails in an External Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit External Service

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Table 10-6   Edit External Service Page

Field	Description
Type	*(Display only)* The type of server to which the external service connects.
Enabled	*(Display only)* When the Enabled check box is checked, this external service can be used to do the following: • Access messages from an Exchange message store. • Access data from a conferencing server such as Cisco Unified MeetingPlace. When the check box is not checked, access to the Exchange message store or the conferencing server fails. In Cisco Personal Communications Assistant, when the user tries to import contacts from Exchange, the error message "Import Contacts from Exchange Server Failed" appears. Attempts to access Exchange or a conferencing server by other methods fail without an error message.
Display Name	Enter a descriptive name for the external service. You select this descriptive name when configuring users for external services.

Table 10-6   Edit External Service Page (continued)

Field	Description
Server	Enter the server name or the fully qualified domain name of the server to which the external service connects. If you select SSL for Security Transport, the value of this field must match the server name as it appears in the SSL certificate.
Authentication Mode	*(Exchange only)* Click the applicable setting to match the authentication mode that is used by the Exchange server.
Transfer Extension Dial String	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express server.
Security Transport Type	Select one of the following: • None—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and an external service such as Exchange or Cisco Unified MeetingPlace. • SSL—Select this option when you are configuring SSL to secure network traffic between Cisco Unity Connection and an external service such as Exchange or Cisco Unified MeetingPlace. We recommend using this setting.
Validate Server Certificate	When this check box is checked, Cisco Unity Connection validates the server certificate for the external service. ⚠ **Caution** The CN value on the server certificate subject line or the subjectAltName:dnsname field of the server certificate must match the setting of the Server field. Otherwise, validation of the server certificate will fail. The root certificate (or all certificates in a root certificate chain of the Certification Authority (CA) that signed the server certificate) must be installed as Connection-trust certificates in Cisco Unified Operating System Administration. Otherwise, validation of the server certificate will fail. When this check box is not checked, Connection does not validate the server certificate for the external service. This check box is enabled only when the Security Transport Type field is set to SSL.

Table 10-6   Edit External Service Page (continued)

Field	Description
Alias	Enter the following: • *(Cisco Unified MeetingPlace Express)* The Windows domain alias for the API user that Cisco Unity Connection uses to log on to the Cisco Unified MeetingPlace Express server. • *(Cisco Unified MeetingPlace)* The Windows domain alias for the privileged service account that Connection uses to log on to the Cisco Unified MeetingPlace server. • *(Exchange 2003)* The Windows domain alias for the privileged service account that Connection uses to log on to the Exchange 2003 server. Enter only the alias; do not prefix the alias with the Windows domain name.
Password	Enter the following: • *(Cisco Unified MeetingPlace Express)* The password for the API user that Cisco Unity Connection uses to log on to the Cisco Unified MeetingPlace Express server. • *(Cisco Unified MeetingPlace)* The password for the privileged service account that Connection uses to log on to the Cisco Unified MeetingPlace server. • *(Exchange 2003)* The password for the privileged service account that Connection uses to log on to the Exchange 2003 server.
User Access to Calendar	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings.
User Access to Calendar and Personal Contacts	*(Exchange 2007 and Exchange 2003 only)* When this check box is checked, users hear notification of upcoming meetings on the phone, and they are able to access their personal contacts for personal call transfer rules. When this check box is not checked, users do not hear notification of upcoming meetings, and they are not able to access their personal contacts.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.
User Access to Email in Third-Party Message Store	*(Exchange only)* When this check box is checked, users are able to access Exchange messages. When this check box is not checked, users are not able to access Exchange messages.
Test	To test the configuration for the external service, click the Test button. The Task Execution Results window appears with the test results.

See Also

- The "Configuring Access to Emails in an External Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Authentication Rules

Table 10-7   Search Authentication Rules Page

Field	Description
Limit Search To	*(Applicable to standalone configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—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.
Display Name	The name of the authentication rule. Click the Display Name to go to the specific page for the authentication rule.
Delete Selected	To delete an authentication rule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple authentication rules at once.
Add New	To add an authentication rule, click the Add New button. A new page opens, on which you enter data applicable to the authentication rule.

See Also

• The "Specifying Password, Logon, and Lockout Policies" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Authentication Rule

Table 10-8   New Authentication Rule Page

Field	Description
Display Name	Enter a descriptive name for the authentication rule.
Failed Logon ____ Attempts	Enter the number of failed logon attempts after which users cannot access Cisco Unity Connection. When set to 0 (zero), there is no limit to the number of failed logon attempts, and the user is not locked out of the account. Default setting: 3 attempts.
No Limit for Failed Logons	Check this check box so that there is no limit to the number of failed logon attempts, and the user is not locked out of the account.
Reset Failed Logon Attempts Every ____ Minutes	Enter the number of minutes after which Cisco Unity Connection clears the count of failed logon attempts (unless the failed logon limit is already reached and the account is locked). When set to 0 (zero), a failed logon attempt results in the user account being locked until manually unlocked by an administrator. Default setting: 30 minutes.

Table 10-8   New Authentication Rule Page (continued)

Field	Description
Lockout Duration ____ Minutes	Enter the number of minutes that a user account remains locked after the number of allowed Failed Logon attempts has been reached. While the account is locked, Cisco Unity Connection prevents the user from accessing Connection by phone.
	If a value of 0 (zero) is entered, the account remains locked until manually unlocked by the administrator.
	Default setting: 30 minutes.
Administrator Must Unlock	Check this check box so that accounts remain locked until manually unlocked by the administrator.
Minimum Duration Between Credential Changes ____ Minutes	Enter the number of minutes that must elapse between password changes. This setting does not apply when administrators are changing the password in Cisco Unity Connection Administration.
	Default setting: 1440 minutes (1 day).
Credential Expires After ____ Days	Default setting: 180 days.
Never Expires	Check this check box so that passwords based on this authentication rule never expire. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person. Note that when this check box is checked, the user is still able to change passwords at any time.
Expiration Warning Days	Enter the number of days before passwords expire that Cisco Unity Connection will warn users that a password is about to expire.
	A value of 0 (zero) means that Connection will not warn users that a password is about to expire.
	Default setting: 0 days.
Minimum Credential Length	Enter the required number of digits for user passwords. In general, shorter passwords are easier to use, but longer passwords are more secure. We recommend requiring eight or more digits.
	When you change the minimum credential length, users are required to use the new length the next time that they change their passwords.
	A value of 0 (zero) means that blank passwords are permitted.
	Default setting: 6 digits.
Stored Number of Previous Credentials	Enter a value for the number of previous passwords that Cisco Unity Connection stores for a user. When a user enters a new password, Connection compares it to the stored passwords, and rejects it if it matches a password in the history.
	A value of 0 (zero) means that Connection does not store any previous passwords for the user.
	Default setting: 5 passwords.

Table 10-8   New Authentication Rule Page (continued)

Field	Description
Check for Trivial Passwords	Check this check box to have Cisco Unity Connection verify that a new password meets the following criteria when user phone passwords are changed by using Cisco Unity Connection Administration, the Cisco Unity Assistant, or the Connection conversation: • The digits are not all the same (for example, 9999). • The digits are not consecutive (for example, 1234 or 4321). • The password is not the same as the primary extension that is assigned to the user. In addition to checking this check box, consider providing users with a password policy that advises them to avoid specifying a password that: • Spells their first or last name, their organization or company name, or any other obvious words. • Contains their primary extension. • Is the reverse of their primary extension or contains the reverse of their primary extension. • Uses the same digits more than twice in a row (for example, 900012). • Is a 1-digit increment of a previous password (for example, 20185 to 20186). • Contains fewer than three different digits (for example, 18181).

See Also

• The "Specifying Password, Logon, and Lockout Policies" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Authentication Rule

Table 10-9   Edit Authentication Rule Page

Field	Description
Display Name	Enter a descriptive name for the authentication rule.
Failed Logon ____ Attempts	Enter the number of failed logon attempts after which users cannot access Cisco Unity Connection. When set to 0 (zero), there is no limit to the number of failed logon attempts, and the user is not locked out of the account. Default setting: 3 attempts.
No Limit for Failed Logons	Check this check box so that there is no limit to the number of failed logon attempts, and the user is not locked out of the account.

Table 10-9   Edit Authentication Rule Page (continued)

Field	Description
Reset Failed Logon Attempts Every ____ Minutes	Enter the number of minutes after which Cisco Unity Connection clears the count of failed logon attempts (unless the failed logon limit is already reached and the account is locked). When set to 0 (zero), a failed logon attempt results in the user account being locked until manually unlocked by an administrator. Default setting: 30 minutes.
Lockout Duration ____ Minutes	Enter the number of minutes that a user account remains locked after the number of allowed Failed Logon attempts has been reached. While the account is locked, Cisco Unity Connection prevents the user from accessing Connection by phone. If a value of 0 (zero) is entered, the account remains locked until manually unlocked by the administrator. Default setting: 30 minutes.
Administrator Must Unlock	Check this check box so that accounts remain locked until manually unlocked by the administrator.
Minimum Duration Between Credential Changes ____ Minutes	Enter the number of minutes that must elapse between password changes. This setting does not apply when administrators are changing the password in Cisco Unity Connection Administration. Default setting: 1440 minutes (1 day).
Credential Expires After ____ Days	Default setting: 180 days.
Never Expires	Check this check box so that passwords based on this authentication rule never expire. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person. Note that when this check box is checked, the user is still able to change passwords at any time.
Expiration Warning Days	Enter the number of days before passwords expire that Cisco Unity Connection will warn users that a password is about to expire. A value of 0 (zero) means that Connection will not warn users that a password is about to expire. Default setting: 0 days.
Minimum Credential Length	Enter the required number of digits for user passwords. In general, shorter passwords are easier to use, but longer passwords are more secure. We recommend requiring eight or more digits. When you change the minimum credential length, users are required to use the new length the next time that they change their passwords. A value of 0 (zero) means that blank passwords are permitted. Default setting: 6 digits.

Table 10-9   Edit Authentication Rule Page (continued)

Field	Description
Stored Number of Previous Credentials	Enter a value for the number of previous passwords that Cisco Unity Connection stores for a user. When a user enters a new password, Connection compares it to the stored passwords, and rejects it if it matches a password in the history.
	A value of 0 (zero) means that Connection does not store any previous passwords for the user.
	Default setting: 5 passwords.
Check for Trivial Passwords	Check this check box to have Cisco Unity Connection verify that a new password meets the following criteria when user phone passwords are changed by using Cisco Unity Connection Administration, the Cisco Unity Assistant, or the Connection conversation:
	• The digits are not all the same (for example, 9999).
	• The digits are not consecutive (for example, 1234 or 4321).
	• The password is not the same as the primary extension that is assigned to the user.
	In addition to checking this check box, consider providing users with a password policy that advises them to avoid specifying a password that:
	• Spells their first or last name, their organization or company name, or any other obvious words.
	• Contains their primary extension.
	• Is the reverse of their primary extension or contains the reverse of their primary extension.
	• Uses the same digits more than twice in a row (for example, 900012).
	• Is a 1-digit increment of a previous password (for example, 20185 to 20186).
	• Contains fewer than three different digits (for example, 18181).

See Also

- The "Specifying Password, Logon, and Lockout Policies" chapter of the *System Administration Guide for Cisco Unity Connection*.

Roles

Table 10-10   Roles Page

Field	Description
Name	The name of the administrative role. Click the role Name to go to the Edit Role page for the role.
Description	*(Display only)* A brief description of the role privileges.

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*.

Edit Role

Table 10-11   Edit Role Page

Field	Description
Name	The name of the administrative role.
Description	A brief description of the role privileges.
Role Assignments	Click Role Assignments to view a list of users that are assigned to the role. You can also remove users from the role, view a list of users not assigned to the role, and assign users to the role.
Role Privileges	*(Display only)* This table lists the privileges that the administrative role has rights to perform, including View, Create, Update, Delete, and Execute.

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*.

Search Restriction Tables

Table 10-12   Search Restriction Tables Page

Field	Description
Delete Selected	To delete a restriction table, check the check box to the left of the display name, and click Delete Selected. You can delete multiple restriction tables at once.
Display Name	*(Display only)* The name of the restriction table.

See Also

- The "Restriction Tables" section in the "Call Management Overview" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Overview: Default Restriction Tables" section in the "Managing Restriction Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Restriction Table

Table 10-13   New Restriction Table Page

Field	Description
Display Name	Enter a descriptive name for the restriction table.

Table 10-13   New Restriction Table Page (continued)

Field	Description
Maximum Length of Dial String	Enter the maximum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits fewer than or equal to the Maximum Length of Dial String value are checked against the restriction table. Dial strings that contain more than the Maximum Length of Dial String value are not permitted. For example, if local calls in your area are seven digits long, and you want to prevent users from using long distance phone numbers, enter 8 in the Maximum Length of Dial String field. (A local number plus the access code for the phone system equals 8 digits.) Default setting: 30 digits.
Minimum Length of Dial String	Enter the minimum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits greater than or equal to the Minimum Length of Dial String value are checked against the restriction table. Dial strings that contain fewer than the Minimum Length of Dial String value are not permitted. For example, to prohibit users from using four-digit numbers, enter 5 in the Minimum Length of Dial String field. Default setting: 1 digit.
New Restriction Patterns are Blocked by Default	Indicate whether new restriction patterns should be flagged as Blocked by default. Default setting: Check box not checked.

See Also

- The "Creating Restriction Tables" section in the "Managing Restriction Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Restriction Table Basics

Table 10-14   Edit Restriction Table Basics Page

Field	Description
Display Name	Enter a descriptive name for the restriction table.
Maximum Length of Dial String	Enter the maximum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits fewer than or equal to the Maximum Length of Dial String value are checked against the restriction table. Dial strings that contain more than the Maximum Length of Dial String value are not permitted. For example, if local calls in your area are seven digits long, and you want to prevent users from using long distance phone numbers, enter 8 in the Maximum Length of Dial String field. (A local number plus the access code for the phone system equals 8 digits.) Default setting: 30 digits.

Table 10-14   Edit Restriction Table Basics Page (continued)

Field	Description
Minimum Length of Dial String	Enter the minimum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits greater than or equal to the Minimum Length of Dial String value are checked against the restriction table. Dial strings that contain fewer than the Minimum Length of Dial String value are not permitted.
	For example, to prohibit users from using four-digit numbers, enter 5 in the Minimum Length of Dial String field.
	Default setting: 1 digit.
New Restriction Patterns are Blocked by Default	Indicate whether new restriction patterns should be flagged as Blocked by default.
	Default setting: Check box not checked.
Order	*(Display only)* Indicates the order in which the Connection evaluates the pattern when applying the restriction table. Click Add New to add a new pattern, or Change Order to change the order of the patterns.
	Note that the order of the patterns is important. Cisco Unity Connection sequentially compares a phone number to the call patterns in the restriction table, starting with call pattern 0. If a number matches more than one call pattern, the number is permitted or restricted according to the first call pattern that it matches. The last pattern in the table always matches all numbers (*).
Blocked	Check this check box to have Cisco Unity Connection prohibit use of phone numbers that match the pattern.
Pattern	Enter specific numbers or patterns of numbers that can be permitted or restricted. Include external and long-distance access codes. Use digits 0 through 9 and the following special characters:
	• * to match zero or more digits.
	• ? to match exactly one digit. Each ? serves as a placeholder for one digit.
	• # to correspond to the # key on the phone.

See Also

- The "Modifying Restriction Tables" section in the "Managing Restriction Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Change Restriction Pattern Order

Table 10-15   Change Restriction Pattern Order Page

Field	Description
Change Restriction Pattern Order	To change the order of patterns in a restriction table, click the pattern in the list, then click the up or down arrow to move the pattern relative to the other patterns in the list. When you are done, click Save.

See Also

- The "Modifying Restriction Tables" section in the "Managing Restriction Tables" chapter of the *System Administration Guide for Cisco Unity Connection*.

Licenses

Table 10-16   Licenses Page

Field	Description
Install Selected	Installs a license file that you have added to the server by using the Add New button.
Delete Selected	To delete a license, check the check box to the left of the display name, and click Delete Selected. You can delete multiple licenses at once.
Add New	Click Add New to display the Add New License page, on which you specify the full path to the license file that you want to add to the server.
Installed	*(Display only)* Indicates whether a license file is installed. For the features in a Cisco Unity Connection license file to be available, the file must appear in the list (the file must have been added to the server), and the value of the Installed column for that license file must be Yes.
File Name	*(Display only)* The file names of the license files that are already installed or that have been added, so they are available to be installed.

See Also

- The "Obtaining and Installing a License File" section in the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection*.

Add New License

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Table 10-17   Add New License Page

Field	Description
Select a License File to Upload	Enter the path to the Cisco Unity Connection license file that you want to install. You can click Browse to locate the file. **Note** The file name must start with an alphabetic character and can contain alphanumeric characters, hyphens and underscores.

See Also

- The "Obtaining and Installing a License File" section in the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection*.

View License

Table 10-18   View License Page

Field	Description
File Name	*(Display only)* The file name of the license file.
File Content	*(Display only)* The text that the license file contains.

See Also

- The "Obtaining and Installing a License File" section in the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Schedules

Table 10-19   Search Schedules Page

Field	Description
Delete Selected	To delete a schedule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple schedules at once.
Display Name	*(Display only)* The name of the schedule. Click the Display Name to edit the schedule.

See Also

- The "Schedules and Holidays" section in the "Call Management Overview" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Overview: Default Schedules" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Schedule

Table 10-20   New Schedule Page

Field	Description
Display Name	Enter a descriptive name for the schedule.
Holiday Schedule	Select which Holiday schedule (if any) to apply to this schedule.

See Also

- The "Creating Schedules" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Schedule Basics

Table 10-21   Edit Schedule Basics Page

Field	Description
Display Name	Enter a descriptive name for the schedule.
Holiday Schedule	Select which Holiday schedule (if any) to apply to this schedule.
Delete Selected	To delete a schedule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple schedules at once.

Table 10-21   Edit Schedule Basics Page (continued)

Field	Description
Add New	To add a schedule, click the Add New button. A new page opens, on which you enter data applicable to the new schedule.
Name	*(Display only)* The name of the schedule detail. Click the name to go to the specific page for the schedule detail.
Start Time	*(Display only)* The time at which the schedule becomes active based on this schedule detail.
End Time	*(Display only)* The time at which the schedule becomes inactive based on this schedule detail.
Days Active	*(Display only)* The days on which the schedule is active based on this schedule detail.

See Also

- The "Modifying Schedules" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Schedule Detail

Table 10-22   New Schedule Detail Page

Field	Description
Name	Enter a descriptive name that other administrators will recognize when they work with this schedule.
Start Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which the schedule becomes active.
End Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which time the schedule becomes inactive. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 am), check the End of Day check box.
End of Day	Check this check box to specify that the schedule becomes inactive at midnight (the end of the day).
Active Every Day	Check this check box to make the schedule active every day of the week (including weekends) between the start time and end time that you specify for this schedule detail.
Active Weekdays	Check this check box to make the schedule active every week day (Monday through Friday, weekends excluded) between the start time and end time that you specify for this schedule detail.
Active Monday	Check this check box to make the schedule active each Monday between the start time and end time that you specify for this schedule detail.
Active Tuesday	Check this check box to make the schedule active each Tuesday between the start time and end time that you specify for this schedule detail.
Active Wednesday	Check this check box to make the schedule active each Wednesday between the start time and end time that you specify for this schedule detail.
Active Thursday	Check this check box to make the schedule active each Thursday between the start time and end time that you specify for this schedule detail.
Active Friday	Check this check box to make the schedule active each Friday between the start time and end time that you specify for this schedule detail.

Table 10-22   New Schedule Detail Page (continued)

Field	Description
Active Saturday	Check this check box to make the schedule active each Saturday between the start time and end time that you specify for this schedule detail.
Active Sunday	Check this check box to make the schedule active each Sunday between the start time and end time that you specify for this schedule detail.

See Also

- The "Creating Schedules" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Schedule Detail

Table 10-23   Edit Schedule Detail Page

Field	Description
Name	Enter a descriptive name that other administrators will recognize when they work with this schedule.
Start Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which the schedule becomes active.
End Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which time the schedule becomes inactive.
	Note The end time must be later than the start time. To specify an end time of midnight (12:00 am), check the End of Day check box.
End of Day	Check this check box to specify that the schedule becomes inactive at midnight (the end of the day).
Active Every Day	Check this check box to make the schedule active every day of the week (including weekends) between the start time and end time that you specify for this schedule detail.
Active Weekdays	Check this check box to make the schedule active every week day (Monday through Friday, weekends excluded) between the start time and end time that you specify for this schedule detail.
Active Monday	Check this check box to make the schedule active each Monday between the start time and end time that you specify for this schedule detail.
Active Tuesday	Check this check box to make the schedule active each Tuesday between the start time and end time that you specify for this schedule detail.
Active Wednesday	Check this check box to make the schedule active each Wednesday between the start time and end time that you specify for this schedule detail.
Active Thursday	Check this check box to make the schedule active each Thursday between the start time and end time that you specify for this schedule detail.
Active Friday	Check this check box to make the schedule active each Friday between the start time and end time that you specify for this schedule detail.
Active Saturday	Check this check box to make the schedule active each Saturday between the start time and end time that you specify for this schedule detail.
Active Sunday	Check this check box to make the schedule active each Sunday between the start time and end time that you specify for this schedule detail.

See Also

- The "Modifying Schedules" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Holiday Schedules

Table 10-24   Search Holiday Schedules Page

Field	Description
Delete Selected	To delete a holiday schedule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple holiday schedules at once.
Display Name	*(Display only)* The name of the holiday schedule. Click the Display Name to edit the schedule.

See Also

- The "Designating Holidays" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Holiday Schedule

Table 10-25   New Holiday Schedule Page

Field	Description
Display Name	Enter a descriptive name for the holiday schedule.

See Also

- The "Designating Holidays" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Holiday Schedule Basics

Table 10-26   Edit Holiday Schedule Basics Page

Field	Description
Display Name	Enter a descriptive name for the holiday schedule.
Delete Selected	To delete a holiday schedule, check the check box to the left of the display name, and click Delete Selected. You can delete multiple holiday schedules at once.
Add New	To add a holiday schedule, click the Add New button. A new page opens, on which you enter data applicable to the new holiday schedule.
Holiday Name	*(Display only)* The name of the holiday. Click the Holiday Name to edit the holiday.
Start Date	*(Display only)* The start date (month, day and year) when the holiday schedule begins to take effect.
End Date	*(Display only)* The last date (month, day, and year) on which the holiday schedule is in effect.

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New Holiday

Table 10-26   Edit Holiday Schedule Basics Page (continued)

Field	Description
Start Time	*(Display only)* The start time when the holiday schedule takes effect on the Start Date and on each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day.
End Time	*(Display only)* The end time when the holiday schedule is no longer in effect on the Start Date and each day thereafter until the End Date.

See Also
- The "Designating Holidays" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Holiday

Table 10-27   New Holiday Page

Field	Description
Holiday Name	Enter a descriptive name for the range of dates you are defining for the holiday.
Start Date	From the lists, select the month, day, and year when the holiday schedule begins to take effect. To designate an entire single day as a holiday, select the day as the value for both the Start Date and End Date, select 12:00 a.m. for the Start Time, and check the End of Day check box.
End Date	From the lists, select the last date (month, day, and year) on which the holiday schedule is in effect.
Start Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule takes effect on the Start Date and each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day. To configure a holiday to be in effect the entire day, set the Start Time to 12:00 a.m. and check the End of Day check box.
End Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule is no longer in effect on the Start Date and on each day thereafter until the End Date. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 a.m. or 24:00), check the End of Day check box. To specify a range of days beginning at the Start Time on the Start Date and continuing until the End Time on the End Date, split the range into multiple holiday entries. For example, to start a holiday weekend on Friday January 1st at 5 p.m. (17:00) and end it on Monday January 4th at 8 a.m. (08:00), create one new holiday and set the Start Date and End Date to January 1st, set a Start Time of 5:00 p.m. and check the End of Day check box; create a second new holiday and set the Start Date to January 2nd and the End Date to January 3rd, set a Start Time of 12:00 a.m. and check the End of Day check box; and create a third new holiday with a Start Date and End Date of January 4th, a Start Time of 12:00 a.m. and an End Time of 8:00 a.m.
End of Day	Check this check box to specify that the schedule is in effect until the end of the day (midnight or 24:00) on the Start Date and on each day thereafter until the End Date. Uncheck this check box to specify an earlier time of day in the End Time field.

See Also

- The "Designating Holidays" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Holiday

Table 10-28   Edit Holiday Page

Field	Description
Holiday Name	Enter a descriptive name for the range of dates you are defining for the holiday.
Start Date	From the lists, select the month, day, and year when the holiday schedule begins to take effect.
	To designate an entire single day as a holiday, select the day as the value for both the Start Date and End Date, select 12:00 a.m. for the Start Time, and check the End of Day check box.
End Date	From the lists, select the last date (month, day, and year) on which the holiday schedule is in effect.
Start Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule takes effect on the Start Date and each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day.
	To configure a holiday to be in effect the entire day, set the Start Time to 12:00 a.m. and check the End of Day check box.
End Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule is no longer in effect on the Start Date and on each day thereafter until the End Date.
	Note The end time must be later than the start time. To specify an end time of midnight (12:00 a.m. or 24:00), check the End of Day check box.
	To specify a range of days beginning at the Start Time on the Start Date and continuing until the End Time on the End Date, split the range into multiple holiday entries. For example, to start a holiday weekend on Friday January 1st at 5 p.m. (17:00) and end it on Monday January 4th at 8 a.m. (08:00), create one new holiday and set the Start Date and End Date to January 1st, set a Start Time of 5:00 p.m. and check the End of Day check box; create a second new holiday and set the Start Date to January 2nd and the End Date to January 3rd, set a Start Time of 12:00 a.m. and check the End of Day check box; and create a third new holiday with a Start Date and End Date of January 4th, a Start Time of 12:00 a.m. and an End Time of 8:00 a.m.
End of Day	Check this check box to specify that the schedule is be in effect until the end of the day (midnight or 24:00) on the Start Date and on each day thereafter until the End Date.
	Uncheck this check box to specify an earlier time of day in the End Time field.

See Also

- The "Designating Holidays" section in the "Managing Schedules and Holidays" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Global Nicknames

Table 10-29   *Search Global Nicknames Page*

Field	Description
Delete Selected	To delete a nickname, check the check box to the left of the display name, and click Delete Selected. You can delete multiple nicknames at once.
Proper Name	The name for which one or more nicknames are defined. Click Proper Name to go to the specific page for the name.

See Also

- The "Voice Recognition: Global Nickname List" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection.*

New Global Nickname

Table 10-30   *New Global Nickname Page*

Field	Description
Proper Name	Enter a name for which you want to define nicknames. The Proper Name appears in the Global Nickname list.
Nickname	Enter variations of the Proper Name. The names you enter here are included as part of the entry for the Proper Name that is displayed in the Global Nicknames list.

See Also

- The "Voice Recognition: Global Nickname List" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection.*

Edit Global Nickname

Table 10-31   *Edit Global Nickname Page*

Field	Description
Delete Selected	To delete a nickname, check the check box to the left of the nickname, and click Delete Selected. You can delete multiple nicknames at once.
Add New	To add a nickname, click the Add New button. A new row is added to the table, in which you can enter a new nickname.
Nickname	Enter variations of the Proper Name. The names you enter here are included as part of the entry for the Proper Name that is displayed in the Global Nicknames list.

See Also

- The "Voice Recognition: Global Nickname List" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection.*

Subject Line Formats

Revised May 2009

Table 10-32   *Subject Line Formats Page*

Field	Description
Language	Select the applicable language. Each language that you have installed on the system has a separate subject line format.
Outside Caller Messages	Enter the format for the subject line of messages from outside callers: those who are not Cisco Unity Connection users, and also Connection users who send messages without first logging on to Connection or who have not been automatically identified as Connection users by the Identified User Messaging feature.
User to User Messages	Enter the format for the subject line of messages from callers who are Cisco Unity Connection users: those who have either logged on to Connection, or who have been automatically identified as Connection users because Identified User Messaging is enabled.
Interview Handler Messages	Enter the format for the subject line of messages from interview handlers.
Live Record Messages	Enter the format for the subject line of live record messages.
%CALLERID% (When Unknown)	Enter text to be used in subject lines when the caller ID of the sender of a message is not known. When the %CALLERID% parameter is used in a subject line format, it is automatically replaced with the ANI Caller ID of the sender of the message. If the ANI Caller ID is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Caller ID in this field, that text appears in the subject line. You can also leave this field blank.
%CALLEDID% (When Unknown)	Enter text to be used in subject lines when the number called by the sender of the message is not known. When the %CALLEDID% parameter is used in a subject line format, it is automatically replaced with the ID of the number called by the sender of the message. If the ID is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Called ID in this field, that text appears in the subject line. You can also leave this field blank.

Table 10-32   ***Subject Line Formats Page (continued)***

Field	Description
%NAME% (When Unknown)	Enter text to be used in subject lines when both the display name and the ANI Caller Name of the sender of the message are not known.
	When the %NAME% parameter is used in the subject line format of an outside caller message, it is automatically replaced with the ANI Caller Name of the sender of the message. If the ANI Caller Name is not available, Cisco Unity Connection inserts the value specified in the %NAME% (When Unknown) field.
	When the %NAME% parameter is used in the subject line format of a user to user message, it is automatically replaced with the display name of the sender of the message. If the display name is not available, Connection inserts the ANI Caller Name. If the ANI Caller Name is not available, Connection inserts the value specified in the %NAME% (When Unknown) field.
	When the %NAME% parameter is used in the subject line format of an interview handler message, it is automatically replaced with the ANI Caller Name of the sender of the message. If the ANI Caller Name is not available, Connection inserts the display name of the interview handler. If the display name is not available, Connection inserts the value specified in the %NAME% (When Unknown) field.
	When %NAME% is used in the Live Record Messages field, it is automatically replaced with the display name of the user who initiated the live record message. If the display name is not available, Connection inserts the ANI Caller Name. If the ANI Caller Name is not available, Connection inserts the value specified in the %NAME% (When Unknown) field.
%EXTENSION% (When Unknown)	Enter text to be used in subject lines when the extension of the sender of the message is not known.
	When the %EXTENSION% parameter is used in a subject line format, it is automatically replaced with the extension of the sender of the message, or for messages recorded by call handlers or interview handlers, with the extension of the handler. If the extension is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Extension in this field, that text appears in the subject line.
	You can also leave this field blank.
%U%	Enter text that is used in subject lines when a message is flagged as urgent.
	When the %U% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as urgent. If the message is not urgent, this parameter is omitted.
%P%	Enter text that is used in subject lines when a message is flagged as private.
	When the %P% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as private. If the message is not private, this parameter is omitted.
%S%	Enter text that is used in subject lines when a message is flagged as secure.
	When the %S% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as a secure message. If the message is not a secure message, this parameter is omitted.
%D%	Enter text that is used in subject lines when a message is flagged as a dispatch message.
	When the %D% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as a dispatch message. If the message is not a dispatch message, this parameter is omitted.

See Also

- The "Message Subject Line Formats" and the "Types of Messages" sections in the "Messaging" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search TTS Descriptions of Message Attachments

Revised May 2009

Table 10-33　　*Search TTS Descriptions of Message Attachments Page*

Field	Description
Language	Click the language of the descriptions that you want to see.
Delete Selected	To delete a message attachment, check the check box to the left of the display name, and click Delete Selected. You can delete multiple message attachments at once.
Add New	To add a message attachment, click the Add New button. A new page opens, on which you enter data applicable to the new message attachment.
Extension	*(Display only)* The file extension of the message attachment for which the description applies. Click the file extension to edit the description.
Description	*(Display only)* The description that is read by Text to Speech (TTS).

See Also

- The "Managing Descriptions of Message Attachments" chapter of the *System Administration Guide for Cisco Unity Connection*.

New TTS Description of Message Attachments

Revised May 2009

Table 10-34　　*New TTS Description of Message Attachments Page*

Field	Description
File Extension	Enter the file extension of the message attachment for which the description applies.
Description	Enter the description that will be read by Text to Speech (TTS).

See Also

- The "Managing Descriptions of Message Attachments" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit TTS Descriptions of Message Attachments

Revised May 2009

Table 10-35   TTS Descriptions of Message Attachments Page

Field	Description
File Extension	Enter the file extension of the message attachment for which the description applies.
Description	Enter the description that will be read by Text to Speech (TTS).

See Also

- The "Managing Descriptions of Message Attachments" chapter of the *System Administration Guide for Cisco Unity Connection*.

Enterprise Parameters

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 10-36   Enterprise Parameters Page

Field	Description
Parameter Name	*(Display only)* The name of the enterprise parameter.
Parameter Value	Enter or click the value for the parameter.
Suggested Value	*(Display only)* The suggested parameter value.
Set to Default	Click the Set to Default button to set all enterprise parameters to the default values.

See Also

- The "Description of Enterprise Parameters" section in the "Configuring Enterprise Parameters" chapter of the *System Administration Guide for Cisco Unity Connection*.

- The "Configuring Enterprise Parameters for Cisco Unified Serviceability Services" section in the "Configuring Enterprise Parameters" chapter of the *System Administration Guide for Cisco Unity Connection*.

Service Parameters

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 10-37   Service Parameters Page

Field	Description
Server	Click the name of the Cisco Unity Connection server.
Service	Click the service that contains the parameter that you want to update.
Parameter Name	*(Display only)* The name of the service parameter.
Parameter Value	Enter or click the value for the parameter.
Suggested Value	*(Display only)* The suggested parameter value.

Table 10-37   Service Parameters Page (continued)

Field	Description
Set to Default	Click the Set to Default button to set all service parameters for the service to the default values.

See Also

- The "Description of Service Parameters" section in the "Configuring Service Parameters" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Configuring Service Parameters for Cisco Unified Serviceability Services" section in the "Configuring Service Parameters" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Plugins

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 10-38   Search Plugins Page

Field	Description
Find	Click the Find button to display the available plugins.
Download	Click Download and follow the on-screen instructions to download and install a plugin.
Plugin Name	*(Display only)* The name of the plugin that is available to download and install.
Description	*(Display only)* The description of the plugin.

See Also

- The "Installing Plugins" section in the "Installing Plugins" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Fax Server Configuration

Table 10-39   Edit Fax Server Configuration Page

Field	Description
Enabled	Check this check box to enable the connection from Cisco Unity Connection to the fax server. Uncheck this check box to disable the connection from Connection to the fax server. Default setting: Check box not checked.
Fax Server Name	Enter a descriptive name for the fax server.
SMTP Address	Enter the address of the SMTP server.
IP Address	Enter the IP address of the SMTP server.

Table 10-39   Edit Fax Server Configuration Page (continued)

Field	Description
Use SMTP Smart Host	Check this check box if you are using an SMTP Smart Host. Note that you must also enter the SMTP address in the SMTP Address field. Uncheck this check box if you are not using an SMTP Smart Host.

See Also

- The "Creating a Cisco Fax Server Integration" chapter of the *System Administration Guide for Cisco Unity Connection*.

LDAP Setup

Revised May 2009

Table 10-40   LDAP Setup Page

Field	Description
Enable Synchronizing from LDAP Server	Check this check box so that Cisco Unity Connection gets basic information on Connection users from the LDAP directories that you specify on the LDAP Directory page. Data is synchronized only for the Connection users that you created by importing users from the LDAP directory. Connection does not automatically create new Connection users when new users are added to the LDAP directory. If you want to use LDAP authentication, you must enable LDAP synchronization. When LDAP synchronization is enabled, you cannot change Connection user data for the fields that were imported from the LDAP directory. You must change data in the LDAP directory and do one of the following to update the data in Connection: • Manually resynchronize Connection data with LDAP data by using the Perform Full Sync Now button on the LDAP Directory page. • If automatic resynchronization is configured on the LDAP Directory page, wait for the next automatic resynchronization to occur. Some LDAP directories support LDAP persistent search. When Connection is integrated with an LDAP directory that supports persistent search, changes to the directory are replicated to the Connection database immediately instead of being replicated when the next manual or automatic synchronization occurs.
LDAP Server Type	Choose the type of LDAP server from which you want Cisco Unity Connection to get user data.

Table 10-40   LDAP Setup Page (continued)

Field	Description
LDAP Attribute for User ID	For LDAP users whose data is imported into Cisco Unity Connection, choose the field in the LDAP directory that you want to appear in the Alias field in Connection. Note the following considerations: • The field that you choose must have a value for every user in the LDAP directory. • Every value for the field that you choose must be unique. • Any LDAP user who does not have a value in the field that you choose is not imported into Connection. • If you are going to create new Connection users by importing LDAP users, and if Connection also already has users who will not be integrated with the LDAP directory, make sure that the users that you import from the directory do not have a value in the field that you choose that matches the value in the Alias field for an existing Connection user. • If you later need to change the field that you choose now, and if you have already created LDAP configurations on the LDAP Directory page, you must delete all LDAP configurations, change the value here, and recreate all LDAP configurations. • You must use the same LDAP field for all LDAP directory configurations.

See Also

• The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Connection Users with LDAP Users" section in the "Integrating Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

Find and List LDAP Directory Configurations

Table 10-41   Find and List LDAP Directory Configurations Page

Field	Description
Find LDAP Directory Where	To find the LDAP directories from which Cisco Unity Connection gets user data, enter the applicable specifications, and click Find.
Add New	To add an LDAP directory, click the Add New button. A new page opens, on which you enter data applicable to the new LDAP directory.

See Also

• The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Connection Users with LDAP Users" section in the "Integrating Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

LDAP Directory Configuration

Revised May 2009

Table 10-42   LDAP Directory Page

Field	Description
LDAP Configuration Name	Enter a name for this LDAP configuration. If you are adding several LDAP configurations with different LDAP user search bases, enter a name that identifies the users in the current search base.
LDAP Manager Distinguished Name	Enter the name of an administrator account in the LDAP directory that has access to data in the LDAP user search base that you specify in the LDAP User Search Base field. Cisco Unity Connection uses this account to synchronize Connection data with LDAP data.
	We recommend that you use an account dedicated to Connection, with minimum permissions set to "read" all user objects in the search base and with a password set never to expire. (If the password for the administrator account changes, Connection must be reconfigured with the new password.)
	If you create more than one configuration, we recommend that you create one administrator account for each configuration and give that account permission to read all user objects only within the corresponding subtree. When creating the configuration, you enter the full distinguished name for the administrator account; therefore the account can reside anywhere in the LDAP directory tree.
LDAP Password	Enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
Confirm Password	Re-enter the password for the account that you specified in the LDAP Manager Distinguished Name field.

Table 10-42   LDAP Directory Page (continued)

Field	Description
LDAP User Search Base	Enter the location in the LDAP directory that contains the user data that you want to synchronize with Cisco Unity Connection user data. Connection imports all users in the tree or subtree (domain or organizational unit) specified by the search base. A Connection server or cluster can only import LDAP data from subtrees with the same directory root, for example, from the same Active Directory forest.
	Using an LDAP Directory Other than Active Directory
	If you are using an LDAP directory other than Microsoft Active Directory, and if you create a Connection LDAP directory configuration that specifies the root of the directory as the user search base, Connection will import data for every user in the directory. If the root of the directory contains subtrees that you do not want Connection to access (for example, a subtree for service accounts), you should do one of the following:
	• Create two or more Connection LDAP directory configurations, and specify search bases that omit the users that you do not want Connection to access.
	• Create an LDAP search filter. For more information, see the "Filtering LDAP Users" section in the "Integrating Cisco Unity Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.
	For directories other than Active Directory, we recommend that you specify user search bases that include the smallest possible number of users to speed synchronization, even when that means creating multiple configurations.
	Using Active Directory
	If you are using Active Directory and if a domain has child domains, you must create a separate configuration to access each child domain; Connection does not follow Active Directory referrals during synchronization. The same is true for an Active Directory forest that contains multiple trees—you must create at least one configuration to access each tree. In this configuration, you must map the UserPrincipalName (UPN) attribute to the Connection Alias field; the UPN is guaranteed by Active Directory to be unique across the forest.
	Using Digital Networking
	If you are using Digital Networking to network two or more Connection servers that are each integrated with an LDAP directory, do not specify a user search base on one Connection server that overlaps a user search base on another Connection server, or you will have user accounts and mailboxes for the same Connection user on more than one Connection server.
	Note You can eliminate the potential for duplicate users by creating an LDAP filter on one or both Connection servers. For more information, see the "Filtering LDAP Users" section in the "Integrating Cisco Unity Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

Table 10-42   LDAP Directory Page (continued)

Field	Description
Perform Sync Just Once	Check this check box to resynchronize user data in the Cisco Unity Connection database with user data in the LDAP directory one time, rather than at regular intervals.
	If you want to use LDAP authentication, uncheck this check box.
	When you check this check box, Connection never resynchronizes with the LDAP directory based on values in the Perform a Re-sync Every <Interval> field or in the Next Re-sync Time field.
	If you have already created Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.
Perform a Re-sync Every <Interval>	To resynchronize user data in the Cisco Unity Connection database with user data in the LDAP directory at regular intervals, specify the frequency with which you want the resynchronizations to occur. The minimum interval is six hours.
	When you specify a re-sync interval, we recommend that you:
	• Stagger synchronization schedules so that multiple LDAP configurations are not querying the same LDAP servers simultaneously.
	• Schedule synchronization to occur during nonbusiness hours.
	The first resynchronization occurs on the date and time specified in the Next Re-sync Time field.
	If you check the Perform Sync Just Once check box, these fields are unavailable, and resynchronization does not occur at the interval specified here.
	If you have already created Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.
Next Re-sync Time (YYYY-MM-DD hh:mm)	Specify the date and time at which you next want Cisco Unity Connection to resynchronize data with the LDAP directory. After that resynchronization, Connection resynchronizes at the interval specified in the Perform a Re-sync Every <Interval> field.
	If you check the Perform Sync Just Once check box, this field is unavailable, and resynchronization does not occur on the date and time specified here.
	If you have already created Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.
User ID	The value of the LDAP field that is listed here is stored in the Alias field in the Cisco Unity Connection database.
	The field that is listed here was specified on the LDAP Setup page, in the LDAP Attribute for User ID list. You can only change this value by deleting all LDAP configurations, changing the value on the LDAP Setup page, and recreating the LDAP configurations.
Middle Name	Choose which value from the LDAP directory to store in the Cisco Unity Connection Middle Name field:
	• The value in the LDAP middleName field.
	• The value in the LDAP initials field.

Table 10-42   LDAP Directory Page (continued)

Field	Description
Manager ID	The value of the manager field in the LDAP directory is always stored in the Manager ID field in the Cisco Unity Connection database.
Phone Number	Choose which value from the LDAP directory to store in the Cisco Unity Connection Phone Number field: • The value in the LDAP telephoneNumber field. • The value in the LDAP ipPhone field.
First Name	The value of the givenName field in the LDAP directory is always stored in the First Name field in the Cisco Unity Connection database.
Last Name	The value of the sn field (surname) in the LDAP directory is always stored in the Last Name field in the Cisco Unity Connection database. ⚠ **Caution** Every user that you want to import from the LDAP directory into Connection must have a value in the LDAP sn field. Any LDAP user for whom the value of the sn attribute is blank will not be imported into the Connection database.
Department	The value of the department field in the LDAP directory is always stored in the Department field in the Cisco Unity Connection database.
Mail ID	Choose which value from the LDAP directory to store in the Cisco Unity Connection Mail ID field: • The value in the LDAP mail field. • The value in the LDAP sAMAccountName field.
Host Name or IP Address for Server	Enter the server name or the IP address of the LDAP server that you want Cisco Unity Connection to access when updating the Connection database with changes to the LDAP directory. If you check the Use SSL check box, specify a host name in this field, or synchronization may fail.
LDAP Port	Enter the port on the LDAP server that Cisco Unity Connection should use to access the LDAP directory.
Use SSL	Check this check box to use SSL to encrypt data that is transmitted between the LDAP server and the Cisco Unity Connection server during synchronization. If you check this check box, specify a host name in the Host Name or IP Address for Server field, or synchronization may fail. To enable SSL encryption, you must also export SSL certificates from the applicable LDAP directory servers and upload the certificates on all Connection servers. For more information, see the "Integrating Cisco Unity Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.
Add Another Redundant LDAP Server	Click this button and enter the applicable values to add one or more additional LDAP servers that contain the same data and that Cisco Unity Connection can access for resynchonization if the first specified LDAP server fails or is taken out of service for maintenance. This feature only works when you are using Active Directory for your LDAP directory.
Save	Click Save to save this configuration. After the first time you click Save, the Delete, Copy, Perform Full Sync Now, and Add New buttons appear.
Delete	Click to delete this configuration. This button is not available until after the first time you save this configuration.

Table 10-42   LDAP Directory Page (continued)

Field	Description
Copy	Click to copy this configuration. This button is not available until after the first time you save this configuration.
Perform Full Sync Now	Click to resynchronize Cisco Unity Connection user data with user data in the LDAP directory. This button is not available until after the first time you save this configuration.
Add New	Click to add a new configuration, which allows you to synchronize Cisco Unity Connection data from additional LDAP user search bases. This button is not available until after the first time you save this configuration.

See Also

- The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Connection Users with LDAP Users" section in the "Integrating Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

LDAP Authentication

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Table 10-43   LDAP Authentication Page

Field	Description
Use LDAP Authentication for End Users	Check this check box so that Cisco Unity Connection web applications authenticate user names and passwords against the LDAP directory. When this check box is not checked, Connection web applications authenticate user names and passwords against the user name and web application password in the Connection database. When users log on to Connection by phone, Connection always authenticates based on the voice mail password in the Connection database, never based on any value in the LDAP directory.
LDAP Manager Distinguished Name	Enter the name of an administrator account in the LDAP directory that has access to data in the LDAP user search base that you specify in the LDAP User Search Base field. Cisco Unity Connection uses this account to authenticate user names and passwords that are entered in Connection web applications against user data in the LDAP directory.
LDAP Password	Enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
Confirm Password	Re-enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
LDAP User Search Base	Enter the location in the LDAP directory that contains the user data that you want to use to authenticate user names and passwords that are entered in Cisco Unity Connection web applications. If you created more than one LDAP configuration, the user search base that you specify here must contain all of the user search bases that you specified in your LDAP configurations.

Table 10-43   LDAP Authentication Page (continued)

Field	Description
Host Name or IP Address for Server	Enter the server name or the IP address of the LDAP server that you want to use to authenticate user names and passwords that are entered in Cisco Unity Connection web applications.
	If you are configuring SSL, specify a host name in this field, or authentication will probably fail for IMAP clients. If you specify an IP address and the SSL certificate identifies the LDAP server only by host name (which is common; certificates rarely include the IP address of a server), Connection cannot verify the identity of the LDAP server.
	When you are using Active Directory for your LDAP directory, we recommend that you specify an Active Directory global catalog server for faster response times.
LDAP Port	Enter the port on the LDAP server that Cisco Unity Connection should use to access the LDAP directory.
	If you are using Active Directory for your LDAP directory and if you specified an Active Directory global catalog server in the Host Name or IP Address for Server, specify:
	• 3268 if you are not using SSL to encrypt data that is transmitted between the LDAP server and the Connection server.
	• 3269 if you are using SSL.
Use SSL	Check this check box to use SSL to encrypt the user name and password that are transmitted between the Cisco Unity Connection server and the LDAP server during authentication.
	If you check this check box, specify a host name in the Host Name or IP Address for Server field, or authentication will probably fail for IMAP clients. If you specify an IP address and the SSL certificate identifies the LDAP server only by host name (which is common; certificates rarely include the IP address of a server), Connection cannot verify the identity of the LDAP server.
	To enable SSL encryption, you must also export SSL certificates from the applicable LDAP directory servers and upload the certificates on all Connection servers. For more information, see the "Integrating Cisco Unity Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.
Add Another Redundant LDAP Server	Click this button and enter the applicable values to add one or more additional LDAP servers that contain the same data and that Cisco Unity Connection can access for authentication if the first specified LDAP server fails or is taken out of service for maintenance.
	This feature only works when you are using Active Directory for your LDAP directory.

See Also

- The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Connection Users with LDAP Users" section in the "Integrating Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

Advanced LDAP Settings

Table 10-44   *Advanced LDAP Settings Page*

Field	Description

User Extension Regular Expression	Enter a regular expression to convert the phone number that is imported from the LDAP directory into an extension for use in Cisco Unity Connection. For example:
	
	• To use the phone number as the extension, without punctuation, if any, enter:
	
	  [0-9]+
	
	• To use the last four digits of the phone number as the extension, enter:
	
	  [0-9][0-9][0-9][0-9]$
	
	• To use the first four digits of the phone number as the extension, enter:
	
	  ^[0-9][0-9][0-9][0-9]

See Also

• The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Connection Users with LDAP Users" section in the "Integrating Connection with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection*.

SMTP Server Configuration

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Table 10-45   *SMTP Server Configuration Page*

Field	Description
SMTP Port #	*(Display only)* The port that Cisco Unity Connection uses for incoming and outgoing SMTP connections. Connection uses SMTP for sending text message notifications; communicating with clients that send or receive voice, fax and text messages from Connection; and communicating with VPIM locations and other digitally networked Connection servers.
SMTP Domain	*(Display only)* The domain name that Cisco Unity Connection uses to route messages between digitally networked Connection servers and to construct the SMTP address of the sender on outgoing SMTP messages. For each user, Connection creates an SMTP address of <Alias>@<SMTP Domain>. This SMTP address is displayed on the Edit User Basics page for the user. Examples of outgoing SMTP messages that use this address format include messages sent by users on this server to recipients on other digitally networked Connection servers and messages that are sent from the Connection phone interface or Cisco Unity Inbox and relayed to an external server based on the Message Actions setting of the recipient. Connection also uses the SMTP Domain to create sender VPIM addresses on outgoing VPIM messages, and to construct the From address for notifications that are sent to SMTP notification devices. When Connection is first installed, the SMTP Domain is automatically set to the fully qualified host name of the server.

Table 10-45   *SMTP Server Configuration Page (continued)*

Field	Description
Change SMTP Domain	Click this button to change the value of the SMTP Domain field. When changing the value, note the following considerations: • Confirm that the new SMTP Domain is entered in a valid domain format and can be resolved to the Cisco Unity Connection server by any SMTP servers that validate the sending domain or by an SMTP smart host if you use one to route messages to the Connection server. • Each Connection server in a Digital Network must have a unique SMTP Domain.
Limit Number of Simultaneous Client Connections	Enter the maximum number of clients that can simultaneously connect to the Cisco Unity Connection SMTP server for sending or receiving messages. Default setting: 5 connections.
Limit Size of Message	Enter the maximum size of message that clients can send to Cisco Unity Connection by using SMTP. Default setting: 10,000 kilobytes (approximately 10 megabytes).
Limit Messages Accepted per SMTP Session	Enter the maximum number of messages that a client can send to Cisco Unity Connection in a single SMTP session. Default setting: 10 messages.
Limit Number of Recipients per Message	Enter the maximum number of recipients allowed for a single message that is sent by a client to Cisco Unity Connection by using SMTP. Default setting: 15,000 recipients.
Retry Delivery Timeout	*(Cisco Unity Connection 7.1 or later)* Check the Override Default check box and enter a value between 0 and 10800 in the Minutes field to have Cisco Unity Connection periodically retry the delivery of SMTP messages that have failed because of issues that may be temporary (for example, the remote SMTP server is not responding). When this check box is checked and a value greater than 0 is entered, Connection retries once a minute until the message is successfully sent or the timeout interval specified in the Minutes field has passed. If the timeout has passed without success, Connection sends a non-delivery receipt to the sender. Default setting: 0 minutes (Connection immediately sends a non-delivery receipt to the sender and does not retry delivery of failed SMTP messages). **Note** The system default Delivery Retry Timeout value may be subject to change in later releases. If you override the default value with a custom Minutes value, the custom value will be retained in any upgrades.
Allow Connections from Untrusted IP Addresses	When this check box is checked, Cisco Unity Connection allows SMTP connections from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. When this check box is not checked, Connection denies SMTP connection requests from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. Default setting: Check box not checked.

Table 10-45   SMTP Server Configuration Page (continued)

Field	Description
Require Authentication from Untrusted IP Addresses	When this check box is checked, Cisco Unity Connection requires authentication for SMTP connections from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. When this check box is not checked, Connection allows these types of clients to connect without authenticating. This option is unavailable when the Allow Connections from Untrusted IP Addresses check box is not checked.
Transport Layer Security from Untrusted IP Addresses Is	Select how Cisco Unity Connection handles Transport Layer Security (TLS) with a client or server that attempts to connect from an IP address that does not match any address pattern configured on the IP Address Access List. • Disabled—Connection does not offer TLS as an option for SMTP sessions initiated by clients or servers with untrusted IP addresses. In most cases, if the client is configured to use TLS, but Connection does not offer it, the connection fails and the client notifies the user. • Required—Clients or servers connecting from untrusted IP addresses must use TLS to initiate SMTP sessions with the Connection server. • Optional—Clients or servers connecting from untrusted IP addresses can use TLS to initiate SMTP sessions with the Connection server, but are not required to do so. This option is unavailable when the Allow Connections from Untrusted IP Addresses check box is not checked.

See Also

- The "Setting Up SMTP Message Notifications" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Configuring IMAP Settings" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search IP Address Access List

Table 10-46   Search IP Address Access List Page

Field	Description
Delete Selected	To delete an IP address, check the check box to the left of the IP address, and click Delete Selected. You can delete multiple IP addresses at once.
Add New	To add an IP address, click the Add New button. A new page opens, on which you enter data applicable to the new IP address.
IP Address	*(Display only)* A unique IP address or an IP address pattern that Cisco Unity Connection uses to allow or deny SMTP connections from SMTP clients or servers.
Allow Connection	When this check box is checked, Cisco Unity Connection allows SMTP connections from any client or server whose IP address matches this address pattern. When this check box is not checked, Cisco Unity Connection denies SMTP connections from any client or server whose IP address matches this address pattern.

New Access IP Address

Table 10-47   New Access IP Address Page

Field	Description
IP Address	Enter the IP address of a client or server that should be specifically allowed or denied access to the Cisco Unity Connection SMTP server. **Note** You can enter a single * (asterisk) to match all possible IP addresses.

Access IP Address

Table 10-48   Edit Access IP Address Page

Field	Description
IP Address	Enter the IP address of a client or server that should be specifically allowed or denied access to the Cisco Unity Connection SMTP server. **Note** You can enter a single * (asterisk) to match all possible IP addresses.
Allow Connection	When this check box is checked, Cisco Unity Connection allows SMTP connections from any client or server whose IP address matches this address pattern. When this check box is not checked, Cisco Unity Connection denies SMTP connections from any client or server whose IP address matches this address pattern.

Smart Host

Table 10-49   Smart Host Page

Field	Description
Smart Host	Enter the IP address or fully qualified domain name of the SMTP smart host through which Cisco Unity Connection relays SMTP messages. (Enter the fully qualified domain name of the server only if DNS is configured.) Connection relays all SMTP notifications through the smart host. You can configure Connection to relay voice mail, email, fax, or delivery receipt messages that it receives for a particular user to an SMTP address through the smart host. You can also configure Connection to route SMTP messages for VPIM locations or for other digitally networked Connection servers through the smart host; you may need to do this if, for example, a firewall prevents direct SMTP communication with the remote voice messaging system.

See Also

- The "Setting Up SMTP Message Notifications" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.

C H A P T E R 11

Advanced Settings

See the following sections:

Search SMPP Providers

Table 11-1 **Search SMPP Providers Page**

Field	Description
Find SMPP Providers Where Name	To find all SMPP providers on this Cisco Unity Connection server, click Find. To find selected SMPP providers, enter specifications for the names of the providers that you want to find, and click Find.
Name	*(Display only)* The name of the SMPP provider. To display more information on an SMPP provider, click the name.
Delete Selected	To delete an SMTP provider, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SMTP providers at once.

Table 11-1   Search SMPP Providers Page (continued)

Field	Description
Add New	Click Add New to add another SMPP provider.

- The "Setting Up SMS (SMPP) Message Notifications" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.

New SMPP Provider

Table 11-2   New SMPP Provider Page

Field	Description
Enable	Check this check box to enable the SMPP provider. The providers that you enable are available to all applicable users to use for SMS (SMPP) message notifications.
Name	Enter the name that represents the service provider in Cisco Unity Connection applications. The name you enter here is listed on the Provider SMPP lists displayed on the SMS (SMPP) Message Notification pages for templates and individual users in Cisco Unity Connection Administration, as well as in the Cisco Unity Assistant. For multilingual systems, consider adding an SMPP provider for each language that users use and then name and configure the providers accordingly. (Use the Data Coding field to specify language preference.)
System ID	Enter the name or system ID that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the system_id in the SMPP Protocol Specification.
Host Name/Address	Enter the IP address or host name of the SMPP server at the SMSC.
Source Address	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. Note that some SMPP Providers replace the number that you enter in the Source Address 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 Send field.

Table 11-2   New SMPP Provider Page (continued)

Field	Description
Owner	Choose one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Click the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.

See Also

• The "Setting Up SMS (SMPP) Message Notifications" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit SMPP Provider

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Table 11-3   Edit SMPP Provider Page

Field	Description
Enable	Check this check box to enable the SMPP provider. The providers that you enable are available to all applicable users to use for SMS (SMPP) message notifications.
Name	Enter the name that represents the service provider in Cisco Unity Connection applications. The name you enter here is listed on the Provider SMPP lists displayed on the SMS (SMPP) Message Notification pages for templates and individual users in Cisco Unity Connection Administration, as well as in the Cisco Unity Assistant. For multilingual systems, consider adding an SMPP provider for each language that users use and then name and configure the providers accordingly. (Use the Data Coding field to specify language preference.)
Host Name/Address	Enter the IP address or host name of the SMPP server at the SMSC.
Port	Enter the port used by the SMPP server to connect to an ESME like Cisco Unity Connection. When the Connection server is set up behind a firewall, you must configure the TCP port to allow incoming and outgoing communication between Connection and the SMPP server.
System ID	Enter the name or system ID that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the system_id in the SMPP Protocol Specification.
Password	Enter the password that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the password in the SMPP Protocol Specification.

Table 11-3   Edit SMPP Provider Page (continued)

Field	Description
System Type	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The information in this field categorizes the type of ESME that is communicating with the SMPP server at the SMSC. For example, an application like Cisco Unity Connection may be categorized as a "VMS" (voice messaging system). ⚠️ **Caution** This field is case-sensitive. Check the SMPP configuration documentation from your service provider for the correct capitalization, then enter it here exactly as specified. This field corresponds to system_type in the SMPP Protocol Specification.
Interface Version	Indicate the version of the SMPP protocol that the SMPP server uses to communicate with ESMEs like Cisco Unity Connection. This field corresponds to the interface_version in the SMPP Protocol Specification.
Address NPI	Address Number Plan Identifier (NPI). If applicable, select the value provided to you by your service provider. (If your provider did not specify value, leave the field set to Unknown.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notifications in Cisco Unity Connection Administration and in the Cisco Unity Assistant. Select the applicable value from the list: • Unknown • ISDN (E163/E164) • Data (X.121) • Telex (F.69) • Land Mobile (E.212) • National • Private • ERMES (European Radio Messaging System) • Internet (IP) • WAP (Wireless Application Protocol) Client ID This field corresponds to the addr_npi in the SMPP Protocol Specification. The addr_ton and addr_npi values tell the SMSC how to interpret the address found in the address_range field.

Table 11-3   Edit SMPP Provider Page (continued)

Field	Description
Address Type of Number (TON)	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the Address Range field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Cisco Unity Assistant. Select the applicable value from the list: • Unknown • International • National • Network Specific • User Number • Alphanumeric • Abbreviated The Address TON field corresponds to the addr_ton in the SMPP Protocol Specification. The addr_ton and addr_npi values tell the SMSC how to interpret the address found in the address_range (Address Range) field.
Address Range	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The SMPP server uses the address range to communicate with the Cisco Unity Connection server. You may need to enter a set of addresses or a single address. This field corresponds to the address_range in the SMPP Protocol Specification.
Owner	Choose one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Click the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.

Table 11-3   Edit SMPP Provider Page (continued)

Field	Description
Data Coding	If applicable, select the character set that you want each SMS message converted to when the messages are sent to the SMS device. (If your provider did not specify a value, select Default Alphabet.) For multilingual systems, consider creating a separate SMPP provider for each character set that you want to offer to users. Select the applicable character set: • Default Alphabet (GSM 3.38), 7-bit characters • IA5/ASCII, 7-bit characters • Latin 1 (ISO-8859-1), 8-bit characters • Japanese (JIS), multi-byte characters* • Cyrillic (ISO-8859-5), 8-bit characters • Latin/Hebrew (ISO-8859-8), 8-bit characters • Unicode (USC-2), 16-bit characters • Korean (KS C 5601), multi-byte characters* * For multi-byte character sets, most characters are 16 bits; some of the more common characters are eight bits. Not all cell phones support all character sets; most support the GSM 3.38 default alphabet. The number of characters that can fit into an SMS message is determined by the character set selected here. For 7-bit character sets, the limit is 160 characters; for 8-bit character sets, the limit is 140 characters; for 16-bit character sets, the limit is 70 characters; for multi-byte character sets, the limit is somewhere between 70 and 140 characters, depending on which characters make up the text of the message.
Source Address	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. Note that some SMPP Providers replace the number that you enter in the Source Address 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 Send field.

Table 11-3 **Edit SMPP Provider Page (continued)**

Field	Description
Source Address NPI	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Cisco Unity Assistant.
	Select the applicable value from the list:
	• Unknown
	• ISDN (E163/E164)
	• Data (X.121)
	• Telex (F.69)
	• Land Mobile (E.212)
	• National
	• Private
	• ERMES (European Radio Messaging System)
	• Internet (IP)
	• WAP (Wireless Application Protocol) Client ID
	The Source Address NPI field corresponds to the source_addr_npi in the SMPP Protocol Specification. The source_addr_ton and source_addr_npi values tell the SMSC how to interpret the address found in the source_addr (From) field.
Source Address TON	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the From field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Cisco Unity Assistant.
	Select the applicable value from the list:
	• Unknown
	• International
	• National
	• Network Specific
	• User Number
	• Alphanumeric
	• Abbreviated
	This field corresponds to the source_addr_ton in the SMPP Protocol Specification. The source_addr_ton and source_addr_npi values tell the SMSC how to interpret the address found in the source_addr (From) field.

Table 11-3   Edit SMPP Provider Page (continued)

Field	Description
Destination Address TON	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the To field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Cisco Unity Assistant. Select the applicable value from the list: • Unknown • International • National • Network Specific • User Number • Alphanumeric • Abbreviated The Destination TON field corresponds to the dest_addr_ton in the SMPP Protocol Specification. The dest_addr_ton and dest_addr_npi values tell the SMSC how to interpret the address found in the destination_addr (To) field.
Destination Address NPI	If applicable, select the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notifications in Cisco Unity Connection Administration and the Cisco Unity Assistant. Select the applicable value from the list: • Unknown • ISDN (E163/E164) • Data (X.121) • Telex (F.69) • Land Mobile (E.212) • National • Private • ERMES (European Radio Messaging System) • Internet (IP) • WAP (Wireless Application Protocol) Client ID This field corresponds to the dest_addr_npi in the SMPP Protocol Specification. dest_addr_ton and dest_addr_npi values tell the SMSC how to interpret the address found in the destination_addr (To) field.

Table 11-3   Edit SMPP Provider Page (continued)

Field	Description
Allow to Replace Message	Check this check box to have Cisco Unity Connection request that the SMSC or SMS device replaces one or more previously submitted message notifications with the latest one. Depending on whether the user device is turned on or off, message notifications are replaced as follows: • When the device is on, Connection submits message notifications to the SMSC, which forwards them to the device. If the source address, destination address, and protocol ID fields in a new message notification match the same fields in a previous one, the device replaces the previous one with the latest. • When the device is off or otherwise disconnected from the GSM network, Connection submits message notifications to the SMSC. The SMSC replaces any message notifications that are still pending delivery with the latest one if the source address, destination address, and service type match the same fields in the new message notification. In both scenarios, the user receives only the latest message notification. **Note** Service providers may not support some or all of the above functionality. For example, some providers may support replacing previous notifications only when the device is either turned on or off. Other providers may not support replacing previous notifications at all. This field corresponds to the replace_if_present_flag and the protocol_id fields in the SMPP Protocol Specification.

See Also

• The "Setting Up SMS (SMPP) Message Notifications" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.

Conversation Configuration

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Table 11-4   Conversation Configuration Page

Field	Description
Enable Remote Port Status Output	When this check box is checked, Cisco Unity Connection is enabled to send real-time port status information over port 5000 to the Remote Port Status Monitor clients. Default setting: Check box not checked.
IP Addresses Allowed to Connect for Port Status Monitor Output (Comma-Separated)	Enter up to three IP addresses for the Remote Port Status Monitor clients that are allowed to connect to Cisco Unity Connection. You must separate the IP addresses with commas or semi-colons. Clients that do not have their IP address list here are refused access to Cisco Unity Connection.

Table 11-4   *Conversation Configuration Page (continued)*

Field	Description
Save Speed and Volume Changes Made by User *(Cisco Unity Connection Release 7.1 Only)*	When this check box is checked, speed and volume changes that the user makes while listening to messages or to the Cisco Unity Connection conversation will be saved as new default settings for the user.
	When this check box is not checked, any speed and volume changes that the user makes while listening to messages are in effect only for that individual message. Any speed and volume changes that the user makes while listening to the Connection conversation are in effect only for the duration of that phone session. (Note that the voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.)
	Default setting: Check box checked.
Request Entry of User ID after Failed Password Entry from Known Extension	When users log on to Cisco Unity Connection from a known extension, they are asked only for a password. When this check box is checked, if users enter an incorrect password, Connection asks the users to enter a user ID as well as a password on subsequent attempts. When this check box is not checked, Connection asks only for a password on re-entry attempts.
	Note If a user calls from an extension that is not associated with a user, Connection always requests a user ID.
	Default setting: Check box checked.
Disable Identified User Messaging Systemwide	When a user calls another user and the call is forwarded to the greeting of the called user, the ability of Cisco Unity Connection to identify that it was a user who left the message is referred to as identified user messaging (IUM). Some sites prefer to leave all messages as unidentified caller messages unless the user first logs on to Connection and then sends a message.
	Check this check box to disable IUM systemwide.
Full Mailbox Check for Outside Caller Messages	Indicates whether Cisco Unity Connection first determines if a user mailbox is full before allowing an outside caller to leave a message for the user. (The maximum size of a mailbox is determined by quota settings either on the Message Storage > Mailbox Quotas page or, if the quota is overridden for an individual user, on the Mailbox page for that user.)
	When this check box is checked, if the user mailbox is full, the outside caller is not allowed to leave a message.
	When this check box is not checked, Connection does not determine whether the mailbox is full; the outside caller is allowed to leave the message even if mailbox is full.
	Note that this setting is applicable only to outside callers. If a Connection user logs on and sends a message to another user, Connection always checks whether the user mailbox is full regardless of whether this setting is enabled.
	Default setting: Check box not checked.
Enable Go to Message	Check this check box to allow users to jump directly to a specific message number in their saved message stack. Uncheck this check box to disable this feature systemwide.
	Note that this setting is not available for the voice-recognition conversation.
	Default setting: Check box checked.
Address Message Before Recording	Check this check box to have Cisco Unity Connection prompt users to address a message first and then record it when they send or forward messages to other users or distribution lists.
	Default setting: Check box not checked.

Table 11-4 **Conversation Configuration Page (continued)**

Field	Description
Use Star to Deactivate Notification Device	By default, on a notification dialout, the person answering the phone can press 1 to deactivate outdials to the phone number that Cisco Unity Connection called.
	When this check box is checked, instead of pressing 1 to deactivate a device, the star key deactivates the device.
	When this check box is not checked, the 1 key is used to deactivate notification devices.
	Default setting: Check box not checked.
Play Option to Turn Off Message Notification	By default, on a notification dialout, the person answering the phone is given the option to deactivate message notifications to the phone number that Cisco Unity Connection called. This is helpful in cases where the wrong phone number was entered for the notification device.
	When this check box is checked, the person answering the phone is given the option to deactivate all message notifications to the device.
	When this check box is not checked, Connection does not offer the option to deactivate message notifications.
	Default setting: Check box checked.
Disable Message Summary on Replay	By default, when a user replays a message by phone, Cisco Unity Connection replays both the summary and the body of the message. Check the Disable Message Summary on Replay check box to change the Connection conversation so that it replays only the message body when a user replays a voice message.
	Note The change is only applicable to replaying voice messages.
Disable Spelled Name Searches	This setting disables the spelled name option for addressing a message. Note that this setting is not available for the voice-recognition conversation.
Treat Skipped Messages as Saved	You can change how Cisco Unity Connection behaves when a user chooses to skip a message. By default, when a user skips a message, it is marked new again and the message waiting indicator stays on.
	When this check box is checked and a user skips a message, the message is marked as saved, and the message waiting indicator is turned off.
	Default setting: Check box not checked.
Play Receipt Reason Code	By default, when users play a nondelivery receipt (NDR), Cisco Unity Connection plays the NDR reason code and then plays a prompt that explains why the user received the NDR. By hearing the reason code along with the reason prompt, users can eventually learn why an NDR was received without having to listen to the entire receipt. In addition, users can more easily communicate an NDR issue by specifying the reason code to support desk personnel.
	Uncheck this check box if you do not want Connection to play NDR reason codes.
	Note This setting affects users systemwide, regardless of their conversation style.
Confirm Deletion of Deleted Messages	By default, when users permanently delete a deleted message as they review deleted messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Check this check box to enable Connection to request confirmation from users before proceeding with the deletion.

Table 11-4 **Conversation Configuration Page (continued)**

Field	Description
Multiple Message Delete Mode	By default, when users press keys from the main menu to delete multiple deleted messages at once, Cisco Unity Connection allows them to choose which messages they want to delete; users can either delete their deleted voice messages or delete all of their deleted messages. You can change how Connection handles the way in which multiple deleted messages are deleted by adjusting the following values to specify what plays and what messages are deleted when users delete multiple deleted messages: • 1—Users choose which messages are deleted; Connection prompts them: "To delete only your voice messages, press 1. To delete all messages, press 2." (Default setting) • 2—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted voice messages. • 3—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted messages (voice messages, receipts, and email messages, as applicable). Note that this setting affects users systemwide, regardless of their class of service (COS) settings and conversation style. This setting is not available for the voice-recognition conversation.
System Transfers: Confirm Number Before Transfer	By default, when a caller uses the System Transfer conversation, Cisco Unity Connection prompts the caller to confirm the transfer number before transferring the call (by releasing to the switch). Uncheck this check box if you do not want Connection to prompt callers to confirm the number before transferring calls. **Note** System transfers that are initiated from a greeting never ask callers to confirm the number that they entered when the Allow Transfers to Numbers Not Associated with Users or Call Handlers setting has been enabled for the greeting.
Skip Recording of Greeting During Enrollment	Check this check box so that Cisco Unity Connection does not prompt callers to record a greeting during enrollment. Default setting: Check box not checked.
Time to Wait Between Spoken Words (in Milliseconds)	Specify how long Cisco Unity Connection waits for a caller to say additional words before acting on the words already spoken. Default setting: 750 milliseconds.
Voice Recognition Confirmation Confidence Threshold	Use this setting to adjust the likelihood that Cisco Unity Connection prompts the voice recognition caller to confirm caller intentions. For example, if callers complain that the system mistakenly hears them say "cancel" or "hang up," you can try increasing the value of this setting to prevent callers from accidentally committing actions they did not intend. Alternatively, if callers complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value. 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. 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. Default setting: 60.

Table 11-4   *Conversation Configuration Page (continued)*

Field	Description
Allow Voice Recognition Users to Speak Their Voice Mail Passwords	Check this check box so that voice recognition users can say the digits in their voice mail passwords to log on when calling Cisco Unity Connection from their primary or alternate extensions. Connection attempts to match the spoken digits to the user voice mail password as an alternative to entering the digits on the keypad; it does not attempt to recognize the individual voice print of the user or otherwise apply biometrics to the login process. Default setting: Check box not checked.
Use Advanced Name Dictionary for Voice Recognition	Check this check box and restart the Connection Voice Recognizer service to have Cisco Unity Connection use the advanced name dictionary. Enabling this setting could impact system performance. We recommend that you do not make any changes to this setting unless the Cisco Technical Assistance Center (Cisco TAC) specifies the change. Default setting: Check box not checked.
Maximum Call Transfer Attempts Allowed	Specifies the maximum number of transfer attempts Cisco Unity Connection performs. Enter a number between 0 (zero) and 30. Default setting: 5 attempts.
Wait Time in Seconds Between Call Transfer Attempts	Specifies the wait time in seconds between call transfer attempts. Enter a number between 1 and 60 seconds. Default setting: 5 seconds.
Require Users to Record Names at Enrollment	By default, Cisco Unity Connection prompts users to record a voice name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not. When listing a user in directory assistance, Connection will play the display name of the user by using Text to Speech when the user does not have a recorded voice name. If you prefer to have all voice names played in the user voices, you may want to change how Connection handles first-time enrollment. Check this check box if you want to force users to record a voice name. When this check box is checked, users who do not record a voice name during first-time enrollment are not enrolled as Connection users and cannot access their messages. They hear the first-time enrollment conversation each time that they log on to Connection until they successfully enroll. **Note** This setting affects all users who are associated with the Connection server, regardless of their conversation style.
System Broadcast Message: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains expired broadcast messages on the server. By default, Connection purges the WAV file and any data that is associated with a broadcast message 30 days after its end date and time. To change the retention period for expired broadcast messages, enter a number between 1 and 60. Enter the value in days. Default setting: 30 days.
System Broadcast Message: Default Active Days	Specify how long broadcast messages remain active when the messages are sent without a specified end date and time. By default, messages that are sent without an end date and time are active for 30 days. To change how long a message without an end date and time remains active, enter a number between 1 and 365. Enter the value in days. **Note** This setting does not affect broadcast messages that are set to play indefinitely.

Table 11-4   Conversation Configuration Page (continued)

Field	Description
System Broadcast Message: Maximum Recording Length in Milliseconds	Specify the maximum length of broadcast messages. By default, users can record broadcast messages up to 300,000 milliseconds (5 minutes) in length. To change the maximum recording length, enter a number between 60,000 (1 minute) and 3,600,000 (60 minutes). Enter the value in milliseconds. **Note** The maximum recording length for regular messages left by users is set on the applicable Edit Class of Service page. The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user.
System Broadcast Message: Play Oldest Message First	Specify the order in which Cisco Unity Connection presents broadcast messages to users. By default, the oldest broadcast messages play first. Uncheck this check box to change the playback order so that the newest broadcast messages are played first. **Note** This setting affects all users who are associated with the Connection server. The playback order that users specify for their new, saved, and deleted messages (as applicable) is unaffected by this setting.
Use Last (Rather than First) Redirecting Number for Routing Incoming Call	When this check box is checked, Cisco Unity Connection uses the last redirecting number for routing incoming calls. Default setting: Check box not checked.
Apply User Accessibility Settings for Voice Mail Password Entry Conversation	When this check box is checked, Cisco Unity Connection applies individual user accessibility settings during the password collection conversation when users call from a known extension (their primary or an alternate extension). When this check box is checked, the following accessibility settings are applied: • Conversation Speed • Conversation Volume • Language • Time to Wait for First Touchtone or Voice Command • Time to Wait for Additional Key Presses When Entering Names, Extensions, and Passwords When this check box is not checked, individual user accessibility settings are not applied until after the user is authenticated by entering the voice mail password. Default setting: Check box not checked.
Cross-Server Handoff Request DTMF	The sequence of DTMF tones that identify a call as a cross-server logon or transfer. For servers to be able to successfully hand off calls to one another, they must be set to use the same request DTMFs.
Cross-Server Handoff Response DTMF	The sequence of DTMF tones used to respond to a call identified as a cross-server logon or transfer. For servers to be able to successfully hand off calls to one another, they must be set to use the same response DTMFs.
Cross-Server Handoff Response Interdigit Timeout	The interdigit timeout setting used when listening for the handoff response DTMFs.
Cross-Server Data Packet Listen First Digit Timeout	The first digit timeout setting used when listening for the data packet DTMFs. The data packet contains the information required to process the handoff on the destination server.

Table 11-4   Conversation Configuration Page (continued)

Field	Description
Cross-Server Data Packet Listen Interdigit Timeout	The interdigit timeout setting used when listening for the data packet DTMFs.
Play Prompt During Cross-Server Handoff	When this check box is checked, Cisco Unity Connection plays a "Please wait..." prompt to the caller before attempting to do a cross-server logon or transfer. When this check box is not checked, the prompt is not played to the caller. We recommend that you check this check box, because the handoff process can take several seconds or longer, during which the caller is left on the line.
Respond to Cross-Server Handoff Requests	When this check box is checked, Cisco Unity Connection responds to cross-server handoff requests from other Connection locations. When this check box is not checked, Connection does not respond to these requests.
Maximum Age of Names in Addressing Priority Lists	Specifies the maximum age, in days, of names in addressing priority lists. A name is removed if it has not been modified for this number of days. If this value is set to 0, then names are not removed from addressing priority lists based on age.
Maximum Number of Names in a User's Addressing Priority List	Specifies the maximum number of names that a user can have in an addressing priority list. If this value is set to 0, then the number of names in addressing priority lists is not limited.
Dial Prefix for Live Reply to Unidentified Callers	A prefix applied to the ANI that is dialed on live replies to unidentified callers. This would typically be a trunk access code or other identifying ID that the switch can use for processing the number correctly. The prefix is applied only when the length of the ANI is equal to or greater than the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting.
Minimum Number of Digits Required for Prepending Live Reply Dial Prefix	The Dial Prefix for Live Reply to Unidentified Callers setting is applied only when the length of the ANI is equal to or greater than the number set here. A value of 0 means that live replies to unidentified callers never use the prefix.

See Also

- The "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection*.

Messaging Configuration (Cisco Unity Connection 7.1)

Added May 2009

Table 11-5   Messaging Configuration Page

Field	Description
Allow Relaying of Private Messages	Check this check box so that Cisco Unity Connection relays messages that are marked private for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection sets the private flag on the message when relaying a private message.
	Uncheck this check box to prevent Connection from relaying private messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked private, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a private voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A.
	Default setting: Check box checked.
Allow Relaying of Secure Messages	Check this check box so that Cisco Unity Connection relays messages that are marked secure for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection relays secure messages as regular messages.
	Uncheck this check box to prevent Connection from relaying secure messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked secure, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a secure voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A.
	Default setting: Check box not checked.

See Also

- The "Task List for Configuring IMAP Access in Cisco Unity Connection" section in the "Configuring IMAP Settings" chapter of the *System Administration Guide for Cisco Unity Connection*.

Telephony Configuration

Revised May 2009

Table 11-6   Telephony Configuration Page

Field	Description
Minimum Recording Duration in Milliseconds for Termination Warning	Enter the minimum length of message recordings, in milliseconds, before Cisco Unity Connection monitors the recording length to determine whether to play a termination warning. Only message recordings that are allowed to exceed this length are monitored by Connection to determine whether they are too long. Enter a value between 20,000 and 1,200,000 milliseconds.
	Default setting: 30,000 milliseconds.

Table 11-6   Telephony Configuration Page (continued)

Field	Description
Port Watchdog Threshold in Minutes	Enter the time, in minutes, that a port can be off hook before it is considered to be locked. When a port reaches this threshold, Cisco Unity Connection logs an error. To review errors, see the Real-Time Monitoring Tool. We recommend a setting greater than 30 minutes.
	Default setting: 240 minutes.
Leading Silence Timeout for Recordings in Milliseconds	Enter the length of time, in milliseconds, after which Cisco Unity Connection ends the message, greeting, or recorded name if the user or caller has not begun speaking. A value lower than two or three seconds may not give the user or caller enough time to begin speaking.
	Default setting: 5,000 milliseconds.
Trailing Silence Timeout for Recordings in Milliseconds	Enter the length of silence, in milliseconds, that Cisco Unity Connection uses to detect the end of a long recording. When a pause of this length occurs, Connection assumes that the speaker has finished the recording.
	Default setting: 3,000 milliseconds.
Minimum Recording Duration in Milliseconds	Enter the minimum length of recordings, in milliseconds, for messages or greetings. This setting does not apply to recorded voice names. Enter a value between 0 and 5,000 milliseconds.
	Default setting: 1,000 milliseconds.
Recording Termination Warning Time in Milliseconds	Enter the length of time, in milliseconds, before reaching the maximum allowed recording time when Cisco Unity Connection plays a termination warning prompt. When the warning is played during a recording session, Connection waits the amount of time indicated in this field before terminating the recording session. Connection plays the warning only for message recordings, not for other recordings such as greetings or recorded names.
	If the setting is 0, the termination warning feature is disabled.
	Default setting: 15,000 milliseconds.
Maximum Recording Time in Milliseconds	Enter the maximum recording time, in milliseconds, for messages. This setting does not apply to greetings, recorded voice names, and recordings other than messages. Enter a value between 0 and 3,600,000 milliseconds (one hour).
	Default setting: 1,200,000 milliseconds (20 minutes).
Minimum Number of Ports (per Phone System) for Answering Calls	Enter the minimum number of voice messaging ports for answering calls that Cisco Unity Connection requires for each phone system integration. Enter a value between 0 and 256.
	Default setting: 1.
Live Record Beep Interval in Milliseconds	Enter the interval, in milliseconds, between beeps when a phone conversation is being recorded by using the live record feature. (The live record feature is supported only for Cisco Unified Communications Manager integrations.)
	If the setting is blank, the interval is 15,000 milliseconds. If the setting is 0, the beep is disabled. If the setting is greater than 0, the interval is that number of milliseconds.
	Default setting: 15,000 milliseconds.
Differentiated Services Code Point (DSCP) Value for Call Signaling Connections	Enter the Differentiated Service Code Point (DSCP) value for call signalling packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise.
	Default setting: 24.

Table 11-6   Telephony Configuration Page (continued)

Field	Description
Differentiated Services Code Point (DSCP) Value for the RTP (Audio) Connection	Enter the Differentiated Service Code Point (DSCP) value for the RTP (or audio) packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise. Default setting: 46.

See Also

- The "Managing the Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Report Configuration

Revised May 2009

Table 11-7   Report Configuration Page

Field	Description
Maximum Events Allowed in Audit Log	Enter the maximum number of audit events allowed in the audit log table. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Enter a number between 1 and 100,000. Default setting: 100,000.
Enable Security Log	This setting enables and disables the security log. If this setting is set to disabled, stored procedures stop writing to the security log. Default setting: Check box checked.
Maximum Events Allowed in Security Log	The maximum number of security events allowed in the security log table. Enter a value between 1 and 100,000 events. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Default setting: 100,000.
Milliseconds Between Data Collection Cycles	*(Cisco Unity Connection 7.0)* Enter the amount of time to wait (in milliseconds) between cycles of gathering report data. Default setting: 1,800,000 milliseconds (30 minutes).
Minutes Between Data Collection Cycles	*(Cisco Unity Connection 7.1 or later)* Enter the amount of time to wait (in minutes) between cycles of gathering report data. Default setting: 30 minutes.
Days to Keep Data in Reports Database	Enter the number of days to keep data in the reports database. Default setting: 90 days. **Note** Even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.

Table 11-7 **Report Configuration Page (continued)**

Field	Description
Maximum Records in Report Output	Maximum number of records that can be included in the report output. Enter a value between 5,000 and 30,000.
	Default setting: 25,000 records.
	However, note the following:
	• If the report output is generated to HTML, the maximum records returned in the output is 250 even if Maximum Records in Report Output is set higher than 250.
	• The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records—rather than the default of 25,000 records—because of the size of the report.
Minimum Records Needed to Display Progress Indicator	Enter a value between 1 and 10,000. If the number of records in the requested report is more than this value, a report confirmation page appears prior to running a report and a progress indicator is displayed while the report is being generated. The purpose of the progress indicator is to warn that the requested report is large and likely to take a long time to complete. In Cisco Unity Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Cisco Unity Connection Administration session open.
	Default setting: 2,500 records.
Reports Database Size (as a Percentage of Capacity) After Which the Reports Harvester Is Disabled	Enter the maximum percentage of the disc capacity that the reports database is allowed to occupy. When the reports database reaches this percentage, the Connection Report Data Harvester service (in Cisco Unity Connection Serviceability) is deactivated so that the database does not grow.
	Default setting: 80 percent.
Enable Audit Log	Check this check box to enable the audit log. Uncheck this check box to disable the audit log. When this check box is unchecked, stored procedures stop writing to the audit log.
	Default setting: Check box checked.

See Also

• The "Generating Reports" chapter of the *System Administration Guide for Cisco Unity Connection*.

Connection Administration Configuration

Revised May 2009

Table 11-8   Connection Administration Configuration Page

Field	Description
Cisco Unified Mobile Advantage: Accept Self-signed Certificates for Event Service Subscription Notifications	Check this check box so that Cisco Unity Connection accepts self-signed certificates from the Cisco Unified Mobility Advantage server.
	Uncheck this check box so that Cisco Unity Connection does not accept self-signed certificates from the Cisco Unified Mobility Advantage server.
	Default setting: Check box checked.
Voice Mail Web Service: Applications Can Cache the Cisco Unity Connection Password	Check the check box to allow applications that use the Voice Mail Web Service to cache the Cisco Unity Connection password. Uncheck the check box so that applications that use the Voice Mail Web Service are not allowed to cache the Cisco Unity Connection password.
	Default setting: Check box checked.
Voice Mail Web Service: Session Timeout (in Seconds)	Enter the length of time after which Cisco Unity Connection will close an idle Voice Mail Web Service session.
	Default setting: 300 seconds (5 minutes).
Voice Mail Web Service: Pilot Number for TRAP Connections	Enter the pilot number of the applications that use Voice Mail Web Service. When Cisco Unity Connection dials this number, Voice Mail Web Service initiates a TRAP session.
	Default setting: Blank.
Voice Mail Web Service: Pilot Number for Voice Mail	Enter the pilot number for Cisco Unity Connection. This setting applies to applications that use the Voice Mail Web Service.
	Default setting: Blank.
Administration Session Timeout (in Minutes)	Indicates the length of time that the browser can be left unattended before Cisco Unity Connection automatically logs the user off of Cisco Unity Connection Administration.
	The minimum setting is 1 minute; the maximum is 120 minutes.
	Default setting: 5 minutes.
Display Schedules in 24-Hour Format	Specifies the default time format for displaying schedules in Cisco Unity Connection Administration. Check this check box for schedules to be shown in the time format of a 24-hour clock. Uncheck this check box for schedules to be shown in the time format of a 12-hour clock.
Host Name/Address for Link to Cisco PCA in Notification Messages	*(Optional)* For Cisco Unity Connection clusters, enter the IP address or host name that is valid even when one of the Connection servers is not available. When sending notification messages to SMTP devices, Connection uses this name to construct a URL in the format "http://<host name>/ciscopca" that it includes as a link to the Cisco PCA. If this field is left blank, the server name of the Connection server that sends the notification is used for the link to the Cisco PCA.
Database Proxy: Service Shutdown Timer (in Days)	Enter the number of days until the database proxy service is automatically stopped. A value of 0 disables the service.
	Enter a value between 0 and 999.
	Default setting: 0.

Table 11-8   Connection Administration Configuration Page (continued)

Field	Description
Database Proxy: Maximum Simultaneous Connections	Enter the maximum number of simultaneous connections allowed by the database proxy. Note that some remote administration tools require more than one connection at a time.
	Enter a value between 1 and 10.
	Default setting: 10.

See Also

- The "Creating a Cisco Unified Mobility Advantage Integration" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Remote Database Administration Tools" section in the "Administrative Tools" chapter of the *System Administration Guide for Cisco Unity Connection*.

TRAP Configuration

Table 11-9   TRAP Configuration Page

Field	Description
Number of Seconds Phone Is Idle Before TRAP Times Out *(Cisco Unity Connection 7.1 Only)*	When a Telephone Record and Play (TRAP) session is idle longer than the value set here, Cisco Unity Connection disconnects the session. Enter a value between 0 (zero) and 600 seconds. A value of zero means that TRAP sessions never time out. Default setting: 60 seconds.
Number of Rings for a TRAP Dial-Out	Enter a value between 1 and 10 rings. Default setting: 4 rings.

See Also

- The "Setting Up Playback and Recording Devices for the Media Master" chapter of the *User Workstation Setup Guide for Cisco Unity Connection*.

Edit Disk Capacity Configuration

Table 11-10   Edit Disk Capacity Configuration Page

Field	Description
If the Disk Exceeds This Percent Full, Measures Will Be Taken to Not Allow New Files to Be Created	Specify a maximum capacity for the hard disk on which messages and greetings are stored. When that hard disk fills to the specified percentage limit, the Cisco Unity Connection conversation changes, and Connection users are no longer allowed to send voice messages to other Connection users. Connection also logs an error, which can be viewed in the Real Time Monitoring Tool, on the Tools > SysLog Viewer page. Outside callers can still leave voice messages until the hard disk fills up. Note that you can still send a broadcast message even when the hard disk exceeds the specified limit.

See Also

- The "Message Storage" section in the "Messaging" chapter of the *System Administration Guide for Cisco Unity Connection.*

PCA Configuration

Table 11-11   PCA Configuration Page

Field	Description
Cisco PCA Session Timeout (in Minutes)	Indicates the length of time that the browser can be left unattended before Cisco Unity Connection automatically logs the user off of the Cisco Personal Communications Assistant (PCA). The minimum setting is 1 minute; the maximum is 1,440 minutes. Default setting: 20 minutes.
Unity Inbox: Disable Save Recording As Option in Media Master	Check this check box to disable the Save Recording As option in the Media Master. By default, except for private or secure messages, users can save their messages as WAV files to their hard disks by using the Save Recording As option available on the Options menu on the Media Master in the Cisco Unity Inbox. As an added security measure, you can disable the Save Recording As option so that users cannot save any messages to their hard disks. Regardless of whether the Save Recording As option is available on the Media Master in the Cisco Unity Inbox, users can still use the option in the Cisco Personal Communications Assistant web tools to save greetings or recorded names. Consider that by preventing users from archiving messages, users may choose to retain messages in their Inboxes and Deleted Items folders longer. Changing this setting affects all users who are associated with the Cisco Unity Connection server.
Unity Inbox: Message Deletion Confirmation Mode	By default, when users delete messages from the Cisco Unity Inbox, they are not asked to confirm the deletions unless deleting the item will delete it permanently. You can change this setting to have Cisco Unity Connection ask users to confirm the deletion every time that they delete messages from the Cisco Unity Inbox, or you can specify that the Cisco Unity Inbox never asks users to confirm deletions. Enter one of the following values: 0—Ask users to confirm all deletions. 1—Ask users to confirm only the deletions that will be permanent. For users who belong to a class of service that retains deleted items in a Deleted Items folder, the Cisco Unity Inbox asks users to confirm deletions only when they delete items in the Deleted Items folder. For those who belong to a class of service that does not retain deleted items, the Cisco Unity Inbox confirms deletions of new and saved items, as they would be permanently deleted. 2—Never ask users to confirm their deletions. **Note** Changing this setting affects all users who are associated with the Connection server. Default setting: 1.

RSS Configuration

Table 11-12   RSS Configuration Page

Field	Description
Allow Insecure RSS Connections	When enabled, insecure connections (those that do not use SSL) are allowed access to the RSS feed. Note that when using an RSS reader that does not support secure connections, if this check box is checked, the username and password are transmitted unencrypted over the network.

Cluster Configuration

Table 11-13   Cluster Configuration Page

Field	Description
Deactivate Server with Secondary Status When Replication Is Backlogged	*(Cisco Unity Connection cluster only)* When replication between the Cisco Unity Connection cluster servers is backlogged, one of the servers may have stopped functioning.
	Check this check box so that the server with Secondary status automatically changes server status when replication is backlogged.
	Uncheck this check box so that the server with Secondary status does not automatically change server status when replication is backlogged.
	Default setting: Check box not checked.
Automatically Change Server Role When the Publisher Server Fails	*(Cisco Unity Connection cluster only)* Check this check box so that the server with Secondary status automatically changes server status when the publisher server stops functioning.
	Uncheck this check box so that the server with Secondary status does not automatically change server status when the publisher server stops functioning.
	Default setting: Check box checked.

Fax Configuration

Table 11-14   Fax Configuration Page

Field	Description
Faxable File Types	Enter the file extensions (separated by commas) that Cisco Unity Connection keeps in messages that are delivered to the fax server. Connection removes all files with other file extensions before delivering the message to the fax server. Default setting: tif,txt,bmp,doc.
Subject Prefix for Notification of a Successful Fax	Enter the prefix that the fax server adds to the Subject field of fax reports. When Cisco Unity Connection detects this prefix, it generates a delivery receipt and places it in the user mailbox. Default setting: [Fax Success].
Subject Prefix for Notification of a Failed Fax	Enter the prefix that the fax server adds to the Subject field of fax reports. When Cisco Unity Connection detects this prefix, it generates a non-delivery receipt and places it in the user mailbox. Default setting: [Fax Failure].

See Also

- The "Configuring the Cisco Fax Server" section in the "Creating a Cisco Fax Server Integration" chapter of the *System Administration Guide for Cisco Unity Connection*.

External Services Configuration

Table 11-15   External Services Configuration Page

Field	Description
Default Advanced Notification Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) before a meeting occurs that users receive a reminder of the meeting. Default setting: 2 minutes.
Number of Hours of Calendar Data to Cache (In Hours)	*(Calendar integrations only)* Enter the amount of the upcoming Outlook calendar data (in hours) that is cached for each user who is configured for a calendar integration. This setting is useful to reduce the impact when the network connection to the Exchange server is temporarily lost. A larger number increases the size of the database while reducing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. A smaller number reduces the size of the database while increasing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. Default setting: 48 hours.

Table 11-15   External Services Configuration Page (continued)

Field	Description
Normal Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Short Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently. The users who benefit from this setting must have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page in Cisco Unity Connection Administration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Maximum External Service Response Time (In Seconds)	Enter the maximum length of time (in seconds) that Cisco Unity Connection waits in one of the following circumstances for a response from a remote server that is connected as an external service: • Establishing a connection. • Performing a protocol operation (for example, IMAP, WebDAV, or SOAP). A larger number may be necessary when the remote server is heavily loaded, connected across a WAN, or is slow to respond. A larger number may also cause longer pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. A smaller number is possible when the remote server is quick to respond. A smaller number reduces pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. Default setting: 4 seconds.

See Also

- The "Configuring Access to Emails in an External Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.
- The "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Telephony Integrations

See the following sections:

Search Phone Systems

Table 12-1   Search Phone Systems Page

Field	Description
Delete Selected	To delete a phone system, check the check box to the left of the display name, and click Delete Selected. You can delete multiple phone systems at once.
Add New	To add a phone system, click the Add New button. A new page opens, on which you enter data applicable to the new phone system.
Display Name	*(Display only)* The name of the phone system.
Port Count	*(Display only)* The number of voice messaging ports that have been created in Cisco Unity Connection for use by the phone system.

See Also

- The "Managing Phone Systems" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Phone System

Table 12-2   New Phone Systems Page

Field	Description
Phone System Name	Enter a descriptive name for the phone system.

See Also

- The "Managing Phone Systems" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Phone System Basics

Revised May 2009

Table 12-3   Phone System Basics Page

Field	Description
Phone System Name	Enter a descriptive name for the phone system.
Default TRAP Switch	Check this check box when you want TRAP connections to occur through this phone system. Default setting: Check box not checked.
Synchronize All User Templates on This Phone System	*(Cisco Unified Communications Manager Business Edition only)* Click Run to synchronize user templates so that they are all assigned to this phone system.

Table 12-3   Phone System Basics Page (continued)

Field	Description
Send Message Counts	*(Cisco Unity Connection 7.1 or later)* Check this check box so that Cisco Unity Connection sends the message count and requests to turn on a user MWI each time that a new voice message arrives, even though the MWI may already be on.
	Uncheck this check box so that Connection does not send the message count and requests to turn on the MWI when a new voice message arrives, if the MWI already appears to be on.
	Default setting: Check box not checked.
Use Same Port for Enabling and Disabling MWIs	Check this check box so that requests to turn off an MWI use the same port that was used to turn it on.
	Uncheck this check box so that requests to turn off an MWI are not required to use the same port that was used to turn it on.
	Default setting: Check box not checked.
Force All MWIs Off for This Phone System	Check this check box to turn off all MWIs for the phone system. When used before clicking the Synchronize All MWIs on This Phone System button, this check box is useful for resetting incorrect MWIs.
	Default setting: Check box not checked.
Synchronize All MWIs on This Phone System	Click Run to synchronize MWIs for all users who are assigned to this phone system.
Enable for Supervised Transfers	Check this check box so that Cisco Unity Connection uses DTMF to detect and reject calls that have been transferred to another extension (by using supervised transfer) and that have been transferred back to Connection. If the call loop is not detected and rejected, Connection records a voice message that contains the prompt to leave a voice message.
	Default setting: Check box not checked.
Enable for Forwarded Message Notification Calls (by Using DTMF)	Check this check box so that Cisco Unity Connection uses DTMF to detect and reject new-message notifications that are sent to a device (such as a mobile phone) and that the device forwards back to Connection because the device did not answer. If the call loop is not detected and rejected, the call creates a new voice message for the user and triggers Connection to send a new-message notification call to the device.
	Default setting: Check box not checked.
DTMF Tone to Use	Click the fourth-column DTMF touchtone that is used to detect call loops.
	Default setting: A.
Guard Time	If call loop detection by using DTMF is enabled, enter the time, in milliseconds, that Cisco Unity Connection plays the DTMF tone for detecting a call loop.
	Default setting: 2,500 milliseconds.
Enable for Forwarded Message Notification Calls (by Using Extension)	Check this check box so that Cisco Unity Connection uses the extension to detect and reject new-message notifications that are sent to a device (such as a mobile phone) and that the device forwards back to Connection because the device did not answer. If the call loop is not detected and rejected, the call creates a new voice message for the user and triggers Connection to send a new-message notification call to the device.
	Default setting: Check box not checked.

Table 12-3   ***Phone System Basics Page (continued)***

Field	Description
Enable Phone View	Check this check box to enable Phone View for the Cisco Unified Communications Manager phone system. Default setting: Check box not checked.
CTI Phone Access User Name	The name of the application user that was created in Cisco Unified Communications Manager Administration and associated with user phones.
CTI Phone Access Password	The password for the application user that is associated with user phones.
Enable Outgoing Calls	When this option is selected, Cisco Unity Connection places outgoing calls (for example, setting MWIs) as needed through the phone system. Default setting: Option selected.
Disable All Outgoing Calls Immediately	When this option is selected, Cisco Unity Connection does not place any outgoing calls (for example, setting MWIs). This option is useful when the phone system cannot respond to outgoing calls because of maintenance. Default setting: Option not selected.
Disable All Outgoing Calls Between	When this option is selected, Cisco Unity Connection does not place any outgoing calls (for example, setting MWIs) between the times set in the Beginning Time field and the Ending Time field. This option is useful when the phone system cannot respond to outgoing calls because of scheduled maintenance. Default setting: Option not selected.

See Also

- The "Managing Phone Systems" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit AXL Servers

Table 12-4   ***Edit AXL Servers Page***

Field	Description
Delete Selected	To delete an AXL server, check the check box to the left of the display name, and click Delete Selected. You can delete multiple AXL servers at once.
Add New	To add an AXL server, click the Add New button. A new page opens, on which you enter data applicable to the new AXL server.
Order	Enter the order of priority for the AXL server. The lowest number is the primary AXL server; the higher numbers are the secondary servers.
IP Address	Enter the IP address (or host name) of the AXL server that Cisco Unity Connection connects to.

Table 12-4   Edit AXL Servers Page (continued)

Field	Description
Port	Enter the AXL server port that Cisco Unity Connection connects to. This setting must match the port that the AXL server uses. If you enter a non-SSL port (typically port 80), you must also select a non-SSL version in the Cisco Unified Communications Manager Version field. If you enter an SSL-enabled port (typically port 443 or port 8443), you must also select an SSL-enabled version in the Cisco Unified Communications Manager Version field.
User Name	Enter the user name that Cisco Unity Connection uses to log on to the AXL server.
Password	Enter the password that Cisco Unity Connection uses to log on to the AXL server.
Cisco Unified Communications Manager Version	Click the applicable setting that accurately describes the following: • The version of Cisco Unified Communications Manager that you are integrating with Cisco Unity Connection. • Whether the AXL port is enabled for SSL. If you select the non-SSL version, the AXL port must be a non-SSL port (typically port 80). If you select the SSL-enabled version, the AXL port must be an SSL-enabled port (typically port 443 or port 8443).

See Also

• The "Managing Phone Systems" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Phone System Associations

Table 12-5   Phone System Associations Page

Field	Description
User Alias	*(Display only)* The alias of the user that is associated with this phone system.
MWI	*(Display only)* The number of MWIs for this user that are turned on and off by this phone system.
Notification Device	*(Display only)* The number of notification devices for this user that connect through this phone system.

See Also

• The "Managing Phone Systems" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Port Groups

Table 12-6   Search Port Groups Page

Field	Description
Delete Selected	To delete a port group, check the check box to the left of the display name, and click Delete Selected. You can delete multiple port groups at once.
Add New	To add a port group, click the Add New button. A new page opens, on which you enter data applicable to the new port group.
Port Group Name	*(Display only)* The descriptive name for the port group. Click this name to view and edit the phone system settings.
Phone System Display Name	*(Display only)* The phone system that uses the port group.
Port Count	*(Display only)* The number of voice messaging ports that have been created in Cisco Unity Connection for use by the port group.
Integration Method	*(Display only)* The method of integration that is used to connect Cisco Unity Connection and the phone system.
Needs Reset	*(Display only)* Indicates whether the port group needs to be reset to assure all functions.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Port Group

Revised May 2009

Table 12-7   New Port Group Page

Field	Description
Phone System	Click the phone system that uses the port group.
Create From	Choose one of the following: • Port Group Template—Cisco Unity Connection creates the new port group from the template that is selected from the list. The new port group has the default settings of the selected template. • Port Group—Connection creates the new port group from the existing port group that is selected from the list. The new port group has the current settings of the selected port group.
Display Name	Enter a descriptive name for the port group.
Device Name Prefix	*(Cisco Unified CM SCCP integrations only)* Enter the prefix that Cisco Unified Communications Manager adds to the device name for voice ports. This prefix must match the prefix used by Cisco Unified CM.
MWI On Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs on.
MWI Off Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs off.

Table 12-7   New Port Group Page (continued)

Field	Description
Authenticate with SIP Server	*(SIP integrations only)* Check this check box so that Cisco Unity Connection authenticates with the SIP server. Default setting: Check box not checked.
Authentication User Name	*(SIP integrations only)* Enter the user name that Cisco Unity Connection uses to authenticate with the SIP server.
Authentication Password	*(SIP integrations only)* Enter the password that Cisco Unity Connection uses to authenticate with the SIP server.
Contact Line Name	*(SIP integrations only)* Enter the voice messaging line name (or pilot number) that users use to contact Cisco Unity Connection and that Connection uses to register with the SIP server.
SIP Security Profile	*(PIMG/TIMG and SIP integrations only)* Click the SIP security profile that Cisco Unity Connection uses. Default setting: 5060.
SIP Transport Protocol	*(PIMG/TIMG and SIP integrations only)* Click the SIP transport protocol that Cisco Unity Connection uses. Default setting: UDP.
Security Mode	*(PIMG/TIMG and SIP integrations only)* Click the applicable security mode that Cisco Unity Connection uses: • Authenticated—The integrity of call-signaling messages is ensured because they are connected to Cisco Unified CM through an authenticated TLS port. However, the privacy of call-signaling messages are not ensured because they are sent as clear (unencrypted) text. • Encrypted—The integrity and privacy of call-signaling messages are ensured on this port because they are connected to Cisco Unified CM through an authenticated TLS port, and the call-signaling messages are encrypted. Default setting: Authenticated.
Secure RTP	*(PIMG/TIMG and SIP integrations only)* Check this check box so that the media stream (RTP) is encrypted. **Note** Media stream encryption is supported only with Cisco Unified Communications Manager 7.x or later. Default setting: Check box not checked.
IP Address or Host Name	Enter the IP address (or host name) of the phone system, SIP server, or PIMG/TIMG unit that the port group connects to.
Port	*(Cisco Unified CM SCCP integrations only)* Enter the TCP port of the primary Cisco Unified Communications Manager server that Cisco Unity Connection connects to. We recommend that you use the default setting. Default setting: 2000.
Port	*(PIMG/TIMG integrations only)* The SIP port on the PIMG/TIMG unit that Cisco Unity Connection connects to. When you configure more than one PIMG/TIMG unit (each PIMG/TIMG unit is in its own port group), increase this setting by 1 for each successive unit. For example, unit 2 will be 5061, unit 3 will be 5062, and so on. Default setting: 5060.

Table 12-7   New Port Group Page (continued)

Field	Description
Port	*(SIP integrations only)* The SIP port on the SIP server that Cisco Unity Connection connects to. We recommend that you use the default setting. Default setting: 5060.
TLS Port	*(Cisco Unified CM SCCP integrations only)* Enter the TLS port of the Cisco Unified Communications Manager server that you are integrating with Cisco Unity Connection. Default setting: 2443.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Port Group Basics

Revised May 2009

Table 12-8   Port Group Basics Page

Field	Description
Display Name	Enter a descriptive name for the port group.
Integration Method	*(Display only)* The method of integration that is used to connect Cisco Unity Connection and the phone system.
Device Name Prefix	*(Cisco Unified CM SCCP integrations only)* Enter the prefix that Cisco Unified Communications Manager adds to the device name for voice ports. This prefix must match the prefix used by Cisco Unified CM.
Reset Status	*(Display only)* Indicates whether the port group needs to be reset to assure all functions.
PIMG Settings	
IP Address or Host Name	*(PIMG/TIMG integrations only)* Enter the IP address (or host name) of the PIMG/TIMG unit that the port group connects to.
Port	*(PIMG/TIMG integrations only)* The SIP port on the PIMG/TIMG unit that Cisco Unity Connection connects to. When you configure more than one PIMG/TIMG unit (each PIMG/TIMG unit is in its own port group), increase this setting by 1 for each successive unit. For example, unit 2 will be 5061, unit 3 will be 5062, and so on. Default setting: 5060.
Session Initiation Protocol (SIP) Settings	
Register with SIP Server	*(SIP integrations only)* Check this check box so that Cisco Unity Connection registers with the SIP server.
Authenticate with SIP Server	Check this check box so that Cisco Unity Connection authenticates with the SIP server. Default setting: Check box not checked.
Authentication User Name	Enter the user name that Cisco Unity Connection uses to authenticate with the SIP server.

Table 12-8   Port Group Basics Page (continued)

Field	Description
Authentication Password	Enter the password that Cisco Unity Connection uses to authenticate with the SIP server.
Contact Line Name	Enter the voice messaging line name (or pilot number) that users use to contact Cisco Unity Connection and that Connection uses to register with the SIP server.
SIP Security Profile	*(PIMG/TIMG and SIP integrations only)* Click the SIP security profile that Cisco Unity Connection uses. Default setting: 5060.
SIP Transport Protocol	*(PIMG/TIMG and SIP integrations only)* Click the SIP transport protocol that Cisco Unity Connection uses. Default setting: UDP.
Security Mode	*(PIMG/TIMG and SIP integrations only)* Click the applicable security mode that Cisco Unity Connection uses: • Authenticated—The integrity of call-signaling messages is ensured because they are connected to Cisco Unified CM through an authenticated TLS port. However, the privacy of call-signaling messages are not ensured because they are sent as clear (unencrypted) text. • Encrypted—The integrity and privacy of call-signaling messages are ensured on this port because they are connected to Cisco Unified CM through an authenticated TLS port, and the call-signaling messages are encrypted. Default setting: Authenticated.
Secure RTP	*(PIMG/TIMG and SIP integrations only)* Check this check box so that the media stream (RTP) is encrypted. **Note** Media stream encryption is supported only with Cisco Unified Communications Manager 7.x or later. Default setting: Check box not checked.
Advertised Codec Settings	
Change Advertising	*(PIMG/TIMG and SIP integrations only)* Click this button to manage the codecs (audio formatting) that Cisco Unity Connection advertises that it can use when dialing out.
Display Name	*(PIMG/TIMG and SIP integrations only)* The name of the codecs (audio formatting) that Cisco Unity Connection advertises that it can use when dialing out.
Packet Size	*(PIMG/TIMG and SIP integrations only)* Click the packet size, in milliseconds, that you want to use for this codec (audio formatting). Default setting: 20 milliseconds.
Message Waiting Indicator Settings	
Enable Message Waiting Indicators	Check this check box so that voice messaging ports in the port group are enabled to turn message waiting indicators (MWIs) on and off. Only the voice messaging ports that have the Send MWI Requests check box checked turn MWIs on and off. Uncheck this check box so that turning message waiting indicators (MWIs) on and off is disabled for all voice messaging ports in the port group. Even when voice messaging ports have the Send MWI Requests check box checked, they do not turn MWIs on and off. Default setting: Check box checked.

Table 12-8   Port Group Basics Page (continued)

Field	Description
MWI On Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs on.
MWI Off Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs off.
Delay Between Requests ____ Milliseconds	Enter the minimum length of wait time, in milliseconds, between subsequent MWI requests. Default setting: 0 milliseconds.
Maximum Concurrent Requests	Enter the maximum number of messaging waiting indicator (MWI) requests that are attempted at the same time so that a spike in MWI requests does not demand a large portion of Cisco Unity Connection resources. Default setting: 0 requests.
Retries After Successful Attempt	Enter the number of times an MWI request is retried after success is reported so that MWI success is assured. Default setting: 0 retries.
Retry Interval After Successful Attempt ____ Milliseconds	Enter the wait time, in milliseconds, between MWI retries that occur after success is reported. Default setting: 5 milliseconds.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Servers

Table 12-9   Edit Servers Page

Field	Description
Cisco Unified Communications Manager Servers	
Delete Selected	To delete a server, check the check box to the left of the display name, and click Delete Selected. You can delete multiple servers at once.
Add	To add a server, click the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the Cisco Unified Communications Manager server that the port group connects to. The lowest number is the primary Cisco Unified CM server, the higher numbers are the secondary servers.
IP Address or Host Name	Enter the IP address (or host name) of the Cisco Unified Communications Manager server that the port group connects to.
Port	Enter the TCP port of the Cisco Unified Communications Manager server that Cisco Unity Connection uses. We recommend that you use the default setting. Default setting: 2000.

Table 12-9   Edit Servers Page (continued)

Field	Description
TLS Port	Enter the TLS port of the Cisco Unified Communications Manager server. We recommend that you use the default setting. Default setting: 2443.
Server Type	Click the type of Cisco Unified Communications Manager server that Cisco Unity Connection is integrating with—Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. Default setting: Cisco Unified Communications Manager.
Ping	To verify the IP address (or host name) of the SIP server, click the Ping button.
SIP Servers	
Delete Selected	To delete a SIP server, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SIP servers at once.
Add	To add a server, click the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the SIP server that the port group connects to. The lowest number is the primary SIP server, the higher numbers are the secondary servers.
IP Address or Host Name	Enter the IP address (or host name) of the SIP server that the port group connects to.
Port	Enter the IP port number that Cisco Unity Connection uses to connect to the SIP server. We recommend that you use the default setting. Default setting: 5060.
TLS Port	Enter the TLS port of the SIP server. Default setting: 5061.
Ping	To verify the IP address (or host name) of the SIP server, click the Ping button.
TFTP Servers	
Delete Selected	To delete a TFTP server, check the check box to the left of the display name, and click Delete Selected. You can delete multiple TFTP servers at once.
Add	To add a server, click the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the TFTP server that the port group connects to. The lowest number is the primary TFTP server, the higher numbers are the secondary servers.
IP Address or Host Name	Enter the IP address (or host name) of the TFTP server that the port group connects to.
Ping	To verify the IP address (or host name) of the TFTP server, click the Ping button.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Advanced Settings

Table 12-10   Edit Advanced Settings Page

Field	Description
Delay After Answer ____ Milliseconds	Enter the wait time, in milliseconds, after a call is connected to Cisco Unity Connection and before Connection plays a greeting. Default setting: 0 milliseconds.
Outgoing Guard Time _____ Milliseconds	Enter the wait time, in milliseconds, that a voice messaging port must be inactive before Cisco Unity Connection uses it for an outgoing call. Default setting: 1,000 milliseconds.
Outgoing Pre-Dial Delay ____ Milliseconds	Enter the wait time, in milliseconds, before Cisco Unity Connection dials an outgoing call. Default setting: 0 milliseconds.
Outgoing Post-Dial Delay ____ Milliseconds	Enter the wait time, in milliseconds, after Cisco Unity Connection dials an outgoing call. Default setting: 0 milliseconds.
DTMF Interdigit Delay ____ Milliseconds	Enter the wait time, in milliseconds, after a caller dials a digit and before Cisco Unity Connection acts on the digits that it has received. Default setting: 300 milliseconds.
Recording DTMF Clip	Enter the amount of time, in milliseconds, to truncate at the end of a recording when a message is terminated with a DTMF touchtone. Default setting: 170 milliseconds.
Recording Tone Extra Clip	Enter the amount of time, in milliseconds, to truncate at the end of a recording when a message is terminated by the caller hanging up, which may cause the phone system to provide a tone (such as a reorder tone). Default setting: 250 milliseconds.
Wait For Call Information	*(PIMG/TIMG integrations only)* The time (in milliseconds) that Cisco Unity Connection waits to receive call information from a PIMG/TIMG unit before playing the greeting. This setting applies to integrations through TIMG units or analog PIMG units only. The setting may vary depending on the phone system configuration. Default setting: 0 milliseconds.
Remote-Party-ID	*(PIMG/TIMG and SIP integrations only)* Enter the text that appears on the phone when the pilot number for the voice messaging ports is dialed. For example, enter "Cisco Unity Connection voice mail."
Use DTMF KPML	*(PIMG/TIMG and SIP integrations only)* Check this check box so that DTMF digits for call control are sent through SIP NOTIFY messages in compliance with RFC 4730. Default setting: Check box checked.
Use DTMF RFC 2833	*(PIMG/TIMG and SIP integrations only)* Check this check box so that DTMF digits for call control are sent through the RTP (audio) stream in compliance with RFC 2833. Default setting: Check box checked.

Table 12-10   Edit Advanced Settings Page (continued)

Field	Description
Address to Specific PIMG/TIMG port	*(PIMG/TIMG integrations only)* When this option is selected, Cisco Unity Connection turns off an MWI by using the same port that was used to turn it on. Default setting: Option selected.
Not Port Specific	*(PIMG/TIMG integrations only)* When this option is selected, Cisco Unity Connection uses any available dial-out port to turn off an MWI. Default setting: Option not selected.
Enable AGC	Check this check box so that Cisco Unity Connection automatically adjusts the recording volume of voice messages and user greetings to match the setting of the Automatic Gain Control (AGC) target decibels field on the System Settings > General Configuration page. Default setting: Check box checked.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Codec Advertising

Table 12-11   Edit Codec Advertising Page

Field	Description
Advertised Codecs	Move to this list the codecs (audio formats) that Cisco Unity Connection advertises that it can use when dialing out. The phone system must transcode if it uses different codecs.
Unadvertised Codecs	Move to this list the codecs (audio formats) that Cisco Unity Connection does not advertise when dialing out.

See Also

- The "Managing Port Groups" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Ports

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Table 12-12   Search Ports Page

Field	Description
Delete Selected	To delete a port, check the check box to the left of the display name, and click Delete Selected. You can delete multiple ports at once.
Add New	To add a port, click the Add New button. A new page opens, on which you enter data applicable to the new port.

Table 12-12   Search Ports Page (continued)

Field	Description
Display Name	*(Display only)* The descriptive name for the voice messaging port. The name is created from the port group display name followed by a hyphen and sequence number of the voice messaging port.
Phone System Display Name	*(Display only)* The phone system that uses the port. Click this name to view and edit the phone system settings.
Extension	*(Display only)* The extension of the voice messaging port, if applicable.
Server	*(Display only)* The Cisco Unity Connection server (when a Connection cluster is configured) that handles this port.
Enabled	*(Display only)* When the column has an X, the port is enabled during normal operation.
Answer Calls	*(Display only)* When the column has an X, the port is designated for answering calls.
Message Notification	*(Display only)* When the column has an X, the port is designated for notifying users of messages.
Dialout MWI	*(Display only)* When the column has an X, the port is designated for turning MWIs on and off.
TRAP Connection	*(Display only)* When the column has an X, the port enables users to use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Typically, TRAP Connection is assigned to the least busy ports.
Security Mode	*(Display only)* Indicates whether Cisco Unified Communications Manager authentication or encryption is enabled.

See Also

- The "Managing Ports" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Port

Revised May 2009

Table 12-13   New Port Page

Field	Description
Enabled	Check this check box so that the port is enabled during normal operation. Uncheck this check box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. Typically, the port is disabled only by the installer during testing. Default setting: Check box checked.
Number of Ports	Enter the number of voice messaging ports that you want to add. Default setting: 1.
Beginning Extension for a Range	*(Cisco Unity Connection 7.1 or later)* Enter the extension of the first voice messaging port. If you are adding multiple ports, the first port will receive this extension number, the next port will receive the next extension in sequence, and so on. ⚠ **Caution** You must confirm that the extensions are not already assigned to another voice messaging port. Otherwise, the phone system integration may not function correctly.

Table 12-13   New Port Page (continued)

Field	Description
Phone System	Click the phone system that the voice messaging port uses.
Port Group	Click the port group that the voice messaging ports belong to.
Server	*(Cisco Unified CM and SIP integrations only)* When a Cisco Unity Connection cluster is configured, click the name of the Connection server that handles the voice messaging port.
Answer Calls	Check this check box so that the port is designated for answering calls. These calls can be incoming calls from unidentified callers or from users. Uncheck this check box so that the port does not answer calls. Default setting: Check box checked.
Perform Message Notification	Check this check box so that the port is designated for notifying users of messages. Assign Perform Message Notification to the least busy ports. Default setting: Check box checked.
Send MWI Requests	*(Not used by serial integrations.)* Check this check box so that the port is designated for turning MWIs on and off. We recommend that you assign Send MWI Requests to the least busy ports. Note the following: • This check box is disabled for all ports in the port group if the Enable Message Waiting Indicators check box is not checked on the Port Group Basics page. • The Enable Message Waiting Indicators check box on the Port Group Basics page of the port group must be checked for the voice messaging port to turn MWIs on and off. If the Enable Message Waiting Indicators check box on the Port Group Basics page of the port group is not checked, the voice messaging port does not turn MWIs on or off. Uncheck this check box so that message waiting indicators (MWIs) are not set by voice messaging ports in the port group. When this check box is not checked, even when voice messaging ports are configured to send MWI requests, MWIs are not set. Default setting: Check box checked.
Allow TRAP Connections	Check this check box so that users can use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Assign Allow TRAP Connections to the least busy ports. Default setting: Check box checked.
Security Mode	*(Cisco Unified CM integrations only)* Click the Cisco Unified Communications Manager security mode that you want to use for the voice messaging port. Default setting: Non-secure.

See Also

• The "Managing Ports" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Port Basics

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Table 12-14   Port Basics Page

Field	Description
Enabled	Check this check box so that the port is enabled during normal operation.
	Uncheck this check box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. Typically, the port is disabled only by the installer during testing.
	Default setting: Check box checked.
Port Name	*(Display only)* The descriptive name for the voice messaging port. The name is created from the port group display name followed by a hyphen and sequence number of the voice messaging port.
Restart	Click this button to restart the voice messaging port.
	⚠ **Caution** Restarting a voice messaging port terminates any call that is in progress on that port. In Cisco Unity Connection Serviceability, you can stop a port from taking new incoming calls on the Tools > Cluster Management page.
Phone System	*(Display only)* The display name for the phone system that uses the voice messaging port.
Port Group	*(Display only)* The port group that the voice messaging ports belong to.
Extension	*(PIMG/TIMG integrations only)* Enter the extension that the phone system uses to connect to the port.
Server	*(Cisco Unified CM and SIP integrations only)* When a Cisco Unity Connection cluster is configured, click the name of the Connection server that handles the voice messaging port.
Answer Calls	Check this check box so that the port is designated for answering calls. These calls can be incoming calls from unidentified callers or from users.
	Uncheck this check box so that the port does not answer calls.
	Default setting: Check box checked.
Perform Message Notification	Check this check box so that the port is designated for notifying users of messages. Assign Perform Message Notification to the least busy ports.
	Default setting: Check box checked.
Send MWI Requests	*(Not used by serial integrations.)* Check this check box so that the port is designated for turning MWIs on and off. We recommend that you assign Send MWI Requests to the least busy ports.
	Note the following:
	• This check box is disabled for all ports in the port group if the Enable Message Waiting Indicators check box is not checked on the Port Group Basics page.
	• The Enable Message Waiting Indicators check box on the Port Group Basics page of the port group must be checked for the voice messaging port to turn MWIs on and off. If the Enable Message Waiting Indicators check box on the Port Group Basics page of the port group is not checked, the voice messaging port does not turn MWIs on or off.
	Uncheck this check box so that message waiting indicators (MWIs) are not set by voice messaging ports in the port group. When this check box is not checked, even when voice messaging ports are configured to send MWI requests, MWIs are not set.
	Default setting: Check box checked.

Table 12-14   Port Basics Page (continued)

Field	Description
Allow TRAP Connections	Check this check box so that users can use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Assign Allow TRAP Connections to the least busy ports. Default setting: Check box checked.
Outgoing Hunt Order	*(Cisco Unified CM and PIMG/TIMG integrations only)* Enter the order of priority that the port is used for outgoing calls, if applicable. When available ports have the same hunt order number, Cisco Unity Connection uses the port that has been idle the longest.
Security Mode	*(Cisco Unified CM integrations only)* Click the Cisco Unified Communications Manager security mode that you want to use for the voice messaging port. Default setting: Non-secure.
SCCP (Skinny) Device Name	*(Display only)* The device name that Cisco Unified Communications Manager assigned to the voice messaging port. This device name may be helpful for troubleshooting.
View Certificate	*(Cisco Unified CM integrations only)* Click this button to view the device certificate data for the voice messaging port.

See Also

- The "Managing Ports" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

View Port Certificate

Table 12-15   View Port Certificate Page

Field	Description
Subject	*(Display only)* The content of the Subject field for the port certificate.
Issuer	*(Display only)* The content of the Issuer field for the port certificate.
Valid From	*(Display only)* The date and time of beginning validity for the port certificate.
Valid Until	*(Display only)* The date and time of ending validity for the port certificate.
Version	*(Display only)* The version of the port certificate.
Serial Number	*(Display only)* The serial number of the port certificate.
Private Key	*(Display only)* The encrypted private key of the port certificate.
Subject Alternative Name	*(Display only)* The content of the Subject Alternative Name field for the port certificate.
Certificate Text	*(Display only)* The text content of the port certificate.
Generate New	Click this button to generate a new port certificates for all voice messaging ports.

See Also

- The "Managing Ports" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search Phone System Trunks

Table 12-16   Search Phone System Trunks Page

Field	Description
Delete Selected	To delete a phone system trunk, check the check box to the left of the display name, and click Delete Selected. You can delete multiple phone system trunks at once.
Add New	To add a phone system trunk, click the Add New button. A new page opens, on which you enter data applicable to the new phone system trunk.
From Phone System Display Name	*(Display only)* The phone system from which calls are transferred when Cisco Unity Connection dials the trunk access code for sending calls to another phone system.
To Phone System Display Name	*(Display only)* The phone system that the phone system trunk connects to when the trunk access code is dialed.
Trunk Access Code	*(Display only)* The number that Cisco Unity Connection dials to transfer a call from the phone system in the From Phone System field to the phone system in the To Phone System field.

See Also

- The "Managing Phone System Trunks" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New Phone System Trunk

Table 12-17   New Phone System Trunk Page

Field	Description
From Phone System	Click the phone system from which calls are transferred when Cisco Unity Connection dials the trunk access code for sending calls to another phone system.
To Phone System	Click the phone system that the phone system trunk connects to when the trunk access code is dialed.
Trunk Access Code	Enter the trunk access code that Cisco Unity Connection dials to transfer a call from the phone system in the From Phone System field to the phone system in the To Phone System field.

See Also

- The "Managing Phone System Trunks" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

View Root Certificate

Table 12-18   View Root Certificate Page

Field	Description
Subject	*(Display only)* The content of the Subject field for the root certificate.
Issuer	*(Display only)* The content of the Issuer field for the root certificate.
Valid From	*(Display only)* The date and time of beginning validity for the root certificate.
Valid Until	*(Display only)* The date and time of ending validity for the root certificate.
Version	*(Display only)* The version of the root certificate.
File Name	*(Display only)* The file name of the root certificate.
Serial Number	*(Display only)* The serial number of the root certificate.
Private Key	*(Display only)* The encrypted private key of the root certificate.
Certificate Text	*(Display only)* The text content of the root certificate.
Right-Click to Save the Certificate as a File	Right-click this link and click Save Target As so that you can save the root certificate as a file at the location that you indicate.
	Note that the file name must match the name indicated and that the extension must be 0 rather than htm.
Generate New	Click this button to generate a new root certificate and new port certificates for all voice messaging ports.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search SIP Certificates

Table 12-19   Search SIP Certificates Page

Field	Description
Delete Selected	To delete a SIP certificate, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SIP certificates at once.
Add New	To add an SIP certificate, click the Add New button. A new page opens, on which you enter data applicable to the new SIP certificate.
Display Name	*(Display only)* The name of the SIP certificate.
Subject Name	*(Display only)* The subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New SIP Certificate

Table 12-20   New SIP Certificate Page

Field	Description
Display Name	Enter a descriptive name for the SIP certificate.
Subject Name	Enter a subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration. ⚠ **Caution** This subject name must match the subject name of the SIP certificate used by Cisco Unified Communications Manager. Otherwise, Cisco Unified CM authentication and encryption fail.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit SIP Certificate

Table 12-21   Edit SIP Certificate Page

Field	Description
Display Name	Enter a descriptive name for the SIP certificate.
Subject Name	Enter a subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration. ⚠ **Caution** This subject name must match the subject name of the SIP certificate used by Cisco Unified Communications Manager. Otherwise, Cisco Unified CM authentication and encryption fail.
Private Key	*(Display only)* The encrypted private key of the SIP certificate.
Certificate Text	*(Display only)* The text content of the SIP certificate.
Generate New	Click this button to generate a new SIP certificate.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Search SIP Security Profiles

Table 12-22   Search SIP Security Profiles Page

Field	Description
Delete Selected	To delete a SIP security profile, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SIP security profiles at once.
Add New	To add a SIP security profile, click the Add New button. A new page opens, on which you enter data applicable to the new SIP security profile.
Display Name	*(Display only)* The name of the SIP security profile.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

New SIP Security Profile

Table 12-23   New SIP Security Profile Page

Field	Description
Port	The port that the Cisco Unified Communications Manager server uses for SIP trunk authentication and encryption of the voice messaging ports. **Note** You cannot use the same port for both TLS and non-TLS SIP security.
Do TLS	Check this check box so that call signaling messages are encrypted when sent through the SIP trunk between Cisco Unity Connection and the Cisco Unified Communications Manager server. Uncheck this check box so that call signaling messages are not encrypted when sent through the SIP trunk between Connection and the Cisco Unified CM server. ⚠ **Caution** When this check box is checked, the Cisco Unified CM server must also enable TLS. Otherwise, SIP security does not function correctly.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit SIP Security Profile

Table 12-24   *Edit SIP Security Profile Page*

Field	Description
Port	The port that the Cisco Unified Communications Manager server uses for SIP trunk authentication and encryption of the voice messaging ports. **Note** You cannot use the same port for both TLS and non-TLS SIP security.
Do TLS	Check this check box so that call signaling messages are encrypted when sent through the SIP trunk between Cisco Unity Connection and the Cisco Unified Communications Manager server. Uncheck this check box so that call signaling messages are not encrypted when sent through the SIP trunk between Connection and the Cisco Unified CM server. ⚠ **Caution** When this check box is checked, the Cisco Unified CM server must also enable TLS. Otherwise, SIP security does not function correctly.

See Also

- The "Security (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

Tools

See the following sections:

Import Unified Communication Manager Users

Table 13-1   *Import Unified Communications Manager Users Page*

Field	Description
Find Unified Communications Manager Users	Select the type of user to import. In a coresident configuration, the users are imported from the Default Switch. In a standalone configuration, if you are importing data from Cisco Unified Communications Manager, you must also select the Cisco Unified CM server with the applicable user accounts. Only Cisco Unified CM servers for which an AXL server is configured appear in the list. In a standalone configuration, if you have integrated Cisco Unity Connection with an LDAP directory and have synchronized Connection with LDAP data (which imports LDAP data into a hidden Cisco Unified CM database on the Connection server), you can choose to import LDAP data.
Based on Template	Select the template on which to base the new user account. The template affects most user settings. For importing Cisco Unified Communications Manager users, only templates for users with voice mail appear in the list.

Table 13-1   Import Unified Communications Manager Users Page (continued)

Field	Description
Alias	A unique text name for the user. Users enter the alias to log on to the Cisco Personal Communications Assistant. Administrators enter the alias to log on to Cisco Unity Connection Administration.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.
Extension	The extension that the phone system uses to connect to the object.

See Also

- The "Creating Multiple User Accounts from Cisco Unified Communications Manager Users" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
- The "Creating User Accounts from LDAP User Data" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Synchronize Unified Communications Manager Users

Table 13-2   Synchronize Unified Communications Manager Users Page

Field	Description
Find Imported Users	Enter applicable search criteria. In a standalone configuration, you must also select the Cisco Unified Communications Manager server with the applicable user accounts. Only the Cisco Unified CM servers for which an AXL server is configured appear in the list. In a coresident configuration, synchronization happens automatically. There should be no need to manually synchronize users.
Alias	A unique text name for the user. Users enter the alias to log on to the Cisco Personal Communications Assistant. Administrators enter the alias to log on to Cisco Unity Connection Administration.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.
Extension	The extension that the phone system uses to connect to the object.

See Also

- The "Creating Multiple User Accounts from Cisco Unified Communications Manager Users" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Task Definitions

Table 13-3   Task Definitions Page

Field	Description
Task Name	The name of the Cisco Unity Connection task. For more information on what a specified task does, how frequently it runs, and the results of the task (for example, whether the task succeeded or failed), click the name of the task.

See Also

- The "Cisco Unity Connection Task Management Tool" section in the "Administrative Tools" chapter of the *System Administration Guide for Cisco Unity Connection*.

Task Definition Basics

Table 13-4   Task Definition Basics Page

Field	Description
Server	When a Connection cluster is configured, click the server for which you want to view task information.
Display Name	The name of the task.
Summary	A brief overview of what the task does.
Delete Selected	To delete a task definition, check the check box to the left of the display name, and click Delete Selected. You can delete multiple task definitions at once.
Time Started	The date and time that the task started running, in the format year-month-day hour:minute:second.thousandths of a second. To display the results for this task, click the link for the applicable date and time.
Time Completed	The date and time that the task finished running, in the format year-month-day hour:minute:second.thousandths of a second.

See Also

- The "Cisco Unity Connection Task Management Tool" section in the "Administrative Tools" chapter of the *System Administration Guide for Cisco Unity Connection*.

Task Schedule

The default settings and schedules for each task are optimized for functionality and performance. We recommend that you not change the default settings and schedules.

> **Caution**   Some tasks are critical to Cisco Unity Connection functionality. Disabling or changing the frequency of critical tasks may adversely affect performance or cause Connection to stop functioning.

Table 13-5   Task Schedule Page

Field	Description
Display Name	The name of the task.
Enabled	Check or uncheck the check box to specify whether you want the task to run automatically on the specified schedule.
Run on System Startup After ____ Minutes	Check this check box if you want the task to run every time that you restart the Cisco Unity Connection server in addition to running on a schedule, and then specify the number of minutes after startup that you want the task to run.
Run Task Every ____ Minutes	Select this option if you want the task to run more often than once a day, and then specify the frequency in minutes.
Run Task At	To set up the task to run on a regular schedule, choose one of the following options: • Once each day—Specify the time, and choose the Every Day option. • Once each week—Specify the time, and choose the Every <day of the week> option. • Once each month—Specify the time, and choose the Every <date> of Every Month option.
Set to Defaults	Resets all values on this page to the default values recommended for the current task.

See Also

• The "Cisco Unity Connection Task Management Tool" section in the "Administrative Tools" chapter of the *System Administration Guide for Cisco Unity Connection*.

Bulk Administration Tool

Table 13-6   Bulk Administration Tool Page

Field	Description
Select Operation	Select the applicable bulk operation: • Create • Update • Delete • Export
Select Object Type	Select the applicable type of objects: • Users (without Voice Mailboxes) • Users with Mailbox • System Contacts • Users from LDAP Directory (Note that this option is available only if you integrated Cisco Unity Connection with an LDAP directory.)
User Template	Indicate whether you want to override individual CSV field settings with the setting from a user template: • No • Yes (If you select Yes, also choose the template from the list.)

Table 13-6   Bulk Administration Tool Page (continued)

Field	Description
CSV File	Enter the full path of the CSV file. **Note** Bulk Administration Tool supports only UTF-8 and UTF-16 character set encoding for the text in the CSV file.
Failed Objects Filename	Enter the full path to the failed objects report file.
Submit	Click Submit to initiate the bulk operation.
Display Last Operation	Click the Display Last Operation button to bring up a download link for the output file from the previous operation.

See Also

- The "Using the Cisco Unity Connection Bulk Administration Tool" appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
- The "Creating User Accounts from LDAP User Data" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Search Custom Keypad Mappings

Table 13-7   Search Custom Keypad Mappings Page

Field	Description
Conversation Name	Select the applicable custom keypad mapping conversation from the three available conversations.

See Also

- The "Custom Keypad Mapping Tool" chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Custom Keypad Mapping

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Table 13-8   Edit Custom Keypad Mapping Page

Field	Description
Menu Tabs	Click the applicable menu tab to customize the conversation for that menu. There are eight conversation menus that can be customized: • Main menu • Message Playback menu (Header Tab, Body Tab, and Footer Tab) • After Message menu • Settings menu • Message Settings menu • Personal Settings menu
Option	The list of options that can be used for the selected menu. For a detailed description of each option, see the "Custom Keypad Mapping Tool" chapter of the *System Administration Guide for Cisco Unity Connection*.
Key Assignment	The key or keys that are assigned to each menu option. Note the following guidelines: • The only characters allowed are: 0 – 9, *, # or blank. • A maximum of 3 digits is allowed for each menu option. • Duplicate key entries are not allowed for any unique menu. (For example, you cannot map the "1" key to both Hear New Messages and Send a Message in the Main menu. However, you can map the "1" key to Hear New Messages in the Main menu and also to Greetings in the Settings menu.) • Leaving a key assignment blank disables that option for the menu. • When changes are saved, all new calls that use that conversation follow the new key mapping settings. • When you leave a key assignment black, uncheck the Option Voiced in Menu check box.
Option Voiced in Menu	Check or uncheck the check box to indicate whether the option is voiced in the menu. You can use this setting to assign a key or keys to an option but not have it presented in the menu. The option would still be enabled and Cisco Unity Connection would respond appropriately if the assigned key is pressed, but the user would not hear the option in the menu. For example, your users may know that "0" is always mapped to Help and "*" is always mapped to Cancel, but in an effort to keep menus as short as possible, you may not want to have those options voiced in every menu.
Move To	Select a menu option and use the Move To button or the up and down arrows to change the order in which options are voiced in the menu.
Action Description	*(Display only)* Describes the action that is taken for the selected option.
Reset Mappings on All Tabs To	Select the applicable conversation to use as the basis for this Custom Keypad Mapping conversation. You can change the key mappings for all menus to match that of an existing conversation. For example you can have all of the key mappings for the selected custom keypad mapping replaced with the mappings of Optional Conversation 1. This can be useful if you want to make a small number of changes to an existing conversation and do not want to manually remap every option.

See Also

• The "Custom Keypad Mapping Tool" chapter of the *System Administration Guide for Cisco Unity Connection*.

Migrate Users

Table 13-9   Migrate Users Page

Field	Description
Server Name or IP Address	Enter the name or the IP address of the SSH server to which you exported Cisco Unity (version 4.0(5) or later) or Cisco Unity Connection (version 1.x) user data.
Path Name	Enter the path to the directory that contains the user data that you want to import.
	The format of the path depends on how you configured the SSH server application for access to that directory.
Username	Enter the account name for an account that has the permissions required to access the server and files to which you exported the data.
Password	Enter the password for the account that you entered in the Username field.
User Template	Choose the template whose settings you want to apply to all of the users you are creating with the imported data.
Failed Objects Filename	Enter the file name for the log file in which you want Cisco Unity Connection to save information about users whose data could not be imported.
Submit	Click the Submit button to begin to import user data.

Migrate Messages

Table 13-10   Migrate Messages Page

Field	Description
Server Name or IP Address	Enter the name or the IP address of the SSH server to which you exported Cisco Unity (version 4.0(5) or later) or Cisco Unity Connection (version 1.x) messages.
Path Name	Enter the path to the directory that contains the messages that you want to import.
	The format of the path depends on how you configured the SSH server application for access to that directory.
Username	Enter the account name for an account that has the permissions required to access the server and files to which you exported the data.
Password	Enter the password for the account that you entered in the Username field.
Submit	Click the Submit button to begin to import messages.

Grammar Statistics

Table 13-11   Grammar Statistics Page

Field	Description
Name	*(Display only)* The name of the dynamic voice-recognition grammar.
Last Modified	*(Display only)* The last time the grammar was recompiled.

Table 13-11   *Grammar Statistics Page (continued)*

Field	Description
Number of Items	*(Display only)* The number of items in the grammar.
Pending Updates	*(Display only)* Indicates whether there are updates pending. If items have been added to the grammar (for example, a new name in the name grammar) and it has not been recompiled since the addition, Pending Updates is set to "yes." Otherwise it is set to "no."
Is Rebuilding	*(Display only)* Indicates whether the grammar is currently being recompiled.
Rebuild Grammars	Click the Rebuild Grammars button to force an immediate recompilation of all grammars. This action overrides the Voice Recognition Update Schedule (under System Settings > Schedules in Cisco Unity Connection Administration) if the schedule is currently inactive. (By default, all days and times are active for this schedule.) It also overrides the ten minute wait period after a bulk operation has been initiated.

See Also

- The "Cisco Unity Connection Grammar Statistics Tool" section in the "Administrative Tools" chapter of the *System Administration Guide for Cisco Unity Connection*.