



CHAPTER 18

Managing Recorded Greetings and Recorded Names in Cisco Unity Connection 9.x

You can record names for users, system distribution lists, and call handlers (including interview handlers and directory handlers), and greetings for users and call handlers, by using the Media Master on the pages within Cisco Unity Connection Administration. In circumstances when you cannot access Connection Administration, you can access the Cisco Unity Greetings Administrator from any phone to manage greetings for call handlers.

Note that users can record their own names and personal greetings by accessing the Cisco Unity Connection conversation by phone, or by using the Media Master in the Connection Messaging Assistant web tool. For end-user instructions and information about using the Media Master, see the *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/assistant/b_9xcucugasst.html.

See the following sections for details:

- [Using the Media Master to Record Greetings and Names in Cisco Unity Connection 9.x, page 18-1](#)
- [Using the 9.x Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings, page 18-2](#)
- [Setting Up the 9.x Cisco Unity Greetings Administrator, page 18-4](#)
- [Changing the Audio Format for Recording Greetings and Names in Cisco Unity Connection 9.x, page 18-5](#)

Using the Media Master to Record Greetings and Names in Cisco Unity Connection 9.x

The Media Master appears on each page of Cisco Unity Connection Administration on which recordings can be made. It allows you to make and play recordings, either with a phone or with your computer microphone and speakers, by selecting the Media Master controls. In addition, the Options menu on the Media Master allows you to use other sound (WAV) files in your recordings.

When determining the recording and playback device that you want to use with the Media Master in Connection Administration, consider the following points:

- The phone serves as the default recording and playback device for the Media Master.

- The phone offers the best sound quality for recordings.

In order to use the phone as a recording and playback device, Connection must have at least one voice messaging port designated to allow users to use the phone as a recording and playback device. Alternatively, when you make and play recordings by using a computer microphone and speakers, no ports are used, which decreases the load on the Connection server and leaves ports open for other functions.

Use the following procedure to select the recording and playback device used by the Media Master. Updates to the Media Master are saved per user, per computer. If you plan to use additional computers to access Cisco Unity Connection Administration, the Media Master needs to be set up on each.

To Select a Recording and Playback Device

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- Step 1** In Cisco Unity Connection Administration, go to a page on which the Media Master appears.
- Step 2** On the Media Master Options menu, select **Playback & Recording**.
- Step 3** In the Playback & Recording Settings dialog box, select a playback device and a recording device.
- Step 4** If you chose the phone as the recording and playback device in [Step 3](#), the Active Phone Number is set by default to your primary extension. To specify a different phone number, enter it in the Other Number field.



Note After changing the timeout value in telephone record and playback (TRAP), you need to restart the Conversation Manager and Tomcat services to reflect the changes.

- Step 5** Select **OK**.
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Using the 9.x Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings

The Cisco Unity Greetings Administrator allows you—or the call handler owners that you assign—to manage call handler greetings from any phone. The owner of the call handler can be any user.

By using the Cisco Unity Greetings Administrator, you can do the following tasks without having to access the Media Master in Cisco Unity Connection Administration:

- Rerecord a call handler greeting.
- Toggle between the alternate and standard greetings.
- Determine which greeting is currently active for a call handler.
- Listen to and record busy, closed, internal, and holiday greetings.

For example, if your office is unexpectedly closed because of bad weather, you can call Connection from home to enable the alternate Opening Greeting, or rerecord a call handler greeting to state that the office is closed.

With a multilingual system, if the call handler greetings language is inherited, you have the option of providing call handler greetings in multiple languages. For example, if Cisco Unity Connection is set up to provide prompts in French and Spanish, you might record the call handler greeting in both languages so that Spanish- and French-speaking callers can hear your greeting in their own language.

If you do not record a greeting in a language your system provides, Connection plays the system default greeting for calls that are associated with that greeting. For example, if you recorded the standard greeting in French, but not in Spanish, Spanish-speaking callers would hear the system default greeting for the call handler while French-speaking callers would hear the French greeting you recorded.

To access the Cisco Unity Greetings Administrator, the owner of the call handler requires the following information:

- The phone number to dial for access to the Cisco Unity Greetings Administrator
Alternatively, if you set up one-key dialing access to the Cisco Unity Greetings Administrator from the Opening Greeting, the owner of the call handler needs to know which key to press while listening to the Opening Greeting.
- The ID of the call handler owner
- The password of the call handler owner
- The extension of the call handler

To prevent unauthorized access to Connection, make sure that the call handler owner understands that the above information should be kept confidential.

To Use the Cisco Unity Greetings Administrator to Manage Call Handler Greetings

- Step 1** On the phone, dial the phone number for access to the Cisco Unity Greetings Administrator.
- Step 2** At the prompt, enter the ID of the call handler owner, and press #.
- Step 3** At the prompt, enter the password of the call handler owner, and press #.
- Step 4** At the prompt, enter the extension of the call handler, and press #.
- Step 5** If the call handler you selected in [Step 4](#) is configured to inherit the caller language and there is more than one language installed on your Connection system, at the prompt, press the number of the language in which to edit greetings for the call handler. (Connection plays the Greetings menu options in the same language.)
- Step 6** Follow the Cisco Unity Greetings Administrator conversation to toggle between the alternate and standard call handler greetings, or to record the call handler greeting.

To toggle between standard and alternate greetings	Press 1.
To change the standard greeting	Press 2.
To change the alternate greeting	Press 6.

- Step 7** You can also use the Cisco Unity Greetings Administrator to record or listen to additional greetings.

To change the busy greeting	Press 3.
To change the closed greeting	Press 4.
To change the internal greeting	Press 5.
To change the holiday greeting	Press 7.

Setting Up the 9.x Cisco Unity Greetings Administrator

To set up the Cisco Unity Greetings Administrator, do the following tasks:

1. Set up a phone number so that you or another user can call the Cisco Unity Greetings Administrator. For information on how to set up the phone number, see the documentation for your phone system.
Alternatively, you can set a one-key dialing option from the Opening Greeting that takes callers to the Cisco Unity Greetings Administrator. Do the [“To Set Up a One-Key Dialing Option From the Opening Greeting for Accessing the Cisco Unity Greetings Administrator”](#) procedure on page 18-4. (If you choose this option, skip Task 2.)
2. If applicable, add a routing rule to forward calls to the Cisco Unity Greetings Administrator from the phone number that you set up in Task 1. Do the [“To Add a Routing Rule to Forward Calls to the Cisco Unity Greetings Administrator”](#) procedure on page 18-4.
3. Assign a unique extension to each call handler that you want to access by using the Cisco Unity Greetings Administrator. Do the [“To Assign a Unique Extension to a Call Handler”](#) procedure on page 18-5.
4. As needed, tell call handler owners how to use the Cisco Unity Greetings Administrator. For an overview and procedure, see the [“Using the 9.x Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings”](#) section on page 18-2.

To Set Up a One-Key Dialing Option From the Opening Greeting for Accessing the Cisco Unity Greetings Administrator

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.
- Step 2** On the Search Call Handler page, in the Search Results table, select the **Opening Greeting** call handler.
- Step 3** On the Edit Call Handler Basics page, on the Edit menu, select **Caller Input**.
- Step 4** On the Caller Input page, in the Caller Input Keys table, select the applicable phone keypad key.
- Step 5** On the Edit Caller Input page for the key that you selected, check the **Ignore Additional Input (Locked)** check box, if applicable.
Make sure that you did not select a phone keypad key in [Step 4](#) that represents the first digit of the extensions on your phone system. If you lock that key, callers are not able to dial a user extension from the opening greeting.
- Step 6** Select **Conversation**, and then select **Greetings Administrator** in the list.
- Step 7** Select **Save**.
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To Add a Routing Rule to Forward Calls to the Cisco Unity Greetings Administrator

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management > Call Routing**, then select **Direct Routing Rules**.
- Step 2** On the Direct Routing Rules page, select **Add New**.
- Step 3** On the New Direct Routing Rule page, enter a display name for the new routing rule, and select **Save**.
- Step 4** On the Edit Direct Routing Rule page, confirm that the Status is set to **Active**.
- Step 5** In the Routing Rule Conditions table, select **Add New**.

- Step 6** On the New Direct Routing Rule Condition page, select **Dialed Number**, set a parameter in the list, and enter the phone number that has been set up for access to the Cisco Unity Greetings Administrator.
- Step 7** Select **Save**.
- Step 8** On the Edit menu, select **Edit Direct Routing Rule**.
- Step 9** On the Edit Direct Routing Rule page, in the Send Call To field, select **Conversation**, then select **Greetings Administrator**.
- Step 10** Select **Save**.
- Step 11** On the Direct Routing Rule menu, select **Direct Routing Rules**. Verify that the new routing rule is in an appropriate position with the other routing rules in the table. If you want to change the rule order, continue with [Step 12](#).
- Step 12** Select **Change Order**.
- Step 13** On the Edit Direct Routing Rule Order page, select the name of the rule that you want to reorder, and select the Up or Down arrow until the rules appear in the correct order.
- Step 14** Select **Save**.
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To Assign a Unique Extension to a Call Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.
- Step 2** On the Search Call Handlers page, in the System Call Handlers table, select the display name of the call handler that you want to access with the Cisco Unity Greetings Administrator.
- Step 3** On the Edit Call Handler Basics page, in the Extension field, enter a unique extension for the call handler.
- Step 4** Select **Save**.
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Changing the Audio Format for Recording Greetings and Names in Cisco Unity Connection 9.x

Typically, Cisco Unity Connection uses the same audio format (or codec) for recording a greeting or name that the playback device uses. For example, if users listen to recorded greetings and recorded names on a phone system extension, Connection should record greetings and names in the same audio format that the phone system uses.

You should consider the following when setting the audio format for recording greetings and names:

- Setting the audio format for recordings affects all messages, greetings, and names systemwide for all users.
- Minimizing the number of different audio formats in use for recording and playing recorded messages, greetings, and names reduces transcoding between audio formats that Connection must perform, and reduces the effect on the performance of the Connection server.

- When a message, greeting, or name is recorded in a lower quality audio format and later transcoded to a higher quality audio format during playback, the sound quality is not improved. Usually, the sound quality of a recording suffers during transcoding, especially when the sampling rate is changed.

For example, sound quality suffers when greetings that are recorded in the G.729a audio format are played on devices that use the G.711 Mu-Law audio format. However, sound quality is preserved when greetings that are recorded in the G.711 Mu-Law audio format are played on devices that use the same audio format.

- Changing the audio format for recordings affects only messages, greetings, and names that are recorded after the setting is changed. Existing messages, greetings, and names that were recorded in a different audio format are not affected by the new setting.

To Change the Audio Format for Recording Greetings and Names

Step 1 In Cisco Unity Connection Administration, expand **System Settings**, then select **General Configuration**.

Step 2 On the Edit General Configuration page, in the Recording Format list, select the applicable setting. Connection records all messages, greetings, and names in the audio format that you select.



Note If the playback device uses a different audio format, Connection must transcode the messages, greetings, and names into the applicable audio format or the playback device is not able to play them.

Step 3 Select **Save**.
