



Changing Your Cisco Unity Connection Conversation Preferences

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About Conversation Preferences

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

Changing Your Connection Conversation Language

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

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the Language list, select the language in which you want to hear the Connection conversation.
- Step 3** Scroll to the bottom of the page, and select **Save**.
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Changing Your Menu Style

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

Procedure

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

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

- Step 3** Scroll to the bottom of the page, and select **Save**.
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Changing the Volume of the Connection Conversation

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

**Note**

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

Procedure

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

Changing the Speed of the Connection Conversation

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

**Note**

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

Procedure

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

Changing the Time Format Used for Message Time Stamps

You can select the time format used for the message time stamps that you hear when you listen to your messages by phone.

Procedure

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the Time Format list, choose the time format that you want to use:

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

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

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

Changing Your Phone Input Style

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

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

Procedure

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

Step 2 On the Phone Menu page, in the Input Style field, choose the applicable style:

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

Step 3 Select **Save**.

Changing What Connection Plays When You Sign In

You can control what Cisco Unity Connection plays when you sign in by phone:

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

Procedure

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

Option	Description
Message Count Totals	Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
Email Message Counts	Connection announces the number of email messages. (Although email counts are offered on the Phone Menu page, Connection plays emails only for users who also have the text-to-speech option.)
Fax Counts	Connection announces the number of faxes.
Receipt Counts	Connection announces the number of receipts.

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

Changing Your Message Addressing and Sending Preferences

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

- Spell a username.
- Enter a user extension.

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

Procedure

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the While Addressing and Sending a Message section, check the **Confirm Recipient by Name** check box to hear a confirmation of a selected name.
- Note** You always hear a confirmation when using voice commands (the Voice Recognition input style).
- Step 3** Check the **Continue Adding Names After Each Recipient** check box to continue adding names after each recipient when sending and forwarding messages to multiple recipients.
- Note** You are always prompted to continue adding names when using voice commands (the Voice Recognition input style).
- Step 4** In the Enter a Recipient By field, select the option that you want to use for spelling usernames or entering extensions when you address messages.
- Note** This setting does not apply when using voice commands (the Voice Recognition input style).
- Step 5** In the When a Call Is Disconnected or I Hang Up field, choose the applicable option:

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

- Step 6** Select **Save**.