



## CHAPTER 16

# Custom Keypad Mapping Tool in Cisco Unity Connection 9.x

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The Custom Keypad Mapping tool allows you to edit the key mappings that are associated with the Custom Keypad Mapping conversations. Within each of these conversations—which are assigned to individual users or user templates on the Phone Menu page in Cisco Unity Connection Administration—there are eight different menus that can be customized. Changing key mappings by using this tool does not affect any of the other Cisco Unity Connection conversation versions.

You can assign any one-, two-, or three-key sequence to any defined option for the Main menu, the Message Playback menu (the message header, body and footer can be mapped separately), the After Message menu, the Settings menu, the Message Settings menu, and the Preferences menu. You can customize which options are voiced in each menu and the order in which they are offered.

See the following sections for details:

- [Using the Custom Keypad Mapping Tool in Cisco Unity Connection 9.x, page 16-1](#)
- [Conversation Menus That Can Be Customized in Cisco Unity Connection 9.x, page 16-3](#)
- [Documenting Your Keymap in Cisco Unity Connection 9.x, page 16-12](#)

## Using the Custom Keypad Mapping Tool in Cisco Unity Connection 9.x

**Revised September 27, 2012**

The Custom Keypad Mapping tool is divided into eight tabs that represent eight different conversation menus that can be customized. On each of these menu tabs you can:

- Customize which key or keys are assigned to each menu option. Leaving a key assignment blank disables that option for the menu.
- Configure whether the option is voiced in the menu. This allows you to assign a key or keys to an option but not have it presented verbally in the menu. The option would still be enabled for that menu and Connection would respond appropriately if the assigned key is pressed, but the user would not hear the option in the menu.
- Configure the order in which the menu items are offered to users. This is done by selecting the radio button of the row that you want to reorder and then using either the Up or Down arrows or the Move To button to arrange the menu items. The order in which the options appear in the tool is the order in which they are presented to the user by phone regardless of which keys are mapped to the options

### To Use the Custom Keypad Mapping Tool to Make Changes to a Custom Keypad Map

**Step 1** In Cisco Unity Connection Administration, expand **Tools**, then select **Custom Keypad Mapping**.

**Step 2** On the Search Custom Keypad Mappings page, select the applicable custom keypad mapping conversation.



**Note** Connection supports 6 Custom Keypad Mappings.

**Step 3** On the Edit Custom Keypad Mapping page, select the applicable tab to select the menu for which you would like to change key assignments.

**Step 4** Change key assignments as applicable. (For guidelines on allowed entries, see the [“Guidelines for Assigning Keys to Menu Options”](#) section on page 16-2.)

**Step 5** Select **Save**.

When changes are saved, all new calls that use this conversation follow the new key mapping settings.

**Step 6** Repeat [Step 3](#) through [Step 5](#) for each menu that you want to customize.

## Guidelines for Assigning Keys to Menu Options

- The only characters allowed are: 0 – 9, \*, # or blank.
- A maximum of 3 digits is allowed for each menu option.
- Duplicate key entries are not allowed for any unique menu. (For example, you cannot map the “1” key to both Hear New Messages and Send a Message in the Main menu. However, you can map the “1” key to Hear New Messages in the Main menu and also to Greetings in the Settings menu.)
- Leaving a key assignment blank disables that option for the menu.
- When you leave a key assignment blank, uncheck the Option Voiced in Menu check box.
- When changes are saved, all new calls that use the conversation follow the new key mapping settings.

## Setting a Keypad Mapping to Match an Existing Conversation Mapping

You can change the key mappings for all menus to match that of an existing conversation. For example, you can have all of the key mappings for a selected custom keypad mapping replaced with the mappings of Optional Conversation 1. This can be useful if you want to make a small number of changes to an existing conversation and do not want to manually remap every option.

### To Set Key Mappings to an Existing Conversation

**Step 1** In Cisco Unity Connection Administration, expand **Tools**, then select **Custom Keypad Mapping**.

**Step 2** On the Search Custom Keypad Mappings page, select the applicable custom keypad mapping conversation.

**Step 3** On any tab of the Edit Custom Keypad Mapping page, in the **Reset Mappings on All Tabs To** list, select the conversation that you want to use and select **Reset**.

- Step 4** When asked to confirm that you want to replace all key mappings with those of the selected conversation before continuing, select **OK**.
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## Conversation Menus That Can Be Customized in Cisco Unity Connection 9.x

The Custom Keypad Mapping tool is divided into eight tabs that represent eight different conversation menus that can be customized. The Message Playback menu is represented on three tabs because messages contain three distinct parts: the message header, the message body, and the message footer. The options on these three tabs are identical, but you may want to map different options to different keys for certain parts.

The following menu can be customized:

- [Main Menu Tab, page 16-3](#)
- [Message Playback Menu Tabs \(Message Header Tab, Message Body Tab, and Message Footer Tab\), page 16-5](#)
- [After Message Menu Tab, page 16-8](#)
- [Settings Menu Tab, page 16-10](#)
- [Message Settings Menu Tab, page 16-11](#)
- [Preferences Menu Tab, page 16-11](#)

### Main Menu Tab

The Main menu is what users hear immediately after they sign in and hear their message counts (if applicable).

See [Table 16-1](#) for a list of options that can be mapped.

**Table 16-1**      **Main Menu Tab**

Option	Description
Play New Messages	Takes users to the new (unread) message stack.
Send a Message	Takes users to the Send Message menu.
Review Old Messages	Takes users to the saved message stack. If applicable, users are also offered an opportunity to review deleted messages.
Change Setup Options	Takes users to the Settings menu where they can configure settings for greetings, transfer rules, and alternate contact numbers, and access their message settings and preferences.
Find Messages	Takes users to the Message Locator feature where they can search for new messages by the calling number or name of the sender.  This option is offered only when the Finding Messages With Message Locator feature is enabled for each user on the Phone Menu page.

**Table 16-1 Main Menu Tab (continued)**

Option	Description
List Meetings	<p>Lists the time, meeting organizer, and subject for all current and upcoming meetings.</p> <p>For Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express meetings, the user is offered the option to join current meetings.</p> <p><b>Note</b> Integrations with Cisco Unified MeetingPlace Express are not supported in Cisco Unity Connection.</p>
Play External Messages	<p>Provides the count of messages that are stored on an external message store.</p> <p>The user is offered the option to listen to these messages.</p>
Manage Call Handler Greetings	<p>Allows users to access the Greetings Administrator conversation to change greetings for call handlers that have been assigned an extension.</p> <p>Users who are assigned to the Greetings Administrator role on the Edit Roles page can change the greetings for any system call handler.</p> <p>Users who are not assigned to the Greetings Administrator role can change the greetings only for call handlers that they own.</p>
Call a Number	Allows users to access the User System Transfer conversation and dial any number that is allowed by their transfer restriction table.
Manage Broadcast Messages	<p>Allows users to access the Broadcast Message Administration conversation.</p> <p>This option is offered only when the Send or Update Broadcast Messages setting is configured for each user on the Send Message Settings page.</p>
Repeat Menu Options	Plays the Main menu again.
Help	Plays the Main menu Help.
Cancel or Back Up	<p>Exits the user mailbox.</p> <p>By default, when users exit their mailboxes they are sent to the Opening Greeting call handler. However, you can customize the exit behavior by changing the When Exiting the Conversation setting on the Phone Menu page for each user.</p>
Switch Between Using the Phone Keypad and Using Voice Commands	<p>Allows users to toggle between the touchtone and voice-recognition conversations:</p> <ul style="list-style-type: none"> <li>When users are listening to the touchtone conversation, and press the applicable keys, they are immediately switched to the voice-recognition conversation.</li> <li>When users are listening to the voice-recognition conversation, and press the applicable keys, they are immediately switched to the touchtone conversation.</li> </ul> <p>Note that the toggle persists until the user toggles back, or until the end of the call.</p>

## Message Playback Menu Tabs (Message Header Tab, Message Body Tab, and Message Footer Tab)

When a message is played in the Cisco Unity Connection user conversation, there are three separate parts: the header, the body, and the footer. By default, the message header contains the message number and the sender information. The message body is the actual recording of the message. The message footer is the time stamp.

The contents of the header and footer sections can be modified on the Playback Message Settings page. For example, the message number, the sender information, the sender extension, and the time stamp can be added or removed from the header. These settings are controlled by the check boxes under the “Before Playing Each Message, Play” section on the Playback Message Settings page. For the message footer, you have the option of playing the time stamp after the message; you can exclude it altogether or have it played as part of the header. This option is controlled with the check box under the “After Playing Each Message, Play” section on the Playback Message Settings page. If you choose not to play the time stamp after the message, the effect is to have no footer to the message. In Cisco Unity Connection, the “After Playing Each Message, Play” section now includes the sender information, extension or ANI, and the message number, in addition to the time the message was sent and message duration.

The Custom Keypad Mapping tool includes separate tabs for each part of the message. As a best practice, we recommend that you map the same keys to each option for all three parts. However, in some cases it may be useful to map the same key to different actions. For example, during the message header you might want to press the “1” key to skip to the start of the message body, and during the message body press the “1” key to skip to the message footer.

The same message playback key mappings are used when listening to new messages, saved messages, and deleted messages, rather than separate mappings for each message stack. Keep this in mind as you are deciding on key mapping preferences, particularly for options such as marking messages as new (unread) or saved (read).

Message playback options are not voiced in a menu format by phone, but they are listed if the user presses the key that is mapped to the Help option. The Custom Keypad Mapping tool allows you to configure which items are voiced in the Help.

See [Table 16-2](#) for a list of options that can be mapped.

**Table 16-2**      **Message Playback Menu Tabs**

Option	Description
Repeat Message	Jumps to the beginning of the header portion of the message.
Save	Skips to the next message and marks the current message as saved.
Delete	Deletes the message that is currently being played.  The user class of service determines whether the message is moved to the deleted items folder or is deleted permanently.
Slow Playback	Slows down the message that is currently being played. Pressing the mapped key slows the message playback by 50 percent.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback speed is saved as the default playback speed for the user.

**Table 16-2**      **Message Playback Menu Tabs (continued)**

Option	Description
Fast Playback	Speeds up the message that is currently being played. Pressing the mapped key speeds the message playback by 50 percent. Pressing the key again speeds the message playback by 100 percent.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback speed is saved as the default playback speed for the user.
Reset Speed to Default	Resets the speed of the message that is currently being played to the default message playback speed setting for the user.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback speed is saved as the default playback speed for the user.
Change Volume	Cycles the volume of the message that is currently being played through three volume levels: normal, loud, and quiet. If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Reset Volume to Default	Resets the volume of the message that is currently being played to the default message playback volume setting for the user.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Quieter Playback	Decreases the volume of the message that is currently being played.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Louder Playback	Increases the volume of the message that is currently being played.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Pause/Resume	Pauses playback of the message, or resumes playback when the message is already paused.
Rewind	Jumps backward in the message that is currently being played.  By default, the message rewinds five seconds. You can adjust the rewind time on the Playback Message Settings page.
Fast-Forward	Jumps forward in the message that is currently being played.  By default, the message fast-forwards five seconds. You can adjust the fast-forward time on the Playback Message Settings page.

**Table 16-2 Message Playback Menu Tabs (continued)**

Option	Description
Skip to After Message Menu	Jumps directly to the After Message menu.
Skip Message, Save As Is	Skips to the next message in the stack and leaves the message in the state it was in. When a new message is skipped, it is saved as unread; when a saved message is skipped, it remains saved; and when a deleted message is skipped, it remains deleted.
Save as New	Skips to the next message in the stack and marks the message as new. When this option is selected, if a user skips messages when listening to saved or deleted messages, the messages are marked as unread and are moved to the new message stack.
Play Message By Number	Asks the user to enter the number of a message in the current stack (new, saved, or deleted messages) and then takes the user directly to that message. For users who have large numbers of messages, this is a useful way to jump ahead or back in the stacks.  This option is offered only when the Enable Go to Message setting is enabled on the System Settings > Advanced > Conversation page.
Go to Previous Message	Takes the user to the previous message in the stack.
Go to Next Message	Takes the user to the next message in the stack. The message the user was listening to is left in the state it was in (new, saved, or deleted). Go to Next Message functions the same as the Skip Message, Save As Is option.
Cancel or Back Up	Terminates message playback and goes up a menu level. Users who are listening to new or saved messages go to the Main menu. Users who are listening to deleted messages go to the Deleted Message Option menu.
Reply	Replies to the sender of the message. Only the sender receives the reply. Other recipients of the original message do not receive the reply.  This option is available only when the message is from another user; users cannot reply to outside caller messages.
Reply to All	Replies to all recipients of the message.
Call the Sender	Terminates message playback, signs users out of their mailboxes, and transfers users to the person who left the message. This feature is also known as Live Reply. This key option is used to return calls to both users and unidentified callers.  This option is available only when the user is assigned to a class of service that has enabled either the Users Can Reply to Messages from Other Users by Calling Them or the Users Can Reply to Messages from Unidentified Callers by Calling Them setting.
Forward Message	Allows the user to forward the message to another user or distribution list.
Forward Original Message	Forwards the original voice message and removes any forwarded introductions that may have been added to the message by previous forwards.

**Table 16-2** *Message Playback Menu Tabs (continued)*

Option	Description
Skip to End	Jumps to the beginning of the message footer.  When the After Playing Each Message, Play options are not enabled for the user on the Playback Message Settings page, these options effectively skips to the end of the message and goes directly to the After Message menu.
Replay Message	Jumps to the beginning of the message body, effectively repeating the message. If you assign a key to this option for the message header, it allows users to skip the header and jump right to the message.
Play Message Properties	Plays the properties of the message that is currently being played. This includes the sender information (including ANI if it is provided for outside callers) and the time that the message was sent.
Operator	Signs users out of their mailboxes and sends them to the Operator call handler. The message is left in the state that it was in.
Go to First Message	Jumps to the first message of the message stack. Connection plays the “First message” prompt as an audible cue to the user.
Go to Last Message	Jumps to the last message of the message stack. Connection plays the “Last message” prompt as an audible cue to the user.
List Message Recipients	Lists all recipients of the current message.
Toggle Urgency Flag	Toggles the priority flag on a received message between urgent and normal.  Users who want to identify the high-priority messages among all of their received messages may be interested in this functionality. By default, Connection plays messages that are marked urgent first.
Send to Fax Machine for Printing	Sends the message to a fax machine. This option is available for fax messages and any message that has an attachment that can be sent to a fax machine.  This option is available only when fax is configured as an external service for the user.
Help	Plays Help for all of the options that are mapped to a key, and for which the Option Voiced in Help check box is checked.
Play Message Attachments	Describes the files that are attached to the message. Files in compatible formats are played or read.

## After Message Menu Tab

The After Message menu plays after the user has listened to a message.

See [Table 16-3](#) for a list of options that can be mapped.

**Table 16-3** *After Message Menu Tab*

Option	Description
Repeat Message	Plays the message again, starting with the header.

**Table 16-3 After Message Menu Tab (continued)**

Option	Description
Save	Marks the message as saved (read) and moves to the next message in the stack. When the user is listening to a deleted message, this option moves the message to the saved message stack.
Delete	Deletes the message that is currently being played.  The user class of service determines whether the message is moved to the deleted items folder or is deleted permanently.
Reply	Replies to the sender of the message. Only the sender receives the reply; other recipients of the original message do not receive the reply.  This option is available only when the message is from another user; users cannot reply to outside caller messages.
Forward Message	Allows the user to forward the message to another user or distribution list.
Forward Original Message	Forwards the original voice message and removes any forwarded introductions that may have been added to the message by previous forwards.
Save as New	Marks the message as new (unread) and moves to the next message in the stack. When the user is listening to a saved or deleted message, this option moves the message to the new message stack.
Rewind	Jumps backward into the message.  By default, the message rewinds five seconds. You can adjust the rewind time on the Playback Message Settings page.
Send to Fax Machine for Printing	Sends the message to a fax machine. This option is available for fax messages and any message that has an attachment that can be sent to a fax machine.  This option is available only when fax is configured as an external service for the user.
Play Message Properties	Plays the properties of the current message. This includes the sender information (including ANI if it is provided for outside callers) and the time that the message was sent.
Cancel or Back Up	Exits the After Message menu and goes up a menu level. Users who are listening to new or saved messages go to the Main menu. Users who are listening to deleted messages go to the Deleted Message Option menu.
Help	Plays the After Message menu Help.
Operator	Signs users out of their mailboxes and sends them to the operator call handler. The message is left in the state it was in.
Play Message Attachments	Describes the files that are attached to the message. Files in compatible formats are played or read.

**Table 16-3 After Message Menu Tab (continued)**

Option	Description
Play Message By Number	Asks the user to enter the number of a message in the current stack (new, saved, or deleted messages) and then takes the user directly to that message. For users who have large numbers of messages, this is a useful way to jump ahead or back in the stacks.  This option is available only when the Enable Go to Message setting is enabled on the System Settings > Advanced > Conversations page.
Go to Previous Message	Takes the user to the previous message in the stack.
Go to Next Message	Takes the user to the next message in the stack. The message the user was listening to is left in the state that it was in (new, saved, or deleted). Go to Next Message functions the same as the Skip Message, Save As Is option.
Save As Is	Goes to the next message in the stack and leaves the message in the state that it was in. New messages are saved as unread; saved messages remain saved; and deleted messages remain deleted.
Go to First Message	Jumps to the first message of the message stack. Connection plays the “First message” prompt as an audible cue to the user.
Go to Last Message	Jumps to the last message of the message stack. Connection plays the “Last message” prompt as an audible cue to the user.
Toggle Urgency Flag	Toggles the priority flag on a received message between urgent and normal.  Users who want to identify the high-priority messages among all of their received messages may be interested in this functionality. By default, Connection plays messages that are marked urgent first.
Call the Sender	Terminates message playback, signs users out of their mailboxes, and transfers users to the person who left the message. This feature is also known as Live Reply. This key option is used to return calls to both other users and unidentified callers.  This option is available only when the user is assigned to a class of service that has enabled either the Users Can Reply to Messages from Other Users by Calling Them or the Users Can Reply to Messages from Unidentified Callers by Calling Them setting.
Skip Message, Save As Is	Skips to the next message in the stack and leaves the message in the state it was in. When a new message is skipped, it is saved as unread; when a saved message is skipped, it remains saved; and when a deleted message is skipped, it remains deleted.
List Message Recipients	Lists all recipients of the current message.
Reply to All	Replies to all recipients of the message.

## Settings Menu Tab

The Settings menu is what users hear when they choose Change Setup Options from the Main menu. See [Table 16-4](#) for a list of options that can be mapped.

**Table 16-4 Settings Menu Tab**

Option	Description
Greetings	Allows users to modify their greetings.
Message Settings	Takes users to the Message Settings menu.
Preferences	Takes users to the Preferences menu.
Transfer Settings	Allows users to modify their transfer rules.
Alternate Contact Numbers	Allows users to change their alternate contact phone numbers.  This option is available for a user only when an administrator has configured one or more caller input keys to transfer to an alternate contact number on the user Edit Caller Input page.
Repeat Menu	Plays the Settings menu again.
Help	Plays the Settings menu Help.
Cancel or Back Up	Exits the Settings menu and goes up a menu level to the Main menu.

## Message Settings Menu Tab

The Message Settings menu is what users hear when they choose Message Settings from the Settings menu.

See [Table 16-5](#) for a list of options that can be mapped.

**Table 16-5 Message Settings Menu Tab**

Option	Description
Message Notification	Allows users to modify the settings for their message notification devices.
Fax Delivery	Allows users to change the phone number of the fax machine to which they can send faxes for printing.
Menu Style	Allows users to switch between the full or brief menu styles.
Private Lists	Allows users to modify their private lists.
Addressing Priority List	Allows users to review and add or remove names from their addressing priority list.
Repeat Menu	Plays the Message Settings menu again.
Help	Plays the Message Settings menu Help.
Cancel or Back Up	Exits the Message Settings menu and goes up a menu level to the Settings menu.

## Preferences Menu Tab

The Preferences menu is what users hear when they choose Preferences from the Settings menu.

See [Table 16-6](#) for a list of options that can be mapped.

**Table 16-6**      **Preferences Menu Tab**

Option	Description
Change Phone Password	Allows users to modify their phone PINs.  This option is not available for a user when the User Cannot Change check box is checked on the user Edit Password Settings page.
Change Recorded Name	Allows users to record names.  This option is available only when the user is assigned to a class of service that has enabled the Allow Recording of Name option.
Change Directory Listing	Allows users to choose whether or not they want to be listed in the directory.  This option is available only when the user is assigned to a class of service that has enabled the Allow Users to Choose to Be Listed in the Directory option.
Edit User-Defined Alternate Extensions	Allows users to list and delete their alternate extensions. Also allows users to add the current number they are calling from as an alternate extension (if it is not already an alternate extension and does not match a blocked pattern in the User-Defined or Automatically-Added Alternate Extensions restriction table).
Repeat Menu	Plays the Preferences menu again.
Help	Plays the Preferences menu Help.
Cancel or Back Up	Exits the Preferences menu and goes up a menu level to the Settings menu.

## Documenting Your Keymap in Cisco Unity Connection 9.x

The Wallet Card wizard is available for producing a PDF file of a wallet card based on your custom keypad mappings. For details, see the [“Wallet Card Wizard in Cisco Unity Connection 9.x” section on page 3-11](#).