



User Guide for the Cisco Unity Connection Assistant Web Tool

Release 7.x

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The Cisco Unity Assistant Web Tool

- [About the Cisco Unity Assistant Web Tool, page 1](#)
- [Accessing the Cisco Unity Assistant Web Tool, page 1](#)

About the Cisco Unity Assistant Web Tool

The Cisco Unity Assistant web tool lets you customize how you and your callers interact with Cisco Unity Connection by phone. You can also use it to personalize your Connection settings—including your recorded greetings and message-delivery options—and to set up message-notification devices and to create private lists.

Access to the Cisco Unity Assistant is provided through the Cisco Personal Communications Assistant (PCA) website.



Note

The Internet browser on your computer must be set up to use the Cisco PCA and the Cisco Unity Assistant. Although it is likely that your Connection administrator has already done so for the computer that you use at the office, if your organization offers remote access to the Cisco PCA, you must set up the installed browser(s) on any other computer that you plan to use for accessing the website. Ask your Connection administrator for instructions.

We welcome your feedback about Cisco Unity Connection. Click the Feedback link in the top right corner of the Cisco Unity Assistant pages. In the form that opens, enter any information that you want to send to us about Connection, then click Submit.

Accessing the Cisco Unity Assistant Web Tool

This section contains two procedures:

- [To Access the Cisco Unity Assistant, page 2](#)
- [To Access Help for the Cisco Unity Assistant, page 2](#)

To Access the Cisco Unity Assistant

- Step 1** Go to the Cisco PCA logon page at **http://<Cisco Unity Connection server>/ciscopca**. (The URL is case sensitive.)



Timesaver

Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the Cisco Unity Assistant.

- Step 2** Enter your username and password.
- Step 3** If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.
- Step 4** Click **Log In**.
- Step 5** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 6** When you are finished, click **Log Out** in the top right corner of any Cisco Unity Assistant page.

To Access Help for the Cisco Unity Assistant

- Step 1** On any Cisco Unity Assistant page, click the **Help** menu.
- Step 2** From the Help menu, click the applicable link:

Contents	Provides a list of topics in Help.
Index	Provides a Help index.
This Page	Provides the Help topic applicable to the page you are viewing.

For help on an icon, hover the mouse over the icon until a tooltip is displayed.



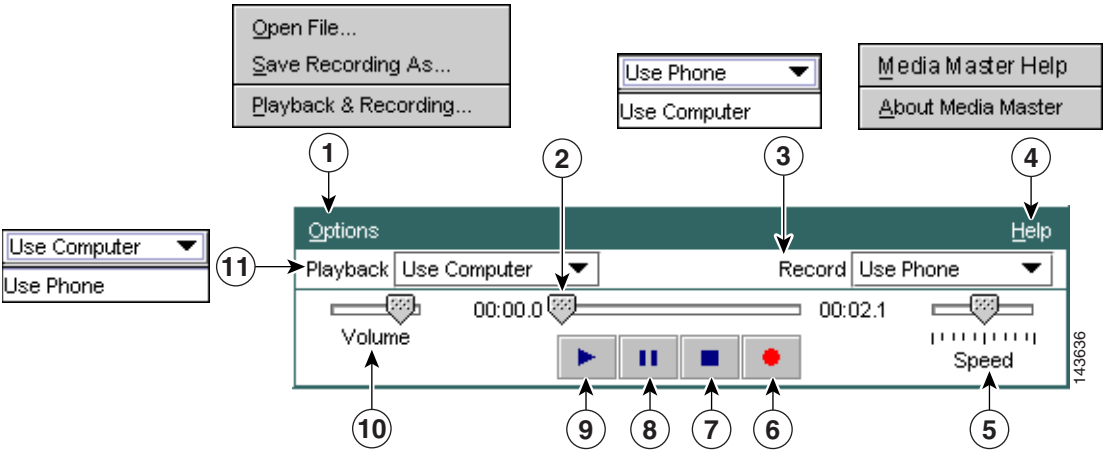
Working with the Media Master in the Cisco Unity Assistant Web Tool

- [About the Media Master, page 3](#)
- [Using Sound Files in Your Recordings, page 4](#)
- [Changing Your Playback and Recording Devices, page 4](#)
- [Media Master Keyboard Shortcuts, page 5](#)

About the Media Master

The Media Master appears on assorted pages in the Cisco Unity Assistant web tool. By clicking the controls, you can make and play recordings with either your phone or your computer microphone and speakers.

Figure 1 Media Master



1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play

4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

Table 1 describes the options available on the Media Master Help menu (4 in Figure 1).

Table 1 *Help Menu*

Option	Description
Media Master Help	Open Media Master Help.
About Media Master	Display Media Master version and configuration information.

Using Sound Files in Your Recordings

The Options menu on the Media Master (1 in Figure 1) allows you to work with other sound (WAV) files in your recordings. Table 2 describes the available options.

Table 2 *Options Menu*

Option	Description
Open File	Open a WAV file saved on your computer to play on the selected playback device.
Save Recording As	Save a recording as a WAV file to a location that you specify.

Changing Your Playback and Recording Devices

You can choose the devices that you use for making and playing recordings while working with the Cisco Unity Assistant web tool:

Playback devices	<ul style="list-style-type: none"> Phone—Cisco Unity Connection calls you, and you listen through the phone handset or through the speakerphone speaker. Computer speakers (if available).
Recording devices	<ul style="list-style-type: none"> Phone—Cisco Unity Connection calls you, and you speak into the phone handset or into the speakerphone microphone. Computer microphone (if available).



Tip

The phone offers the best sound quality for recordings.

Note that updates to the Media Master are saved per user, per computer. If you also use another computer to access the Media Master (for example, a computer at home), you need to update the Media Master settings on the second computer as well.

To Change Your Recording or Playback Device

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.
- Step 2** If applicable, on the Personal Options page, in the Recorded Name field, click **Play/Record** to display the Media Master.
- Step 3** On the Media Master, from the Options menu, click **Playback & Recording**.
- Step 4** Set the applicable device:

Playback Device	Choose the phone or the computer.
Recording Device	Choose the phone or the computer.

- Step 5** If you set the phone as your playback or recording device, in the Active Phone Number section, choose your primary extension or enter another phone number. This is the number that Connection calls for you to listen or record by phone.



Tip Once you have set the active phone number, you can choose devices in the Playback and Record lists on the Media Master (11 and 3 in [Figure 1](#)). The lists offer a quick way to change devices, and your selections are saved for all Cisco Unity Assistant pages that contain the Media Master until you change them again.

- Step 6** Click **OK**.

Media Master Keyboard Shortcuts

- Alt-O to open the Options menu.
- Alt-H to open the Help menu.



Changing Your Personal Preferences

- [About Personal Preferences, page 7](#)
- [Adding Alternate Spellings of Your Name, page 7](#)
- [Changing Your Recorded Name, page 8](#)
- [Adding Alternate Names for Yourself, page 8](#)
- [Adding Alternate Devices, page 9](#)
- [Changing Advanced Settings for Alternate Devices, page 9](#)
- [Changing Your Directory Listing Status, page 10](#)

About Personal Preferences

Personal preferences control the information about you as a user on Cisco Unity Connection and some of the choices you make for interacting with the system.

Adding Alternate Spellings of Your Name

If your name is entered using non-Roman alphabet characters (for example, Kanji characters), you can enter an alternate spelling of your name using the Roman alphabet. Entering an alternate spelling enables Cisco Unity Connection to identify you if another user or an outside caller tries to call you using voice recognition.

To Add An Alternate Spelling of Your Name

- | | |
|---------------|---|
| Step 1 | In the Cisco Unity Assistant, from the Preferences menu, click Personal . |
| Step 2 | On the Personal Options page, under Name, enter an alternate spelling of your name in the Alternate Spelling of First Name or Alternate Spelling of Last Name fields. |
| Step 3 | You can use the characters A-Z, a-z, and 0-9. |
| Step 4 | Click Save . |
-

Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in the directory. It also plays with any of your greetings that use system recordings instead of your own recordings.



Tip

Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.

To Change Your Recorded Name

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.
 - Step 2** On the Personal Options page, click **Play/Record**.
 - Step 3** On the Media Master, click **Record** and record your name.
 - Step 4** When you finish recording, click **Stop**.
 - Step 5** Click **Save**.
-

Adding Alternate Names for Yourself

You can set Cisco Unity Connection to recognize you by one or more alternate names that you specify. Alternate names are different from the version of your name listed in the directory.

Connection recognizes common nicknames, such as Bill for William and Cathy for Catherine. However, consider adding alternate names for yourself in the following situations, to help callers reach you successfully when they ask for you by name:

- You are known by an uncommon nickname. (For example, your name is William but you use the nickname Buddy.)
- You are known by additional names. (For example, a middle name or a maiden name.)
- Your name is not pronounced the way it would be read. (For example, your name is Janet and is pronounced Jah-nay. You would add the pronunciation spelling “Jahnay” as an alternate name.)

To Add An Alternate Name for Yourself

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.
 - Step 2** On the Personal Options page, under Alternate Names, enter your alternate names.
 - Step 3** To add more alternate names, click **Add Row** and repeat [Step 2](#).
 - Step 4** Click **Save**.
-

Adding Alternate Devices

You can add information about other devices that you use—such as a pager, a mobile phone, a home phone, or a phone at another work site—to your Cisco Unity Connection personal preferences. This makes calling Connection from an alternate device more convenient because the system behaves the same way as when you call from your primary extension.

Your Connection administrator may also add alternate devices for you, in addition to your primary extension, and may allow you to do so as well in the Cisco Unity Assistant web tool.

If you set an alternate device to forward to Connection, callers can hear your greeting and leave messages for you in your Connection mailbox, just as they would when dialing your primary extension. (You set forwarding from the device itself, not in Connection.) Note that the phone number must be able to be passed to Connection for the system to recognize the device. Talk to your Connection administrator to learn more.

You can add ten alternate devices and view any administrator-defined alternate devices.

To Add an Alternate Device

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.
- Step 2** On the Personal Options page, in the Alternate Extension section, in the User Defined Extensions table, enter a description for the device in the Name field. (For example, you might enter “Mobile work phone” or “My personal mobile phone.”)
- Step 3** Enter an extension or phone number up to 30 characters in length in the Number field for the device.
- When entering numbers in the User Defined Extensions table, note the following considerations:
- Each alternate device that you add must be unique; Connection will not accept a number that is already assigned to another user (either as a primary extension or alternate device) or to another Connection entity (such as a public distribution list).
 - Use digits 0 through 9. Do not use spaces, dashes, or parentheses.
 - You may also be able to enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Talk to your Connection administrator to learn more.
- Step 4** To add another device, click **Add Row**, and repeat [Step 2](#) and [Step 3](#).
- Step 5** Click **Save**. All alternate devices that you entered are enabled.
-

Changing Advanced Settings for Alternate Devices

There are several advanced settings that can be customized for alternate devices. By default, each alternate device uses the same settings that have been configured for your primary extension.

You can change the settings for each alternate device that you use to call Cisco Unity Connection. For example, you may want to use voice commands as your phone input style when you call from your mobile phone but use the phone keypad when you call from your work phone.

To Change Advanced Settings for an Alternate Device

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.

- Step 2** On the Personal Options page, in the Alternate Extension section, in the Advanced Settings column of the User Defined Extensions table, click **Edit** for the alternate device you want to change.
A new browser window opens with Alternate Extension Advanced Settings.
 - Step 3** In the Setting column, check the check box for each setting that you want to change.
 - Step 4** In the Alternate Extension Value column, modify the value of the setting(s) to the desired behavior for the alternate device.
 - Step 5** Click **Save**.
 - Step 6** Close the Alternate Extension Advanced Settings browser window.
-

Changing Your Directory Listing Status

Depending on how Cisco Unity Connection is set up at your organization, you may be able to choose whether to be listed in the directory. When you are listed, callers who do not know your extension can reach you by searching for your name.

To Change Your Directory Listing Status

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Personal**.
 - Step 2** On the Personal Options page, in the Directory Listing section, check the **List in Phone Directory** check box to be listed.
Or
Uncheck the **List in Phone Directory** check box to not be listed.
 - Step 3** Click **Save**.
-



Changing Your Cisco Unity Connection Passwords

- [About Your Cisco Unity Connection Passwords, page 11](#)
- [Changing Your Phone Password, page 12](#)
- [Changing Your Cisco PCA Password, page 12](#)
- [Changing Your External Service Account Passwords, page 13](#)

About Your Cisco Unity Connection Passwords

You have several Cisco Unity Connection passwords: your phone password, the password that you use to log on to the Cisco Personal Communications Assistant (PCA) website to access the web tools, and passwords for your external service accounts that access your calendar, contacts, and e-mail (as applicable). Your phone, Cisco PCA, and external service account passwords are not synchronized.

It is a good idea to change the initial passwords given to you by your Connection administrator.

Connection first-time enrollment prompts you to change your initial phone password, but it does not let you change the initial passwords that you use to log on to the Cisco PCA and your external service accounts. You change those passwords in the Cisco Unity Assistant web tool.



Note

A Cisco Unity Connection system can be configured so that you use your logon password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Cisco Unity Assistant to change your Cisco PCA password.

You can also change your phone password in the Cisco Unity Assistant, but because you are not required to enter an existing phone password to change it there, take appropriate measures to keep your passwords secure for the Cisco PCA and your external service accounts.

To protect your Connection mailbox and your external service accounts from unauthorized access, follow the security guidelines provided by your Connection administrator when you change your Connection passwords. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password. [Table 1](#) describes the attributes of nontrivial passwords for the phone, the Cisco PCA, and external service accounts.

Table 1 **Attributes of Nontrivial Passwords**

Password	Attributes
Phone	<ul style="list-style-type: none"> • The password cannot contain your primary extension or its reverse. • The password must contain at least three different digits. • The digits cannot all be consecutive, in ascending or descending order (for example, 12345 or 54321). • A digit cannot be used more than two times consecutively (for example, 14777). • The password cannot contain repeated groups of three or more digits (for example, 408510408). • The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)
Cisco PCA and external service accounts	<ul style="list-style-type: none"> • The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol. • The password cannot contain your username or its reverse. • The password cannot contain your primary extension or its reverse. • A character cannot be used more than three times consecutively (for example, !coool). • The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Changing Your Phone Password

Your phone password protects the privacy of your messages and secures your Cisco Unity Connection mailbox from unauthorized access. You can change your phone password at any time.


Tip

If you forget your phone password, use the Cisco Unity Assistant web tool to change it, because you are not required to enter an existing phone password to change it there.

To Change Your Phone Password

-
- Step 1** In the Cisco Unity Assistant, on the Passwords menu, click **Change Phone Password**.
- Step 2** On the Phone Password page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
- Step 3** Click **Save**.
-

Changing Your Cisco PCA Password

You change your Cisco PCA password in the Cisco Unity Assistant web tool.

If you use an e-mail application to access your voice messages, the application may use your Cisco Unity Connection username and Cisco PCA password to access your Connection account. When you change your Cisco PCA password in the Cisco Unity Assistant, also update the password in your e-mail application so it can continue to access your Connection account.

**Note**

A Cisco Unity Connection system can be configured so that you use your logon password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Cisco Unity Assistant to change your Cisco PCA password.

To Change Your Cisco PCA Password

- Step 1** In the Cisco Unity Assistant, from the Passwords menu, click **Change Cisco PCA Password**.
 - Step 2** On the Cisco PCA Password page, enter your new password, then enter it again to confirm it.
 - Step 3** Click **Save**.
-

Changing Your External Service Account Passwords

The passwords for your external service accounts secure your calendar, contacts, and e-mail (as applicable). If you change your passwords on the servers that have your calendar, contacts, or e-mail, you must also change your passwords in the Cisco Unity Assistant for the applicable external service accounts.

To Change Your External Service Account Password

- Step 1** In the Cisco Unity Assistant, from the Passwords menu, click **External Service Accounts**.
 - Step 2** On the External Service Accounts page, in the Service Name list, select the name of the server that stores your calendar, contacts, or e-mail (as applicable).
If you are not sure which name to choose, ask your Connection administrator how to proceed.
 - Step 3** In the Password field, enter the password that you use to access the server.
 - Step 4** In the Confirm Password field, re-enter your password.
 - Step 5** Click **Save**.
-



Changing Your Cisco Unity Connection Conversation Preferences

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- [Changing Your Connection Conversation Language, page 15](#)
- [Changing Your Menu Style, page 16](#)
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- [Changing Your Phone Input Style, page 17](#)
- [Changing What Connection Plays When You Log On, page 18](#)
- [Changing Your Message Addressing and Sending Preferences, page 18](#)

About Conversation Preferences

Conversation preferences control what you hear and how you interact with Cisco Unity Connection by phone. By using these preferences in conjunction with your message playback preferences, you can customize many aspects of the Connection conversation.

Changing Your Connection Conversation Language

This setting controls the language in which you hear the Cisco Unity Connection conversation (Your Connection administrator sets the language in which callers hear the Connection conversation.)

To Change Your Connection Conversation Language

-
- | | |
|---------------|---|
| Step 1 | In the Cisco Unity Assistant, from the Preferences menu, click Phone Menu . |
| Step 2 | On the Phone Menu page, in the Language list, click the language in which you want to hear the Connection conversation. |
| Step 3 | Scroll to the bottom of the page, and click Save . |
-

Changing Your Menu Style

When you use the phone keypad as your phone input style, you can hear either full or brief menus. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus. When you use voice commands as your input style, you hear only full menus.

To Change Your Menu Style

- Step 1**
- In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2**
- On the Phone Menu page, in the Touchtone Menu Style list, choose the menu style that you want to hear:

Full	Connection plays comprehensive instructions. Use if you are a new Connection user.
Brief	Connection plays abbreviated versions of the full menus. Use if you are a more experienced user.

- Step 3**
- Scroll to the bottom of the page, and click **Save**.

Changing the Volume of the Connection Conversation

You can set the volume level at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note

The volume that you set here does not affect the volume of message playback.

To Change the Volume of the Connection Conversation

- Step 1**
- In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2**
- On the Phone Menu page, in the Conversation Volume list, click the level at which you want to hear the Connection conversation.
- Step 3**
- Scroll to the bottom of the page, and click **Save**.

Changing the Speed of the Connection Conversation

You can set the speed at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note

The speed that you set here does not affect the speed of message playback.

To Change the Speed of the Connection Conversation

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2** On the Phone Menu page, in the Conversation Speed list, click the level at which you want to hear the Connection conversation.
- Step 3** Scroll to the bottom of the page, and click **Save**.
-

Changing the Time Format Used for Message Time Stamps

You can select the time format used for the message time stamps that you hear when you listen to your messages by phone. The following time formats are available:

12-Hour Clock	You hear “One p.m.” when listening to the time stamp for a message left at 1:00 p.m.
24-Hour Clock	You hear “1300” when listening to the time stamp for a message left at 1:00 p.m.

To Change the Time Format Used for Message Time Stamps

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2** On the Phone Menu page, in the Time Format list, choose the time format that you want to use.
- Step 3** Scroll to the bottom of the page, and click **Save**.
-

Changing Your Phone Input Style

You can choose the input style you use when accessing Cisco Unity Connection by phone:

- Use the phone keypad to manage messages and personal settings.
- Use voice commands to manage messages and personal settings, in addition to using the phone keypad.

To Change Your Phone Input Style

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2** On the Phone Menu page, in the Input Style field, choose the applicable style:

Touchtone Keys Only	To use the phone keypad.
Voice Recognition	To use voice commands.

- Step 3** Click **Save**.
-

Changing What Connection Plays When You Log On

You can control what Cisco Unity Connection plays when you log on by phone:

- You can choose whether or not Connection plays your recorded name.
- You can choose whether or not Connection notifies you when your alternate greeting is enabled.
- You can choose the types of messages for which Connection announces count totals when you check messages.

To Change What Cisco Unity Connection Plays When You Log On

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.
- Step 2** On the Phone Menu page, in the After Logging On Play section, check the **Play My Recorded Name** check box to hear your recorded name when you call Connection and log on.
- Step 3** Check the **Play Alternate Greeting Notification** check box to have Connection tell you when your alternate greeting is turned on.
- Step 4** In the For New Messages Play section, check any of the following check boxes, depending on the message counts you want to hear:

Message Count Totals	Connection announces the total number of all messages (voice, e-mail, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
E-mail Message Counts¹	Connection announces the number of e-mail messages.
Fax Counts	Connection announces the number of faxes.
Receipt Counts	Connection announces the number of receipts.

1. Although e-mail counts are offered on the Phone Menu page, Connection plays e-mails only for users who also have the text-to-speech option.

- Step 5** In the For Saved Messages Play section, check the **Message Count Totals** check box to have Connection announce the total number of all saved messages (voice, e-mail, and receipt messages).
- Step 6** Click **Save**.

Changing Your Message Addressing and Sending Preferences

Cisco Unity Connection provides two ways to address messages to other users when your phone input style is set to use the phone keypad (Touchtone Keys Only):

- Spell a username.
- Enter a user extension.

You may be able to switch between spelling and number entry by pressing # # when you are prompted to address a message over the phone, regardless of the message addressing setting that you choose.

To Change Your Message Addressing and Sending Preferences

Step 1 In the Cisco Unity Assistant, from the Preferences menu, click **Phone Menu**.

Step 2 On the Phone Menu page, in the While Addressing and Sending a Message section, check the **Confirm Recipient by Name** check box to hear a confirmation of a selected name.



Note You always hear a confirmation when using voice commands (the Voice Recognition input style).

Step 3 Check the **Continue Adding Names After Each Recipient** check box to continue adding names after each recipient when sending and forwarding messages to multiple recipients.



Note You are always prompted to continue adding names when using voice commands (the Voice Recognition input style)

Step 4 In the Enter a Recipient By field, click the option that you want to use for spelling usernames or entering extensions when you address messages.



Note This setting does not apply when using voice commands (the Voice Recognition input style).

Step 5 In the When a Call Is Disconnected or I Hang Up field, choose the applicable option:

Send Message	<p>Connection sends the message if the call is disconnected in the following circumstances:</p> <ul style="list-style-type: none"> • When you are replying to or sending a message—As long as the message has at least one recipient and the recording is more than one second in length. This means that Connection sends the message even though you may not have finished recording or addressing the message. • When you are forwarding a message—As long as the message has at least one recipient. This means that Connection sends the message even though you may not have recorded an introduction or completely addressed the message.
Discard Message	<p>Connection does not send a message unless you have pressed # to confirm that you are ready to send the message. If the call is disconnected before you have a chance to send the message, Connection deletes the message rather than sending it.</p>

Step 6 Click **Save**.



Changing Your Message Playback Preferences

- [About Message Playback Preferences, page 21](#)
- [What You Hear When You Check Messages, page 21](#)
- [Changing Playback Volume for Messages, page 22](#)
- [Changing Playback Speed for Messages, page 22](#)
- [Changing Message Playback Order, page 23](#)
- [Changing What Cisco Unity Connection Plays Before and After Messages, page 24](#)
- [Changing How Connection Handles Messages When You Hang Up or Are Disconnected, page 26](#)
- [Changing Whether Connection Confirms Message Deletions, page 26](#)

About Message Playback Preferences

Message playback preferences control what you hear when you check messages by phone. You can use message playback preferences in conjunction with phone menu preferences to customize many aspects of the Cisco Unity Connection conversation.

What You Hear When You Check Messages

When you log on by phone, Cisco Unity Connection plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Connection plays the Main menu.

Once you choose to play either your new or old messages, Connection plays them in the order you specify in the Cisco Unity Assistant web tool—first ordered by message type and urgency, then by the time the message was sent.

What you hear about a message and the sender depends on whether the message was left by another user or by an unidentified caller:

Connection user	Connection plays the message number, time stamp, and name and/or extension of the user who left the message.
Unidentified caller	Connection plays the message number and time stamp. Connection may also play the phone number of the caller, if the number is available and if the system is set up to do so.

You can specify what information Connection plays about a message and the message sender before and after playing messages.

Changing Playback Volume for Messages

This section contains two procedures. Do the applicable procedure to change message-playback volume for messages heard by phone or through computer speakers.



Note

The volume that you set in the following procedures does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Playback Volume for All Messages You Hear by Phone

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Volume list, click the level at which you want to hear messages played.
- Step 3** Scroll to the bottom of the page, and click **Save**.

To Change Playback Volume for All Messages You Hear Through Computer Speakers

- Step 1** In the Cisco Unity Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, click and drag the **Volume** slider to decrease or increase playback volume, as applicable.

Changing Playback Speed for Messages

This section contains two procedures. Do the applicable procedure to change message-playback speed for an individual message, or for all messages heard by phone or through computer speakers.



Note

The speed that you set in the following procedures does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Playback Speed for All Messages You Hear by Phone

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Speed list, click the level at which you want to hear messages played.

Step 3 Scroll to the bottom of the page, and click **Save**.

To Change Playback Speed for All Messages You Hear Through Computer Speakers

- Step 1** In the Cisco Unity Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, click and drag the **Speed** slider for slower or faster playback, as applicable.
- Step 3** Click **Play** to save the speed setting for all messages that you hear through your computer speakers.
-

Changing Message Playback Order

You can customize the order in which your new, saved, and deleted messages are played. For new and saved messages, you use playback settings to sort by message type (for example, voice or e-mail) and by urgency. For example, you can specify that Cisco Unity Connection plays urgent voice messages first, then urgent faxes, followed by normal voice messages.

By default, new and saved messages are sorted by type in the following order:

- Urgent voice messages
- Normal voice messages
- Urgent faxes
- Normal faxes
- Urgent e-mails
- Normal e-mails
- Receipts and notices

Note that except for receipts, messages are sorted so that Connection plays urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

For each message type, Connection plays the messages according to the time a message was sent, so that either the newest or oldest messages are played first. Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

[Table 1](#) lists the default order for new, saved, and deleted messages, regardless of message type.

Table 1 *Message Playback Order*

Message State	Default Order
New	Newest message first
Saved	Oldest message first
Deleted	Oldest message first

[Table 2](#) illustrates how message playback order works. The example shows the order in which Connection plays messages when you listen to messages on a Thursday afternoon, based on the default order settings.

Table 2 *Example of How Message Playback Order Works*

New Messages	Saved Messages	Deleted Messages ¹
1. Urgent voice message sent Tuesday at 2:13 p.m.	1. Urgent voice message sent Tuesday at 10:30 a.m.	1. Urgent voice message sent Tuesday at 10:30 a.m.
2. Urgent voice message sent Tuesday at 10:30 a.m.	2. Urgent voice message sent Tuesday at 2:13 p.m.	2. Urgent voice message sent Tuesday at 2:13 p.m.
3. Normal voice message sent Thursday at 8:30 a.m.	3. Normal voice message sent Wednesday at noon.	3. Normal voice message sent Wednesday at noon.
4. Normal voice message sent Wednesday at noon.	4. Normal voice message sent Thursday 8:30 a.m.	4. Urgent e-mail message sent Wednesday at 4:10 p.m.
5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Normal voice message sent Thursday 8:30 a.m.

1. You may not be able to play deleted messages by phone. Ask your Connection administrator.

To Change Message Playback Order

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback page, in the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 3** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
- Step 4** In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 5** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 6** In the Deleted Message Play Order section, click **Newest First** or **Oldest First** to specify the message order for all deleted messages.
- Step 7** Scroll to the bottom of the page, and click **Save**.
-

Changing What Cisco Unity Connection Plays Before and After Messages

Message properties are pieces of information about a message that Cisco Unity Connection can play before and after a message.

By default, Connection plays the following message properties:

Sender's Information	Before playing the message, Connection plays the name of the user who sent the message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Message Number	<p>Before playing the message, Connection announces the sequential number of a message. (For example, "Message 1, a voice message...Message 2, a voice message...")</p> <p>Tip Although you can turn off message counts in the Cisco Unity Assistant, it is handy to know how many messages you have as you can skip ahead or back to a particular message by entering the message number.</p>
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent. You can specify that Connection play this information before and/or after playing the message.

You can specify whether you want Connection to play all, none, or a combination of these message properties.

If you choose to hear message properties after listening to a message, Connection plays the following properties:

Message Type	Connection plays whether the message is new, saved, or deleted. If applicable, Connection will also play whether the message is private or urgent.
Sender's Information	Connection plays the recorded name of the user who sent a message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent.

For receipts, the information that Connection plays differs slightly. Whether Connection plays the time stamp and reason for a receipt before or after the list of recipient(s), depends on how many recipients are associated with the receipt:

One recipient	Time stamp and reason are played after the recipient name.
More than one recipient	Time stamp and reason are played before the recipient list.

To Change What Cisco Unity Connection Plays Before and After a Message

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback page, scroll down to the Before Playing Each Message Play section, and check or uncheck any or all of the following three check boxes to specify what information Connection plays before each message:
- Sender's Information
 - Message Number

- Time the Message Was Sent

- Step 3** In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.
- Step 4** Click **Save**.

Changing How Connection Handles Messages When You Hang Up or Are Disconnected

When you hang up or are disconnected while listening to a message, Cisco Unity Connection retains the message as is—either as new or saved.

You can choose whether Connection leaves messages marked as new or marks them as saved when you have accessed the message body and then hang up or are disconnected before indicating how to manage the message.

To Change How Connection Handles Messages When You Hang Up or Are Disconnected

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback page, in the When a Call Is Disconnected or I Hang Up section, choose the applicable option:

Save Message	Connection marks messages as saved.
Mark Message New	Connection retains the message as is—either as new, saved, or deleted.

- Step 3** Click **Save**.

Changing Whether Connection Confirms Message Deletions

You can choose whether Cisco Unity Connection asks for confirmation when you delete new and saved messages by phone.

To Change Whether Connection Confirms Message Deletions

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback page, in the When Deleting a Message section, check the **Confirm Deletions of New and Saved Messages** check box to have Connection ask for confirmation.
- Uncheck the check box if you do not want Connection to ask for confirmation.
- Step 3** Click **Save**.



Changing Your Call Transfer and Screening Preferences

- [About Call Transfer Rules, page 29](#)
- [Changing Your Call Transfer Preferences, page 30](#)
- [Changing Your Call Holding Preferences, page 31](#)
- [Changing Your Call Screening Preferences, page 32](#)
- [Changing Your Caller Message Preferences, page 32](#)

About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voice mail.



Tip

To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

This section describes the basic transfer rules available to you and how they work. Note that Connection follows the basic transfer rule that you enable for the applicable situation, while some transfer rules override other rules when they are enabled.

Standard Transfer Rule

This basic transfer rule applies during the work hours that your Cisco Unity Connection administrator specified for your organization, or in other situations when no other transfer rule is enabled.

By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this basic transfer rule to apply during a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls directly to voicemail while you are out of the office or you may want to transfer your calls to a different extension if you are temporarily working from another location.

As long as it is enabled, the alternate transfer rule overrides all other transfer rules.

Closed Transfer Rule

Enable this basic transfer rule when you want Connection to perform different transfer actions during the nonwork hours that your Connection administrator specified for your organization. (For example, you may want to route all your calls directly to voicemail during nonwork hours.)

As long as it is enabled, the closed transfer rule overrides the standard transfer rule during nonbusiness hours.

Changing Your Call Transfer Preferences

Call transfer preferences allow you to choose to have indirect calls ring your extension or ring another extension or phone number that you specify, or to be transferred directly to voicemail so your phone does not ring at all. When you send calls to voicemail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.

To Change Your Call Transfer Preferences for a Basic Transfer Rule

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** If the When This Basic Rule Is Active field is displayed at the top of page, choose the applicable option:

Apply Basic Settings on This Page	Connection applies the settings on this page when this basic transfer rule is active.
Apply Personal Call Transfer Rules	<p>Connection ignores the settings on this page and applies personal call transfer rules when this basic transfer rule is active.</p> <p>Note This option is available only if you have access to the Personal Call Transfer Rules web tool.</p> <p>When using this option, first configure your personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls will be transferred to your primary extension.</p>

- Step 4** In the Status field, choose whether the rule is disabled, enabled, or enabled with an end date and time. Note that the standard transfer rule cannot be disabled.
- Step 5** In the Transfer Calls To field, choose the applicable destination for calls:

Extension <Your Extension>	Calls are transferred to your extension.
Another Number	Calls are transferred to the number you enter in the text box. (To transfer calls to an external phone number, such as a home or mobile phone, contact your Connection administrator.)
My Personal Greeting	Calls are transferred to voicemail without ringing a phone.



Tip As a convenience, you can edit the transfer number in the text box even when you have specified that Connection transfer calls to your extension or to voicemail. Connection transfers calls to the number in the text box only when the radio button next to it is selected.

- Step 6** Click **Save**.

Changing Your Call Holding Preferences

When a basic transfer rule is configured to answer indirect calls at your extension, you can indicate how you want Cisco Unity Connection to handle the calls when your phone is busy.

To Change Your Call Holding Preferences for a Basic Transfer Rule

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** In the Transfer Calls To field, choose **Extension <Your Extension>**.
- Step 4** In the If My Extension Is Busy list, choose how you want Connection to handle calls when your extension is busy:

Send Callers to Voicemail	Connection plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Connection puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Connection gives the caller the option of holding or leaving a message.

- Step 5** Click **Save**.

Changing Your Call Screening Preferences

You can choose to have Cisco Unity Connection screen indirect calls. Connection can ask for the name of the caller and play the name for you before connecting the call. It can also tell you when it connects the call, or give you the option of taking an indirect call or routing it to voicemail for the caller to leave a message.

The following call screening options are available:

Tell Me When the Call Is Connected	Connection tells you when it connects the call.
Tell Me Who The Call Is For	Connection plays the name associated with the dialed extension. Use this setting when two or more people share a phone.
Ask Me If I Want to Take the Call	Connection asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Connection records the name of the caller and plays it for you before connecting the call.

To Change Your Call Screening Preferences for a Basic Transfer Rule

-
- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** In the Screen Calls section, check one or more check boxes to set your screening options. Note the following considerations:
- For the option of declining a call for someone with whom you share a phone, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want to Take the Call** check boxes.
 - For the option of accepting or declining a call based on the identity of the caller, check both the **Ask Me If I Want to Take the Call** and the **Ask For Caller's Name** check boxes.
- When you accept, Connection connects the call. When you decline, Connection routes the call to voicemail.
- Step 4** Click **Save**.
-

Changing Your Caller Message Preferences

Caller message preferences allow you to choose what callers can do when they leave messages for you. The following options are available:

Listen To and Rerecord the Message	Connection gives callers the options of listening to, adding to, rerecording, or deleting their messages.
Mark the Message as Urgent	Connection asks callers if they want to mark their messages urgent.

To Change Your Caller Message Preferences

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** Check or uncheck one or both of the **Listen To and Rerecord the Message** and **Mark the Message as Urgent** check boxes.
- Step 3** Click **Save**.
-



Managing Your Personal Greetings

- [About Personal Greetings, page 35](#)
- [Changing Greetings, page 37](#)

About Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled.

With a multilingual system, you have the option of providing your personal greetings in multiple languages—your default language and other languages available on your system. Note that you use the phone keypad to manage greetings in languages other than your default language; you cannot use voice commands.

This section describes the personal greetings available to you. Note that Connection plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Alternate Greeting

Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”)

When it is enabled, the alternate greeting overrides all other greetings.

Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is enabled. The Alternate Greeting page in the Cisco Unity Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly.



Tip

Other Connection users do not hear your alternate greeting when they send messages to you by phone. In addition to enabling your alternate greeting, consider changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in directory assistance.

The Cisco PCA Home page displays a reminder when you have your alternate greeting turned on. You can also configure Connection to remind you when your alternate greeting is enabled after you log on by phone.

Busy Greeting

Enable this greeting to indicate when you are on the phone. (For example, “I am currently on another line, please leave a message.”)

When it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.

Internal Greeting

Enable this greeting to provide information that coworkers need to know. (For example, “I will be in conference room B until noon today.”)

When it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone.

Note that not all phone systems provide the support necessary for the Connection internal greeting to work. For assistance, talk to your Connection administrator.

Closed Greeting

Enable this greeting if you want Connection to play a special greeting during the nonbusiness hours that your Connection administrator specified for your organization. (For example, “Sorry, I am not available to answer your call. Company office hours are <times>.”)

When it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.

Standard Greeting

This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is enabled.

By design, the standard greeting cannot be disabled.

Holiday Greeting

Enable this greeting if you want Connection to play a special greeting during a holiday. (For example, “Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.”)

When it is enabled, the Holiday greeting overrides the standard greeting during nonbusiness hours.

Changing Greetings

When you enable a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting is automatically disabled. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also enable a greeting to play indefinitely, which is useful when you enable a busy or a closed greeting.

You choose from one of the following sources to specify what callers hear when a greeting is enabled:

My Personal Greeting	Connection plays a greeting that you record. Note Recording a greeting does not enable it.
System Greeting	Connection plays a prerecorded greeting along with your name (for example, “Sorry, <your name> is not available”). When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting.
Nothing	Connection plays no greeting. Instead, callers hear a tone to signal that they should leave a message.

You can disable a greeting at any time. When a greeting is disabled, Connection no longer plays it, although the recording is not erased.



Note

With a multilingual system, you use the Cisco Unity Assistant web tool to manage only the greetings in your default language. You manage greetings in other languages by phone, and your input style must be set to the phone keypad (Touchtone Keys Only option).

To Change a Greeting

- Step 1** In the Cisco Unity Assistant, from the Greetings menu, click **View Greetings**.
- Step 2** On the Greetings page, click the greeting you want to change.
- Step 3** To disable the greeting, on the <Name> Greeting page, click **Disabled**, then skip to [Step 5](#).

Or

To enable the greeting, choose the applicable option:

Enabled with No End Date and Time	Greeting plays indefinitely.
Enabled Until	Greeting plays until the date and time you specify, when Connection automatically disables the greeting.

Step 4 In the Callers Hear section, choose the applicable option:

My Personal Recording	To record your own greeting. On the Media Master, click Record and record your greeting; when you finish recording, click Stop .
System Default Greeting	To use the prerecorded system greeting.
Nothing	To have callers hear a tone to signal that they should leave a message

Step 5 Click **Save**.



Managing Message Notification

- [About Message Notification, page 39](#)
- [Setting Up Notification Devices, page 39](#)
- [Cascading and Chaining Message Notification, page 48](#)
- [SMS \(SMPP\) Text Message Notification Considerations, page 48](#)

About Message Notification

Cisco Unity Connection can call a phone or pager to notify you of new messages. Connection can also send message notifications in the form of text and SMS messages (for example, “Urgent message for Technical Support” or “You have new voice messages”) to e-mail addresses, text pagers, text-compatible mobile phones, and other such devices.

Connection calls a phone or pager or sends a text message based on the notification schedules and contact options that you specify. You use the Cisco Unity Assistant web tool to set up the following notification devices: a home phone, a mobile phone, a pager, an e-mail device (such as a text pager or home e-mail address), and a work phone. You may also be able to set up additional devices, such as alternative phones, alternative e-mail devices, or an SMS device. Your Connection administrator can tell you whether these options are available to you.



Tip

If your text-compatible mobile phone has an e-mail address for receiving text messages, you can set up an e-mail or SMS notification device to use this phone as a text pager. SMS (SMPP) notifications are for use with GSM mobile phones and other SMS-compatible devices. SMS notifications are generally much faster than e-mail (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one

Setting Up Notification Devices

For Cisco Unity Connection to make notification calls, the notification device must be enabled. Disabling a notification device does not delete its settings. Connection considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

You can change the type of events that Connection notifies you of, the callers or phone numbers that trigger a device, your notification schedules, and the contact options for your notification devices only in the Cisco Unity Assistant web tool, not by phone.

This topic contains three procedures. Do the applicable procedure, depending on the device you are setting up:

- [To Set Up or Change a Phone or Pager Notification Device, page 40](#)
- [To Set Up or Change an E-mail \(or SMTP\) Notification Device, page 42](#)
- [To Set Up or Change an SMS Notification Device, page 45](#)



Tip

If you are setting up an SMS device, see also the [“SMS \(SMPP\) Text Message Notification Considerations”](#) section on page 48.

To Set Up or Change a Phone or Pager Notification Device

- Step 1** In the Cisco Unity Assistant, from the Notification Devices menu, click **View Notification Devices**.
- Step 2** On the Notification Devices page, click the device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device or uncheck it to disable the device.
- Step 4** In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9).
- Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code). You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- You may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Connection administrator.
- Step 5** Check the **Prompt for User ID on Notifications** check box if you want Connection to ask for your phone extension before giving you the message
- Step 6** In the Dial Extra Digits field, enter any extra digits that Connection will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- Step 7** In the Dial After field, enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.)
- Step 8** Choose the types of events that will cause Connection to call this notification device:

All Messages	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
Dispatch Messages	Connection calls this device when any new voice message is received that is marked as a dispatch message.
All Voice Messages	Connection calls this device when any new voice message is received (including dispatch messages).
Fax Messages	Connection calls this device when any new fax message is received.

Step 9 For each event type that you chose in [Step 8](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.

Step 10 To specify that this device receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:

- a. In the Find Contacts dialog box, enter search criteria, then click **Find**.



Tip Enter an asterisk (*) in a field to list all users. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- b. In the list of possible matches, check the check box next to the user that you want to add to your caller list, and click **Add Users**.

If you do not see the user you want, try entering different search criteria, then click **Find** to search again.



Tip When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

Step 11 To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and * to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.



Tip If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in [Step 8](#) and [Step 9](#)—that matches any of the callers or number patterns you specify.

Step 12 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.



Timesaver

There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 13 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Attempt First Contact After <x> Minutes	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
If There Are Still New Messages, Try Again Every <x> Minutes	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.</p>
If <Device> Does Not Answer	<p>Connection follows your settings for an unanswered device. Indicate settings for:</p> <ul style="list-style-type: none"> • Hang Up After <x> Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone. • Try Again <x> Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others. • Try Again After <x> Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time.
If <Device> Is Busy	<p>Connection follows your settings for a busy device. Indicate settings for:</p> <ul style="list-style-type: none"> • Try Again <x> Times—Choose a higher number if you use the phone frequently. • Try Again After <x> Minutes—Choose a higher number if you have long phone conversations.
If Notification Fails Try	<p>Select an option for an additional device to send notification to when the first device does not answer or is busy. Connection calls the device only if it is enabled and its schedule is current.</p>

Step 14 Click **Save**.

To Set Up or Change an E-mail (or SMTP) Notification Device

- Step 1** In the Cisco Unity Assistant, from the Notification Devices menu, click **View Notification Devices**.
- Step 2** On the Notification Devices page, click the e-mail (or SMTP) device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.
- Step 4** In the To field, enter the e-mail address of the text pager, text-compatible mobile phone, or another e-mail account (such as a home e-mail address).

- Step 5** In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Connection when you are not dialing from your desk phone.)



Tip If you have a text-compatible cellular phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

- Step 6** In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Connection sends this message.
- Step 7** Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.
- Step 8** Check the **Include Message Information in Message Text** check box if you want Connection 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, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
- Step 9** Check the **Include a Link to Cisco PCA in Message Text** check box if you want to include a link in the e-mail message to the Cisco PCA.
- Step 10** Choose the types of event that will cause Connection to send a notification to this device:

All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 11** For each event type that you chose in [Step 10](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 12** If you specified either Calendar Appointments or Calendar Meetings in [Step 10](#), in the **Calendar Event Advance Notification Time** field, enter the number of minutes before a meeting that you want to receive the notification.
- Step 13** To specify that this device will receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:
- In the Find Contacts dialog box, enter search criteria, then click **Find**.

**Tip**

Enter an asterisk (*) in a field to list all users. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- b. In the search results, click the check boxes next to the users that you want to add, then click **Add Users**.
- c. In the list of possible matches, check the check box next to the user or remote contact that you want to add to your caller list, and click **Add Users**.

If you do not see the user or remote contact you seek, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

Step 14 To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and * to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

**Tip**

If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in [Step 10](#) and [Step 11](#)—that matches any of the callers or number patterns you specify.

Step 15 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

**Timesaver**

There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 16 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Attempt First Contact After <x> Minutes	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
If There Are Still New Messages, Try Again Every <x> Minutes	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.</p>

Step 17 Click **Save**.

To Set Up or Change an SMS Notification Device

- Step 1** In the Cisco Unity Assistant, from the Notification Devices menu, click **View Notification Devices**.
- Step 2** On the Notification Devices page, click the SMS device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the service.
- Step 4** In the To field, enter the phone number for your SMS device.
- The format and the number you enter depends on the SMPP provider. For example, you may need to 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 your device: +12065551234. Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Ask your Connection administrator for assistance if you experience difficulties.
- Step 5** In the From field, what you enter 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 phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity Connection when you are not dialing from your desk phone.) Like the To field, the format and the number you enter depends on the SMPP provider.

Ask your Connection administrator to assist you if you are not sure what to enter in this field.



Tip

For SMS devices, consider that some service providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a callback number, try entering the number within the text of your message. For example, enter: tel:2065551234 in the Text field (see [Step 6](#)).

- Step 6** In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends this message.



Tip See also the [“SMS \(SMPP\) Text Message Notification Considerations” section on page 48.](#)

- Step 7** Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.
- Step 8** Check the **Include Message Information in Message Text** check box if you want Connection 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, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
- Step 9** In the SMPP Provider list, select a provider.
If you are uncertain which SMPP provider to choose or if there are no providers in the list, contact your Connection administrator.
- Step 10** Choose the types of event that will cause Connection to send a notification to this device:

All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 11** For each event type that you chose in [Step 10](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 12** If you specified either Calendar Appointments or Calendar Meetings in [Step 10](#), in the **Calendar Event Advance Notification Time** field, enter the number of minutes before a meeting that you want to receive the notification.
- Step 13** To specify that this device will receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:
- In the Find Contacts dialog box, enter search criteria, then click **Find**.



Tip Enter an asterisk (*) in a field to list all users. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- b. In the list of possible matches, check the check box next to the user or remote contact that you want to add to your caller list, and click **Add Users**.

If you do not see the user you seek, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 14** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and * to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

**Tip**

If you specify both Callers and Phone Numbers for a device, Connection will send the device a notification for any message—of the types you specified in [Step 10](#) and [Step 11](#)—that matches any of the callers or number patterns you specify.

- Step 15** To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

**Timesaver**

There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 16 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Attempt First Contact After <x> Minutes	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
If There Are Still New Messages, Try Again Every <x> Minutes	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.</p>

Step 17 Click **Save**.

Cascading and Chaining Message Notification

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients. Alternatively, 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. (The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.)

When setting up a chain of message notification devices, select the types of messages and message urgency for which Cisco Unity Connection will call only for the first device. If any message types are selected for a device other than the first, message notification for the device will begin immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not occur as a chain but will all be activated simultaneously.



Tip

To include an e-mail or SMS device in a chaining message notification, you must specify the device as last in the chain, because Connection may not be able to detect notification failure for these types of devices.

To set up multiple notification devices to function in a cascading or chaining sequence, you may need to contact your Connection administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

SMS (SMPP) Text Message Notification Considerations

Note the following considerations before you set up SMS (SMPP) text message notifications:

- SMS (SMPP) notifications are for use with GSM mobile phones and other SMS-compatible devices. SMS notifications are generally much faster than (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one.

- SMS service providers often charge for each SMS message or group of messages that Cisco Unity Connection sends. To reduce costs to your organization, consider limiting the number of notifications that you receive by a particular message type or urgency (for example, only urgent voice messages or only voice messages from specific callers or phone numbers).
- Some SMS service providers replace the phone number that you enter in the From field on the SMS (SMPP) Notification Device page in the Cisco Unity Assistant web tool with their own phone number. For an alternative way to include a callback number, try the Tip in [Step 5](#) of the [“To Set Up or Change an SMS Notification Device” procedure on page -45](#).
- The time stamp for an SMS (SMPP) notification on some phones reflects the time that the SMS message was sent by the SMS service provider to your SMS device. For this reason, the time stamp may not reflect your local time zone or preferred time format.



Managing Your Personal Contacts

- [About Your Personal Contacts, page 51](#)
- [Adding Personal Contacts, page 52](#)
- [Changing Information for Personal Contacts, page 53](#)
- [Deleting Personal Contacts, page 54](#)
- [Importing Exchange Contacts into Your Personal Contacts, page 54](#)

About Your Personal Contacts

Cisco Unity Connection uses the information in your personal contacts to forward your incoming calls and to help you place outgoing calls. Connection also uses your personal contacts to identify the people who call you.

Your personal contact information supplements the information in the Cisco Unity Connection directory. The Connection directory is internal to your organization and maintained by your system administrator, while personal contacts are set up and maintained by you.

You can use your personal contacts to store names and numbers for people who are not included in the Connection directory, including customers, suppliers, family members, and friends.

You manage personal contacts in the Cisco Unity Assistant web tool. You can add Connection users to your personal contacts; however, the entries are not automatically updated and maintained by the system. For example, if a co-worker who is listed leaves the company, you will need to manually delete the entry from your personal contacts.

If you use voice commands to place calls, consider the following advantages to adding other Connection users to your personal contacts:

- Using alternate names. Alternate names can improve accuracy when you use voice commands to dial co-workers. Consider creating and using nicknames or other alternate names for those people in the Connection directory to whom you regularly place calls or whose names you find difficult to pronounce.
- Using external numbers. If you regularly call co-workers on their personal mobile phones, add their Cisco Unity Connection directory information to your personal contact entries along with their mobile phone number so that you can use voice commands to reach them quickly.

(Note that to place calls by using voice commands, you must be logged on to Connection.)

Adding Personal Contacts

There are two types of phone numbers that you can specify for your personal contacts:

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 to be able to call personal contacts by using voice commands. 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, and Mobile Phone fields to enter phone numbers that Connection uses when matching your personal call transfer rules against incoming phone calls from personal contacts. (For example, if you want to create a personal call transfer rule based on the home phone number for your mother, enter the number in the Home Phone field.)

E-mail addresses are for your information only; Connection does not use the e-mail addresses in personal contact entries.



Tip

You can import Microsoft Exchange contacts into your Connection personal contacts. See the [“Importing Exchange Contacts into Your Personal Contacts”](#) section on page 54.

To Add a Personal Contact

- Step 1** In the Cisco Unity Assistant, from the Contacts menu, click **New Contact**. (Alternatively, from the View Contacts page, you can click the New Contact icon below the menu bar.)
- Step 2** In the Create Contact page, enter the first and last names.
- Step 3** If you enter the names by using non-Roman alphabet characters (for example, Kanji characters for a Japanese contact), also enter the names by using the Roman alphabet in the Alternate Spelling of First Name and Alternate Spelling of Last Name fields.

You can use the characters A-Z, a-z, and 0-9. Entering this alternate spelling enables Connection to identify the names if you call the contact by using voice commands.
- Step 4** If you use voice commands and the contact is known by any alternate names (for example, a maiden name or a nickname), enter the name(s) in the Alternate Names section.
- Step 5** To add another alternate name for the contact, click **Add Row**, and enter the name(s).
- Step 6** Repeat [Step 5](#) to add any additional alternate names for the contact.
- Step 7** Optionally, in the **Email** field, enter the e-mail address of the contact. (E-mail addresses are for your information only.)
- Step 8** If you use voice commands to call contacts, in the Phone Numbers to Call Contact By Using Voice Commands section, enter the work, home, or mobile phone number that Connection dials for the contact.

When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Step 9 If you use personal call transfer rules to manage calls from contacts, in the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, enter a work, home, and mobile phone number for the contact.

When entering numbers to be used by Personal Call Transfer Rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.

Step 10 Click **Save**. The entry is added to your personal contacts.

Changing Information for Personal Contacts

Do the procedure in this section when you want to change the name or phone number for a contact, or to assign an alternate name.

To Change Information for a Personal Contact

-
- Step 1** In the Cisco Unity Assistant, from the Contacts menu, click **View Contacts**.
- Step 2** On the Personal Contacts page, click the first name of the contact whose information you want to change.
- Step 3** In the Alternate Spelling of First Name and Alternate Spelling of Last Name fields, change the alternate spellings of your contact's name, as applicable.
- If you use non-Roman alphabet characters in the First Name and Last Name fields, using the Roman alphabet for the alternate spellings enables Connection to identify the names if you call the contact by using voice commands. You can use the characters A-Z, a-z, and 0-9.
- Step 4** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and click **Delete Selected**.
 - To add an alternate name, click **Add Row** and enter the name(s).
- Step 5** Optionally, in the Email field, change the e-mail address of the contact, as applicable. (E-mail addresses are for your information only.)
- Step 6** In the Phone Numbers to Call Contact By Using Voice Commands section, change the work, home, or mobile phone number for the contact that Connection dials for the contact, as applicable.

When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Step 7 In the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, change the work, home, or mobile phone number for the contact, as applicable.

When entering numbers to be used by Personal Call Transfer Rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.

Step 8 In the Caller Group Membership section, change the information as applicable:

- a. To remove the contact from a caller group, uncheck the check box next to the group name.
- b. To add the contact to a caller group, check the check box next to the group name.



Note If you have no caller groups set up, the Caller Group Membership section is not displayed. Caller Groups are configured in the Cisco Unity Personal Call Transfer Rules web tool.

Step 9 Click **Save**.

Deleting Personal Contacts

Personal contacts cannot be deleted if they are part of a caller group or a rule; you must remove the contact from the caller group or rule first before deleting the contact entry.

To Delete a Personal Contact

Step 1 In the Cisco Unity Assistant, from the Contacts menu, click **View Contacts**.

Step 2 On the Personal Contacts page, check the check box next to the contact name. You can check multiple check boxes to delete more than one contact at a time.

Step 3 Click the **Delete Selected Rows** icon below the menu bar.

Importing Exchange Contacts into Your Personal Contacts

You can save time entering information in your personal contacts by importing the entries from your Microsoft Exchange Contacts folder. This is also a good method for ensuring that your personal contacts information is current.

Cisco Unity Connection imports only the names, phone numbers, and e-mail addresses of the contacts stored on the Exchange server. During the import process, Connection does the following:

- Displays the number of contacts in your personal contacts before the import.
- Imports new Exchange contact information into your personal contacts.
- Updates any Exchange contact information that may have changed since the last import.
- Removes entries from your personal contacts that have been deleted in Exchange since the last import.

Note that Connection does not distinguish duplicate entries or enter phone number information in the Dialed Phone fields. After the import is complete, you may want to review your personal contacts to remove duplicate entries or to add dialed phone numbers for use if you call contacts by using voice commands. (See the [“Adding Personal Contacts” section on page 52](#) for information about adding dialed phone information for a contact.)

To Import Exchange Contacts into Your Personal Contacts

-
- | | |
|---------------|--|
| Step 1 | In the Cisco Unity Assistant, from the Contacts menu, click Import Contacts . |
| Step 2 | On the Import Contacts from Exchange page, click Import Contacts . |
| Step 3 | Connection imports the entries from your Exchange Contacts folder, and displays the results of the import. |
-



Managing Your Private Lists

- [About Private Lists, page 57](#)
- [Creating Private Lists, page 57](#)
- [Changing the Names of Private Lists, page 58](#)
- [Changing the Members of Private Lists, page 59](#)
- [Deleting Private Lists, page 60](#)

About Private Lists

You can use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all members of the list receive the message. Cisco Unity Connection provides several private lists for you to personalize.

Only you can send voice messages to your private lists. You do so by phone using the keypad or voice commands, or in the Cisco Unity Inbox web tool. You cannot send messages from your e-mail program to your private lists.

Creating Private Lists

Your Connection administrator specifies the maximum number of lists that you can manage.

To Create a Private List

-
- Step 1** In the Cisco Unity Assistant, from the Private Lists menu, click **New Private List**.
- Step 2** On the Private List page, in the Name field, enter a name for the list. If you use voice commands, this is the name you say to add the private list to a message recipient list.



Tip

Avoid using special characters and diacritical marks in the list name. If you use voice commands, Connection may have trouble recognizing names that contain these items.

- Step 3** In the Recorded Name field, on the Media Master, click **Record** and record the name of the list.
- Step 4** When you finish recording, click **Stop**.

- Step 5** If you use voice commands and your list name is not pronounced the way it would be read, enter an alternate name in the Alternate Names section.
- Step 6** To add more alternate names, click **Add Row** and repeat [Step 5](#).
- Step 7** Click **Add Members**.
- Step 8** In the Find Names dialog box, click the applicable tab to specify the search scope.
- Step 9** In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your new list.
- Step 10** Click **Find**.
- Step 11** In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your private list, and then click **Add Members**.
- If you do not see the user, distribution list, private list, or remote contact you want, try entering different search criteria, then click Find to search again.



Tip When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 12** Repeat [Step 7](#) through [Step 11](#) until you have finished adding members to your list.

Changing the Names of Private Lists

Each private list has a recorded name and a display name. When you address messages to private lists by phone, Cisco Unity Connection plays the recorded name so you can confirm that you have addressed the message to the correct list.

If you use voice commands, you can also specify alternate names for the display name that you give a private list. You say the display name when you use voice commands to address a message to the private list by phone. Consider specifying alternate names if the display name is not pronounced the way it would be read, as may be the case with acronyms and abbreviations. (For example, your list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name.)

To Change the Name of a Private List

- Step 1** In the Cisco Unity Assistant, from the Private Lists menu, click **View Private Lists**.
- Step 2** On the Private Lists page, click the private list whose name you want to change.
- Step 3** On the Private List page, in the Name field, delete the old name and enter a new one. This is the display name.
- Step 4** In the Recorded Name field, on the Media Master, click **Record** and record the new name of the list.
- Step 5** When you finish recording, click **Stop**.
- Step 6** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and click **Delete Selected**.

- b. To add an alternate name, click **Add Row** and enter the name(s).

Step 7 Click **Save**.

Changing the Members of Private Lists

The maximum number of members that you can add to a private list is specified by your Connection administrator. Any user or system distribution list that is included in the directory is eligible for membership in your private lists.

Depending on how Cisco Unity Connection is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these users—known as remote contacts—in your private lists.

If you try to add a user, private list, system distribution list, or remote contact that is already a member of the private list, Connection does not add the member to the same list again.



Note

Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Connection administrator should be able to inform you before changes occur, though you will still need to readd these members to your lists in the event that they are inadvertently removed.

To Change Members of a Private List

- Step 1** In the Cisco Unity Assistant, from the Private Lists menu, click **View Private Lists**.
- Step 2** On the Private Lists page, click the private list whose members you want to change.
- Step 3** To add members, skip to [Step 4](#).
To remove members, on the Private List page, check the check box next to any member that you want to remove from your list, and click **Delete Selected**.
- Step 4** To add members, on the Private List page, click **Add Members**, then search for names:
 - a. In the Find Names dialog box, click the applicable tab to specify the search scope.
 - b. In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your list.
 - c. Click **Find**.
 - d. In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your list, and click **Add Members**.

If you do not see the user, distribution list, private list, or remote contact you seek, try entering different search criteria, then click **Find** to search again.



Tip

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 5** Repeat [Step 4](#) until you have finished adding members to your list.
-

Deleting Private Lists

When you delete a list, the recorded and display names, and all list members are deleted.

To Delete a Private List

- Step 1** In the Cisco Unity Assistant, from the Private Lists menu, click **View Private Lists**.
- Step 2** On the Private Lists page, check the check box next to the list that you want to delete.
- Step 3** Click the **Delete Selected Rows** icon below the menu bar.
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