CHAPTER 4

Setting Up Features and Functionality That Are Controlled by User Account Settings

Much of the functionality that affects how users interact with Cisco Unity Connection is controlled on user account pages. This chapter contains information on how to set up the features and functionality found on the account pages for individual users and user templates. As applicable, this chapter also offers information on using the Bulk Edit utility to change user accounts for multiple users at once.

See the following sections:

- Voice Recognition, page 4-65

For information on functionality that is controlled by class of service settings, see the "Setting Up Features and Functionality That Are Controlled by Class of Service" chapter.

The *System Administration Guide for Cisco Unity Connection* provides information on features and functionality that are available to users systemwide, including many conversation features and customizations. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

Passwords

Revised February 23, 2011

Note In Cisco Unified Communications Manager Business Edition (CMBE), you can change user voice mail PINs and web application passwords either from the User Management pages in Cisco Unified CM Administration or from the Edit > Change Password page in Cisco Unity Connection Administration. However, you must use the User Management pages in Cisco Unified CM Administration to change password settings (the authentication rule, lockout and expiration settings, and so on). The Edit > Password Settings page is not available in Connection Administration on Cisco Unified CMBE.

Note If Cisco Unity Connection is integrated with an LDAP directory, the web application password and password settings (for example, password-complexity settings and whether the password expires) are controlled by the LDAP server.

For each user account, you can change user passwords and specify password settings from Cisco Unity Connection Administration. Password settings for individual users determine:

- Which authentication rule governs the account (authentication rules specify the password, lockout, and logon policies for Connection)
- Whether the user password was locked by an administrator, and if so, the time of the lockout
- Whether the user is allowed to change the password, or must change the password the next time he or she logs on
- Whether the password ever expires
- The last time a password was changed
- The number of failed logon attempts, the time of the last failed logon attempt, and the time period that the lockout is enforced

You can change password settings on the Edit > Password Settings page for the applicable user or template.

To change a phone or web password for a user, see the following sections:

- Securing and Changing User Phone Passwords, page 4-3
- Securing and Changing the Web Application (Cisco PCA) Password, page 4-3

Users can also use the Cisco Unity Assistant to change their passwords.

To learn about security implications when using default password settings, see the "Password Security Considerations for Template Defaults" section on page 7-1.

Securing and Changing User Phone Passwords

To help protect Cisco Unity Connection from unauthorized access and toll fraud, every user should be assigned a unique phone password. Additionally, each password should be eight or more characters long and non-trivial.

Do the following procedure for user accounts, or for a template that you can use to create user accounts.

To Change a Phone Password (PIN) for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Change Password**.

Step 3 On the Change Password page, in the Choose Password list, click **Voice Mail**.

Step 4 In the Password field, enter the new password.

Step 5 In the Confirm Password field, reenter the password to confirm.

Step 6 Click **Save**.

Securing and Changing the Web Application (Cisco PCA) Password

Users must enter a password to log on to the Cisco PCA. The Cisco PCA password is referred to as the "Web Application Password" in Cisco Unity Connection Administration.

Each user should be assigned a unique password. Connection requires that you specify a long—eight or more characters—and nontrivial password. For the Cisco PCA, a nontrivial password has the following attributes:

- 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 the user name or its reverse.
- The password cannot contain the primary extension or its reverse.
- A character cannot be used more than three times consecutively (for example, !Cooool).
- The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Depending on how you set up user accounts, you can require users to change their Cisco PCA passwords the first time that they log on. Encourage users to enter secure passwords whenever they change their Cisco PCA passwords, or set your secure password policy for the Cisco PCA to require them to do so. Logon, password, and lockout policies are defined on the Edit Authentication Rules page in Connection Administration.

Finally, when instructing users to secure their Cisco PCA passwords, convey the following:

- Users can change the Cisco PCA password only in the Cisco Unity Assistant; they cannot change it by using the Connection conversation.
- The Cisco PCA password is not related to the Cisco Unity Connection phone password, and the two are not synchronized. Users may assume that their phone and Cisco PCA passwords are the same. As a result, they may think that they are changing both passwords when the Connection conversation

prompts them to change their phone password during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.

- For users who are able to access voice messages in an IMAP client, make sure that they understand that whenever they change their Cisco PCA password in the Cisco Unity Assistant, they also must update the password in their IMAP client. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client after having updated their Cisco PCA password in both applications, see the "Troubleshooting IMAP Client Logon Problems" section in the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection*.

To Change a Web Application (Cisco PCA) Password for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Change Password**.

Step 3 On the Change Password page, in the Choose Password list, click **Web Application**.

Step 4 In the Password field, enter the new password.

Step 5 In the Confirm Password field, reenter the password to confirm.

Step 6 Click **Save**.

Message Waiting Indicators

Revised May 2009

Cisco Unity Connection can set message waiting indicators (MWIs) at up to 10 extensions for a user when new voice messages arrive.

When a user account is added, Connection automatically enables the MWI at the primary extension for the user.

You can change MWI settings, and add or delete MWI extensions in Cisco Unity Connection Administration on the Message Waiting Indicators page for a user.

Note Depending on the phones and phone systems, some additional phone system programming may be necessary. Refer to the manufacturer documentation for the phone system.

For Cisco Unity Connection 7.1 and later, Connection can also send message counts to supported Cisco IP phones in a SCCP integration with Cisco Unified Communications Manager 8.0 and later, or in a SIP trunk integration with Cisco Unified CM 7.1 and later.

Do the applicable procedure to change MWI settings, or add or delete MWIs:

- To Add MWIs for Other Extensions, page 4-5
- To Change MWI Settings, page 4-5
- To Delete an MWI, page 4-6
- To Enable Message Counts (Cisco Unity Connection 7.1 and Later Only), page 4-6

To Add MWIs for Other Extensions

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to add another MWI.

Step 2 On the Edit menu, click **Message Waiting Indicators**.

Step 3 On the Message Waiting Indicators page, click **Add New**.

Step 4 On the New Message Waiting Indicator page, check the **Enabled** check box.

Step 5 In the Display Name field, enter a description for the MWI.

Step 6 Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Step 7 In the Extension field, enter the extension for the MWI. When entering characters, consider the following:

- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
- Enter , (comma) to insert a one-second pause.
- Enter # and * to correspond to the # and * keys on the phone.

Step 8 In the Phone System field, click the name of the phone system that the extension is assigned to.

Step 9 Click **Save**.

Step 10 Repeat Step 2 through Step 9 as necessary.

To Change MWI Settings

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to change the MWI settings.

Step 2 On the Edit menu, click **Message Waiting Indicators**.

Step 3 On the Message Waiting Indicators page, click the MWI for which you want to change the settings.

Step 4 On the Edit Message Waiting Indicator page, check or uncheck the **Enabled** check box, as applicable.

Step 5 In the Display Name field, revise the description for the MWI.

Step 6 Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Step 7 In the Extension field, revise the extension for the MWI. When entering characters, consider the following:

- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
- Enter , (comma) to insert a one-second pause.
- Enter # and * to correspond to the # and * keys on the phone.

Step 8 In the Phone System field, click the name of the phone system that the extension is assigned to.

Step 9 Click **Save**.

Step 10 Repeat Step 2 through Step 9 as necessary.

To Delete an MWI

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to delete an MWI.

Step 2 On the Edit menu, click **Message Waiting Indicators**.

Step 3 On the Message Waiting Indicators page, check the check boxes next to the MWIs that you want to delete.

Step 4 Click **Delete Selected**.

To Enable Message Counts (Cisco Unity Connection 7.1 and Later Only)

Added May 2009

Step 1 In Cisco Unity Connection Administration, find the user for whom you want to enable message counts.

Step 2 On the Edit menu, click **Message Waiting Indicators**.

Step 3 On the Message Waiting Indicators page, click the applicable MWI.

Step 4 On the Edit Message Waiting Indicator page, check the **Send Message Counts** check box.

Step 5 Click **Save**.

Call Transfer, Call Screening, and Call Holding

Revised May 2009

Call Transfer settings specify how Cisco Unity Connection handles calls that are transferred from the automated attendant or a directory handler to user phones. These settings also specify the mechanism that Connection uses to transfer the call: Connection can either release the call to the phone system, or it can supervise the transfer.

When Connection is set to supervise transfers, it can provide additional call control with call holding and call screening for indirect calls:

- With call holding, when the phone is busy, Connection can ask callers to hold. Each caller on hold uses a Connection port and a phone system port, so the total number of callers that can be holding in the queue at one time is limited by the number of available ports.

  The wait time in the call holding queue for the first caller in the queue defaults to 25 seconds. If the caller is still on hold after this amount of time, Connection asks if the caller wants to continue holding, leave a message, or try another extension. If the caller does not press 1 to continue holding, or press 2 to leave a message, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options.

  If call holding is not selected, callers are sent to whichever user greeting is enabled—the busy, standard, closed, or alternate greeting.

- With call screening, Connection can ask for the name of the caller before connecting to a user. The user can then hear who is calling and, when a phone is shared by more than one user, who the call is for. The user can then accept or refuse the call.

If the call is accepted, it is transferred to the user phone. If the call is refused, Connection plays the applicable user greeting.

Note Transfer, screening, and holding settings do not apply when an outside caller or another user dials a user extension directly. Refer to your phone system documentation for information on how it handles direct calls to user extensions. User desk phones may also offer similar features.

To control how Connection handles indirect calls at different times of the day or for specified periods of time, you can define Standard, Closed, and Alternate transfer rules. The Standard transfer rule is always enabled and cannot be turned off; you determine when the Closed and Alternate transfer rules are enabled and for how long.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts.

- To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template, page 4-7
- To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts at Once, page 4-8

If they are assigned to a class of service that allows them to do so, users can change their call screening and holding options in the Cisco Unity Assistant web tool. To learn more, see the "Call Screening and Call Holding" section on page 5-3.

To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Transfer Rules**.

Step 3 On the Transfer Rules page, click the applicable link to change Standard, Closed, or Alternate transfer rules.

Step 4 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 transfer rule is active.
Apply Personal Call Transfer Rules	Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active. **Note** This option is available only if the user has access to the Personal Call Transfer Rules web tool. When using this option, you must also configure personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls are transferred to the primary extension of the user.

Step 5 If you selected Apply Basic Settings on This Page, or if the When This Basic Rule Is Active field was not displayed at the top of page, change the remaining settings on the page, as applicable.

Note You can specify how you want Closed and Alternate transfer rules to work without enabling them.

Step 6 Click **Save**.

Step 7 Repeat Step 3 through Step 6 for the remaining transfer rules, as needed.

To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Transfer** tab.

Step 5 Click the applicable transfer tab, and update the settings.

Step 6 Repeat Step 5 for the remaining transfer tabs, as needed.

Step 7 Click **Next**, and then click **Finish**.

Personal Call Transfer Rules

Personal call transfer rules are available only to users who are assigned to a class of service for which the feature is enabled. Personal call transfer rules are used only if the active basic rule—the standard, alternate or closed transfer rule—is set to apply personal call transfer rules instead of the basic settings.

To activate and modify personal call transfer rules for a user, do the following procedure.

To Activate and Modify Personal Call Transfer Rules for an Individual User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, click **Transfer Rules**.

Step 3 On the Transfer Rules page, in the Transfer Rule table, choose the basic transfer rule that you want to use with personal call transfer rules.

Step 4 Click **Apply Personal Call Transfer Rules**.

Step 5 Click **Save**.

Step 6 Repeat Step 2 through Step 5 for each additional basic transfer rule that you want to use with personal call transfer rules.

Step 7 On the Edit Transfer Rule page, click the link to the Cisco Unity Personal Call Transfer Rules web tool.

This launches the Personal Call Transfer Rules web tool for the user.

Step 8 Change the applicable settings.

Note For detailed information about the available settings, see the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool (Release 7.x)*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/pctr/7xcucugpctrx.html.

Step 9 Click **Save**.

Outside Caller Options

The options on the Edit Message Settings page control the experience that outside (unidentified) callers have when leaving messages for a user. For example, you can specify:

- The maximum recording length for messages left for a user by outside callers. (Note that for some integrations, you can set Cisco Unity Connection so that when a caller records a message, a warning tone is played before the caller reaches the maximum allowable message length.)
- What outside callers can do when leaving messages for a user—including whether they can mark messages urgent and rerecord their messages.
- Whether messages left by outside callers are secure. (See the "Securing User Messages: Controlling Access and Distribution" chapter of the *System Administration Guide for Cisco Unity Connection* to learn how Connection handles secure messages.)
- The language of the Connection prompts that callers hear when leaving messages for a user.

You specify message settings for a specific user on the Edit Message Settings page for the user or for a template that you can use to create user accounts.

Mailbox-Size Quotas

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Cisco Unity Connection lets you specify the maximum size, or quota, for every mailbox in a Connection system. You can configure quotas so that Connection:

- Issues a warning when a mailbox reaches a specified size.
- Prevents a user from sending messages when the mailbox reaches a larger size.
- Prevents a user from sending or receiving messages when the mailbox reaches the largest size that you want to allow.

To handle the varying needs of users in your organization, you can override the systemwide quotas for individual mailboxes and for user templates. For example, you may want to allow employees in the sales department to have larger mailboxes than other employees. If you create user accounts for all sales employees by using the same template, you can specify higher quotas for the template. Or you can specify higher quotas for individual user accounts.

Caution Quotas are not enforced for messages left by outside callers if the "Full Mailbox Check for Outside Caller Messages" check box is not checked. This check box appears on the System Settings > Advanced > Conversations page. For more information, see the Help for that page.

Do the following procedure for user accounts or for a template that you can use to create user accounts. For details on how each quota works, and on how to change quotas for the entire system, see the "Specifying Mailbox Size Quotas" section in the "Controlling the Size of Mailboxes" chapter of the *System Administration Guide for Cisco Unity Connection*.

To Specify Custom Mailbox Size Quotas for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Mailbox**.

Step 3 On the Edit Mailbox page, set values for the applicable settings by clicking **Custom** and then entering a value (in megabytes) in the adjacent field:

- **Warning Quota**
- **Send Quota**
- **Send/Receive Quota**

Note that the value for Warning Quota must be smaller than or equal to the value for Send Quota, and the value for Send Quota must be smaller than or equal to the value for Send/Receive Quota.

Step 4 Click **Save**.

Message Aging

To help ensure that the hard disk where voice messages are stored does not fill up, you can configure Cisco Unity Connection message aging rules to automatically move read messages to the Deleted Items folder after a specified number of days and to permanently delete messages in the Deleted Items folder after a specified number of days.

To help enforce a message retention policy, you can configure Connection message aging rules to permanently delete secure messages that are older than a specified number of days based on whether or not users have touched the messages in some way.

For more information on how the message aging policy works, how to change policy settings, and how to turn the policy on or off for the entire system, see the "Changing the Message Aging Policy" section in the "Controlling the Size of Mailboxes" chapter of the *System Administration Guide for Cisco Unity Connection*.

Do the following procedure to enable or disable the message aging policy for user accounts, or for a template that you can use to create user accounts.

To Enable or Disable the Message Aging Policy for Users or Templates

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Mailbox**.

Step 3 On the Edit Mailbox page, check or uncheck the **Enable Message Aging Policy** check box, as applicable.

Step 4 Click **Save**.

Message Locator

The Message Locator feature allows users to find voice messages from other users and outside callers when they check messages by phone. When the feature is enabled, Connection users can search their new and saved messages for messages from a particular user, extension, or phone number (ANI or caller ID information).

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. When you enable Message Locator for an individual user account or a template, you can also specify playback order for messages found by Message Locator.

- To Enable Message Locator and Specify Playback Order for an Individual User or Template, page 4-11
- To Enable Message Locator for Multiple User Accounts at Once, page 4-11

To Enable Message Locator and Specify Playback Order for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under Finding Messages with Message Locator, check the **Enable** check box.

Step 4 In the Message Locator Sort Order list, click **Last In, First Out** or **First In, Last Out** to specify the playback order.

Step 5 Click **Save**.

To Enable Message Locator for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the **Enable Message Locator** check box, and then click **Yes** in the adjacent list.

Step 6 Click **Next**, and then click **Finish**.

Conversation and Phone Menu Options

In addition to the basics of specifying how loudly or quickly Connection plays prompts, there are several other ways that you can customize the Cisco Unity Connection conversation and its menus.

See the following topics for details and procedures:

- Allowing Users to Access Cisco Unity Connection by Phone Without Entering a Password, page 4-12
- Touchtone and Voice-Recognition Conversations, page 4-12

- Full or Brief Menu Style for Touchtone Conversations, page 4-14
- How Long Cisco Unity Connection Waits for User Responses, page 4-15
- Phone Language That Users and Callers Hear, page 4-17
- Selecting a Destination When Cisco Unity Connection Exits the Conversation, page 4-18
- Speed and Volume for the Conversation, page 4-19
- Greeting Users By Name Upon Logon, page 4-21
- Playing New Messages Automatically, page 4-22

Users can also use the Cisco Unity Assistant to change many conversation and phone menu options for themselves.

Allowing Users to Access Cisco Unity Connection by Phone Without Entering a Password

By default, users are prompted for a password before they can log on to Cisco Unity Connection to check messages or change their personal settings. As a convenience to users who often access Connection from a mobile phone, home phone, or phone in a secured office within your organization, you may consider specifying that Connection should not prompt them to enter a password when they call Connection to access their mailbox from their primary extension or alternate devices. (When they call Connection from an unknown extension, Connection prompts them for their passwords as usual.)

For security reasons, it may not be appropriate to allow users who work in shared workspaces, cubicles, or other public areas in your organization (such as a lobby or reception area) to access Connection by phone without first entering a password.

Users who do not have to enter a password to log on to Connection are still prompted to renew their phone passwords when they expire.

To Allow Users to Access Cisco Unity Connection By Phone Without Entering a Password

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit User Basics or User Template Basics page (as applicable), check the **Skip Password When Calling From a Known Extension** check box.

Step 3 Click **Save**.

Touchtone and Voice-Recognition Conversations

Cisco Unity Connection offers several versions of the phone conversation that users hear and use. The version you select determines whether Connection responds only to phone keypad input or also uses voice recognition to interpret spoken commands:

Touchtone Conversations	Users press keys to tell Connection what they want to do. There are several touchtone conversations to choose from. Each one offers a unique keypad mapping for the message retrieval menus. For some, the keys assigned to options in the Main menu are also unique.
Voice-Recognition Conversation	Users say voice commands and/or press keys on the phone to interact with Connection. You cannot choose the keypad mapping offered in the voice-recognition conversation. **Note** In order to assign users to the voice-recognition conversation, the user account or template must be assigned to a class of service that enables a license and the voice-recognition feature. See the "Voice Recognition" section on page 5-13.

For those in your organization who use a touchtone conversation, you can provide an easier transition from a former voice messaging system by choosing the version that offers the keypad mapping and menu options that they are already familiar with. Alternatively, choosing an unfamiliar touchtone conversation may offer an improved user experience and an opportunity to increase user productivity after a short transition period. If you choose the latter approach, provide users with a list of the phone menu differences between Connection and the former voice messaging system.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. When you modify multiple accounts at once, you can select a touchtone conversation, but you cannot specify whether users hear the voice-recognition conversation.

- To Specify the Conversation Version for an Individual User or Template, page 4-13
- To Specify a Touchtone Conversation for Multiple User Accounts at Once, page 4-14

In the Cisco Unity Assistant, users can specify whether they hear a voice-recognition conversation or the touchtone conversation that you specify. (They cannot choose the touchtone conversation that they hear.)

To Specify the Conversation Version for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Phone Menu**.

Step 3 On the Phone Menu page, do the following to enable the voice-recognition conversation (when allowed by class of service):

a. Check the **Use Voice Recognition Input Style** check box.

b. In the Touchtone Conversation list, click the touchtone conversation that Connection offers in the event that voice-recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the voice-recognition conversation.)

Step 4 To enable the touchtone conversation, do the following:

a. Confirm that the **Use Voice Recognition Input Style** check box is not checked.

b. In the Touchtone Conversation list, click the touchtone conversation with the keypad mapping that you want users to hear.

Step 5 Click **Save**.

To Specify a Touchtone Conversation for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Message Review** tab.

Step 5 Check the **Touchtone Conversation Style** check box, and then select the touchtone conversation with the keypad mapping that you want users to hear.

Step 6 Click **Next**, and then click **Finish**.

Full or Brief Menu Style for Touchtone Conversations

You can specify that users hear either full or brief menus when they use a touchtone conversation:

Full	Users hear comprehensive instructions. Consider selecting for a new user. This is the default selection.
Brief	Users hear abbreviated versions of the full menus. Select for a more experienced user.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts.

- To Specify the Touchtone Conversation Menu Style for an Individual User or Template, page 4-14
- To Specify the Touchtone Conversation Menu Style for Multiple User Accounts at Once, page 4-14

Users can also use the Cisco Unity Assistant to change the menu style for touchtone conversations.

To Specify the Touchtone Conversation Menu Style for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, in the Touchtone Conversation Menu Style list, click **Full** or **Brief**.

Step 4 Click **Save**.

To Specify the Touchtone Conversation Menu Style for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the **Prompt Style** check box, and then click **Full** or **Brief** in the adjacent list.

Step 6 Click **Next**, and then click **Finish**.

How Long Cisco Unity Connection Waits for User Responses

For each user, you can specify the amount of time that Cisco Unity Connection waits after a user response (or non-response) before taking an action:

Times to Repeat Menu When User Does Not Respond	Specify how many times Connection repeats a menu if a user has not responded to a menu. **Note** This setting is not available for the voice-recognition conversation.
Wait for First Touchtone or Voice Command	Specify how long Connection waits for a user to press a first key or say a voice command after playing a menu.
Wait for Additional Key Presses When Entering Names, Extensions, and Passwords	Specify how long Connection waits for additional key presses after the user has pressed a key when entering user names or extensions to address a message, update passwords, change call transfer or message notification numbers, and so on.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options	Specify how long Connection waits for additional key presses after the user has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu. (For example, in the After Message menu, users can press 4 to reply to a message, 42 to reply to all, or 44 to call the user.) This also applies when using ## to switch addressing modes. If there is no input within the time that you specify, Connection performs the action assigned to the single key.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout)	Specify how long Connection waits for a user to say additional words before acting on the words already spoken. For example, a user might say “Play new messages,” pause for a moment, and then add, “from Harriet Smith.” In such cases, the value you enter here determines how long Connection waits for the user to finish speaking before playing new messages.

Voice Recognition Confirmation Confidence Threshold	Specify the likelihood that Connection will prompt the voice-recognition user to confirm their intentions. For example, if users complain that the system mistakenly hears them say "cancel" or "hang up," you may want to try increasing this setting to prevent users from accidentally committing actions they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value. The default value for this setting should reliably filter out most errors and provide confirmation when necessary for most systems. If you decide to change the value for this setting, consider that: • A realistic range of values for this setting is 30 to 90, as setting this value to 0 always disables confirmation and setting it to 100 always enables it. • If the value is set too low, the system may improperly recognize and act on commands, resulting in the accidental deletion of messages or exiting users from the system before they are ready to hang up.
Voice Recognition Speech Sensitivity	Use this setting to compensate for potential background noise. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that you cannot use Bulk Edit to change the Time to Wait Between Spoken Words and the Voice Recognition Confirmation Confidence Threshold settings. However, users can adjust both voice-recognition settings in the Cisco Unity Assistant.

- To Set Conversation Response Times for an Individual User or a Template, page 4-16
- To Set Conversation Response Times for Multiple User Accounts at Once, page 4-17

Users can also use the Cisco Unity Assistant to change the response times for the voice-recognition conversation.

To Set Conversation Response Times for an Individual User or a Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under When Responding to Menus, update the applicable settings:

- In the Times to Repeat Menu When User Does Not Respond field, enter a value between 0 and 10.
- In the Wait for First Touchtone or Voice Command field, enter a value between 500 and 10,000 milliseconds.
- In the Wait for Additional Key Presses When Entering Names, Extensions, and Passwords field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- In the Wait for Additional Key Presses When Entering Multiple Digit Menu Options field, enter a value between 250 and 5,000 milliseconds. We recommend a value of 1,500 (one and a half seconds).
- In the Wait Between Words in Voice Commands (Phrase Incomplete Timeout) field, enter a value between 300 and 10,000 milliseconds.

- In the Voice Recognition Confirmation Confidence Threshold field, enter a value between 0 and 100 percent. A value of 0 always disables confirmation and 100 always enables it.
- In the Voice Recognition Speech Sensitivity field, enter a value between 0 and 100. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event. We recommend a value of 50.

Step 4 Click **Save**.

To Set Conversation Response Times for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the applicable check boxes, and then enter the appropriate values in the adjacent fields:

- In the Milliseconds to Wait for User Input After a Menu Plays field, enter a value between 500 and 10,000 milliseconds.
- In the Milliseconds to Wait for More Input After a User Presses a Key field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- In the Times to Repeat the Menu If the User Does Not Respond field, enter a value between 0 and 10.

Step 6 Click **Next**, and then click **Finish**.

Phone Language That Users and Callers Hear

Phone languages are the languages in which Cisco Unity Connection can play system prompts to users and callers. For each user account, you can specify the language in which system prompts are played to callers (this affects prompts such as “Record your message at the tone”), and you can change the language that users hear when listening to the user conversation.

Consider that if the class of service for a user offers Text to Speech (TTS), the language you select also controls the language that the TTS email reader uses. Before changing the phone and TTS language for a user, verify that you have the applicable languages installed.

Note Depending on your license settings, U.S. English may not be available.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Users can also use the Cisco Unity Assistant to select the language that they hear when they log on to Connection by phone.

- To Change the Phone Language Settings for an Individual User or Template, page 4-18
- To Change the Phone Language Settings for Multiple User Accounts at Once, page 4-18

Note Customizing the phone language setting for Connection users and their callers does not change the default language settings for the rest of the system. The System Default Language is specified on the System Settings > General Configuration page.

To Change the Phone Language Settings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 To change the phone language that users hear, on the Edit User Basics or User Template Basics page (as applicable), in the Language field, click either the **Use System Default Language** option, or click a language in the list of language options.

Step 3 Click **Save**.

Step 4 To change the phone language that callers hear, on the Edit menu, click **Message Settings**.

Step 5 On the Edit Message Settings page, in the Language That Callers Hear field, click **Use System Default Language** or **Inherit Language from Caller**, or click the language list and select one of the listed languages.

Step 6 Click **Save**.

Step 7 If applicable, ask the user to rerecord the greeting in the new language.

To Change the Phone Language Settings for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Profile** tab.

Step 5 To change the phone language that users hear, check the **Language Users Hear** check box, and then select either the **Use System Default Language** option, or click a language in the adjacent list of language options.

Step 6 To change the phone language that callers hear, check the **Language Callers Hear** check box, and then select either the **Use System Default Language** option, or click a language in the adjacent list of language options.

Step 7 Click **Next**, and then click **Finish**.

Selecting a Destination When Cisco Unity Connection Exits the Conversation

You can select the destination to which Cisco Unity Connection sends the user when exiting the conversation. For example, you can tell Connection to hang up, or send the user to another call handler or to another Connection user.

As applicable, do the procedures in this section for user accounts, or for the template that you can use to create user accounts.

- To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template, page 4-19
- To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts at Once, page 4-19

To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On Edit menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under When Exiting the Conversation, select one of the following:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the user exits the conversation.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the handler greeting.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.

Step 4 Click **Save**.

To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Exit Destination** tab.

Step 5 Check the **Make Changes to Conversation Exit Destination** check box.

Step 6 Follow the onscreen instructions to change the settings as applicable.

Step 7 Click **Next**, and then click **Finish**.

Speed and Volume for the Conversation

Revised May 2009

You can specify the speed and volume at which Cisco Unity Connection plays prompts, recorded voice names, receipts, and user greetings.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts.

- To Change Conversation Speed or Volume Settings for an Individual User or Template, page 4-20
- To Change Conversation Speed or Volume Settings for Multiple User Accounts at Once, page 4-20

Users can also use the Cisco Unity Assistant to specify speed and volume levels, and they can use voice commands to change the speed and volume of the Connection conversation at any point while Connection is playing prompts. (Users cannot use the phone keypad to adjust the conversation speed.)

In Cisco Unity Connection version 7.1(1) and later, changes that users make by phone are saved as the default conversation speed or volume. To disable this behavior, see the "Saving Speed and Volume Changes Made by Users" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection*. (The voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.)

In Cisco Unity Connection version 7.0, changes that users make by phone are in effect only until they hang up the phone. The next time that they call Connection, the speed and volume are reset to the default setting. (The voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.)

To Change Conversation Speed or Volume Settings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, in the Conversation Volume list, click the volume level at which users hear the Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 In the Conversation Speed list, click the speed at which Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 Click **Save**.

To Change Conversation Speed or Volume Settings for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the **Conversation Volume** check box, and then click the volume level in the adjacent list.

Step 6 Check the **Conversation Speed** check box, and then click the speed level in the adjacent list.

Step 7 Click **Next**, and then click **Finish**.

Greeting Users By Name Upon Logon

You can choose whether Cisco Unity Connection plays the recorded name of the user after a user logs on by phone. By default, Connection does not play the recorded name.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts.

- To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template, page 4-21
- To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts at Once, page 4-21

Users can also use the Cisco Unity Assistant to choose whether they want to hear their recorded name upon logon.

To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under After Logon Play, check the **User's Recorded Name** check box.

Step 4 Click **Save**.

To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the **Greet User by Name** check box, and then click **Yes** in the adjacent list.

Step 6 Click **Next**, and then click **Finish**.

Playing New Messages Automatically

By default, users hear the Main Menu after they log on to Cisco Unity Connection. You can customize the conversation so that Connection plays new messages instead. When you do, users no longer have to press a key to play new messages because Cisco Unity Connection begins playing them automatically.

Otherwise, the conversation that users hear sounds and acts as usual:

- Connection plays the recorded name of the user, alternate greeting notification, new message counts, and the Message Type menu as specified.
- System broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts are likewise played before Connection begins playing new messages.
- Users must indicate whether they want to save or delete a message before Connection plays the next new message.
- Users can exit message playback to hear the Main menu at any time. If users have no new messages, the Main menu is played as usual.

To specify that Connection plays new messages automatically in a template or for an individual user, do the following procedure.

To Specify That Cisco Unity Connection Plays New Messages Automatically

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under After Logon Play, check the **User's New Messages Automatically** check box.

Step 4 Click **Save**.

Phone View

Revised May 2009

The Phone View feature allows users to see search results on the LCD screens of their Cisco IP phones when they use the Find Message or the Display Message menu. When it is enabled, Cisco Unity Connection users can search for the following types of messages:

- All new voice messages
- All voice messages
- Messages from a particular user
- Messages from all outside callers
- Messages from a particular outside caller

Phone View can be used with either the touchtone or the voice-recognition conversation. For use with voice recognition, the voice-recognition feature must be enabled, and users must be assigned to a class of service that allows them to use it. For details on setting up voice recognition for users, see the "Voice Recognition" section on page 5-13.

Use the following Task List to enable Phone View for users:

1. First create an application CTI user in Cisco Unified Communications Manager and associate the applicable subscriber devices with this user. Then enable Phone View for the phone system. For details, see the "Setting Up Phone View" chapter of the *System Administration Guide for Cisco Unity Connection*.
2. Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. When you enable Phone View for users who use the touchtone conversation version, you can also specify playback order for messages found by Message Locator searches.
   - To Enable Phone View and Specify Playback Order for an Individual User or Template (Touchtone Conversation), page 4-23
   - To Enable Phone View for an Individual User or Template (Voice-Recognition Conversation), page 4-23
   - To Enable Phone View for Multiple User Accounts at Once, page 4-23

To Enable Phone View and Specify Playback Order for an Individual User or Template (Touchtone Conversation)

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under Finding Messages with Message Locator, check the **Enable** check box.

Step 4 In the Message Locator Sort Order list, click **Last In, First Out** or **First In, Last Out** to specify the playback order.

Step 5 Check the **Enable Phone View** check box.

Note The Enable Phone View check box will not appear unless the CTI application user for Phone View has been created in Cisco Unified CM Administration.

Step 6 Click **Save**.

To Enable Phone View for an Individual User or Template (Voice-Recognition Conversation)

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under Conversation Style, check the **Use Voice Recognition Input Style** check box.

Step 4 Under Finding Messages with Message Locator, check the **Enable** check box.

Step 5 Click **Save**.

To Enable Phone View for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the **Enable Phone View** check box, and then click **Yes** in the adjacent list.

Note For this setting to be saved, the applicable feature—Message Locator or Voice Recognition—must already be enabled for the users.

Step 6 Click **Next**, and then click **Finish**.

Message Playback Options

You can dictate how messages are presented to users by phone. For example, you can specify whether users hear the Message Type menu, message counts, and time stamps when they check messages, and you can specify the order in which Connection plays messages.

See the following sections:

Time Format Used for Message Time Stamps

By default, users hear message time stamps in a 12-hour clock format when they listen to their messages by phone. For example, they hear “1:00 p.m.” when listening to the time stamp for a message left at 1:00 p.m.

Alternatively, you can change the time format setting so that users hear message time stamps in a 24-hour clock format. For example, they hear “13:00” when listening to the time stamp for a message left at 1:00 p.m.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Users can also use the Cisco Unity Assistant to set their own time format preferences.

To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Phone Menu**.

Step 3 On the Phone Menu page, under Time Format, click either **12-Hour Clock** or **24-Hour Clock**.

Step 4 Click **Save**.

To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Message Review** tab.

Step 5 Check the **Time Format** check box, and then click either **12-Hour Clock** or **24-Hour Clock** in the adjacent list.

Step 6 Click **Next**, and then click **Finish**.

Message Playback Speed and Volume

Revised May 2009

You can specify the speed and volume at which Cisco Unity Connection plays messages.

Users can also use the Cisco Unity Assistant to specify speed and volume levels, and they can adjust the volume from their phones.

In Cisco Unity Connection version 7.1(1) and later, changes in playback speed or volume that a user makes by phone while playing messages are saved as the new default playback settings for the user. To disable this behavior, see the "Saving Speed and Volume Changes Made by Users" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection*.

In Cisco Unity Connection version 7.0, changes in playback speed or volume that a user makes for individual messages do not affect the playback of other messages heard during the same phone session. In addition, the next time the user calls Connection, playback settings are reset to the defaults.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. When you update an individual user account or template, you can also adjust conversation speed and volume.

- To Change Message Playback Speed or Volume for an Individual User Account or Template, page 4-25
- To Change Message Playback Speed or Volume for Multiple User Accounts at Once, page 4-26

To Change Message Playback Speed or Volume for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, in the Message Volume list, click the volume level at which users hear the Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 In the Message Speed list, click the speed at which Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 Click **Save**.

To Change Message Playback Speed or Volume for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Message Review** tab.

Step 5 Check the **Message Volume** check box, and then click the applicable option in the adjacent list.

Step 6 Check the **Message Speed** check box, and then click the applicable option in the adjacent list.

Step 7 Click **Next**, and then click **Finish**.

Message Counts

You can specify the types of messages for which Cisco Unity Connection announces count totals when users check messages by phone.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Users can also use the Cisco Unity Assistant to specify the message counts that they want to hear.

- To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template, page 4-26
- To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts at Once, page 4-27

To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under For New Messages Play, check or uncheck any or all of the following check boxes to specify which message counts Connection plays before each new message:

Message Count Totals	Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
Email Message Counts	Connection announces the number of email messages.
Fax Message Counts	Connection announces the number of fax messages.
Receipt Message Counts	Connection announces the number of receipts.

Step 4 In the For Saved Messages Play section, check the **Saved Message Count** check box to have Connection announce the total number of all saved messages (voice, email, and receipt messages).

Step 5 Click **Save**.

To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check any or all of the following check boxes, and then click **Yes** in the adjacent list:

- **Announce Total Number of New Messages**
- **Announce Total Number of Saved Messages**
- **Announce Total Number of New Voice Messages**
- **Announce Total Number of New Fax Messages**
- **Announce Total Number of New Email Messages**

Step 6 Click **Next**, and then click **Finish**.

Message Playback Order

You can customize the order in which messages are played for new, saved, and deleted messages. For new and saved messages, you use the playback settings to sort messages in order by message type (for example, voice or email) and by message urgency. In this way, you can specify that Cisco Unity Connection plays urgent voice messages first, 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 emails
- Normal emails
- 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 presented first. Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

Table 4-1 lists the default order for new, saved, and deleted messages, regardless of message type.

Table 4-1 Message Playback Order

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

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Users can also use the Cisco Unity Assistant to customize message playback order.

- To Change Message Playback Order for an Individual User Account or Template, page 4-28
- To Change Message Playback Order for Multiple User Accounts at Once, page 4-28

To Change Message Playback Order for an Individual User Account or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under New Message Play Order, use the **Move Up** and **Move Down** arrows to put the Sort by Message Type list in the order in which you want the messages played.

Step 4 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 5 Under Saved Message Play Order, use the **Move Up** and **Move Down** arrows to put the Sort by Message Type list in the order in which you want the messages played.

Step 6 In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 7 In the Deleted Message Play Order list, click **Newest First** or **Oldest First** to specify the message order for deleted messages.

Step 8 Click **Save**.

To Change Message Playback Order for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Flex Stack** tab.

Step 5 Check the **Make Changes to Message Play Order Options** check box.

Step 6 Under New Message Play Order, 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 7 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 8 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 9 In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 10 In the Deleted Message Play Order list, click **Newest First** or **Oldest First** to specify the message order for deleted messages.

Step 11 Click **Next**, and then click **Finish**.

What Cisco Unity Connection Plays Before and After Each Message

Before playing each message, you can specify whether you want Cisco Unity Connection to play information about the message and the message sender, including the recorded name and/or extension of a user, the phone number (ANI or caller ID) of an outside caller, a time stamp, and the message number. After playing each message, you can specify whether Connection plays the time stamp. Connection can play all, none, or a combination of the available information about a message and its sender before and after each message.

For receipts, you cannot modify what Connection plays, and the information that Connection plays differs slightly. Whether Connection plays the time stamp and reason for a receipt before or after the list of recipients depends on how many recipients are associated with the receipt, as follows:

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.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. When you update an individual user account or a template, you can also specify what Connection plays after a message.

- To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template, page 4-29
- To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts at Once, page 4-30

Users can also use the Cisco Unity Assistant to specify what Connection plays before and after a message.

To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under Before Playing Each Message Play, check or uncheck any or all of the following check boxes:

Sender's Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension that is associated with the user instead.
Include Extension	Check this check box to have Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message… Message 2, a voice message….")
Time the Message Was Sent	Check this check box to have Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside caller, check this check box to have Connection provide the phone number (ANI or caller ID) information before playing the message.

Step 4 Under After Playing Each Message Play, 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 5 Click **Save**.

To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Message Review** tab.

Step 5 On the Message Review tab, check or uncheck any or all of the following check boxes and click **Yes** or **No** (as applicable) in the adjacent list:

Announce Sender Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead.
Announce Time Before Playing Each Message	Check this check box to have Connection announce the time that the message was sent by the caller.
Announce Sender Extension for Messages from Users	Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name.

Announce ANI for Messages from Unidentified Callers	For messages left by an outside (unidentified) caller, check this check box to have Connection provide the phone number (ANI or caller ID) information before playing the message.
Say Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message… Message 2, a voice message…")

Step 6 Click **Next**, and then click **Finish**.

Mark Messages Saved When Users Hang Up or Are Disconnected

By default, when users listen to a message by phone, Cisco Unity Connection retains the message as-is—either as a new or saved message—unless users indicate otherwise before hanging up or being disconnected. However, some users may prefer that Connection marks all messages saved as soon as they access the message.

To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under While Playing Each Message, change the value of the When a Call Is Disconnected or the User Hangs Up field to **Save Message**.

Step 4 Click **Save**.

Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

By default, when users are listening to messages and they rewind or fast-forward a message, Cisco Unity Connection skips back or ahead in the message by five seconds. To change the number of seconds that Connection skips back or ahead in a message, do the following procedure.

Users can also use the Phone Menu Preferences page in the Cisco Unity Assistant to enable and adjust the settings themselves.

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under While Playing Each Message, change the value of the **Fast Forward Message By** and the **Rewind Message By** fields, depending on the desired behavior.

Step 4 Click **Save**.

Confirm Deletions of New and Saved Messages

By default, when users delete new and saved messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Some users may prefer that Connection ask them to confirm the choice before deleting the messages. Confirming the deletion of messages is particularly useful to those users who do not have access to deleted messages.

Do the following procedure to specify that Cisco Unity Connection asks users to confirm their deletions.

To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under When Deleting a Message, check the **Confirm Deletions of New and Saved Messages** check box.

Step 4 Click **Save**.

Message Addressing and Sending Options

There are several settings that customize how users address and send messages to other users. See the following sections:

Broadcast Messages

System broadcast messages are recorded announcements that are sent to everyone in an organization. You specify whether users can send system broadcast messages to all users on the local Cisco Unity Connection server, and whether users can update system broadcast messages stored on the local Connection server. (By default, Connection users are not enabled to send or update broadcast messages.)

To determine which Connection users can send and/or update system broadcast messages, consider how users in your organization might use system broadcast messaging. For example, you may want to enable Connection administrators to send a welcome message to users on a new system or to remind all Connection users to change their phone passwords. Administrators may also want to use system broadcast messages as a way to train users on how to use Connection features or to summarize changes

to Connection after an upgrade. Other Connection users—such as network administrators, managers, Human Resources personnel, and facilities managers—may need to send system broadcast messages to announce planned network outages, organization-wide goals and personnel changes, branch office closures for holidays, security alerts, and the like.

After you have set up a way for users to access the Broadcast Message Administrator, you can enable users to use it to send or update system broadcast messages by doing the applicable procedure in this section:

- To Enable Sending and Updating of Broadcast Messages for an Individual User or Template, page 4-33
- To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts at Once, page 4-33

For more information on broadcast messages, and to learn how to enable users to access the Broadcast Administrator, see the "Setting Up Broadcast Messaging" chapter of the *System Administration Guide for Cisco Unity Connection*.

To Enable Sending and Updating of Broadcast Messages for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, under Broadcast Messages, check the applicable check boxes:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 4 Click **Save**.

To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Message Send** tab.

Step 5 Check the applicable check boxes, and then click **Yes** in the adjacent lists:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 6 Click **Next**, and then click **Finish**.

Addressing by Spelling Name or Entering Extension With Touchtone Conversations

Cisco Unity Connection provides two ways for users to address messages to other users when they are using phone keypad keys:

- Spell a user name.
- Enter a user extension.

As they address messages by phone, users can always switch between addressing by name and addressing by extension by pressing the # key twice, unless spelled name searches are disabled for the system. When the Disable Spelled Name Searches check box is checked on the System Settings > Advanced > Conversations page, users can address messages by phone only by entering user extensions.

Do the following procedure for user accounts, or for a template that you can use to create user accounts. Users can also use the Cisco Unity Assistant to change message addressing settings.

To Change Message Addressing Settings

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, under Message Addressing and Sending, click a setting in the Enter a Recipient By list to select how the conversation prompts users to address messages to other users:

- **Spelling the Last Name Then First Name**
- **Entering the Extension**
- **Spelling the First Name Then Last Name**

Step 4 Click **Save**.

Prompting Users to Confirm Recipients by Name

By default, when users send, forward, or reply to messages by phone, Cisco Unity Connection does not ask them to confirm each recipient that they add—even when they address a message by entering user extensions. For users who prefer that Connection confirm each recipient by name (regardless of how they add the recipient), you can specify that Connection announces "<user name> added" after each recipient is added.

Do the following procedure for user accounts, or for a template that you can use to create user accounts.

To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, check the **Confirm Recipient by Name** check box.

Step 4 Click **Save**.

Prompting Users to Continue Addressing

By default, when users address messages by phone (or when forwarding a message), Cisco Unity Connection allows them to add a single recipient and then prompts them to indicate what they want to do next ("To add another recipient, press 1. For message options, press 3. To record, press #."). Users who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. If this is an issue for users in your organization, you can specify that Connection instead allows users to continue adding names after each recipient. In this way, you can streamline the addressing process when users send and forward messages to multiple recipients, which may be a welcome change for those who routinely send messages to more than one recipient.

However, if you make the change, consider that when users address messages to single recipients, they are now required to press an additional key to send a message in the following situations:

- When users forward messages to single recipients rather than multiple recipients, they are required to press one additional key.
- When users send messages to single recipients and Connection is set up to prompt them to record messages before addressing them, they are required to press one additional key.

To specify that Connection prompts users to continue addressing, do the following procedure for user accounts, or for a template that you can use to create user accounts.

To Specify That Cisco Unity Connection Prompts Users to Continue Addressing

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, check or uncheck the **Continue Adding Names After Each Recipient** check box, depending on how you want to change the setting, as shown in the following table.

Check Box Not Checked	When addressing messages, Connection prompts users to indicate with a key press what they want to do next after adding a recipient. This is the default setting.
Check Box Checked	Streamlined message addressing is enabled. Users are able to enter recipient names or extensions (as applicable) until they indicate that they have completed addressing.

Step 4 Click **Save**.

Specifying Whether Messages Are Sent Upon Hang-Up

You can change how Cisco Unity Connection handles messages that are interrupted by disconnected calls while users are in the process of sending, replying to, or forwarding messages.

By default, Connection sends a message when the call is disconnected in the following circumstances:

When a user is replying to or sending a message	As long as the message has at least one recipient and the recording is more than one second (1,000 milliseconds) in length. This means that Connection sends the message even though the user may not have finished recording or addressing the message.
When a user is forwarding a message	As long as the message has at least one recipient. This means that Connection sends the message even though the user may not have recorded an introduction or completely addressed the message.

By adjusting the default value of the setting, you can alter Connection behavior so that Connection does not send messages unless users have pressed # to confirm that they are ready to send the message. Thus, if the call is disconnected before a user has a chance to confirm, Connection deletes the message rather than sending it.

Note This setting does not apply to messages left by outside callers.

To Specify Whether Messages Are Sent Upon Hang-Up

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, in the When a Call Is Disconnected or the User Hangs Up field, click **Send Message** or **Discard Message** depending on the desired behavior.

Step 4 Click **Save**.

Adding Recipients to the Message Addressing Priority List

When a user attempts to address a message to a recipient by saying a name or spelling part of a name, Cisco Unity Connection may find multiple matching names. You can configure two mechanisms that direct Connection to prioritize certain recipients, sorting the results and offering the names with higher weights first in the search results. Both mechanisms—a user-configurable "buddy list," and an automatic weighting of names based on usage—contribute to a single addressing priority list for the user. A user may have one or both mechanisms enabled at the same time. If neither mechanism is enabled for a user, or if the matches do not appear in the addressing priority list, Connection sorts spelled name matches by last name (for users) or display name (for distribution lists) and presents them in alphabetical order; or Connection sorts spoken name matches by the voice-recognition confidence level of the match.

Note that there are systemwide settings that determine how many names are stored in the addressing priority list for each user (the default value is 100 names) and how many days before a name is automatically removed from the list if the user has not recently addressed a message to the user (the

default value is 90 days). For instructions, see the "Addressing Priority Lists" section in the "Changing Conversation Settings for All Users" chapter of the *System Administration Guide for Cisco Unity Connection*.

To enable users to access a setup conversation that allows them to review their addressing priority list and add or remove names, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Addressing Priority List conversation to a key in the Message Settings menu for that conversation. For instructions on assigning users to a custom conversation, see the "Touchtone and Voice-Recognition Conversations" section on page 4-12. For more information on using the Custom Keypad Mapping tool, see the "Custom Keypad Mapping Tool" chapter of the *System Administration Guide for Cisco Unity Connection*.

To enable automatic usage-based weighting of names, do the applicable procedure in this section for user accounts, or for a template that you can use to create user accounts.

- To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template, page 4-37
- To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts at Once, page 4-37

To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, click **Send Message Settings**.

Step 3 On the Send Message Settings page, check the **Automatically Add Recipients to Addressing Priority List** check box.

Step 4 Click **Save**.

To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 Click the **Message Send** tab.

Step 6 Check the **Automatically Add Recipients to Addressing Priority List** check box, and then click **Yes** in the adjacent list.

Step 7 Click **Next**, and then click **Finish**.

Message Actions

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Message actions determine how Cisco Unity Connection handles different types of messages that it receives for a user. Connection applies the configured action for all messages of a given type that are addressed to the user. For example, if the message action for voice messages is set to relay these types of messages to a user at an alternate SMTP address, Connection relays all voice messages including VPIM messages, messages that are sent from an IMAP client, and messages that are recorded and sent by phone. By default, Connection is configured to accept each type of message, meaning that it delivers the message to the user mailbox.

If you choose to relay voice messages to another address, you should consider the following:

- When messages are set to be relayed, users are no longer able to access relayed messages from the Connection phone interface, from the Cisco Unity Inbox, or from other clients such as Phone View or Cisco Unified Personal Communicator. However, in Connection 7.1 and later, you can use the Accept and Relay the Message action to have Connection save a copy of the message in the local user mailbox (where it is accessible by Connection user interfaces) and also relay a copy to another address.
- Connection relays dispatch messages as regular messages.
- Connection does not relay broadcast messages.
- In Connection 7.1 and later, you can configure whether Connection relays private messages and secure messages on the System Settings > Advanced > Messaging page. Private messages, if allowed, are relayed as regular messages with the private flag; secure messages, if allowed, are relayed as regular messages.

To configure message actions, do the applicable procedure in this section for user accounts, or for a template that you can use to create user accounts.

- To Configure Message Actions for an Individual User or Template, page 4-38
- To Configure Message Actions for Multiple User Accounts at Once, page 4-39

To Configure Message Actions for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Message Actions**.

Step 3 On the Edit Message Actions page, select an action for each message type:

- **Accept the Message**—Connection delivers the message to the user mailbox.
- **Reject the Message**—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.
- **Relay the Message**—Connection forwards the message to the address you specify in the Relay Address field.
- **Accept and Relay the Message** *(Connection 7.1 and later)*—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address you specify in the Relay Address field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Connection message store. If the user does not regularly manage new messages in the Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.

Note Connection does not allow you to save the page with a relay option (either Relay the Message or Accept and Relay the Message) selected for any message type unless you have already configured an SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

Step 4 If you chose a relay option for any message type in Step 3, in the Relay Address field, enter an SMTP address (for an individual user) or an SMTP address pattern (for a user template).

If you are configuring a user template, you can enter a combination of text and tokens that Connection replaces with a value entered for the user profile when creating a user from the template. To add a token to the Relay Address field, click the name of the token in the Replaceable Tokens list, then click the arrow next to the Replaceable Tokens field.

Step 5 Click **Save**.

To Configure Message Actions for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, click **Users with Voice Mail**, then find and select the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Message Actions** tab.

Step 5 For each message type, select an action:

- **Accept the Message**—Connection delivers the message to the user mailbox.
- **Reject the Message**—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.
- **Relay the Message**—Connection forwards the message to the address you specify in the Relay Address field.
- **Accept and Relay the Message** *(Connection 7.1 Only)*—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address you specify in the Relay Address field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Connection message store. If the user does not regularly manage new messages in the Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.

Note Connection will log an error and the update will fail if you choose a relay option (either Relay the Message or Accept and Relay the Message) for any message type unless you have already configured an SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

Step 6 If you chose a relay option for any message type in Step 5, enter an SMTP address pattern. You can enter a combination of text and tokens that Connection replaces with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) To add a token to the Relay Address field, click the name of the token in the Replaceable Tokens list, then click the arrow next to the Replaceable Tokens field.

Step 7 Click **Next**, and then click **Finish**.

Greetings

Users can have up to seven greetings, which they can enable and record in the Cisco Unity Assistant and by phone. The greeting settings in Cisco Unity Connection Administration for the user account allow you to specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Cisco Unity Connection takes during and after each greeting.

When a greeting is enabled, Connection plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely, which is useful for busy or closed greetings, or when an alternate greeting is enabled by a user during a leave of absence. Note that schedules affect when some greetings play and some greetings override other greetings when they are enabled.

To learn more about user greetings and options you can specify, see the following sections:

- Types of User Greetings, page 4-40
- Allowing Caller Input During Greetings, page 4-41
- Enabling Callers to Transfer From User Greetings to an Alternate Contact Number, page 4-44
- Alternate Greeting Notification Prompt, page 4-46
- Enabling a User Greeting, page 4-46
- Managing Calls to Users Who Have the Alternate Greeting Enabled, page 4-47
- Recording Greetings in Multiple Languages, page 4-48

Class of service settings allow you to specify the maximum recording length for user greetings. See the "Greeting Length" section on page 5-5 for details.

Types of User Greetings

Cisco Unity Connection offers the following greetings:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting. Standard greetings play according to the days and times that you specify for the standard schedule.
Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule. Closed user greetings play according to the days and times that you specify for the closed schedule.

Holiday	Plays during the dates and times specified in the schedule of holidays that is associated with the active schedule. A holiday greeting overrides the standard and closed greetings. Holiday greetings play according to the dates and times you specify for holiday schedules.
Internal	Plays to internal callers only. It can provide information that only coworkers need to know. (For example, "I will be in the lab all afternoon.") An internal greeting overrides the standard, closed, and holiday greetings. Not all phone system integrations provide the support necessary for an internal greeting.
Busy	Plays when the extension is busy. (For example, "All of our operators are with other customers.") A busy greeting overrides the standard, closed, internal, and holiday greetings. Not all phone system integrations provide the support necessary for a busy greeting.
Alternate	Can be used for a variety of special situations, such as vacations or a leave of absence. (For example, "I will be out of the office until....") An alternate greeting overrides all other greetings.
Error	Plays if the caller enters invalid digits. You cannot disable the error greeting. The system default error recording is, "I did not recognize that as a valid entry." By default, after the error greeting plays, Connection replays the greeting that was playing when the caller entered the invalid digits.

Allowing Caller Input During Greetings

Caller input settings define actions that Cisco Unity Connection takes in response to phone keypad keys pressed by callers during a user greeting. For each greeting that allows caller input, you can specify whether callers can skip the greeting, record a message, exit the greeting, transfer to numbers that are not associated with users or call handlers, or transfer to an alternate contact number, call handler, directory handler, or interview handler of your choice. You also use caller input settings to specify which keys users can press to interrupt a user greeting so that they can log on to Connection.

Only administrators can change caller input settings; users cannot change caller input for a greeting, nor can they specify what Connection does when callers press specific keys; however, the greeting that mentions the key presses that are available to callers can be recorded either by the user or the administrator. (For example, "I am unable to take your call right now. To speak to my assistant, press 3. To leave a message, press 4. To speak to a sales representative, press 5.")

By default, for each user greeting, Connection acts on certain keys and ignores others. Table 4-2 lists the default actions assigned to phone keypad keys.

Table 4-2 Default Actions Assigned to Phone Keypad Keys

When Callers Press This Key	Cisco Unity Connection Does This
#	Skips the greeting.
*	Prompts the caller to log on.
0	Sends the caller to the Operator call handler.
1 through 9	Ignores the caller.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts.

- To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template, page 4-42
- To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts at Once, page 4-43

Note Assigning a key to transfer to an alternate contact number involves additional considerations. For instructions on setting user greetings to allow callers to transfer to an alternate contact number, see the "Enabling Callers to Transfer From User Greetings to an Alternate Contact Number" section on page 4-44.

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Caller Input**.

Step 3 On the Caller Input page, click the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 Choose the action that Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

Step 6 Repeat Step 3 through Step 5 for additional keys, as needed.

Step 7 Click **Save**.

Step 8 On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Caller Input** tab.

Step 5 Click the applicable phone keypad key tab.

Step 6 To instruct Connection to immediately process the key without waiting for the caller to enter additional digits, check the **Ignore Additional Input (Locked)** check box, and then click **Yes** in the adjacent list.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 7 Check the **Make Changes to Menu Entry Action** check box.

Step 8 Choose the action that Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with Mailbox	Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.

Step 9 Repeat Step 5 through Step 8 for additional keys, as needed.

Step 10 On each applicable Greetings tab, check the **Ignore Caller Input** check box, and then click **No** in the adjacent list.

Step 11 Click **Next**, and then click **Finish**.

Enabling Callers to Transfer From User Greetings to an Alternate Contact Number

As a convenience to callers, you can set up Cisco Unity Connection so that callers can transfer to an alternate contact number by pressing a key during the greetings for a particular user or a group of users. An alternate contact number can be the extension for an operator or another user (such as a supervisor or coworker), or any other number where the user or another person can be reached. For each user, you can configure up to 12 alternate contact numbers (one for each key on the phone keypad). When transferring a caller to an alternate contact number, Connection releases the call to the phone system.

You can use Cisco Unity Connection Administration or the Bulk Edit utility to specify the keys that callers press to transfer and the numbers that they transfer to. Users can review and specify the alternate contact numbers by using the Connection setup options conversation. (Note that Connection presents the option to review alternate contact numbers only if you have configured at least one key with the Transfer to Alternate Contact Number option.) The alternate contact number is limited to the numbers allowed by the restriction table for transfers that is associated with the user who specifies the number.

When you enable the feature, you may want to specify the keys that can be used to make the transfer and leave the alternate contact number unspecified, so that users can specify the number themselves. Until an alternate contact number is specified, Connection ignores the key set to transfer the call if callers happen to press it during a user greeting. Let users know if there are trunk access codes or special number formatting that they should use when configuring alternate contact numbers.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts:

- To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template, page 4-44
- To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Multiple User Accounts at Once, page 4-45

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Caller Input**.

Step 3 On the Caller Input page, click the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 In the action section, click **Call Action** and then select **Transfer to Alternate Contact Number**.

Step 6 In the Extension field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:

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

Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

Step 7 Enter a description for the alternate contact number, if applicable.

Step 8 Repeat Step 3 through Step 5 for additional keys, as needed.

Step 9 Click **Save**.

Step 10 On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Caller Input** tab.

Step 5 Click the applicable phone keypad key tab.

Step 6 To instruct Connection to immediately process the key without waiting for the caller to enter additional digits, check the **Ignore Additional Input (Locked)** check box, and then click **Yes** in the adjacent list.

Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 7 Check the **Make Changes to Menu Entry Action** check box.

Step 8 Click **Call Action**, then select **Transfer to Alternate Contact Number**.

Step 9 In the Extension field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:

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

Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

Step 10 Enter a description for the alternate contact number, if applicable.

Step 11 Repeat Step 5 through Step 8 for additional keys, as needed.

Step 12 On each applicable Greetings tab, check the **Ignore Caller Input** check box, and then click **No** in the adjacent list.

Step 13 Click **Next**, and then click **Finish**.

Alternate Greeting Notification Prompt

You can enable Cisco Unity Connection to play a prompt to remind the user when an alternate greeting is enabled. The prompt plays immediately after the user logs on by phone. After playing the reminder, Connection then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it.

Note The Cisco Personal Communications Assistant automatically displays a reminder when users have their alternate greeting turned on, and indicates which caller options you enabled for them.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to do the procedures.

- To Enable the Alternate Greeting Notification Prompt for an Individual User or Template, page 4-46
- To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts at Once, page 4-46

To Enable the Alternate Greeting Notification Prompt for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Phone Menu**.

Step 3 On the Edit Phone Menu page, under After Logon Play, check the **Alternate Greeting Notification** check box.

Step 4 Click **Save**.

To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Profile** tab.

Step 5 On the Profile tab, check the **Warn User That Alternate Greeting Is Enabled** check box, and then click **Yes** in the adjacent list.

Step 6 Click **Next**, and then click **Finish**.

Enabling a User Greeting

You enable user greetings by checking the applicable check box on the Greetings page for the user account or template. Alternatively, in the Bulk Edit utility, you can enable greetings for multiple users at once on the applicable Greeting tab.

Note that you can record a greeting and set up greeting options without enabling the greeting.

Managing Calls to Users Who Have the Alternate Greeting Enabled

You can customize how Cisco Unity Connection handles calls to a user who has enabled the alternate greeting. For example, you can specify that for as long as the alternate greeting is enabled, Connection:

- Transfers callers to the greeting without ringing the user extension when calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Connection user dials a user extension directly.) This option is particularly well-received by users who share a phone.
- Prevents all callers from skipping the greeting. In this way, you can increase caller awareness of a user absence.
- Prevents all callers from leaving messages. By specifying that Connection prevents all callers from leaving messages, you can help reduce mailbox size when a user is out of the office and does not plan to check messages regularly.

Note None of the above options apply when other Connection users use the Connection conversation ("Press 2 to send a message") or another Connection client application to send a message to a user.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to set caller options.

- To Specify Alternate Greeting Caller Options for an Individual User or Template, page 4-47
- To Specify Alternate Greeting Caller Options for Multiple User Accounts at Once, page 4-47

To Specify Alternate Greeting Caller Options for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Greetings**.

Step 3 On the Greetings page, click **Alternate**.

Step 4 On the Edit Alternate Greetings page, under Caller Options, check or uncheck any or all of the following check boxes to specify how Connection handles calls to a user who has enabled the alternate greeting:

- **Transfer Callers to Greeting Without Ringing User's Phone**
- **Prevent Callers From Skipping the User's Greeting**
- **Prevent Callers From Leaving Messages**

Step 5 Click **Save**.

To Specify Alternate Greeting Caller Options for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Greetings** tab.

Step 5 On the Alternate tab, check or uncheck any or all of the following check boxes and click **Yes** or **No** (as applicable) in the adjacent lists:

- **Transfer Callers to Greeting Without Ringing User's Phone**
- **Prevent Callers From Skipping the User's Greeting**
- **Prevent Callers From Leaving Messages**

Step 6 Click **Next**, and then click **Finish**.

Recording Greetings in Multiple Languages

With a Cisco Unity Connection multilingual system, you can give users the option of providing greetings in multiple languages when the greeting language for the primary call handler of the user is inherited. For example, if Connection is set up to provide prompts in French and Spanish, it is possible to record the standard greeting in both languages so that Spanish- and French-speaking callers can hear the greeting in their own language.

To enable this option for an individual user or a template, select the Language Callers Hear: Inherit Language From Caller setting on the Edit Message Settings page.

If a greeting is not recorded in a language that the system provides, Connection plays the system default greeting for calls that are associated with that greeting. Note that this feature is not available with the voice-recognition conversation.

Notification Devices

Cisco Unity Connection can be configured to call a phone or pager or send text or SMS messages to notify users of new messages and calendar events. You configure the parameters for the call or notification message, the events that trigger the notification, and the schedule on which the notification occurs by setting up notification devices.

Connection includes a number of default notification devices. Administrators can add, configure, or delete notification devices by using Cisco Unity Connection Administration. Users can enable or disable notification devices and configure some of the device settings, the events that trigger the notification, and the schedule for the notification in Cisco Unity Assistant. Administrators and users can also configure multiple notification devices to work together to either cascade or chain message notifications.

See the following topics for details and procedures:

- Phone and Pager Notification Devices, page 4-48
- SMS-Compatible Notification Devices, page 4-50
- SMTP-Compatible Notification Devices, page 4-52
- Cascading Message Notification, page 4-54
- Chaining Message Notification, page 4-55

Phone and Pager Notification Devices

Cisco Unity Connection can notify a user of new messages by calling a phone or pager. Message notification settings for each user account allow you to control how and when Connection notifies a user of new messages.

By default, users and user templates include notification devices for a home phone, mobile phone, work phone, and one pager. You can modify the default devices and enable or disable them, but you cannot delete them. You can also add, modify, or delete additional notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template; later, you can use Bulk Edit to enable or disable a device and/or to change some settings for multiple users.

- To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template, page 4-49
- To Change Phone or Pager Notification Devices for Multiple User Accounts at Once, page 4-50

Users can also use the Cisco Unity Assistant to set up phones and pagers to receive message notifications.

To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, click the applicable device in the Display Name list.

Step 4 On the Edit Notification Device page, check the **Enabled** check box.

Step 5 Under Notification Rule Events, check the applicable check boxes for each type of message that should trigger the notification:

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 6 For each event type that you chose in Step 5, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.

Step 7 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, also include 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.

Depending on how Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.

Step 8 In the Extra Digits field, enter any extra digits that Connection dials 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 9 In the Duration to Wait Before Dialing Extra Digits 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 six seconds, then increase or decrease the time as needed.)

Step 10 Enter other settings, as applicable.

Step 11 Click **Save**.

Step 12 Optionally, to configure additional settings for the device for an individual user, use the Related Links field to navigate to **Edit Notification Device Details**. The Cisco Unity Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by logging on to the Cisco Unity Assistant.

Note The Related Links field appears in the upper right corner of the Administration window. Click the applicable link name, and then click **Go**.

To Change Phone or Pager Notification Devices for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, click **Users with Voice Mailboxes**, then find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Notification** tab.

Step 5 Click the applicable tab for the device you want to change.

Note Only the default notification devices can be edited in Bulk Edit. The default phone or pager devices are Home Phone, Work Phone, Pager, and Mobile Phone.

Step 6 Check or uncheck the **Disable Device** check box, as applicable.

Step 7 Check the **Phone System** check box, and then click the phone system in the adjacent list.

Step 8 Check the **Notification Event** check box, and then click the applicable options in the adjacent Voice Messages and Fax Messages lists.

Step 9 Repeat Step 5 through Step 8 for any additional devices.

Step 10 Click **Next**, and then click **Finish**.

SMS-Compatible Notification Devices

Revised May 2009

When you have enabled Cisco Unity Connection to use SMPP for message notifications, you can enable users to receive the notifications on their mobile phones and other SMS-compatible devices when they receive a new voice, email, or fax message. Message notification settings for each user account allow

you to control how and when Connection notifies a user of new messages. When a message arrives that matches the criteria selected in the message notification settings, the Connection Messaging System sends a text message entered by you or the user, such as "Urgent message for Technical Support."

To enable users to receive SMS message notifications, first do the "To Set Up an SMS (SMPP) Message Notification Device" procedure on page 4-51. After you set up an SMS device to communicate with Connection, you can enable the device to receive notifications by doing the "To Enable an SMS-Compatible Device to Receive Message Notifications" procedure on page 4-51, or you can tell users to do so in the Cisco Unity Assistant.

To learn how to enable Connection to use SMPP for message notification, see the "Setting Up SMTP and SMS (SMPP) Message Notifications" chapter of the *System Administration Guide for Cisco Unity Connection*.

To Set Up an SMS (SMPP) Message Notification Device

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, if an SMS device exists, click the name of the device and skip to Step 5.

If an SMS device is not listed, click **Add New**, then continue with Step 4.

Step 4 On the New Notification Device page, in the Notification Device Type list, click **SMS**. Note that SMS is not listed as a device type until at least one SMPP provider has been configured.

Step 5 Enter or modify the display name for the device, as applicable.

Step 6 In the SMPP Provider field, click the name of the service provider.

Step 7 In the To field, enter the phone number of the SMS-compatible device.

Note Most SMSCs require that the phone number be entered in international format, which means omitting the + and 00, but including the country code and area code. For example, in the United States, 1 206 555 1234 would be formatted correctly.

Step 8 Enter additional settings, as applicable.

Step 9 Click **Save**.

Step 10 Continue with the following "To Enable an SMS-Compatible Device to Receive Message Notifications" procedure to enable SMS (SMPP) notifications for the user.

Alternatively, users can set up devices themselves in the Cisco Unity Assistant.

To Enable an SMS-Compatible Device to Receive Message Notifications

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, click the display name of the SMS Device you set up in the preceding "To Set Up an SMS (SMPP) Message Notification Device" procedure.

Step 4 On the Edit Notification Device page, check the **Enabled** check box.

Step 5 Under Notification Rule Events, check the applicable check boxes for each type of message or event that should trigger the notification:

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 6 For each message type that you chose in Step 5, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.

Step 7 Change other settings on the page, as applicable. For example, you may want to set parameters to control whether and how often a notification is repeated.

Step 8 Click **Save**.

Step 9 Optionally, to configure additional settings for the device for an individual user, use the Related Links field to navigate to **Edit Notification Device Details**. The Cisco Unity Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by logging on to the Cisco Unity Assistant.

Note The Related Links field appears in the upper right corner of the Administration window. Click the applicable link name, and then click **Go**.

SMTP-Compatible Notification Devices

Revised May 2009

When you have enabled Cisco Unity Connection to use SMTP for message notifications, you can enable users to receive message notifications at an email address, on their text pagers and on text-compatible mobile phones by using SMTP. Message notification settings for each user account allow you to control how and when Connection notifies a user of new messages. When a message arrives that matches the criteria set in the message notification settings, the Connection Messaging System sends a text message entered by you or the user, such as “Urgent message for Technical Support.”

To learn how to enable Connection to use SMTP for message notification, see the “Setting Up SMTP and SMS (SMPP) Message Notifications” chapter of the *System Administration Guide for Cisco Unity Connection*.

Note If the Connection server has not been properly enabled to use SMTP for message notification, Connection places SMTP notification messages in the Connection SMTP server badmail folder.

By default, users and user templates include a single SMTP notification device. You can modify the default device, including enabling or disabling it, but you cannot delete it. You can also add, modify, or delete additional SMTP notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template. After setting up the default SMTP notification device, you can use Bulk Edit to enable or disable this device or to change some settings on this device for multiple users.

- To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template, page 4-53
- To Change the Default SMTP Notification Device for Multiple User Accounts at Once, page 4-54

Users can also use the Cisco Unity Assistant to set up SMTP devices to receive message notifications.

To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, in the Display Name list, click **SMTP**.

Step 4 On the Edit Notification Device (SMTP) page, check the **Enabled** check box.

Step 5 Under Notification Rule Events, check the applicable check boxes for each type of message or event that should trigger the notification:

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 6 For each message type that you chose in Step 5, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.

Step 7 In the To field, enter the email address of the user text pager, mobile device, or other email address.

Step 8 In the From field, enter the phone number that the user calls to check messages.

Step 9 If the notifications will be delivered to a device that supports web browsing, check the **Include a Link to Cisco PCA in Message Text** check box so that the user can click the link to open the Cisco PCA and listen to the message.

Step 10 Enter other settings, as applicable.

Step 11 Click **Save**.

Step 12 Optionally, to configure additional settings for the device for an individual user, use the Related Links field to navigate to **Edit Notification Device Details**. The Cisco Unity Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by logging on to the Cisco Unity Assistant.

Note The Related Links field appears in the upper right corner of the Administration window. Click the applicable link name, and then click **Go**.

To Change the Default SMTP Notification Device for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, click **Users with Voice Mailboxes**, then find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Notification** tab.

Step 5 Click the **SMTP** tab.

Note Only the default SMTP notification device can be edited in Bulk Edit.

Step 6 Check or uncheck the **Disable Device** check box as applicable.

Step 7 Check the **Phone System** check box, and then click the phone system in the adjacent list.

Step 8 Check the **Notification Event** check box, and then click the applicable options in the adjacent Voice Messages, Fax Messages, Calendar Appointments, and Calendar Meetings lists.

Step 9 Repeat Step 5 through Step 8 for any additional devices.

Step 10 Click **Next**, and then click **Finish**.

Cascading Message Notification

Cascading message notification allows you to send notifications to a widening circle of recipients. Cisco Unity Connection continues to send notifications according to the devices you selected until the message has been saved or deleted by a recipient.

For example, to create a cascade of message notifications for your Technical Support department, set the first message notification to be sent immediately to the pager of the front-line technical support representative. If the message that triggered the first notification has not been saved or deleted after a

delay of 15 minutes, the next notification can be sent to the pager of the department manager. A third notification can be set up to call an employee in the Problem Resolution Group if the message is not saved or deleted after 30 minutes, and so on.

Note that when a user receives a notification as part of the cascade, the notification prompts the user to log on to the mailbox that is being monitored by the cascade.

An alternative to cascading message notification is to use dispatch messaging. For details, see the "Dispatch Messages" section in the "Messaging" chapter of the *System Administration Guide for Cisco Unity Connection*.

To Set Up Cascading Message Notification

Step 1 In Cisco Unity Connection Administration, find the user account whose mailbox you want to monitor with a cascading notification.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, select a notification device and enter the applicable settings so that it notifies a person in the recipient list for the cascading notification. For example, for the first recipient, you would enter the phone number for the pager that belongs to the front-line technical support representative.

Step 4 In the Delay Before First Notification Attempt field, enter the desired delay for the device, in minutes.

Space notifications between each device at regular intervals, such as every 15 minutes. For the first device you set up, consider specifying 0 as the delay so that the first recipient receives the notification immediately. For the device of the second recipient, specify 15 minutes. Specify 30 minutes for the device of the next recipient, and so on.

Step 5 If the notification device is a pager or phone, choose a value for the Phone System field such that Connection can dial out to the phone number of the user who receives the notification; this is not necessarily the same phone system used by the user whose mailbox is being monitored as part of the cascade.

Step 6 Click **Save**.

Step 7 Repeat Step 2 through Step 6 to set up another device for the next person on the recipient list for the cascading notification. Note that in order for the cascading notification to work properly, the same Notification Rule Events check boxes must be checked on all of the devices in the cascade.

Chaining Message Notification

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.

Do not configure SMTP devices for chaining message notification, except as the last device in the chain; Connection does not detect notification failure for SMTP devices.

To Set Up Chaining Message Notification

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, click the notification device that you want Connection to contact first.

Step 4 Enter settings for this device, as applicable. For On Notification Failure, click **Send To**, and click the device that you want Connection to notify next if notification to this device fails.

Step 5 On the Edit menu, click **Notification Devices** again.

Step 6 Click the device that you specified for Send To in Step 4.

Step 7 Enter settings for this device, as applicable. Note the following:

- Uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for this device starts immediately and does not wait for the notification failure of the previous device. Your notifications will not chain, they will all trigger at once.
- If you want to chain to a third device if notification to this device fails, click **Send To**, and click the device that you want Connection to notify next if notification to this device fails. If not, click **Do Nothing**.

Step 8 If you want to chain additional devices:

a. On the Edit menu, click **Notification Devices** again.

b. Click the device that you specified for Send To for the previous device.

c. Enter settings for that device as described in Step 7.

Step 9 Click **Save**.

Alternate Extensions

In addition to the primary extension for each user, you can set up alternate extensions. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can also make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient.

When you specify the phone number for an alternative extension, Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Connection from the phone system). This means that Connection associates the alternate phone number with the user account, and when a call comes from that number, Connection prompts the user to enter a password and log on.

If users set an alternate device to forward to Connection, callers can hear the user greeting and leave messages for the user, just as they would when dialing the primary extension of the user. (Callers can also be transferred to the alternate extension for a user from the automated attendant.) Users need to set forwarding from the device itself, not in Connection. Note that the phone number must be passed to Connection for the system to recognize the device.

Users can also address messages to an alternate extension that is associated with another user.

Alternate extensions are grouped into two categories: administrator-defined alternate extensions and user-defined alternate extensions. Administrators can add up to 9 alternate extensions. Users can add up to 10 alternate extensions if they belong to a class of service that allows them to manage user-defined alternate extensions. Administrators can view and edit both administrator-defined and user-defined alternate extensions. Users can view administrator-defined alternate extensions if they belong to a class of service that allows them to.

Note that you cannot specify alternate extensions on a user template.

See the following sections:

Class of service settings allow you to determine whether users can view or manage alternate extensions and whether they can use the Cisco Unity Assistant to manage a set of their own alternate extensions. See the "Alternate Extensions" section on page 5-2 for details.

Adding Alternate Extensions

You can add alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. As applicable, do the procedures in this section. Note that you cannot add alternate extensions on a user template.

To Add an Alternate Extension to an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to add an alternate extension.

Step 2 On the Edit menu, click **Alternate Extensions**.

Step 3 On the Alternate Extensions page, click **Add New**.

Step 4 On the New Alternate Extension page, in the Phone Type list, click the applicable phone.

Step 5 In the Display Name field, enter a description of the alternate extension.

Step 6 In the Phone Number field, enter the phone number of the alternate extension.

Step 7 Click **Save**.

To Add Alternate Extensions to Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Alternate Extensions** tab.

Step 5 In the Select an Alternate Extension to Modify list, click the device for which you want to add an alternate extension.

Step 6 Follow the onscreen instructions to change the settings, as applicable.

Step 7 Click **Next**, and then click **Finish**.

Editing Alternate Extensions

You can edit existing alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. As applicable, do the procedures in this section. Note that you cannot edit alternate extensions on a user template.

- To Edit an Alternate Extension for an Individual User Account, page 4-58
- To Edit Alternate Extensions for Multiple User Accounts at Once, page 4-58

To Edit an Alternate Extension for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.

Step 2 On the Edit menu, click **Alternate Extensions**.

Step 3 On the Alternate Extensions page, click the alternate extension that you want to edit.

Step 4 On the Edit Alternate Extensions page, change the applicable settings.

Step 5 Click **Save**.

To Edit Alternate Extensions for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Alternate Extensions** tab.

Step 5 In the Select An Alternate Extension to Modify list, click the device for which you want to change the alternate extension.

Step 6 Follow the onscreen instructions to change the applicable settings.

Step 7 Click **Next**, and then click **Finish**.

Deleting Alternate Extensions

You can delete alternate extensions by updating user accounts one at a time. Or you can update multiple user accounts at once. As applicable, do the procedures in this section.

- To Delete an Alternate Extension for an Individual User Account, page 4-58
- To Delete Alternate Extensions for Multiple User Accounts at Once, page 4-59

To Delete an Alternate Extension for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to delete an alternate extension.

Step 2 On the Edit menu, click **Alternate Extensions**.

Step 3 On the Alternate Extensions page, check the check boxes next to the alternate extensions that you want to delete.

Step 4 Click **Delete Selected**.

To Delete Alternate Extensions for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Alternate Extensions** tab.

Step 5 In the Select An Alternate Extension to Modify list, click the device for which you want to delete the alternate extension.

Step 6 For each Remove field, click **0** in the Digits list.

Step 7 Confirm that the remaining fields are blank.

Step 8 Click **Next**, and then click **Finish**.

Alternate Extension Custom Settings

There are several conversation settings that can be customized for alternate extensions. By default, each alternate extension uses the same settings that have been configured for the primary extension of the user. You can use custom settings for alternate extensions to base conversation settings on the phone number that the user is calling from. For example, a user calling from a mobile phone may want to use the voice-recognition input style and not be asked for a password. But a user calling from a work phone may want to use the touchtone input style and be required to enter a password.

To Customize Conversation Settings for an Alternate Extension

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.

Step 2 On the Edit menu, click **Alternate Extensions**.

Step 3 On the Alternate Extensions page, click the alternate extension that you want to edit.

Step 4 On the Edit Alternate Extensions page, click **Show Advanced Settings**.

Step 5 In the Setting column, check the check boxes to the left of the settings that you want to customize.

Step 6 In the Alternate Extension Value column, modify the value of the settings to the desired behavior for this alternate extension. Click **Help > This Page** to see descriptions of each setting.

Step 7 Click **Save**.

Alternate Names

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Connection can reference this information and connect the caller to the correct user.

In addition to recognizing alternate names when users and outside callers use voice recognition to place a call, Connection recognizes alternate names when callers and users use voice recognition to address voice messages. Alternate names can be created for users, VPIM contacts, system contacts, system distribution lists, private lists, and personal contacts.

While Connection already recognizes hundreds of common shortened names (Bill in place of William, for example), you might want to add another version of an uncommon name, unusual nicknames, or maiden names. You could also use alternate names to add phonetic spellings of hard-to-pronounce names. For example, you could add “Goolay” as an alternate name for the last name “Goulet.”

From the Cisco PCA, Connection users can edit or change their alternate names, and can also create alternate names for customers, suppliers, family members, and friends who are not included in the Connection directory, or for private lists. Doing so makes it easier for them to dial these contacts or address to these lists when using voice commands.

See the following procedures:

- To Add Alternate Names a User, page 4-60
- To Edit Alternate Names for a User, page 4-60

Note that you cannot add or edit alternate names on a user template, nor can you use the Bulk Edit utility to add or edit alternate names for multiple user accounts.

To Add Alternate Names a User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, click **Alternate Names**.

Step 3 In the First Name and Last Name fields, enter the alternate names.

Step 4 Click **Add New**.

Step 5 Repeat Step 3 and Step 4 until all alternate names have been added.

Step 6 Click **Save**.

To Edit Alternate Names for a User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, click **Alternate Names**.

Step 3 Do any of the following:

- In the Edit Alternate Names fields, enter changes to the already-existing alternate names.
- If you want to delete an alternate name, check the check box next to the name, and click **Delete Selected**.
- If you want to add another alternate name, in the Add New Alternate Names fields, enter an alternate name for the user and click **Add New**.

Step 4 Click **Save**.

Private Distribution Lists

Users can use the private distribution lists that are associated with their accounts to send voice messages to more than one user at a time. They can set up and manage their private lists by using the Cisco Unity Assistant or the phone. While you can also set up, manage, and delete private lists for users, the user who owns a private list is the only person who can send voice messages to it.

Class of service settings allow you to specify the maximum number of lists available to users and the maximum number of members that users can add to each list. See the "Private Distribution Lists" section on page 5-9 for details.

Do the procedure in this section to manage a private list for a user. Note that you cannot specify private lists on a user template, or for multiple user accounts at once.

To Manage a Private Distribution List for an Individual User Account

Step 1 In Cisco Unity Connection Administration, find the user account for which you want to change private distribution list settings.

Step 2 On the Edit menu, click **Private Distribution List**. (This launches the Cisco Unity Assistant web tool for the user.)

Step 3 On the Private List page, click the applicable icon to create a new list or to change an existing one. See Help for detailed procedures for creating a private list, changing the name of a private list, changing members of a private list, and deleting a private list.

Step 4 Click **Save**.

Access to Exchange Calendars and Contacts

You can integrate Cisco Unity Connection with Exchange 2007 or Exchange 2003 so that users can review upcoming meetings and join active meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA). Users can also use the Cisco Unity Assistant web tool to import their Exchange contacts. The contact information can then be used in rules that users create in the Cisco Unity Personal Call Transfer Rules web tool and when users place outgoing calls by using voice commands.

To learn how to set up both Connection and user accounts for the feature, see the "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

To learn how to assign the user account or the template to a class of service that enables them to use the personal call transfer rules feature, see the "Personal Call Transfer Rules" section on page 5-8.

To teach users how to review upcoming meetings and join active meetings while on the phone or while using the Cisco PCA, refer them to the *User Guide for the Cisco Unity Connection Phone Interface (Release 7.x)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/phone/7xcucugphonex.html.

To teach users how to access their Exchange calendars and contacts for personal call transfer rules, refer them to the following documents:

- *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool (Release 7.x)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/pctr/7xcucugpctrx.html.
- The "Managing Your Personal Contacts" chapter of the *User Guide for the Cisco Unity Connection Assistant Web Tool (Release 7.x)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/assistant/7xcucugasstx.html.

Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

If you have Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express installed, you can integrate Cisco Unity Connection with MeetingPlace or MeetingPlace Express so that users can review upcoming meetings and join active meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA).

To learn how to set up both Connection and user accounts for the feature, see the "Creating Calendar Integrations" chapter of the *System Administration Guide for Cisco Unity Connection*.

User Access to Email in an External Message Store

When integrated with an external message store, Cisco Unity Connection allows touchtone and voice-recognition conversation users to hear their emails read to them when they log on to Cisco Unity Connection by phone. Text to Speech (TTS) playback is available provided that the text portion of the message does not exceed 1 MB in size and the text format of the message is supported by Connection. Supported formats include plain text, quoted-printable text, HTML, and XML.

Connection does not offer users the ability to send, reply to, or forward email messages.

To enable users to access email in an external message store, complete the following tasks in the order presented:

1. Configure the Connection server to access email messages that are stored on the external message store, as described in the "Configuring Access to Emails in an External Message Store" chapter of the *System Administration Guide for Cisco Unity Connection*.
2. For each user, create an external service account in Connection that specifies the external message store on which the mailbox for the user is stored. This enables the user to access their email when they log on to Connection by phone. Do the following "To Add an External Service Account for an Individual User to Access Email in an External Message Store" procedure.

Note that when there is no recorded name for a user, Connection uses TTS to say the user name. This is default functionality, and does not need to be set up or enabled.

To Add an External Service Account for an Individual User to Access Email in an External Message Store

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit menu, click **External Service Accounts**.

Step 3 On the External Service Accounts page, click **Add New**.

Step 4 On the New External Service Accounts page, in the External Service list, click the display name of the external service that you set up for accessing email in an external message store.

Step 5 In the Email Address field, enter the email address for the user.

Step 6 In Login Type field, click the applicable option:

- **Use Connection Alias**—This option is useful when the User ID setting in Exchange is the same as the Connection user alias. Connection logs on the user with the Connection user alias.
- **Use User ID Provided Below**—Enter the User ID setting from Exchange (useful when the User ID setting is different from the Connection user alias). Connection logs on the user with the setting in this field.

Step 7 *(Only when the Use User ID Provided Below option is selected)* In the User ID field, enter the User ID of the Exchange alias (often the same as the Active Directory user logon name) for the Exchange mailbox that you want this Connection user to be able to access.

Enter only the Exchange alias; do not prefix the alias with the Windows domain name.

Step 8 *(Only for Exchange 2007)* In the Password field, enter the password from Exchange. Connection logs on the user with the setting in this field.

Step 9 Under Service Capabilities, check the **User Access to Email in Third-Party Message Store** check box.

Step 10 Click **Save**.

Step 11 To check the Exchange configuration for the user, click **Test**. The Task Execution Results window appears with the test results.

If any part of the test fails, verify the configuration for Exchange, Connection, and the user.

Step 12 Repeat Step 2 through Step 11 for each user for whom you want to enable access to email in an external message store.

SMTP Proxy Addresses

Revised May 2009

Cisco Unity Connection uses SMTP proxy addresses to map the sender of an SMTP message sent from an IMAP client to the appropriate user, and to map each recipient to the appropriate user or VPIM contact. For example, when Robin Smith, whose email client is configured to access Connection with the email address robin.smith@example.com, records a voice message in ViewMail for Outlook and sends it to chris.jones@example.com, Connection searches the list of SMTP proxy addresses for robin.smith@example.com and chris.jones@example.com. If these addresses are defined as SMTP proxy addresses for the user profiles of Robin Smith and Chris Jones respectively, Connection delivers the message as a voice message from Robin Smith to Chris Jones.

See the "Configuring IMAP Settings" chapter of the *System Administration Guide for Cisco Unity Connection* for instructions on configuring the Connection server, user accounts, and user workstations for IMAP client access.

Note At a minimum, we recommend that you configure each user with an SMTP proxy address for the corporate email account of the user.

You can add proxy addresses for a small number of users one at a time by using Cisco Unity Connection Administration. To add proxy addresses for a larger number of users, you have two options. If all user addresses follow a consistent pattern (for example, firstname.lastname@server) you can use Bulk Edit to generate the address for each user by using rules that you define with text and tokens that Connection replaces with values from the user profile. Or, if user addresses do not follow a consistent format, you can use the Cisco Unity Connection Bulk Administration Tool to create proxy addresses from a comma separated value (CSV) file. Do one or more of the following procedures, depending on whether you want to configure users individually or in bulk.

- To Configure SMTP Proxy Addresses For an Individual User, page 4-64
- To Configure SMTP Proxy Addresses for Multiple Users at Once with Bulk Edit, page 4-64

For information on using the Bulk Administration Tool to update multiple user accounts, see Appendix A, "Using the Cisco Unity Connection Bulk Administration Tool."

You cannot configure proxy addresses for user templates.

To Configure SMTP Proxy Addresses For an Individual User

Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.

Step 2 On the Edit menu, click **SMTP Proxy Addresses**.

Step 3 On the SMTP Proxy Addresses page, click **Add New**.

Step 4 Enter an address in the SMTP Proxy Address field.

Step 5 Repeat Step 3 and Step 4 for each address that you want to add.

Note If the user has a relay address configured on the Message Actions page, you should add that relay address as an SMTP proxy address for the user.

Step 6 When you are done adding addresses, click **Save**.

To Configure SMTP Proxy Addresses for Multiple Users at Once with Bulk Edit

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit Utility.**

Step 2 In the Bulk Edit utility, click **Users with Voice Mail**, then find and select the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **SMTP Proxy Addresses** tab.

Step 5 To add one or more SMTP proxy addresses to the addresses that are already configured for the users you are editing, click **Append SMTP Proxy Addresses**; to delete all existing proxy addresses and replace them with one or more new addresses, click **Override SMTP Proxy Addresses**.

Step 6 Click **Add New**.

Step 7 In the new field, enter a pattern for the SMTP proxy address. You can enter a combination of text and tokens that Connection replaces with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) The available tokens are:

- %FirstName%

- %LastName%
- %Alias%
- %Extension%

Step 8 Repeat Step 6 and Step 7 for each SMTP proxy address pattern you want to add.

Step 9 When you are done adding address patterns, click **Next**, then click **Finish**.

Voice Recognition

Access to the voice-recognition conversation allows users to interact with Cisco Unity Connection by speaking commands rather than by using keys on the phone.

To enable users to use the voice-recognition conversation, complete the following tasks in the order presented:

1. Assign users or the template to a class of service that offers a license to access the voice-recognition feature, and enables users to use it. See the "Voice Recognition" section on page 5-13.
2. Specify that each user account or template is assigned to the voice-recognition conversation. See the "Touchtone and Voice-Recognition Conversations" section on page 4-12.

Once enabled to use voice-recognition conversation, users can use the Cisco Unity Assistant to turn the feature on and off.