



Changing Your User Preferences

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About User Preferences

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

Adding Alternate Spellings of Your Name

If your name is entered using non-Roman alphabet characters (for example, Kanji characters), you can enter an alternate spelling of your name using the Roman alphabet. Entering an alternate spelling can help callers reach you successfully when they use voice recognition.

Procedure

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
 - Step 2** On the Preferences page, under Name, enter an alternate spelling of your name in the Alternate Spelling of First Name or Alternate Spelling of Last Name fields.
You can use the characters A-Z, a-z, and 0-9.
 - Step 3** Select **Save**.
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Related Topics

- [Adding Alternate Names for Yourself, page 2](#)

Changing Your Recorded Name

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

**Tip**

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

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
 - Step 2** On the Preferences page, select **Play/Record**.
 - Step 3** On the Media Master, select **Record** and record your name.
 - Step 4** When you finish recording, select **Stop**.
 - Step 5** Select **Save**.
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Adding Alternate Names for Yourself

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

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

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

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Preferences page, under Alternate Names, enter your alternate name.
- Step 3** To add more alternate names, select **Add Row** and repeat Step 2.
- Step 4** Select **Save**.
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Related Topics

- [Adding Alternate Spellings of Your Name, page 1](#)

Adding Alternate Devices

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

Your Connection administrator may also add alternate devices for you, in addition to your primary extension. You can add up to ten alternate devices and view any administrator-defined alternate devices.



Note

When you sign in from a phone number that is not listed in your alternate devices, Connection may ask whether you want the number added. If you choose to add the number, Connection will recognize it and behave the same way as when you call from your primary extension. If you choose not to add the number, Connection will not ask again about adding it.

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Preferences page, in the Alternate Devices section, under the User Defined Devices table, select **Add Row**.
- Step 3** In the Name field, enter a description for the device. (For example, you might enter Mobile work phone or Personal mobile phone.)
- Step 4** In the Number field, enter an extension or phone number up to 30 characters in length for the device. When entering numbers in the User Defined Devices table, note the following considerations:
- Each phone number that you add must be unique; Connection will not accept a number that is already assigned to another user (either as a primary extension or alternate device) or to another Connection entity (such as a public distribution list).
 - Use digits 0 through 9 for the number. Ask your Connection administrator whether any additional digits or characters are required.
- Tip** To determine the correct phone-number format, call your work phone from your alternate device and, in the caller ID area on your work phone, note any additional digits and characters that appear with the phone number.

- You may also be able to enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Ask your Connection administrator to learn more.

Step 5 To add another device, select **Add Row**, and repeat Step 2 and Step 3.

Step 6 Select **Save**. All alternate devices that you entered are active.

Related Topics

- [Changing Advanced Settings for Alternate Devices, page 4](#)
- [Task List for Consolidating Your Voicemail from Multiple Phones into One Mailbox, page 4](#)

Changing Advanced Settings for Alternate Devices

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

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

Procedure

Step 1 In the Messaging Assistant, from the Preferences menu, select **Personal**.

Step 2 On the Preferences page, in the Alternate Devices section, in the Advanced Settings column of the User Defined Devices table, select **Edit** for the alternate device you want to change.
A new browser window opens with Alternate Device Advanced Settings.

Step 3 In the Setting column, check the check box for each setting that you want to change.

Step 4 In the Alternate Device Value column, change the values of settings to the desired behavior for the device.

Step 5 Select **Save**.

Step 6 Close the **Alternate Device Advanced Settings** browser window.

Task List for Consolidating Your Voicemail from Multiple Phones into One Mailbox

You can set up multiple phones—for example, your work mobile phone and your personal mobile phone—to forward to Cisco Unity Connection when you do not answer so that all of your voice messages are available in one mailbox.

When you set a mobile phone to forward to Connection, callers hear your greeting and leave messages for you in your Connection mailbox, just as they do when you do not answer your primary extension. You set forwarding from the phone itself, not in Connection.

To set up a mobile phone to forward to Connection, do the following tasks in the order listed.

- 1 Add the mobile phone as an alternate device. See [Adding Alternate Devices, page 3](#).
- 2 Set the mobile phone to forward to your work phone number, which should correspond to your primary extension on Connection. Refer to instructions provided by your phone carrier.

If you do not have instructions for your phone, search the Internet for the term “call forwarding” paired with the name of your phone carrier. See also [Setting Mobile Phones to Forward to Cisco Unity Connection, page 5](#), which is a generic procedure provided as a guide, but the steps may vary depending on your phone.
- 3 Test the forwarding by calling your mobile phone from another phone. Your call should be forwarded to your Connection mailbox.

Because the call goes to your mobile phone first and then to your work phone, callers may hear more rings before reaching your mailbox.

Setting Mobile Phones to Forward to Cisco Unity Connection

You can use this generic procedure as a guide, but the steps may vary depending on your phone. We recommend that you use instructions provided by your phone carrier instead.

Procedure

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- Step 1** On the mobile phone, select the **Settings** option.
 - Step 2** Select **Call Settings**.
 - Step 3** Select **Call Forwarding**.
 - Step 4** Select the applicable forwarding options.
It is not advisable to forward all calls. Typically forward for the following conditions:
 - If phone is busy.
 - If phone is not answered.
 - If phone is out of reach or not available (for example, turned off).
 - Step 5** Follow the on-screen prompts and enter your work phone number, which should correspond to your primary extension on Connection.
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Changing Your Directory Listing Status

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

Procedure

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