CHAPTER 12

Cisco Unity Connection 8.x Advanced Settings

See the following sections:

Search SMPP Providers

Table 12-1 Search SMPP Providers Page

Field	Description
Find SMPP Providers Where Name	To find all SMPP providers on this Cisco Unity Connection server, select Find. To find selected SMPP providers, enter specifications for the names of the providers that you want to find, and select Find.

Table 12-1 Search SMPP Providers Page (continued)

Field	Description
Name	*(Display only)* The name of the SMPP provider. To display more information on an SMPP provider, select the name.
Delete Selected	To delete an SMTP provider, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SMTP providers at once.
Add New	Select Add New to add another SMPP provider.
Show Dependencies	Before deleting an SMPP provider, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the SMPP provider. From the dependencies search results, you can follow links to the affected objects and reassign the dependency to another SMPP provider. When all dependencies have been reassigned, you can delete the SMPP provider. Note that you cannot show dependencies for multiple SMPP providers at one time.

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

New SMPP Provider

Table 12-2 New SMPP Provider Page

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

Table 12-2 New SMPP Provider Page (continued)

Field	Description
Source Address	If the SMPP Provider requires a source address for the server sending the message, enter the IP address for the Cisco Unity Connection server. If the SMPP Provider does not require a source address, enter the number that the user calls to check messages. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Note that some SMPP Providers replace the number that you enter in the Source Address field with their own phone number. For an alternative method of including a call back number, try entering the number that the user calls to check messages in the Send field.
Owner	Select one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Select the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.

See Also

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Edit SMPP Provider

Table 12-3 Edit SMPP Provider Page

Field	Description
Enable	Check this check box to enable the SMPP provider. The providers that you enable are available to all applicable users to use for SMS (SMPP) message notifications.
Name	Enter the name that represents the service provider in Cisco Unity Connection applications. The name you enter here is listed on the Provider SMPP lists displayed on the SMS (SMPP) Message Notification pages for templates and individual users in Cisco Unity Connection Administration, as well as in the Connection Messaging Assistant. For multilingual systems, consider adding an SMPP provider for each language that users use and then name and configure the providers accordingly. (Use the Data Coding field to specify language preference.)
Host Name/Address	Enter the IP address or host name of the SMPP server at the SMSC.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Port	Enter the port used by the SMPP server to connect to an ESME like Cisco Unity Connection. When the Connection server is set up behind a firewall, you must configure the TCP port to allow incoming and outgoing communication between Connection and the SMPP server.
System ID	Enter the name or system ID that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the system_id in the SMPP Protocol Specification.
Password	Enter the password that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the password in the SMPP Protocol Specification.
System Type	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The information in this field categorizes the type of ESME that is communicating with the SMPP server at the SMSC. For example, an application like Cisco Unity Connection may be categorized as a "VMS" (voice messaging system). **Caution** This field is case-sensitive. Check the SMPP configuration documentation from your service provider for the correct capitalization, then enter it here exactly as specified. This field corresponds to system_type in the SMPP Protocol Specification.
Interface Version	Indicate the version of the SMPP protocol that the SMPP server uses to communicate with ESMEs like Cisco Unity Connection. This field corresponds to the interface_version in the SMPP Protocol Specification.

Table 12-3 Edit SMPP Provider Page (continued)

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

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Owner	Select one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Select the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.
Data Coding	If applicable, select the character set that you want each SMS message converted to when the messages are sent to the SMS device. (If your provider did not specify a value, select Default Alphabet.) For multilingual systems, consider creating a separate SMPP provider for each character set that you want to offer to users. Select the applicable character set: • Default Alphabet (GSM 3.38), 7-bit characters • IA5/ASCII, 7-bit characters • Latin 1 (ISO-8859-1), 8-bit characters • Japanese (JIS), multi-byte characters* • Cyrillic (ISO-8859-5), 8-bit characters • Latin/Hebrew (ISO-8859-8), 8-bit characters • Unicode (USC-2), 16-bit characters • Korean (KS C 5601), multi-byte characters* * For multi-byte character sets, most characters are 16 bits; some of the more common characters are eight bits. Not all mobile phones support all character sets; most support the GSM 3.38 default alphabet. The number of characters that can fit into an SMS message is determined by the character set selected here. For 7-bit character sets, the limit is 160 characters; for 8-bit character sets, the limit is 140 characters; for 16-bit character sets, the limit is 70 characters; for multi-byte character sets, the limit is somewhere between 70 and 140 characters, depending on which characters make up the text of the message.
Source Address	If the SMPP Provider requires a source address for the server sending the message, enter the IP address for the Cisco Unity Connection server. If the SMPP Provider does not require a source address, enter the number that the user calls to check messages. The format and the number that you enter depends on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Note that some SMPP Providers replace the number that you enter in the Source Address field with their own phone number. For an alternative method of including a call back number, try entering the number that the user calls to check messages in the Send field.

Table 12-3 Edit SMPP Provider Page (continued)

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

Table 12-3 Edit SMPP Provider Page (continued)

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

Table 12-3 Edit SMPP Provider Page (continued)

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

See Also

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Conversation Configuration

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Table 12-4 Conversation Configuration Page

Field	Description
Apply User Accessibility Settings for Voicemail PIN Entry Conversation	When this check box is checked, Cisco Unity Connection applies individual user accessibility settings during the PIN collection conversation when users call from a known extension (their primary or an alternate extension). When this check box is checked, the following accessibility settings are applied: • Conversation Speed • Conversation Volume • Language • Time to Wait for First Touchtone or Voice Command • Time to Wait for Additional Key Presses When Entering Names, Extensions, and PINs When this check box is not checked, individual user accessibility settings are not applied until after the user is authenticated by entering the voicemail PIN. Default setting: Check box not checked.
Sign-in Count for a Number Before It Is Offered as an Alternate Extension	*(Applies to users only when the Allow User to Manage Their User-Defined Alternate Extensions check box is checked for the applicable class of service)* Specifies how many times a user must sign in to Cisco Unity Connection from a phone number (not the primary extension or an alternate extension) before Connection offers the option to add the phone number as a new alternate extension. The sign-in count must occur within the number of consecutive days specified in the Consecutive Days to Count Sign-in for a Number field. **Note** Any phone numbers that are in the User-Defined and Automatically-Added Alternate Extensions or the Excluded Extensions for Automatically Adding Alternate Extensions restriction table will not be offered as alternate extensions. Enter a number between 2 and 60. Default setting: 0.
Consecutive Days to Count Sign-in for a Number	*(Applies to users only when the Allow User to Manage Their User-Defined Alternate Extensions check box is checked for the applicable class of service)* Specifies the number of consecutive days for which Cisco Unity Connection considers the sign-in count before offering the option to add the phone number as a new alternate extension. This setting is the time frame in which Connection counts the number of sign-ins that is specified in the Sign-in Count for a Number Before It Is Offered as an Alternate Extension field. **Note** Any phone numbers that are in the User-Defined and Automatically-Added Alternate Extensions or the Excluded Extensions for Automatically Adding Alternate Extensions restriction table will not be offered as alternate extensions. Enter a number between 7 and 60. Enter the value in days. Default setting: 30 days.
System Broadcast Message: Default Active Days	Specify how long broadcast messages remain active when the messages are sent without a specified end date and time. By default, messages that are sent without an end date and time are active for 30 days. To change how long a message without an end date and time remains active, enter a number between 1 and 365. Enter the value in days. A value of zero (0) means that messages that are sent without a specified end date and time are active indefinitely. **Note** This setting does not affect broadcast messages that are set to play indefinitely.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
System Broadcast Message: Maximum Recording Length in Milliseconds	Specify the maximum length of broadcast messages. By default, users can record broadcast messages up to 300,000 milliseconds (5 minutes) in length. To change the maximum recording length, enter a number between 60,000 (1 minute) and 3,600,000 (60 minutes). Enter the value in milliseconds. **Note** The maximum recording length for regular messages left by users is set on the applicable Edit Class of Service page. The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user.
System Broadcast Message: Play Oldest Message First	Specify the order in which Cisco Unity Connection presents broadcast messages to users. By default, the oldest broadcast messages play first. Uncheck this check box to change the playback order so that the newest broadcast messages are played first. **Note** This setting affects all users who are associated with the Connection server. The playback order that users specify for their new, saved, and deleted messages (as applicable) is unaffected by this setting.
System Broadcast Message: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains expired broadcast messages on the server. By default, Connection removes the WAV file and any data that is associated with a broadcast message 30 days after its end date and time. To change the retention period for expired broadcast messages, enter a number between 1 and 60. Enter the value in days. Default setting: 30 days.
System Transfers: Confirm Number Before Transfer	By default, when a caller uses the System Transfer conversation, Cisco Unity Connection prompts the caller to confirm the transfer number before transferring the call (by releasing to the switch). Uncheck this check box if you do not want Connection to prompt callers to confirm the number before transferring calls. **Note** System transfers that are initiated from a greeting never ask callers to confirm the number that they entered when the Allow Transfers to Numbers Not Associated with Users or Call Handlers setting has been enabled for the greeting.
Cross-Server Data Packet Listen First Digit Timeout	The first digit timeout setting used when listening for the data packet DTMFs. The data packet contains the information required to process the handoff on the destination server. Default setting: 5 seconds.
Cross-Server Data Packet Listen Interdigit Timeout	The interdigit timeout setting used when listening for the data packet DTMFs. Default setting: 1000 milliseconds.
Play Prompt During Cross-Server Handoff	When this check box is checked, Cisco Unity Connection plays a “Please wait...” prompt to the caller before attempting to do a cross-server sign in or transfer. When this check box is not checked, the prompt is not played to the caller. We recommend that you check this check box, because the handoff process can take several seconds or longer, during which the caller is left on the line. Default setting: Check box checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Cross-Server Handoff Request DTMF	The sequence of DTMF tones that identify a call as a cross-server sign-in or transfer to or from another Cisco Unity Connection location. For servers to be able to successfully hand off calls to one another, they must be set to use the same request DTMFs. This setting applies only to cross-server handoff requests between Connection locations. The Cisco Unity Cross-Server Handoff Request DTMF setting is used for sign-in and transfer handoff requests to or from Cisco Unity locations. The Cisco Unity Cross-Server Handoff Live Reply Request DTMF setting is used for live reply handoff requests to or from Cisco Unity locations. Default setting: B.
Respond to Cross-Server Handoff Requests	When this check box is checked, Cisco Unity Connection responds to cross-server handoff requests from other networked Connection or Cisco Unity locations. When this check box is not checked, Connection does not respond to these requests. Default setting: Check box not checked.
Cross-Server Handoff Response DTMF	The sequence of DTMF tones used to respond to a call identified as a cross-server sign in or transfer (including a live reply transfer). For servers to be able to successfully hand off calls to one another, they must be set to use the same response DTMFs. This setting only applies to cross-server handoff requests between Connection locations. The Cisco Unity Cross-Server Handoff Response DTMF setting is used for handoff requests to or from Cisco Unity locations. Default setting: D.
Cross-Server Handoff Response Interdigit Timeout	The interdigit timeout setting used when listening for the handoff response DTMFs. Default setting: 1000 milliseconds.
Cisco Unity Cross-Server Handoff Request DTMF	The sequence of DTMF tones that identify a call as a cross-server sign in or transfer to or from a networked Cisco Unity location. For servers to be able to successfully handoff calls between each other, they must be set to use the same request DTMFs. This setting only applies to cross-server handoff requests between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests when both the originating and receiving locations are Connection servers. Default setting: #9*.
Cisco Unity Cross-Server Handoff Response DTMF	The sequence of DTMF tones used to respond to a call identified as a cross-server sign in or transfer from a Cisco Unity server. For servers to be able to successfully handoff calls to one another, they must be set to use the same response DTMFs. This setting only applies to cross-server handoff responses between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests when both the originating and receiving locations are Connection servers. Default setting: #*.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Cisco Unity Cross-Server Handoff Live Reply Request DTMF	The sequence of DTMF tones that identify a call as a cross-server live reply transfer from a Cisco Unity server. For servers to be able to successfully handoff calls to one anther, they must be set to use the same request DTMFs. This setting only applies to cross-server handoff requests between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests (including live reply requests) when both the originating and receiving locations are Connection servers. Default setting: #8.
Cisco Unity Cross-Server Handoff Transfer Override Request DTMF	The sequence of DTMF tones that identify a call as a cross-server transfer override to or from a Cisco Unity server. A transfer override occurs when the caller enters an extension in the Cisco Unity automated attendant followed by the digits #2 to be routed directly to the greeting for the extension, ignoring any other transfer settings that are enabled for the user. For servers to be able to successfully handoff calls to one another, they must be set to use the same request DTMFs. Default setting: #7.
Conversation Manager Fast Start	When this check box is checked, Cisco Unity Connection initially loads only the most commonly used conversations (for example, files used in the user sign-in conversation, for playing greetings, and for transfers), rather than loading all conversation files into memory at startup. Other conversations are loaded individually the first time they are accessed by a caller or user. This results in a much quicker start-up time, and also eliminates the overhead of loading conversations that may never be used on a particular system (for example, custom keypad map conversations for options that are not made accessible to users). However, a caller who reaches a conversation that has not previously been loaded may experience a brief delay (generally on the order of half a second or less) while Connection loads the conversation. Subsequent callers who reach the same conversation experience no delay. When this check box is not checked, Connection loads all conversation files at startup. Default setting: Check box checked.
Multiple Message Delete Mode	By default, when users press keys from the main menu to delete multiple deleted messages at once, Cisco Unity Connection allows them to choose which messages they want to delete; users can either delete their deleted voice messages or delete all of their deleted messages. You can change how Connection handles the way in which multiple deleted messages are deleted by adjusting the following values to specify what plays and what messages are deleted when users delete multiple deleted messages: • 1—Users choose which messages are deleted; Connection prompts them: “To delete only your voice messages, press 1. To delete all messages, press 2.” (Default setting) • 2—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted voice messages. • 3—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted messages (voice messages, receipts, and email messages, as applicable). Note that this setting affects users systemwide, regardless of their class of service (COS) settings and conversation style. This setting is not available for the voice-recognition conversation.
Disable Identified User Messaging Systemwide	When a user calls another user and the call is forwarded to the greeting of the called user, the ability of Cisco Unity Connection to identify that it was a user who left the message is referred to as identified user messaging (IUM). Some sites prefer to leave all messages as unidentified caller messages unless the user first signs in to Connection and then sends a message. Check this check box to disable IUM systemwide.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Draft Messages: Retention Period (in Days) (*Cisco Unity Connection 8.0 only*)	Specifies how long Cisco Unity Connection retains draft messages on the server. By default, Connection removes the WAV file and any data that is associated with a draft message two days after the user creates the message, if the message is not modified by the user during this period. To change the retention period for draft messages, enter a number between 1 and 60. Enter the value in days. Default setting: 2 days.
Enable Go to Message	Check this check box to allow users to jump directly to a specific message number in their saved message stack. Uncheck this check box to disable this feature systemwide. Note that this setting is not available for the voice-recognition conversation. Default setting: Check box checked.
Announce in Message Header Whether Message Has Multiple Recipients (*Cisco Unity Connection 8.5 and later only*)	When this check box is checked, Cisco Unity Connection plays a prompt to the user before playing a message that has been sent to more than one recipient, announcing that it was "...sent to multiple recipients." When this check box is not checked, Connection does not announce that the message has multiple recipients. Default setting: Check box not checked.
Announce Secure Status in Message Header *(Cisco Unity Connection 8.0(2) and later only)*	When this check box is checked, Cisco Unity Connection plays a prompt to the user before playing a secure message, announcing that it is a "... secure message...." When this check box is not checked, Connection does not announce the secure status of a message to users. If you have configured Connection such that all messages left by both users and outside callers are configured to be secure, consider unchecking this check box so that users do not hear the "... secure message…" prompt before every message that they listen to.
Confirm Deletion of Deleted Messages	By default, when users permanently delete a deleted message as they review deleted messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Check this check box to enable Connection to request confirmation from users before proceeding with the deletion.
Require Users to Record Names at Enrollment	By default, Cisco Unity Connection prompts users to record a name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not. When listing a user in the corporate directory, Connection will play the display name of the user by using Text to Speech when the user does not have a recorded name. If you prefer to have all names played in the user voices, you may want to change how Connection handles first-time enrollment. Check this check box if you want to force users to record a name. When this check box is checked, users who do not record a name during first-time enrollment are not enrolled as Connection users and cannot access their messages. They hear the first-time enrollment conversation each time that they sign in to Connection until they successfully enroll. **Note** This setting affects all users who are associated with the Connection server, regardless of their conversation style.
Dial Prefix for Live Reply to Unidentified Callers	A prefix applied to the ANI that is dialed on live replies to unidentified callers. This would typically be a trunk access code or other identifying ID that the phone system can use for processing the number correctly. The prefix is applied only when the length of the ANI is equal to or greater than the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Minimum Number of Digits Required for Prepending Live Reply Dial Prefix	The Dial Prefix for Live Reply to Unidentified Callers setting is applied only when the length of the ANI is equal to or greater than the number set here. A value of 0 means that live replies to unidentified callers never use the prefix.
Message Bookmark Timeout (in Minutes)	Enter the amount of time (in minutes) that you want Cisco Unity Connection to retain a message bookmark. When calls are disconnected or users hang up while listening to messages, bookmarks allow users to call back into Connection within this specified period of time and resume listening to the messages without losing their place. Connection creates a message bookmark when the call terminates during playback of new or saved messages. It does not create a message bookmark during playback of deleted messages, draft messages, or external email messages, nor during playback of messages generated by dynamic searches such as Message Locator (for example, "Find messages from <name of user>."). Enter a value between 1 and 60 minutes. Default setting: 5 minutes.
Disable Spelled Name Searches	This setting disables the spelled name option for addressing a message. Note that this setting is not available for the voice-recognition conversation.
Disable Message Summary on Replay	By default, when a user replays a message by phone, Cisco Unity Connection replays both the summary and the body of the message. Check the Disable Message Summary on Replay check box to change the Connection conversation so that it replays only the message body when a user replays a voice message. **Note** The change is applicable to replaying voice messages only.
Treat Skipped Messages as Saved	You can change how Cisco Unity Connection behaves when a user chooses to skip a message. By default, when a user skips a message, it is marked new again and the message waiting indicator stays on. When this check box is checked and a user skips a message, the message is marked as saved, and the message waiting indicator is turned off. Default setting: Check box not checked.
Play Receipt Reason Code	By default, when users play a nondelivery receipt (NDR), Cisco Unity Connection plays the NDR reason code and then plays a prompt that explains why the user received the NDR. By hearing the reason code along with the reason prompt, users can eventually learn why an NDR was received without having to listen to the entire receipt. In addition, users can more easily communicate an NDR issue by specifying the reason code to support desk personnel. Uncheck this check box if you do not want Connection to play NDR reason codes. **Note** This setting affects users systemwide, regardless of their conversation style.
Maximum Age of Names in Addressing Priority Lists	Specifies the maximum age, in days, of names in addressing priority lists. A name is removed if it has not been modified for this number of days. If this value is set to 0, then names are not removed from addressing priority lists based on age.
Maximum Number of Names in a User's Addressing Priority List	Specifies the maximum number of names that a user can have in an addressing priority list. If this value is set to 0, then the number of names in addressing priority lists is not limited.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Play Option to Turn Off Message Notification	By default, on a notification dialout, the person answering the phone is given the option to turn off message notifications to the phone number that Cisco Unity Connection called. This is helpful in cases where the wrong phone number was entered for the notification device. When this check box is checked, the person answering the phone is given the option to turn off all message notifications to the device. When this check box is not checked, Connection does not offer the option to turn off message notifications. Default setting: Check box checked.
Use Star to Deactivate Notification Device	By default, on a notification dialout, the person answering the phone can press 1 to turn off outdials to the phone number that Cisco Unity Connection called. When this check box is checked, instead of pressing 1 to turn off a device, the star key turns off the device. When this check box is not checked, the 1 key is used to turn off notification devices. Default setting: Check box not checked.
Prompt User to Record an Introduction When Forwarding Messages (Connection 8.6(1) and later only)	Check this check box to have Cisco Unity Connection prompt users to record introductions when they forward messages. The prompt to record introductions when forwarding messages applies to both, for touchtone and voice-recognition conversation users. When this check box is not checked, Connection does not prompt users to record introductions when they forward messages. Users may choose to record an introduction later, before sending the message. Default Setting: Check box checked.
Request Entry of User ID After Failed PIN Entry from Known Extension	When users sign in to Cisco Unity Connection from a known extension, they are asked only for a PIN. When this check box is checked, if users enter an incorrect PIN, Connection asks the users to enter a user ID as well as a PIN on subsequent attempts. When this check box is not checked, Connection asks only for a PIN on re-entry attempts. **Note** If a user calls from an extension that is not associated with a user, Connection always requests a user ID. Default setting: Check box checked.
Skip Recording of Greeting During Enrollment	Check this check box so that Cisco Unity Connection does not prompt callers to record a greeting during enrollment. Default setting: Check box not checked.
Allow Voice Recognition Users to Speak Their Voicemail PINs	Check this check box so that voice recognition users can say the digits in their voicemail PINs to sign in when calling Cisco Unity Connection from their primary or alternate extensions. Connection attempts to match the spoken digits to the user voicemail PIN as an alternative to entering the digits on the keypad; it does not attempt to recognize the individual voice print of the user or otherwise apply biometrics to the sign-in process. Default setting: Check box not checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Voice Recognition Confirmation Confidence Threshold	Use this setting to adjust the likelihood that Cisco Unity Connection prompts the voice recognition caller to confirm caller intentions. For example, if callers complain that the system mistakenly hears them say "cancel" or "hang up," you can try increasing the value of this setting to prevent callers from accidentally committing actions they did not intend. Alternatively, if callers complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value. The range of valid entries is 0 to 100. When the value is set to 0, Connection never asks for confirmation; when the value is set to 100, Connection always asks for confirmation. A realistic range of values for this setting is 30 to 90. The default value should reliably filter out most errors and provide confirmation when necessary for most systems. Note that if the value is set too low, the system may improperly recognize and act on commands. Default setting: 60.
Time to Wait Between Spoken Words (in Milliseconds)	Specify how long Cisco Unity Connection waits for a caller to say additional words before acting on the words already spoken. Default setting: 750 milliseconds.
Use Advanced Name Dictionary for Voice Recognition	Check this check box and restart the Connection Voice Recognizer service to have Cisco Unity Connection use the advanced name dictionary. Enabling this setting could impact system performance. We recommend that you do not make any changes to this setting unless the Cisco Technical Assistance Center (Cisco TAC) specifies the change. Default setting: Check box not checked.
Save Speed and Volume Changes Made by User	When this check box is checked, speed and volume changes that the user makes while listening to messages or to the Cisco Unity Connection conversation will be saved as new default settings for the user. When this check box is not checked, any speed and volume changes that the user makes while listening to messages are in effect only for that individual message. Any speed and volume changes that the user makes while listening to the Connection conversation are in effect only for the duration of that phone session. (Note that the voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.) Default setting: Check box not checked.
Rapid Send – Allow [###] to Send a Message During Addressing *(Cisco Unity Connection 8.0(2) and later only)*	When this check box is checked, a user can press [# # #] to send a message during addressing. This functionality is available only when sending a new message, or replying to or forwarding a message. Default setting: Check box not checked.
Address Message Before Recording	Check this check box to have Cisco Unity Connection prompt users to address a message first and then record it when they send or forward messages to other users or distribution lists. Default setting: Check box not checked.
Wait Time in Seconds Between Call Transfer Attempts	Specifies the wait time in seconds between call transfer attempts. Enter a number between 1 and 60 seconds. Default setting: 5 seconds.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Maximum Call Transfer Attempts Allowed	Specifies the maximum number of transfer attempts Cisco Unity Connection performs. Enter a number between 0 (zero) and 30. Default setting: 5 attempts.
Use Last (Rather than First) Redirecting Number for Routing Incoming Call	When this check box is checked, Cisco Unity Connection uses the last redirecting number for routing incoming calls. Default setting: Check box not checked.
Use Text to Speech to Read Display Names When No Recording Is Available	When this check box is checked, Cisco Unity Connection uses Text to Speech to play user display names for users who do not have recorded names. This allows callers to find such users in directory handler searches and allows other users to hear more information about such users when addressing messages. When this check box is not checked, Connection plays the primary extension that is associated with the user instead. Default setting: Check box checked.
Maximum Number of Recipients Before Reply-all warning. (Connection 8.6(1) and later only)	When this check box is checked, Cisco Unity Connection warns users when they reply-all to a message whose number of recipients is equal to or exceeds the number specified in this field. If the option is set to any number greater than 0, the warning will be triggered if users reply-all to a message that includes at least one distribution list in the recipient list, regardless of distribution list membership. When this option is set to zero, Connection will not issue any warning on reply-all. Default setting: 0 recipients.
IP Addresses Allowed to Connect for Port Status Monitor Output (Comma-Separated)	Enter up to three IP addresses for the Remote Port Status Monitor clients that are allowed to connect to Cisco Unity Connection. You must separate the IP addresses with commas or semi-colons. Clients that do not have their IP address list here are refused access to Cisco Unity Connection.
Enable Remote Port Status Output	When this check box is checked, Cisco Unity Connection is enabled to send real-time port status information over port 5000 to the Remote Port Status Monitor clients. Default setting: Check box not checked.

See Also

- The "Changing Conversation Settings for All Users in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Messaging Configuration

Revised November 16, 2010

Table 12-5 Messaging Configuration Page

Field	Description
Draft Messages: Retention Period (in Days) (*Cisco Unity Connection 8.5 and later only*)	Specifies how long Cisco Unity Connection retains draft messages on the server. By default, Connection removes the WAV file and any data that is associated with a draft message two days after the user creates the message if the message is not modified by the user during this period. To change the retention period for draft messages, enter a number between 1 and 60. Enter the value in days. Default setting: 2 days.
Total Size Limit for Attachments per Message (in Megabytes) (*Cisco Unity Connection 8.5 and later only*)	Enter the maximum number of megabytes that can be attached to a voice message. If there are multiple attachments, the total size of all the attachments must be less than this number. The voice message is not included in the total. Enter an integer value between 1 and 5 Megabytes. Default setting: 1 Megabyte.
Intersite Messaging: Maximum Level of Nested Public Distribution Lists	Specifies how many levels of nested system distribution lists Cisco Unity Connection will deliver messages to when the nested lists are homed on locations in other sites. Members of lists below this level will not receive messages. Default setting: 20 levels.
Allow Relaying of Private Messages	Check this check box so that Cisco Unity Connection relays messages that are marked private for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection sets the private flag on the message when relaying a private message. Uncheck this check box to prevent Connection from relaying private messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked private, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a private voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A. Default setting: Check box checked.
Allow Relaying of Secure Messages	Check this check box so that Cisco Unity Connection relays messages that are marked secure for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection relays secure messages as regular messages. Uncheck this check box to prevent Connection from relaying secure messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked secure, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a secure voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A. Default setting: Check box not checked.

Table 12-5 Messaging Configuration Page (continued)

Field	Description
Use Access Lists to Control Who Can Send to System Distribution Lists	Check this check box so that Cisco Unity Connection uses a group of users defined in an access list to limit the users who can send messages to a system distribution list. For each system distribution list that receives messages, you create a second distribution list with an alias comprised of the alias of the original list plus a suffix that is defined in the System Distribution List Alias Suffix for Access Lists field. For example, to set up an access list for a system distribution list that has the alias allvoicemailusers, if the value in the System Distribution List Alias Suffix for Access Lists field is -accesslist, you would create a second system distribution list with the alias allvoicemailusers-accesslist, and add as members of the access list any users who need to be able to send messages to allvoicemailusers. Note that users who are members of the access list must also have their search scope set to a search space that includes the partition of the system distribution list in order to address messages to the list. Uncheck this check box so that Connection does not restrict access to system distribution lists. When this check box is not checked, Connection allows any users whose search space includes the partition of a distribution list to send messages to the list. Default setting: Check box not checked.
Allow Delivery of Messages to System Distribution Lists That Have No Access List	Check this check box so that Cisco Unity Connection allows messages to be delivered to system distribution lists that do not have an access list created for them. Uncheck this check box to have Connection reject all messages sent to system distribution lists that do not have an access list created for them, and send a nondelivery receipt (NDR) to the message sender. This setting has no effect when the Use Access Lists to Control Who Can Send to System Distribution Lists check box is not checked. Default setting: Check box not checked.
System Distribution List Alias Suffix for Access Lists	Enter a text suffix that Cisco Unity Connection uses to match an access list to the system distribution list that it controls. For example, to set up an access list for a system distribution list that has the alias allvoicemailusers, if the value in the System Distribution List Alias Suffix for Access Lists field is -accesslist, you would create a second system distribution list with the alias allvoicemailusers-accesslist, and add as members of the access list any users who need to be able to send messages to allvoicemailusers. This setting has no effect when the Use Access Lists to Control Who Can Send to System Distribution Lists check box is not checked. Default setting: -accesslist.
Message File Shredding Level (*Cisco Unity Connection 8.5 and later only*)	Specifies the number of times a message file is overwritten by random information (shredded) when it is deleted. Enter a number from 1 to 10. A setting of 0 (zero) means that no shredding will occur. When the shredding level is set to 1, each message file is overwritten once with random bits of data; when the level is set to 2, each message file is overwritten 2 times; and so on. We strongly recommend that you set the shredding level no higher than 3, due to performance issues. When this setting is enabled, deleted messages are shredded every 30 minutes when the Clean Deleted Messages sysagent task runs. Default setting: 0 (no shredding occurs)

Table 12-5 Messaging Configuration Page (continued)

Field	Description
Sent Messages: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains sent messages on the server. Users who have access to the message recall feature can review a list of the messages that they sent during the specified retention period, and direct Connection to remove a message from the mailbox of any recipients who have not yet touched it (for example, by playing, saving, deleting, or opening and then saving the message as new). By default, the retention period is 0 days, disabling the message recall feature systemwide. To enable message recall, enter a number between 1 and 999. Enter the value in days. **Note** Because sent messages count toward user mailbox quotas, configuring a high value for this setting can cause user mailboxes to fill with sent messages that users cannot remove except by recalling them. Voice recognition users can access the message recall menu by saying "Recall" from the main menu. In order for touchtone conversation users to access the message recall menu, you must use the Custom Keypad Mapping tool to assign a key to the Message Recall action in the main menu of a custom conversation and assign the users to the custom conversation. Default setting: 0 days (message recall is disabled).
Number of Seconds to Wait for SMTP Response (*Cisco Unity Connection 8.5 and later only*)	Specifies the number of seconds that the Cisco Unity Connection SMTP server waits for a response when transmitting a message to a remote SMTP server. Increase this waiting period if, for example, messages to large distribution lists are timing out and Connection is retrying message transmission. Enter a number between 14 and 60. Default setting: 14 seconds.

See Also

- The "Task List for Configuring IMAP Access in Cisco Unity Connection 8.x" section in the "Configuring IMAP Settings in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
- The "Using Advanced Settings to Enable System Distribution List Access Lists in Cisco Unity Connection 8.x" section in the "Managing System Distribution Lists in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Intrasite Networking Configuration (Cisco Unity Connection 8.5 and Later)

Added November 16, 2010

Table 12-6 Intrasite Networking Configuration Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Object Dependency Timeout (in Seconds)	During replication, information about an object may arrive at a location, but cannot be applied to the directory until information about another related object arrives and is applied. (For example, information about a distribution list member may arrive at a location before the user account information for the member arrives.) This setting limits the amount of time the Connection Digital Networking Replication Agent waits for the related objects before indicating a failure to apply the first object. Enter a number between 60 and 86400 seconds. Default setting: 300 seconds.
Messages Sent Per Minute During Idle Replication	During idle replication (when the Connection Digital Networking Replication Agent is not performing a full push or pull synchronization) this setting controls the maximum number of messages the replication agent sends per minute. The value is approximate and is tied to the Replication Interval (in Seconds) such that the messages may be split between successive replication intervals if necessary to avoid exceeding this number of messages in a minute. For example, the default value for Messages Sent Per Minute During Idle Replication is 180, or 3 per second, or 45 per 15-second interval. At the beginning of a replication interval, the replication agent sends 45 messages, then waits until the interval ends, then sends the next 45 messages in the following interval. Enter a number between 1 and 3600. Default setting: 180 messages per minute.
Replication Interval (in Seconds)	Determines how frequently the Connection Digital Networking Replication Agent looks for new changes in the local location to send to the remote locations, and looks for new changes from remote locations to apply to the local location. Enter a number between 0 and 86400 seconds. We recommend that you enter a value that is equal to or close to the Replication Interval on all other locations in the site, and use a value that is smaller than the value of the Stalled Replication Timeout for all locations to avoid generating spurious requests for information that may not have been processed yet. Default setting: 15 seconds.
Number of Unacknowledged USNs to Send Before Waiting for a Response	Use this value to prevent the Connection Digital Networking Replication Agent from flooding remote locations with update messages during a push synchronization. This value is roughly equal to the number of messages the replication agent sends to a remote location before waiting for an acknowledgement from the remote location that it has received some of the messages. Enter a number between 1 and 10000. Default setting: 100.
Stalled Replication Timeout (in Seconds)	During replication between network locations, some messages may be lost. If the Connection Digital Networking Replication Agent detects a missing message, it waits for this amount of time before sending a request to the remote location to resend the missing message. If communication between locations is slow, try increasing this value in order to allow more time for messages to arrive. Enter a number between 5 and 3600 seconds. This value should be larger than the value of the Replication Interval (in Seconds) on each location to avoid generating spurious requests for information that may not have been processed yet. Default setting: 60 seconds.

Table 12-6 Intrasite Networking Configuration Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Include Voice Names When Synchronizing Directory Data	This setting controls whether voice names are included with the directory synchronization information passed between Connection locations. When this check box is checked, the Connection Digital Networking Replication Agent sends voice names with directory updates to remote locations, and upon receiving an update without a voice name from a remote location, the replication agent requests the voice name from the remote location. When this check box is not checked, the replication agent does not send voice names with directory updates to remote locations, and does not request updates for remote objects without voice names. Note that the replication agent always applies voice names that remote locations send with directory updates, regardless of the value of this setting. Default setting: Check box checked.

Telephony Configuration

Table 12-7 Telephony Configuration Page

Field	Description
Minimum Number of Ports (per Phone System) for Answering Calls	Enter the minimum number of voice messaging ports for answering calls that Cisco Unity Connection requires for each phone system integration. Enter a value between 0 and 256. Default setting: 1.
Differentiated Services Code Point (DSCP) Value for the RTP (Audio) Connection	Enter the Differentiated Service Code Point (DSCP) value for the RTP (or audio) packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise. Default setting: 46.
Differentiated Services Code Point (DSCP) Value for Call Signaling Connections	Enter the Differentiated Service Code Point (DSCP) value for call signalling packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise. Default setting: 24.
Live Record Beep Interval in Milliseconds	Enter the interval, in milliseconds, between beeps when a phone conversation is being recorded by using the live record feature. (The live record feature is supported only for Cisco Unified Communications Manager integrations.) If the setting is blank, the interval is 15,000 milliseconds. If the setting is 0, the beep is disabled. If the setting is greater than 0, the interval is that number of milliseconds. Default setting: 15,000 milliseconds.
Port Watchdog Threshold in Minutes	Enter the time, in minutes, that a port can be off hook before it is considered to be locked. When a port reaches this threshold, Cisco Unity Connection logs an error. To review errors, see the Real-Time Monitoring Tool. We recommend a setting greater than 30 minutes. Default setting: 240 minutes.

Table 12-7 Telephony Configuration Page (continued)

Field	Description
Leading Silence Timeout for Recordings in Milliseconds	Enter the length of time, in milliseconds, after which Cisco Unity Connection ends the message, greeting, or recorded name if the user or caller has not begun speaking. A value lower than two or three seconds may not give the user or caller enough time to begin speaking. Default setting: 5,000 milliseconds.
Trailing Silence Timeout for Recordings in Milliseconds	Enter the length of silence, in milliseconds, that Cisco Unity Connection uses to detect the end of a long recording. When a pause of this length occurs, Connection assumes that the speaker has finished the recording. Default setting: 3,000 milliseconds.
Maximum Recording Time in Milliseconds	Enter the maximum recording time, in milliseconds, for messages. This setting does not apply to greetings, recorded names, and recordings other than messages. Enter a value between 0 and 3,600,000 milliseconds (one hour). Default setting: 1,200,000 milliseconds (20 minutes).
Minimum Recording Duration in Milliseconds	Enter the minimum length of recordings, in milliseconds, for messages or greetings. This setting does not apply to recorded names. Enter a value between 0 and 5,000 milliseconds. Default setting: 1,000 milliseconds.
Minimum Recording Duration in Milliseconds for Termination Warning	Enter the minimum length of message recordings, in milliseconds, before Cisco Unity Connection monitors the recording length to determine whether to play a termination warning. Only message recordings that are allowed to exceed this length are monitored by Connection to determine whether they are too long. Enter a value between 20,000 and 1,200,000 milliseconds. Default setting: 30,000 milliseconds.
Recording Termination Warning Time in Milliseconds	Enter the length of time, in milliseconds, before reaching the maximum allowed recording time when Cisco Unity Connection plays a termination warning prompt. When the warning is played during a recording session, Connection waits the amount of time indicated in this field before terminating the recording session. Connection plays the warning only for message recordings, not for other recordings such as greetings or recorded names. If the setting is 0, the termination warning feature is disabled. Default setting: 15,000 milliseconds.

See Also

- The "Managing the Phone System Integrations in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Report Configuration

Table 12-8 Report Configuration Page

Field	Description
Enable Audit Log	Check this check box to enable the audit log. Uncheck this check box to disable the audit log. When this check box is unchecked, stored procedures stop writing to the audit log. Default setting: Check box checked.
Maximum Events Allowed in Audit Log	Enter the maximum number of audit events allowed in the audit log table. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Enter a number between 1 and 100,000. Default setting: 100,000.
Enable Security Log	This setting enables and disables the security log. If this setting is set to disabled, stored procedures stop writing to the security log. Default setting: Check box checked.
Maximum Events Allowed in Security Log	The maximum number of security events allowed in the security log table. Enter a value between 1 and 100,000 events. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Default setting: 100,000.
Minutes Between Data Collection Cycles	Enter the amount of time to wait (in minutes) between cycles of gathering report data. Default setting: 30 minutes.
Days to Keep Data in Reports Database	Enter the number of days to keep data in the reports database. Default setting: 90 days. **Note** Even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
Reports Database Size (as a Percentage of Capacity) After Which the Reports Harvester Is Disabled	Enter the maximum percentage of the disc capacity that the reports database is allowed to occupy. When the reports database reaches this percentage, the Connection Report Data Harvester service (in Cisco Unity Connection Serviceability) is turned off so that the database does not grow. Default setting: 80 percent.
Maximum Records in Report Output	Maximum number of records that can be included in the report output. Enter a value between 5,000 and 30,000. Default setting: 25,000 records. However, note the following: • If the report output is generated to HTML, the maximum records returned in the output is 250 even if Maximum Records in Report Output is set higher than 250. • The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records—rather than the default of 25,000 records—because of the size of the report.

Table 12-8 Report Configuration Page (continued)

Field	Description
Minimum Records Needed to Display Progress Indicator	Enter a value between 1 and 10,000. If the number of records in the requested report is more than this value, a report confirmation page appears prior to running a report and a progress indicator is displayed while the report is being generated. The purpose of the progress indicator is to warn that the requested report is large and likely to take a long time to complete. In Cisco Unity Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Cisco Unity Connection Administration session open. Default setting: 2,500 records.

See Also

- The "Reports in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Connection Administration Configuration

Table 12-9 Connection Administration Configuration Page

Field	Description
Database Proxy: Service Shutdown Timer (in Days)	Enter the number of days until the database proxy service is automatically stopped. A value of 0 disables the service. Enter a value between 0 and 999. Default setting: 0.
Database Proxy: Maximum Simultaneous Connections	Enter the maximum number of simultaneous connections allowed by the database proxy. Note that some remote administration tools require more than one connection at a time. Enter a value between 1 and 10. Default setting: 10.
Voicemail Web Service: Applications Can Cache the Cisco Unity Connection Password	Check the check box to allow applications that use the Voicemail Web Service to cache the Cisco Unity Connection password. Uncheck the check box so that applications that use the Voicemail Web Service are not allowed to cache the Cisco Unity Connection password. Default setting: Check box checked.
Voicemail Web Service: Pilot Number for TRAP Connections	Enter the pilot number of the applications that use Voicemail Web Service. When Cisco Unity Connection dials this number, Voicemail Web Service initiates a TRAP session. Default setting: Blank.

Table 12-9 Connection Administration Configuration Page (continued)

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

See Also

- The "Creating a Cisco Unified Mobility Advantage Integration in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
- The "Remote Database Administration Tools in Cisco Unity Connection 8.x" section in the "Administrative Tools in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

TRAP Configuration

Table 12-10 TRAP Configuration Page

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

See Also

- The "Setting Up Playback and Recording Devices for the Media Master in Cisco Unity Connection 8.x" chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_setup/guide/8xcucuwsx.html.

Edit Disk Capacity Configuration

Revised November 16, 2010

Table 12-11 Edit Disk Capacity Configuration Page

Field	Description
If the Disk Exceeds This Percent Full, Measures Will Be Taken to Not Allow New Files to Be Created	Specify a maximum capacity for the hard disk on which messages and greetings are stored. When that hard disk fills to the specified percentage limit, the Cisco Unity Connection conversation changes, and neither Connection users nor outside callers are allowed to leave voice messages. Connection also logs an error, which can be viewed in the Real Time Monitoring Tool, on the Tools > SysLog Viewer page. Note that you can still send a broadcast message even when the hard disk exceeds the specified limit. Because the server does not accept SMTP messages when the specified percentage limit is reached, if the server is part of a Connection site, the server will not accept directory synchronization messages or voice messages from other locations in the site when the limit is exceeded. If the server is a site gateway linked to a remote Connection or Cisco Unity site, the local site will not be able to accept voice messages from the remote site when the limit is exceeded.

See Also

- The "Message Storage and Disk Capacity in Cisco Unity Connection 8.x" section in the "Messaging in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

PCA Configuration

Revised November 16, 2010

Table 12-12 PCA Configuration Page

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

See Also

- The “Access to Voice Messages in Cisco Unity Connection 8.x from the Cisco Unified Personal Communicator” and “Cisco Unity Connection 8.x Web Inbox, Messaging Inbox, and RSS Feeds” sections in the “Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 8.x” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity*

Connection Release 8.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

RSS Configuration

Table 12-13 RSS Configuration Page

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

See Also

- The "Configuring Access to RSS Feeds of Voice Messages in Cisco Unity Connection 8.x" section in the "Messaging in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Cluster Configuration

Table 12-14 Cluster Configuration Page

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

See Also

- The "Configuring a Cisco Unity Connection 8.x Cluster" chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/cluster_administration/guide/8xcuccagx.html.

Fax Configuration

Table 12-15 Fax Configuration Page

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

See Also

- The "Configuring the Cisco Fax Server in Cisco Unity Connection 8.x" section in the "Creating a Cisco Fax Server Integration in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Unified Messaging Services Configuration (Cisco Unity Connection 8.5 and Later Only)

Added November 16, 2010

Table 12-16 Unified Messaging Services Configuration Page (Cisco Unity Connection 8.5 and Later Only)

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

Table 12-16 Unified Messaging Services Configuration Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Calendars: Normal Calendar Caching Poll Interval (In Minutes)	*(Exchange calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Calendars: Short Calendar Caching Poll Interval (In Minutes)	*(Exchange calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently. The users who benefit from this setting must have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page in Cisco Unity Connection Administration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
TTS and Calendars: Time to Wait for a Response (In Seconds)	*(Calendars and TTS integrations only)* Enter the maximum length of time (in seconds) that Cisco Unity Connection waits in one of the following circumstances for a response from a remote server that is specified in a unified messaging service: • Establishing a connection. • Performing a protocol operation (for example, EWS, IMAP, or WebDAV). A larger number may be necessary when the remote server is heavily loaded, is connected across a WAN, or is slow to respond. A larger number may also cause longer pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. A smaller number is possible when the remote server is quick to respond. A smaller number reduces pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. Default setting: 4 seconds.
Calendars: Default Advanced Notification Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) before a meeting occurs that users receive a reminder of the meeting. Default setting: 2 minutes.
Transcriptions: Time to Wait for a Transcription Response Before Timing Out (In Seconds)	Enter the amount of time (in seconds) that Cisco Unity Connection will wait for a response from the remote transcription provider, before giving up on a transcription request. Enter a value between 30 seconds and 3600 seconds (60 minutes). Default setting: 900 seconds (15 minutes).

See Also

- The "Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

External Services Configuration (Cisco Unity Connection 8.0 Only)

Table 12-17 External Services Configuration Page (Cisco Unity Connection 8.0 Only)

Field	Description
Number of Hours of Calendar Data to Cache (In Hours)	*(Calendar integrations only)* Enter the amount of the upcoming Outlook calendar data (in hours) that is cached for each user who is configured for a calendar integration. This setting is useful to reduce the impact when the network connection to the Exchange server is temporarily lost. A larger number increases the size of the database while reducing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. A smaller number reduces the size of the database while increasing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. Default setting: 48 hours.
Normal Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Short Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently. The users who benefit from this setting must have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page in Cisco Unity Connection Administration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.

Table 12-17 External Services Configuration Page (Cisco Unity Connection 8.0 Only) (continued)

Field	Description
Maximum External Service Response Time (In Seconds)	Enter the maximum length of time (in seconds) that Cisco Unity Connection waits in one of the following circumstances for a response from a remote server that is connected as an external service: • Establishing a connection. • Performing a protocol operation (for example, IMAP, WebDAV, or SOAP). A larger number may be necessary when the remote server is heavily loaded, connected across a WAN, or is slow to respond. A larger number may also cause longer pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. A smaller number is possible when the remote server is quick to respond. A smaller number reduces pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. Default setting: 4 seconds.
Default Advanced Notification Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) before a meeting occurs that users receive a reminder of the meeting. Default setting: 2 minutes.
Time to Wait for a Transcription Response before Timing Out (Seconds)	Enter the amount of time (in seconds) that Cisco Unity Connection will wait for a response from the remote transcription provider, before giving up on a transcription request. Enter a value between 30 seconds and 3600 seconds (60 minutes). Default setting: 900 seconds (15 minutes).

See Also

- The "Configuring Text-to-Speech Access to Exchange Emails in Cisco Unity Connection 8.0" chapter and the "Creating Calendar and Contact Integrations in Cisco Unity Connection 8.0" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

API Configuration (Cisco Unity Connection 8.5 and Later Only)

Added November 16, 2010

Table 12-18 API Configuration Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Allow Access to Secure Message Recordings through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) can access secure message recordings (audio attachments) for playback. When this check box is not checked, applications cannot access secure message recordings through CUMI. Default setting: Check box not checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.

Table 12-18 API Configuration Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Display Message Header Information of Secure Messages through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) will receive message header information (for example, Sender and Subject) for secure messages. When this check box is not checked, applications will receive only the timestamp for secure messages. Default setting: Check box checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.
Allow Message Attachments through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) can send voice messages that contain attachments in addition to the standard voice attachment. Default setting: Check box checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.