



## CHAPTER 3

# Cisco Unity Connection 9.x Template Settings

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## Search User Templates

**Table 3-1**      *Search User Templates Page*


Field	Description
Alias	A unique text name for the user template. Select the Alias to go to the specific page for the user template.
Display Name	<i>(Display only)</i> The name of the user template.
Delete Selected	To delete a user template, check the check box to the left of the display name, and select Delete Selected. You can delete multiple user templates at once.
Add New	To add a user template, select the Add New button. A new page opens, on which you enter data applicable to the new user template.

**See Also**

- The “[Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## New User Template

**Table 3-2**      *New User Template Page*

Field	Description
User Template Type	<p>Select from the following:</p> <ul style="list-style-type: none"> <li>• User With Mailbox—For users who need to receive voicemail or use personal call routing rules and other features of Cisco Unity Connection.</li> <li>• User Without Mailbox—For users who do not need to receive voicemail, but need to be given access to administer the system. Users without voice mailboxes do not have a phone extension and are not counted as licensed users.</li> </ul>
Based on Template	<p>Select the existing template on which to base the new template. All settings are copied from the base template except for the settings that you select on the New User Template page (Alias, Display Name, and so on).</p> <p>For templates of type User Template With Mailbox, system distribution list membership is also copied from the base template; for example, all new user templates based on the default voicemailusertemplate are automatically added to the allvoicemailusers system distribution list and to any other lists to which voicemailusertemplate has been manually added.</p>
Alias	A unique text name for the user template.
Display Name	Enter a descriptive name for the user template.
Mailbox Store	The mailbox store in which you want to create the mailboxes for user accounts that you create by using this template.
Outgoing Fax Server	Enter the phone number of the fax machine that the user sends faxes to for printing.
Phone System	Select the phone system that the template uses.
Generate SMTP Proxy Address From Corporate Email Address (Cisco Unity Connection 8.5 and Later only)	<p>When you check this check box, Cisco Unity Connection automatically creates a new SMTP proxy address for the value in the Corporate Email Address field. An SMTP proxy address allows Connection to map the sender to a user, and to map the message recipients to users or contacts, by comparing the SMTP addresses in the message header to its list of SMTP proxy addresses. Applicable SMTP proxy addresses are necessary when using either Cisco ViewMail for Microsoft Outlook with IMAP or the single inbox feature to send messages.</p>
	<p> <b>Note</b> If you are configuring unified messaging, we recommend that you check this check box.</p>

**See Also**

- The “[Adding a User Template in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section in the “[Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit User Template Basics


**Table 3-3** *Edit User Template Basics Page*

Field	Description
Alias	A unique text name for the user template.
Display Name	Enter a descriptive name for the user template.
Display Name Generation	Select the format for displaying the names of new users who are associated with this template: <ul style="list-style-type: none"> <li>First Name, Then Last Name (for example, Jessie Smith)</li> <li>Last Name, Then First Name (for example, Smith, Jessie)</li> </ul>
Outgoing Fax Server	Select the applicable fax server for the user.
Partition	Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.  Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).
Search Scope	Select a search space to apply to the user account. Search spaces are used to define the scope of objects (for example, users and distribution lists) that the user can reach while interacting with Cisco Unity Connection.
Phone System	Select the phone system that the template uses.
Class of Service	Select the class of service to which the user is assigned. The class of service controls many user settings.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Set for Self-Enrollment at Next Sign-In	Check this check box so that the user is asked at the next sign-in to record a name and a standard greeting, to set a PIN, and to choose whether to be listed in the corporate directory.  When the user has enrolled, the check box is unchecked automatically. This setting is most commonly used for new users.  Default setting: Check box checked.

**Table 3-3**      **Edit User Template Basics Page (continued)**

Field	Description
List in Directory	<p>Check this check box to list the user in the corporate directory, which outside callers can use to reach users.</p> <p>When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Connection Messaging Assistant.</p> <p>Default setting: Check box checked.</p>
Send Non-Delivery Receipts on Failed Message Delivery	<p>Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails.</p> <p>Default setting: Check box checked.</p>
Skip PIN When Calling from a Known Extension	<p>Check this check box if you do not want this user to be asked for a PIN when calling from this extension.</p> <p><b>Note</b>    There are security risks when using this setting. It is possible for a hacker to spoof the caller ID of a phone call. If a hacker can reach the Cisco Unity Connection system with a spoofed caller ID that matches a primary or alternate extension on which this setting has been enabled, the hacker has access to user mailboxes.</p>
Use Short Calendar Caching Poll Interval	<p>Check this check box so that the Outlook calendar information for the user is updated according to the frequency that is configured in the Calendars: Short Calendar Caching Poll Interval (In Minutes) field on the System Settings &gt; Advanced &gt; Unified Messaging Services page.</p> <p>When this check box is not checked, the Outlook calendar information for the user is updated according to the frequency that is configured in the Calendars: Normal Calendar Caching Poll Interval (In Minutes) field on the System Settings &gt; Advanced &gt; Unified Messaging Services page.</p> <p>Default setting: Check box not checked.</p>
Send Message Counts	<p>Check this check box to send the count of messages for the user.</p> <p><b>Note</b>    Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.</p>
Address	(Optional) Enter the user address.
Building	(Optional) Enter the building the user is located in.
City	(Optional) Enter the city.
State	(Optional) Enter the state.
Postal Code	(Optional) Enter the postal code.
Country	(Optional) Enter the country.
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you select a Time Zone from the list.</p>

Table 3-3 Edit User Template Basics Page (continued)

Field	Description
Time Zone	<p>Select the desired time zone for the user, or check the Use System Default Time Zone check box. The default time zone is the time zone set on the Cisco Unity Connection server. Change this setting only for those users who are located in a different time zone than the Connection server.</p> <p>The user time zone setting is used for:</p> <ul style="list-style-type: none"> <li>• Message Received Time—When a user listens to messages by: <ul style="list-style-type: none"> <li>– Phone: Connection announces the time that a message was received by using the local time specified for the user.</li> <li>– Web Inbox: Connection announces the time that a message was received by using the local time specified in the operating system.</li> </ul> </li> <li>• Message Notification Schedule—The schedule displayed on the user message notification pages and in the Connection Messaging Assistant uses the local time specified for the user.</li> </ul> <p>Note that if you change the time zone setting for a user, the standard and closed greetings are also played as per the user's time zone settings.</p>
Language	<p>Select the language in which the Cisco Unity Connection conversation plays instructions to users. Select Use System Default Language or select a language from the list. Note that this setting does not apply to the voice-recognition conversation.</p> <p>The language setting for users also controls the language used for Text to Speech (TTS).</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p>
Department	(Optional) Enter the user department.
Manager	(Optional) Enter the name of the manager.
Billing ID	(Optional) Billing ID can be used for organization-specific information, such as accounting information, department names, or project codes. This information can be included in user reports.
Generate SMTP Proxy Address From Corporate Email Address (Cisco Unity Connection 8.5 and Later only)	<p>When you check this check box, Cisco Unity Connection automatically creates a new SMTP proxy address for the value in the Corporate Email Address field. An SMTP proxy address allows Connection to map the sender to a user, and to map the message recipients to users or contacts, by comparing the SMTP addresses in the message header to its list of SMTP proxy addresses. Applicable SMTP proxy addresses are necessary when using either Cisco ViewMail for Microsoft Outlook with IMAP or the single inbox feature to send messages.</p> <p> <b>Note</b> If you are configuring unified messaging, we recommend that you check this check box.</p>

**See Also**

- The “[Modifying a User Template in Cisco Unity Connection 9.x](#)” section in the “[Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Password Settings

**Table 3-4**      *User Templates Edit Password Settings Page*

Field	Description
Choose Password	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• Voicemail—To change settings associated with the voicemail PIN of a user.</li> <li>• Web Application—To change settings associated with the web application password of a user.</li> </ul> <p>If Cisco Unity Connection is integrated with an LDAP directory and if LDAP authentication is configured, you must change the web application password in the LDAP directory; you cannot change the password in Connection.</p>
Locked by Administrator	<p>Check this check box to prevent a user from accessing Cisco Unity Connection.</p> <p>To prevent a user from accessing voicemail, check this check box for the Voicemail PIN. To prevent a user from accessing the Cisco Personal Communications Assistant (PCA) or Cisco Unity Connection Administration, check this check box for the Web Application password.</p>
User Cannot Change	<p>Check this check box to prevent the user from changing the password or PIN. Use of this setting is most applicable for accounts that can be accessed by more than one person. When you check this check box, also check the Does Not Expire check box.</p>
User Must Change at Next Sign-In	<p>Check this check box when you have set a temporary password or PIN, and want the user to set a new password or PIN the next time that the user signs in to Cisco Unity Connection. To help protect their accounts from unauthorized access and toll fraud, encourage users to specify long and non-trivial passwords and PINs (eight or more characters for passwords; six or more digits for PINs), or use the settings on the Edit Authentication Rule page to require them to do so.</p> <p>You cannot check this check box when the User Cannot Change check box is checked. The default setting for this check box specifies checked.</p>
Does Not Expire	<p>Check this check box to block the system from prompting the user to change this credential. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person.</p> <p>If this check box is checked, the user can still change this credential at any time. When this check box is unchecked, the expiration setting in the associated credential policy applies.</p> <p>The default setting for this check box specifies unchecked.</p>
Authentication Rule	Select the authentication policy to apply to the selected user password or PIN settings.

**See Also**

- The “Passwords and PINs in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Change Password

**Table 3-5**      *User Templates Change Password Page*

Field	Description
Choose Password	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>Voicemail—To change settings associated with the voicemail PIN of a user.</li> <li>Web Application—To change settings associated with the web application password of a user.</li> </ul> <p>If Cisco Unity Connection is integrated with an LDAP directory and if LDAP authentication is configured, you must change the web application password in the LDAP directory; you cannot change the password in Connection.</p>
Password	<p>Enter a password or PIN:</p> <ul style="list-style-type: none"> <li>Phone PIN—use digits 0 through 9.</li> <li>Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#%&amp;^*()_+={} [:";&lt;&gt;?/\.,</li> </ul> <p>To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long and non-trivial password or PIN (eight or more characters for passwords; six or more digits for PINs).</p> <p>The maximum length for passwords is 80 characters; the maximum length for PINs is 24 digits.</p> <p>Note that requirements for password/PIN complexity and minimum credential length are set on the System Settings &gt; Authentication Rule pages.</p>
Confirm Password	Enter the new password or PIN again to confirm the entry.

**See Also**

- The “Passwords and PINs in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).



# User Templates Edit Roles

**Table 3-6**      *User Templates Edit Roles Page*

Field	Description
Assigned Roles	<p>Use in conjunction with the Available Roles setting to assign roles to users who administer the Cisco Unity Connection system. Select the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box.</p> <p>Select from the following pre-defined roles:</p> <ul style="list-style-type: none"> <li>• Audio Text Administrator</li> <li>• Audit Administrator (<i>Cisco Unity Connection 8.5 and later only</i>)</li> <li>• Greeting Administrator</li> <li>• Help Desk Administrator</li> <li>• Mailbox Access Delegate Account</li> <li>• Remote Administrator</li> <li>• System Administrator</li> <li>• Technician</li> <li>• User Administrator</li> </ul>
Available Roles	<p>Use in conjunction with the Assigned Roles setting to assign roles to users who administer the Cisco Unity Connection system. Select the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box.</p> <p>Select from the following pre-defined roles:</p> <ul style="list-style-type: none"> <li>• Audio Text Administrator</li> <li>• Audit Administrator (<i>Cisco Unity Connection 8.5 and later only</i>)</li> <li>• Greeting Administrator</li> <li>• Help Desk Administrator</li> <li>• Remote Administrator</li> <li>• System Administrator</li> <li>• Technician</li> <li>• User Administrator</li> </ul>

## See Also

- The “Roles in Cisco Unity Connection 9.x” section in the “[Preparing to Add User Accounts in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

# User Templates Transfer Rules

**Table 3-7** User Templates Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and select Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Select the Rule Name to go to the specific page for the transfer rule.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the object.
End Date	<i>(Display only)</i> Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

## See Also

- The “Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 9.x” section in the “Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

# User Templates Edit Transfer Rule

**Table 3-8** User Templates Edit Transfer Rule Page

Field	Description
Rule Name	<i>(Display only)</i> The name of the transfer rule.
When This Basic Rule Is Active	<i>(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)</i> Select the applicable option: <ul style="list-style-type: none"> <li>Apply Basic Settings on This Page—Cisco Unity Connection applies the settings on this page when this transfer rule is active.</li> <li>Apply Personal Call Transfer Rules—Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active.</li> </ul> <p>When using the Apply Personal Call Transfer Rules option, first verify that users have configured personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls are transferred to the primary extension.</p>

**Table 3-8**      *User Templates Edit Transfer Rule Page (continued)*

Field	Description
Status	<p>Indicate whether the transfer option is enabled and for how long:</p> <ul style="list-style-type: none"> <li>Disabled—The transfer option is not in effect.</li> <li>Enabled With No End Date and Time—The transfer option is enabled until you disable it.</li> <li>Enabled Until—Cisco Unity Connection performs the selected transfer option until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option.</li> </ul> <p><b>Note</b> By design, the standard transfer rule cannot be disabled.</p>
Transfer Calls To	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> <li>For user settings—to the user greeting, without ringing the user phone.</li> <li>For call handler settings—to the call handler greeting.</li> </ul> </li> <li>Extension—Enter an extension to which the call is forwarded.</li> </ul>
Transfer Type	<p>Select how Cisco Unity Connection transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> <li>Release to Switch—Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection—forwards the call to the user or handler greeting. This transfer type allows Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system.</li> <li>Supervise Transfer—Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>

**Table 3-8**      *User Templates Edit Transfer Rule Page (continued)*

Field	Description
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>
If Extension Is Busy	<p>Indicate how Cisco Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>• Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message.</li> <li>• Put Callers on Hold Without Asking—Connection puts callers on hold.</li> <li>• Ask Callers to Hold—Connection gives the caller the option of holding</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection say “call for &lt;recorded name of user or call handler&gt;” or “call for &lt;dialled extension number&gt;” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

**Table 3-8**      *User Templates Edit Transfer Rule Page (continued)*

Field	Description
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection prompt callers to say their names. When answering the phone, the user hears "Call from..." before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

**See Also**

## User Templates Message Settings

**Table 3-9**      *User Templates Message Settings Page*

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p><b>Note</b>    The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds.</p>

**Table 3-9**      *User Templates Message Settings Page (continued)*

Field	Description
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>
Language That Callers Hear	<p>Select the language in which system prompts are played to callers. The language setting affects system prompts such as “You may record your message at the tone.” Select from the following options:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection plays the system prompts in the system default language.</li> <li>• Inherit Language from Caller—Connection determines the language to use for system prompts on a per-call basis, depending on the language set by the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Or select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p>
Message Urgency	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked urgent.</li> <li>• Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.</li> </ul>
Message Sensitivity	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked private.</li> <li>• Mark Private—All messages left by unidentified callers are marked private.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages private.</li> </ul>
Message Security—Mark Secure	<p>Check this check box to have Cisco Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in (when identified user messaging is enabled).</p>

**Table 3-9**      *User Templates Message Settings Page (continued)*

Field	Description
Play After Message Recording	<p>Indicate the action that Cisco Unity Connection performs after a message has been sent by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Do Not Play Recording—No recording will be played after the message has been sent.</li> <li>• System Default Recording—Play the default system recording after the message has been sent.</li> <li>• Play Recording—Play the customized recording after the message has been sent. Select the custom recording from the drop-down list. If no custom recording is available on Search Custom Recording page, then by default the Play Recording option will be disabled.</li> </ul> <p>By Default the <b>Sytem Default Recording</b> option will be selected.</p>
After Message Action	<p>Indicate the action that Cisco Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>– Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>

**See Also**

- The “Outside Caller Options in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Edit Message Actions Template

**Table 3-10**      *Edit Message Actions Template Page*

Field	Description
Voicemail	<p>Select the action that Cisco Unity Connection takes when the user receives a voice message:</p> <ul style="list-style-type: none"> <li>Accept the Message—Connection delivers the message to the user mailbox.</li> <li>Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.</li> <li>Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field.</li> <li>Accept and Relay the Message—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field.</li> </ul> <p><b>Note</b> In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings &gt; SMTP Configuration &gt; Smart Host page.</p> <p>If single inbox is turned on for this user in Connection and the Relay Address is the same as the email address that is used for synchronization with Exchange, the two features interact as follows depending on the action selected:</p> <ul style="list-style-type: none"> <li>Accept the Message, Relay the Message, or Accept and Relay the Message—Connection synchronizes voice messages with Exchange so that the messages can be accessed from either system.</li> <li>Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange.</li> </ul> <p>If single inbox is turned on for this user but the Relay Address differs from the email address that is used for synchronization with Exchange, the two features interact as follows:</p> <ul style="list-style-type: none"> <li>Accept the Message—Connection delivers voice messages to the user mailbox and synchronizes them with Exchange.</li> <li>Relay the Message or Accept and Relay the Message—Connection delivers voice messages to the user mailbox, synchronizes them with Exchange, and relays a copy of each message to the Relay Address.</li> <li>Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange.</li> </ul> <p>Default setting: Accept the Message.</p>



**Table 3-10**      *Edit Message Actions Template Page (continued)*

Field	Description
Email	<p>Select the action that Cisco Unity Connection takes when the user receives an email message:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Connection delivers the message to the user mailbox.</li> <li>• Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.</li> <li>• Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field.</li> <li>• Accept and Relay the Message—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field.</li> </ul> <p><b>Note</b>    In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings &gt; SMTP Configuration &gt; Smart Host page.</p> <p>If single inbox is turned on for this user in Connection and the Relay Address on this page is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting on the Unified Messaging service in use by this user overrides this setting, except if the Reject the Message option is selected here, in which case, Connection rejects all incoming email messages and does not synchronize them with Exchange.</p> <p>If single inbox is turned on for this user but the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect. If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Connection mailbox. If the Message Action for Email setting on the Unified Messaging service in use by this user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. Finally, if this setting is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</p> <p>Default setting: Accept the Message.</p>

**Table 3-10** *Edit Message Actions Template Page (continued)*

Field	Description
Fax	<p>Select the action that Cisco Unity Connection takes when the user receives a fax message:</p> <ul style="list-style-type: none"> <li>Accept the Message—Connection delivers the message to the user mailbox.</li> <li>Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.</li> <li>Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field.</li> <li>Accept and Relay the Message—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field.</li> </ul> <p><b>Note</b> In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings &gt; SMTP Configuration &gt; Smart Host page.</p> <p>If single inbox is turned on for this user in Connection and the Relay Address on this page is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting on the Unified Messaging service in use by this user overrides this setting, except if the Reject the Message option is selected here, in which case, Connection rejects all incoming fax messages and does not synchronize them with Exchange.</p> <p>If single inbox is turned on for this user but the Relay Address differs from the email address that is used for synchronization with Exchange, both settings take effect. If either setting is configured for Accept the Message or Accept and Relay the Message, the message is delivered to the Connection mailbox. If the Message Action for Fax setting on the Unified Messaging service in use by this user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. Finally, if this setting is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.</p> <p>Default setting: Accept the Message.</p>

**Table 3-10**      *Edit Message Actions Template Page (continued)*

Field	Description
Delivery Receipt	<p>Select the action that Cisco Unity Connection takes when the user receives a delivery receipt:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Connection delivers the message to the user mailbox.</li> <li>• Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender.</li> <li>• Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field.</li> <li>• Accept and Relay the Message—Connection delivers the message to the user mailbox, and forwards a copy of the message to the address that you specify in the Relay Address field.</li> </ul> <p><b>Note</b> In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings &gt; SMTP Configuration &gt; Smart Host page.</p> <p>If single inbox is turned on for this user in Connection and the Relay Address is the same as the email address that is used for synchronization with Exchange, the two features interact as follows depending on the action selected:</p> <ul style="list-style-type: none"> <li>• Accept the Message, Relay the Message, or Accept and Relay the Message—Connection synchronizes delivery receipts with Exchange so that the receipts can be accessed from either system.</li> <li>• Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange.</li> </ul> <p>If single inbox is turned on for this user but the Relay Address differs from the email address that is used for synchronization with Exchange, the two features interact as follows:</p> <ul style="list-style-type: none"> <li>• Accept the Message—Connection delivers delivery receipts to the user mailbox and synchronizes them with Exchange.</li> <li>• Relay the Message or Accept and Relay the Message—Connection delivers delivery receipts to the user mailbox, synchronizes them with Exchange, and relays a copy of each receipt to the Relay Address.</li> <li>• Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange.</li> </ul> <p>Default setting: Accept the Message.</p>
Replaceable Tokens	<p>Used in conjunction with the Relay Address field. Cisco Unity Connection replaces the tokens in the Relay Address field with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.)</p> <p>To add a token to the Relay Address field, select the name of the token in the Replaceable Tokens list, then select the arrow next to the Replaceable Tokens field.</p>

**Table 3-10** *Edit Message Actions Template Page (continued)*

Field	Description
Relay Address	<p>Select the address to which Cisco Unity Connection relays voicemail, email, fax, or delivery receipts when Connection is configured to relay that message type. This field is not editable unless you have selected Relay the Message or Accept and Relay the Message as the message action for one or more message types.</p> <p><b>Note</b> In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings &gt; SMTP Configuration &gt; Smart Host page.</p> <p>Enter a combination of text and tokens that Connection replaces with a value from the user profile. (For example, Connection replaces %Alias% with the alias from each user profile when editing the corresponding user.) To add a token to the Relay Address field, select the name of the token in the Replaceable Tokens list, then select the arrow next to the Replaceable Tokens field.</p>

**See Also**

- The “Message Actions in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Caller Input

**Table 3-11** *User Templates Caller Input Page*

Field	Description
Key	To edit caller input settings, select the applicable key. The Edit Caller Input page opens for that key.
Action	<i>(Display only)</i> Indicates the action that Cisco Unity Connection takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	<i>(Display only)</i> Indicates the user that receives the call if the key is configured to send calls to a user. Otherwise, this field is blank.
Status	<i>(Display only)</i> Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits _____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p><b>Note</b> This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>

**Table 3-11**      *User Templates Caller Input Page (continued)*

Field	Description
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension.</p> <p>For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user.

**See Also**

- The “Allowing Caller Input During Greetings” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).
- The “Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## User Templates Edit Caller Input

**Table 3-12**      *User Templates Edit Caller Input Page*

Field	Description
Key	( <i>Display only</i> ) Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection ignore additional input after callers press the key; Connection performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

**Table 3-12**      **User Templates Edit Caller Input Page (continued)**

Field	Description
Action	<p>Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection terminates the call when a caller presses the applicable phone key.</li> <li>– Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to.</li> <li>– Restart Greeting—Connection plays the greeting from the beginning.</li> <li>– Route from Next Call Routing Rule—Connection continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– Skip Greeting—Connection skips the greeting and performs the after-greeting action.</li> <li>– Take Message—Connection records a message from the caller.</li> <li>– Transfer to Alternate Contact Number—Connection transfers the call to the phone number that you specify in the Extension field, for example to a mobile phone or other external number. You can also specify whether Connection transfers the call by releasing it to the phone system or by supervising the transfer. If you select Supervise Transfer as the transfer type, you can also specify the number of rings to wait before Connection ends the attempt to transfer.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator</li> <li>– Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it).</li> <li>– Easy Sign-In (<i>available only on User Caller Input pages</i>)—A conversation that prompts the user only for a PIN to sign in (Connection assumes that the caller is trying to sign in to the mailbox that was called).</li> <li>– Greetings Administrator—A conversation for changing call handler greetings.</li> <li>– Sign-In—A conversation that prompts the caller to enter an ID and a PIN.</li> <li>– User System Transfer—A conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directory to the user greeting.</li> </ul>

**See Also**

- The “Allowing Caller Input During Greetings” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Edit Mailbox

**Table 3-13**      *User Templates Edit Mailbox Page*

Field	Description
Respond to Requests for Read Receipts	When one Cisco Unity Connection user sends another user a voice message, the person sending the message can request to be notified with a read receipt when the recipient has played the voice message. If you do not want Connection to respond to requests for read receipts for this user, uncheck this check box.
Message Aging Policy	Select a message aging policy from the list.  If you do not want messages to be aged, select a policy that is disabled or a policy in which all of the rules are disabled; both options have the same effect. By default, the Do Not Age Messages policy is disabled, and all rules are disabled.
Mailbox Quotas	Mailbox quotas, along with message aging policy, help ensure that the hard disk space available for voice messages is not completely filled, as follows: <ul style="list-style-type: none"> <li>• Custom—For this user, use the Warning Quota, Send Quota, and Send/Receive Quota specified on this page. If you select this option, also select Custom or System Maximum (2 Gigabytes). If you select Custom, select the maximum number of bytes of voice messages allowed for this user for each of the following: <ul style="list-style-type: none"> <li>– Warning Quota—When the mailbox for a user reaches this size, the user is warned that the mailbox is near the maximum size allowed.</li> <li>– Send Quota—When the mailbox for a user reaches this size, the user is prevented from sending any more voice messages.</li> <li>– Send/Receive Quota—When the mailbox for a user reaches this size, the user is prevented from sending or receiving any more voice messages.</li> </ul> </li> <li>• Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page.</li> </ul> <p>If you enter custom quotas, the value for Warning Quota must be smaller than or equal to the value for Send Quota, and the value for Send Quota must be smaller than or equal to the value for Send/Receive Quota.</p>
Mailbox Store	Select the mailbox store in which you want mailboxes to be created when you create users with this template.

**See Also**

- The “Mailbox-Size Quotas in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).
- The “[Controlling the Size of Mailboxes in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).
- The “[Managing Mailbox Stores in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## User Templates Phone Menu

**Table 3-14**      *User Templates Phone Menu Page*

Field	Description
Touchtone Conversation Menu Style	<p>Select one of the following options for users when they use a touchtone conversation. Note that the voice-recognition conversation does not offer full and brief menu styles.</p> <ul style="list-style-type: none"> <li>• Full—Users hear comprehensive instructions; select for a new user.</li> <li>• Brief—Users hear abbreviated versions of the full menus; select for a more experienced user.</li> </ul> <p>Default setting: Full.</p>
Conversation Volume	<p>Select the volume level at which users hear the Cisco Unity Connection conversation:</p> <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul> <p>Users can also adjust the volume temporarily from their phones.</p> <p>Default setting: Medium.</p>
Conversation Speed	<p>Select the speed at which Cisco Unity Connection plays prompts to users:</p> <ul style="list-style-type: none"> <li>• Slow</li> <li>• Normal</li> <li>• Fast</li> <li>• Fastest</li> </ul> <p>Default setting: Normal.</p>



**Table 3-14**      **User Templates Phone Menu Page (continued)**

Field	Description
Time Format	<p>Indicates the time format that Cisco Unity Connection uses to play time stamps when users listen to their messages by phone:</p> <ul style="list-style-type: none"> <li>12-Hour Clock—The default. Users hear message time stamps in a 12-hour clock format. For example, users hear 1:00 p.m. when listening to the time stamp for a message left at 1:00 p.m.</li> <li>24-Hour Clock—Users hear message time stamps in a 24-hour clock format. For example, users hear 13:00 when listening to the time stamp for a message left at 1:00 p.m.</li> </ul> <p><b>Note</b>    Users can set their own time format preferences in the Connection Messaging Assistant.</p>
Use Voice Recognition Input Style	<p><i>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)</i> Check this check box when the user prefers to use voice recognition as the primary way to interact with Cisco Unity Connection by phone.</p> <p>Note that when this check box is checked, the Touchtone Conversation setting is used as a backup if the voice-recognition services are unavailable, and at any time that users choose to use the keypad rather than voice commands to interact with Connection.</p>
Touchtone Conversation	<p>Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone:</p> <ul style="list-style-type: none"> <li>Alternate Keypad Mapping N</li> <li>Alternate Keypad Mapping S</li> <li>Alternate Keypad Mapping X</li> <li>Classic Conversation</li> <li>Custom Keypad Mapping 1</li> <li>Custom Keypad Mapping 2</li> <li>Custom Keypad Mapping 3</li> <li>Custom Keypad Mapping 4</li> <li>Custom Keypad Mapping 5</li> <li>Custom Keypad Mapping 6</li> <li>Optional Conversation 1</li> <li>Standard Conversation</li> </ul> <p>You can use either full or brief menu style with each conversation style.</p>

**Table 3-14**      **User Templates Phone Menu Page (continued)**

Field	Description
Finding Messages with Message Locator—Enable	<p>Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone.</p> <p>When this check box is checked, users are prompted to find messages from the Main menu in the Cisco Unity Connection conversation. Users can use the Message Locator feature to search their new and saved messages, for messages from a particular user, extension, or phone number (ANI or caller ID information).</p> <p>Default setting: Check box not checked.</p>
Message Locator Sort Order	<p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• Last In, First Out</li> <li>• First In, Last Out</li> </ul> <p>Use in conjunction with the Finding Messages with Message Locator—Enabled check box, to allow users to find specific messages by phone. Note that this setting is not available for the voice-recognition conversation.</p>
Enable Phone View	<p><i>(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled.)</i> Check this check box to allow users to see search results on the LCD screen of their Cisco Unified IP phones when using the Find Message or the Display Message menu.</p> <p>Uncheck this check box to disable Phone View for users.</p> <p>Default setting: Check box not checked.</p>
Times to Repeat Menu When User Does Not Respond	<p>Specify how many times Cisco Unity Connection repeats a menu when a user has not responded to it. The range of valid entries is 0 to 10.</p> <p><b>Note</b> This setting is not available for the voice-recognition conversation.</p> <p>Default setting: 1 time.</p>
Wait for First Touchtone or Voice Command ____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for a user to press a first key or say a voice command after playing a menu. This setting is also known as the “First Digit Timeout.” The range of valid entries is 500 to 10,000 milliseconds.</p> <p>Default setting: 5,000 milliseconds.</p>
Wait for Additional Key Presses When Entering Names, Extensions, and PINs ____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for additional key presses after the user has pressed a key when entering usernames or extensions to address a message, update passwords or PINs, change call transfer or message notification numbers, and so on.</p> <p>The range of valid entries is 1,000 to 10,000 milliseconds.</p> <p>Default setting: 3,000 milliseconds.</p>

**Table 3-14**      **User Templates Phone Menu Page (continued)**

Field	Description
Wait for Additional Key Presses When Entering Multiple Digit Menu Options _____ Milliseconds	<p>Specify how long Cisco Unity Connection waits for additional key presses after the user has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu.</p> <p>For example, in the After Message menu for the Classic conversation, users can press 4 to reply to a message, 42 to reply to all, or 44 to call the user.</p> <p>This setting also applies when using ## to switch addressing modes.</p> <p>The range of valid entries is 250 to 5,000 milliseconds.</p> <p>Default setting: 1,500 milliseconds.</p>
Wait Between Words in Voice Commands	<p><i>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)</i> Specify how long Cisco Unity Connection waits for a user to say additional words before acting on the words already spoken. For example, a user might say “Play new messages,” pause for a moment, and then add, “from Harriet Smith.” In such cases, the value you enter here determines how long Connection waits for the user to finish speaking before playing new messages. The range of valid entries is 300 to 10,000 milliseconds.</p> <p>Default setting: 750 milliseconds.</p>
Voice Recognition Confirmation Confidence Threshold	<p><i>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)</i> Use this setting to adjust the likelihood that Cisco Unity Connection prompts the voice recognition user to confirm user intentions. For example, if users complain that the system mistakenly hears them say “cancel” or “hang up,” you can try increasing the value of this setting to prevent users from accidentally committing actions they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value.</p> <p>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.</p> <p>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.</p>
Voice Recognition Speech Sensitivity (0 to 100)	<p><i>(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)</i> Use this setting to compensate for potential background noise on a call.</p> <p>A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood.</p> <p>A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event.</p> <p>Default setting: 50.</p>

**Table 3-14**      **User Templates Phone Menu Page (continued)**

Field	Description
After Sign-In, Play	<p>Check the following check boxes to indicate what Cisco Unity Connection plays after a user signs in:</p> <ul style="list-style-type: none"> <li>• <b>User's Recorded Name</b>—Connection plays the recorded name of the user. Default setting: Check box not checked.</li> <li>• <b>Alternate Greeting Notification</b>—Connection notifies users when they have their alternate greeting turned on. Connection plays the notification immediately after users sign in by phone, and then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it. This check box controls only whether users are notified that their alternate greeting is enabled when they access Connection by phone; users are always notified when their alternate greeting is enabled in the Cisco Personal Communications Assistant (PCA), even when this check box is not checked. Default setting: Check box checked.</li> <li>• <b>User's New Messages Automatically</b>—Connection takes users directly to their new messages after they sign in; users do not hear message counts or the Main menu. However, if applicable, users hear about any of the following potential conditions before being taken to new messages: full mailbox warnings, broadcast messages, expired PIN notifications, and first time enrollment. Default setting: Check box checked.</li> </ul>
When Exiting the Conversation	<p>Select from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– <b>Hang Up</b>—Connection immediately terminates the call.</li> </ul> </li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator</li> <li>– Caller System Transfer</li> <li>– Greetings Administrator</li> <li>– Sign-In</li> <li>– User System Transfer</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the Connection user that you specify. Select one of the following options: <ul style="list-style-type: none"> <li>– Attempt Transfer</li> <li>– Go Directly to Greetings</li> </ul> </li> </ul>

**See Also**

- The “Conversation and Phone Menu Options in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Playback Message Settings

All of the playback message settings on this page—with the exception of the For Draft Messages, Play field—are applicable both to Cisco Unity Connection messages and to messages stored externally, depending on whether users are enabled to access email in third party message stores, and/or are enabled to use the single inbox feature.

For information on configuring Connection so that external messages are included in message counts, see the “Including External Messages in Message Counts” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

**Table 3-15**      **User Templates Playback Message Settings Page**

Field	Description
Message Volume	<p>Select the volume level at which Cisco Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone:</p> <ul style="list-style-type: none"> <li>Low</li> <li>Medium</li> <li>High</li> </ul> <p>Users can adjust the volume level in the Connection Messaging Assistant and may also be able to adjust the volume temporarily from their phones. (Users can use the Media Master to adjust the volume of messages that they play by using computer speakers.)</p> <p>Default setting: Medium.</p>
Message Speed	<p>Select the speed at which Cisco Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone:</p> <ul style="list-style-type: none"> <li>Slow</li> <li>Normal</li> <li>Fast</li> <li>Fastest</li> </ul> <p>Users can adjust the speed in the Connection Messaging Assistant.</p> <p>Users can use the Media Master to adjust the speed of messages that they play by using computer speakers.</p> <p>Default setting: Normal.</p>

**Table 3-15**      *User Templates Playback Message Settings Page (continued)*

Field	Description
For New Messages, Play	<p>Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new.</p> <ul style="list-style-type: none"> <li>• Total of All Message Count—When this check box is checked, Connection announces the total number of messages that are marked new, including voice, email, and fax messages.</li> <li>• Voice Message Count—When this check box is checked, Connection announces the total number of voice messages that are marked new.</li> <li>• Email Message Count—When this check box is checked, Connection announces the total number of email messages that are marked new.</li> <li>• Fax Message Count—When this check box is checked, Connection announces the total number of fax messages that are marked new.</li> <li>• Receipt Message Count—When this check box is checked, Connection announces the total number of receipts that are marked new.</li> </ul>
For Saved Messages, Play	Check the Saved Message Count check box to have Cisco Unity Connection announce the total number of messages that have been saved.
For Draft Messages, Play	<p>Check the Draft Message Count check box to have Cisco Unity Connection announce the number of messages that have been saved as drafts.</p> <p>If the When a Call Is Disconnected or the User Hangs Up setting on the Send Message Settings page is set to Save Message as Draft, Connection can automatically save a message as a draft in cases where a call is disconnected or the user hangs up while recording the message.</p> <p>The user can also choose to save messages as drafts while composing them if you check the Allow Users to Save Draft Messages check box on the Send Message Settings page.</p>
Before Playing Messages, Play	<p>Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users sign in to Connection by phone:</p> <ul style="list-style-type: none"> <li>• Press 1 to hear voice messages</li> <li>• Press 2 to hear emails</li> <li>• Press 3 to hear faxes</li> <li>• Press 4 to hear receipts</li> </ul> <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails only when the user is assigned to a class of service that has the Allow Access to Exchange Email by Using Text to Speech (TTS) field enabled, and plays faxes only when fax features are enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p>

**Table 3-15**      *User Templates Playback Message Settings Page (continued)*

Field	Description
New Message Play Order	<p>Indicate the order in which Cisco Unity Connection plays new messages to the user:</p> <ul style="list-style-type: none"> <li>Sort by Message Type—Select a message type, and then select the Up and Down arrows to reorder the list of message types. Connection plays messages in the order that you specify here.</li> </ul> <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails only when the user is assigned to a class of service that has the Allow Access to Exchange Email by Using Text to Speech (TTS) field enabled, and plays faxes only when fax features are enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p> <ul style="list-style-type: none"> <li>Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages.</li> </ul> <p>Note that except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>
Saved Message Play Order	<p>Indicate the order in which Cisco Unity Connection plays saved messages to the user.</p> <ul style="list-style-type: none"> <li>Sort by Message Type—Select a message type, and then select the Up and Down arrows to reorder the list of message types. Connection plays messages in the order that you specify here.</li> </ul> <p>Note that although the email and fax options are available in the Message Type Menu, Connection plays emails only when the user is assigned to a class of service that has the Allow Access to Exchange Email by Using Text to Speech (TTS) field enabled, and plays faxes only when fax features are enabled. For fax messages, Connection plays only the message properties (the sender, date, and time).</p> <ul style="list-style-type: none"> <li>Then By—Select Newest First or Oldest First.</li> </ul>
Deleted Message Play Order	<p>Select Newest First or Oldest First to specify the message order for deleted messages.</p> <p><b>Note</b> Except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>

**Table 3-15** *User Templates Playback Message Settings Page (continued)*

Field	Description
Before Playing Each Message, Play	<p>Check the following check boxes, as applicable:</p> <ul style="list-style-type: none"> <li>• <b>Sender's Information</b>—Check this check box so that Cisco Unity Connection plays caller information about a message sender before playing the message. The information played depends on how Connection is set up.  By default, Connection plays the following information when the Sender's Information check box is checked: <ul style="list-style-type: none"> <li>– For messages left by an identified user, Connection plays the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead.</li> <li>– For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information before playing the message.</li> </ul> </li> <li>• <b>Include Extension</b>—Use in conjunction with the Sender's Information check box. Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name, before playing the message.</li> <li>• <b>Message Number</b>—Check this check box to have Connection announce the sequential number of a message ("Message one...") before playing the message.</li> <li>• <b>Time the Message Was Sent</b>—Check this check box to have Connection announce the time that the message was recorded by the caller.</li> <li>• <b>Sender's ANI</b>—For messages left by an unidentified caller, check this check box to have Connection provide the phone number (ANI or caller ID) information before playing the message.</li> <li>• <b>Message Duration</b>—Check this check box to have Connection announce the message duration as part of the message header. Forwarded messages include the duration of any recorded introductions as well as the original voice message.</li> </ul>
While Playing Each Message	<p>Set the following, as applicable:</p> <ul style="list-style-type: none"> <li>• <b>Fast Forward Message by ____ Milliseconds</b>—Specify the amount of time that Connection skips ahead when users fast-forward while listening to messages.  Note that Connection does not skip ahead in a message based on speed-adjusted increments. Regardless of whether message playback speed is set to slow, normal, fast, or fastest, skipping ahead in each case jumps to the same point in the message.  Default Setting: 5 seconds.</li> <li>• <b>Rewind Message by ____ Milliseconds</b>—Specify the amount of time that Connection skips back when users rewind while listening to messages.  Note that Connection does not skip back in a message based on speed-adjusted increments. Regardless of whether message playback speed is set to slow, normal, fast, or fastest, skipping back in each case jumps to the same point in the message.  Default Setting: 5 seconds.</li> </ul>



**Table 3-15**      *User Templates Playback Message Settings Page (continued)*

Field	Description
When Disconnected or User Hangs Up During Message Playback	<p>Set the following, as applicable:</p> <ul style="list-style-type: none"> <li>• <b>Create a Message Bookmark</b>—Check this check box if you want Cisco Unity Connection to create a message bookmark when the call is disconnected or the user hangs up while listening to a message. A message bookmark allows the user to call back into Connection within a specified period of time and resume listening to the message.</li> </ul> <p>Connection creates a message bookmark when the call disconnects 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 &lt;name of user&gt;.”).</p> <p>Default setting: Check box not checked.</p> <ul style="list-style-type: none"> <li>• <b>Mark a New Message</b>—Indicate whether you want Cisco Unity Connection to leave messages marked as new or mark them as saved (read) if users access the message body and then hang up or are disconnected before indicating how to manage the message. (Connection also retains the message as is unless users indicate otherwise after they reply to or forward a message, call the user, transfer to the operator or another extension, and so on.)</li> </ul> <p>Default setting: Mark Message New.</p> <p><b>Note</b> If you check the Create a Message Bookmark check box, we recommend that you set new messages to be marked as new when a call is disconnected during message playback. If new messages are set to be marked as saved on disconnect, the message bookmark will be created for the next new message and not the message that the user was listening to when disconnected.</p>

**Table 3-15**      **User Templates Playback Message Settings Page (continued)**

Field	Description
After Playing Each Message, Play	<p>Check the following check boxes, as applicable:</p> <p>Sender's Information—Check this check box so that Connection plays caller information about a message sender after playing the message. The information played depends on how Connection is set up. (Connection 8.6(1) and later only)</p> <p>For messages left by an identified user, Connection plays the recorded name of the user. If the user does not have a recorded name, Connection plays TTS display name and the primary extension associated with the user instead. If the user does not have display name, Connection plays the primary extension.</p> <p>For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information after playing the message.</p> <p>Default Setting: Check box not checked.</p> <p>Include Extension—Use in conjunction with the Sender's Information check box. Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name, after playing the message. (Connection 8.6(1) and later only)</p> <p>Default Setting: Check box not checked.</p> <p>Sender's ANI—Use in conjunction with Sender's Information check box. For messages left by an unidentified caller, check this check box to have Connection provide the phone number (ANI or caller ID) information after playing the message. (Connection 8.6(1) and later only)</p> <p>Default Setting: Check box not checked.</p> <p>Message Number—Check this check box to have Connection announce the sequential number of a message ("Message one...") after playing the message. (Connection 8.6(1) and later only)</p> <p>Default Setting: Check box not checked.</p> <p>Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller.</p> <p>Default Setting: Check box checked</p> <p>Message Duration—Check this check box to have Connection announce the message duration as part of the message footer. Forwarded messages include the duration of any recorded introductions as well as the original voice message. (Connection 8.6(1) and later only)</p> <p>Default Setting: Check box not checked.</p>
After Playing the After Message Menu (Connection 8.6(1) and later only)	<p>Check the Automatically Advance to the Next Message check box to set Connection to automatically move to the next message in the message stack without requiring user to perform any action in the After Message Menu options, such as Save or Delete.</p> <p>Default setting: Check box is not checked.</p>
When Deleting a Message	<p>Check the Confirm Deletions of New and Saved Messages check box to have Cisco Unity Connection ask users to confirm their choice when they delete new and saved messages by phone. Consider checking this check box if users do not have access to deleted messages.</p> <p>Default setting: Check box not checked.</p>

See Also

## User Templates Send Message Settings

**Table 3-16**      *User Templates Send Message Settings Page*

Field	Description
User Can Send Broadcast Messages to Users on This Server	<p>Check this check box to allow users to send broadcast messages to all users on the local Cisco Unity Connection server.</p> <p>Default setting: Check box not checked.</p>
User Can Update Broadcast Messages Stored on This Server	<p>Check this check box to allow users to edit broadcast messages. By checking this check box, you also enable users to send broadcast messages to all users on the local Cisco Unity Connection server.</p> <p>Default setting: Check box not checked.</p>
Enter a Recipient By	<p>Select how the conversation prompts users to address messages to other users:</p> <ul style="list-style-type: none"> <li>• Spelling the Last Name Then First Name</li> <li>• Entering the Extension</li> <li>• Spelling the First Name Then Last Name</li> </ul> <p><b>Note</b> Addressing by name requires lettered keypads on user phones.</p> <p>This setting does not apply when using the voice-recognition conversation.</p> <p>Regardless of the option you select here, as users address a message by phone, they can switch between addressing by name and addressing by extension by pressing the # key twice. However, when the Disable Spelled Name Searches check box is checked on the System Settings &gt; Advanced &gt; Conversations page, users can address messages by phone only by entering user extensions.</p>
Confirm Recipient by Name	<p>Enable this option if you want users to hear a confirmation of a selected name when addressing users. By default, Cisco Unity Connection does not confirm by repeating the name of a user that was just selected from a list.</p> <p>You might want to enable this option when users address by ID rather than by spelling the name.</p> <p><b>Note</b> Users always hear a confirmation when using the voice-recognition conversation.</p> <p>Default setting: Check box not checked.</p>

Table 3-16 User Templates Send Message Settings Page (continued)

Field	Description
Continue Adding Names After Each Recipient	<p>Enable this option so that Cisco Unity Connection asks users to continue adding names after each recipient when sending and forwarding messages to multiple recipients.</p> <p>By default, when users address messages by phone, Connection allows them to add a single recipient and then prompts them to indicate what they want to do next with a key press (for example, “To add another recipient, press 1. For message options, press 3. To record, press #.”). Users who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. By enabling this option, you can significantly streamline the addressing process for users who frequently send and forward messages to multiple recipients.</p> <p><b>Note</b> Users are always prompted to continue adding names when using the voice-recognition conversation.</p> <p>Default setting: Check box not checked.</p>
Automatically Add Recipients to Addressing Priority List	<p>Check this check box to have Cisco Unity Connection automatically add message recipients to a weighted list of names the first time that the user addresses to them, and then adjust the weight of names based on subsequent usage.</p> <p>When the user addresses messages by spelling part of a name, if there are multiple matching names, Connection presents the matches that appear in the addressing priority list first, sorted by weight. When the user addresses messages by using voice commands, Connection uses the weight of a name in the addressing priority list to increase the likelihood that the speech recognition engine selects the name as a match if it is phonetically similar to the name spoken by the user.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Save Draft Messages	<p>Check this check box to allow the user to choose whether to save a message as a draft during message composition.</p> <p>When a message has been saved as a draft, a voice-recognition user can access the draft message in order to complete and send it by saying “Draft messages” from the main menu. In order for touchtone conversation users to access their draft messages, you must use the Custom Keypad Mapping tool to assign a key to the Edit Draft Messages option in a custom conversation and assign the users to the custom conversation.</p> <p>You can configure the number of days that messages are retained in user draft message folders by changing the value of the Draft Messages: Retention Period (in Days) setting on the System Settings &gt; Advanced &gt; Conversations page. If a draft message is not accessed and modified by the user during that time period, it is automatically deleted.</p>
Retain Urgency Flag When Forwarding or Replying to Messages	<p>Check this check box to have Cisco Unity Connection retain the urgency flag when users forward or reply to urgent messages by using the phone interface.</p> <p>(Connection 8.5 and later only) This setting does not apply to messages sent by using the Connection Web Inbox, an IMAP email client, or ViewMail.</p> <p>(Connection 8.0 only) This setting does not apply to messages sent by using the Connection Messaging Inbox, an IMAP email client, or ViewMail.</p> <p>Default setting: Check box not checked.</p>

**Table 3-16**      **User Templates Send Message Settings Page (continued)**

Field	Description
When a Call Is Disconnected or the User Hangs Up	<p>Indicate whether you want Cisco Unity Connection to send or discard messages when calls are disconnected while users are in the process of sending, replying to, or forwarding a message.</p> <p>Calls can be intentionally or unintentionally disconnected when a user hangs up or a mobile phone loses its charge or signal, and so on. By default, Connection sends the message if the call is disconnected in the following circumstances:</p> <ul style="list-style-type: none"> <li>• When a user is replying to or sending a message—As long as the message has at least one recipient and the recording is more than one second (1,000 milliseconds) in length. This means that Connection sends the message even though the user may not have finished recording or addressing the message.</li> <li>• When a user is forwarding a message—As long as the message has at least one recipient. This means that Connection sends the message even though the user may not have recorded an introduction or completely addressed the message.</li> </ul> <p>When Discard Message is selected, Connection does not send a message unless users have pressed # to confirm that they are ready to send the message. If the call is disconnected before a user has a chance to send the message, Connection deletes the message rather than sending it.</p> <p>When Save Message as Draft is selected, Connection saves the message to the drafts folder. When a message has been saved as a draft, a voice-recognition user can access the draft message in order to complete and send it by saying “Draft messages” from the main menu. In order for touchtone conversation users to access their draft messages, you must use the Custom Keypad Mapping tool to assign a key to the Edit Draft Messages option in a custom conversation, and also assign the users to the custom conversation.</p> <p>You can configure the number of days that messages are retained in user draft message folders by changing the value of the Draft Messages: Retention Period (in Days) setting on the System Settings &gt; Advanced &gt; Conversations page. If a draft message is not accessed and modified by the user during the specified time period, it is automatically deleted.</p> <p>Default setting: Send Message.</p>

**See Also**

- The “Message Addressing and Sending Options in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

# User Templates Greetings

**Table 3-17**      *User Templates Greeting Page*

Field	Description
Enabled	Check this check box and select Save to enable a greeting indefinitely.  When a greeting is enabled, Cisco Unity Connection plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.
Greeting	(Display only) The name of the greeting. Select the Greeting name to go to the specific page for that greeting.
End Date	(Display only) Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	(Display only) Indicates the type of recording that callers hear when the greeting plays: <ul style="list-style-type: none"> <li>Blank—Callers hear nothing.</li> <li>Recording—Callers hear a personally recorded greeting.</li> <li>System—Callers hear the System Default Greeting.</li> </ul>

## See Also

- The “Greetings in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

# User Templates Edit Greeting

**Table 3-18**      *User Templates Edit Greeting Page*

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: <ul style="list-style-type: none"> <li>Disabled—The applicable greeting is not in effect.</li> <li>Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it.</li> <li>Enabled Until—Cisco Unity Connection plays the applicable greeting until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.</li> </ul>

**Table 3-18**      *User Templates Edit Greeting Page (continued)*

Field	Description
Callers Hear	<p>Indicate the source for the selected greeting:</p> <ul style="list-style-type: none"> <li>System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, &lt;user name&gt; is not available”). If the user does not have a recorded name, Connection plays the user extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting.</li> </ul> <p><b>Note</b>    Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>My Personal Recording—Select to use the personal recording of the user.</li> <li>Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.</li> </ul>
Play the “Record Your Message at the Tone” Prompt	<p>Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message.</p> <p>Default setting: Check box checked.</p>
During Greeting	<p>Indicate the actions that Cisco Unity Connection performs during the greeting:</p> <ul style="list-style-type: none"> <li>Ignore Caller Input—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.</li> <li>Allow Transfers to Numbers Not Associated with Users or Call Handlers—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Connection attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked.</li> <li>Times to Re-Prompt Caller—Enter the number of times Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits Send To field. Default setting: Zero.</li> <li>Delay Between Re-Prompts—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.</li> </ul>

**Table 3-18**      *User Templates Edit Greeting Page (continued)*

Field	Description
After Greeting	<p>Indicate the action that Cisco Unity Connection performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. <ul style="list-style-type: none"> <li>– <b>Hang Up</b>—Connection immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Restart Greeting</b>—Connection replays the greeting. This option is typically used for the error greeting.</li> <li>– <b>Route from Next Call Routing Rule</b>—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– <b>Take Message</b>—Connection records a message from the caller. The greeting should indicate that a message will be recorded.</li> </ul> </li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>



**Table 3-18**      **User Templates Edit Greeting Page (continued)**

Field	Description
Caller Options	<p>(Applicable only to Alternate greetings) Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes:</p> <ul style="list-style-type: none"> <li>• Transfer Callers to Greeting Without Ringing User's Phone</li> </ul> <p><b>Note</b> This setting is applicable only when calls are transferred from the automated attendant or a directory handler to the user extension; the setting does not apply when an unidentified caller or another user dials a user extension directly.</p> <ul style="list-style-type: none"> <li>• Prevent Callers from Skipping the User's Greeting</li> <li>• Prevent Callers from Leaving Messages</li> </ul> <p>Note that caller options do not apply when other Connection users send messages by using the Connection conversation ("Press 2 to send a message") or by using another Connection client application.</p>
Recording	<p>If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages. The Recorded Languages field displays each language in which the greeting has been recorded. (This field appears only when editing an individual user account or user template; it is not applicable to Bulk Edit operations.)</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. You can set the language via the Language That Callers Hear setting on the Edit Message Settings page for the user. When the Inherit Language from Caller option is selected for this setting, Connection determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the user greeting, the greeting that corresponds to the system default language is played.)</p>

**See Also**

- The "Greetings in Cisco Unity Connection 9.x" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).
- The "Setting Up System Transfers in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

# User Template Post Greeting Recording Settings

**Table 3-19** User Template Post Greeting Recording Settings Page (Cisco Unity Connection 8.0(2) and Later Only)

Field	Description
Play Post Greeting Recording	<p>Indicate whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user or call handler. You can also indicate whether all callers hear the recording or only unidentified callers:</p> <ul style="list-style-type: none"> <li>Do Not Play Recording—Select this setting to disable the feature. Before they leave a message, callers hear only the user or call handler greeting.</li> <li>Play Recording to All Callers—Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.</li> <li>Play Recording Only to Unidentified Callers—Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post-greeting recording.</li> </ul> <p>Default setting: Do Not Play Recording.</p>
Play Post Greeting Recording Selection	<p>Select the name of the post-greeting recording that plays after the greeting for this user or call handler. Note that this setting is ignored when the Do Not Play Recording option is selected.</p>

## User Templates Notification Devices

**Table 3-20** User Templates Notification Devices Page

Field	Description
Delete Selected	To delete a notification device, check the check box to the left of the display name, and select Delete Selected. You can delete multiple notification devices at once.
Status	<i>(Display only)</i> If the Enabled check box on the Edit Notification Device page is checked for a notification device, the value of this column is Enabled. If the check box is not checked, the value is Disabled.
Display Name	<p>The name of the notification device.</p> <p>Select the Display Name to go to the specific page for the notification device.</p>
Type	<i>(Display only)</i> This column displays the value of the Notification Device Type list that was selected when the notification device was created. The type cannot be changed.
Destination	<i>(Display only)</i> For phones and pagers, this column displays the value of the Phone Number field on the Edit Notification Device page. For HTML, SMTP, and SMS devices, this column displays the value of the <b>To</b> field.
Phone System	<i>(Display only)</i> For phones and pagers, this column displays the value of the Phone System field on the Edit Notification Device page. For HTML, SMTP, and SMS devices, this column is blank.

See Also

## User Templates New Notification Device

Revised February 13th, 2013

**Table 3-21**      *User Template New Notification Device Page*

Field	Description
Notification Device Type	<p>Select a type of notification device from the list having the following options:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Pager</li> <li>• SMTP</li> <li>• HTML</li> </ul>
Display Name	Enter a descriptive name for the notification device.
Phone Number	<p><i>(Applicable only to phone and pager notification devices.)</i> Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> <li>• , (comma) to insert a one-second pause.</li> <li>• # and * to correspond to the # and * keys on the phone.</li> <li>• + for country-to-country calling</li> </ul> <p>Users can change this number by phone.</p>
Extra Digits	<p><i>(Applicable only to phone and pager notification devices.)</i> Enter any extra digits that Cisco Unity Connection dials after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.</p> <p>For example, the extra digits could be used to include a callback number when sending notifications to numeric pager devices. Extra digits can also be used to reach an extension, where the notification is configured to dial a public 800 access number and the extra digits would be sent at the opening greeting in order to reach the target extension.</p>
Duration to Wait Before Dialing Extra Digits	<p><i>(Applicable only to phone and pager notification devices.)</i> Cisco Unity Connection can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable (for example, when phone lines are noisy or when ringing patterns are unusual).</p>
Rings to Wait	<p><i>(Applicable only to phone and pager notification devices.)</i> Enter the number of times that Cisco Unity Connection allows the user phone to ring before ending the attempt. The setting must be at least 3 rings. Enter a higher number to give a user more time to get to the phone.</p> <p>Default setting: 4 rings.</p>
Busy Retry Limit	<p><i>(Applicable only to phone and pager notification devices.)</i> Indicates the number of times that Cisco Unity Connection tries to reach a user number that is busy. Select a higher number to reach someone who uses the phone frequently.</p> <p>Default setting: 4 times.</p>

**Table 3-21**      **User Template New Notification Device Page (continued)**

Field	Description
Busy Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user number that is busy. Select a higher number to reach someone who has long phone conversations.</p> <p>Default setting: 5 minutes.</p>
RNA Retry Limit	<p>(Applicable only to phone and pager notification devices.) Indicates the number of times that Cisco Unity Connection tries to reach a user who does not answer the phone. Select a higher number to reach someone who steps away from the phone briefly. Select a lower number to avoid disturbing others.</p> <p>Default setting: 4 times.</p>
RNA Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user who does not answer the phone. Select a higher number to reach a user who is away from the phone for long periods of time.</p> <p>Default setting: 15 minutes.</p>
Retries After Successful Attempt	<p>(Applicable only to pager notification devices.) Indicates the number of times that Cisco Unity Connection calls the pager device after the first successful call to the device while the message that triggered the notification is still marked new. Use this setting in conjunction with the Retry Interval After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>If set to a value greater than 0 (zero), Connection makes periodic calls based on the Retry Interval After Successful Attempt until the user checks the message or the retry limit is reached. For example, if Retries After Successful Attempt is set to 2 and Retry Interval After Successful Attempt is set to 15, and the user receives a new message at noon, Connection will call the pager device at noon. If that call is answered, but the user does not check the message before 12:15 pm, Connection calls the pager device again at 12:15 pm. If the user does not check the message before 12:30 pm, Connection calls the pager device a second time at 12:30 pm.</p> <p><b>Note</b> This setting generates a series of notifications that is separate from the series that is generated if you enable the Repeat Notification If There Are Still New Messages setting on the Edit Notification Device page. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Enter a value between 0 and 100. A value of 0 (zero) means that Connection does not retry the notification after the first successful call to the pager.</p> <p>Default setting: 0.</p>
Retry Interval After Successful Attempt	<p>(Applicable only to pager notification devices.) Indicates the interval at which Cisco Unity Connection retries calling the pager device after the first successful call to the device if Retries After Successful Attempt is set to a value greater than 0 (zero) and the user has not yet checked the message. Use this setting in conjunction with the Retries After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>Enter a value between 0 and 100 minutes. A value of 0 (zero) means that Connection makes additional retries as soon as a port is available to dial the device.</p> <p>Default setting: 1 minute.</p>

**Table 3-21**      **User Template New Notification Device Page (continued)**

Field	Description
Phone System	( <i>Applicable to phone and pager notification devices only.</i> ) Select the phone system that the notification device uses.
Prompt for User ID on Notifications	<p>(<i>Applicable only to phone notification devices.</i>) Indicate whether Cisco Unity Connection should prompt the user to enter a user ID. The user is always asked for a PIN. Users may prefer not to enter a user ID in order to shorten the time that it takes to sign in.</p> <p><b>Note</b>    Use this setting with caution and only if the phone is never answered by anyone other than the user.</p>
SMPP Provider	( <i>Applicable only to SMS notification devices.</i> ) Select the applicable SMPP provider.
To	<p>(<i>Applicable only to SMTP and SMS notification devices.</i>) Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices:</p> <ul style="list-style-type: none"> <li>• For SMTP text message notifications, enter the email address of the user text pager, text-compatible mobile phone, or another email account (such as a home email address).</li> <li>• For SMS (SMPP) text message notifications, enter the phone number of the SMS-compatible device. 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.</li> </ul> <p>Up to 128 characters can be entered in this field.</p>
From	<p>(<i>Applicable only to SMTP and SMS notification devices.</i>) For text-compatible mobile phones or pagers, enter the phone number that the user calls to check messages, or enter alphanumeric text (as applicable) in this field. The From phone number appears in the last line of any SMTP notification. A user can press the Return Call button on many text-compatible mobile phones to dial the phone number. The mobile phone must support automatic callback in order to use this feature.</p> <p>For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:</p> <ul style="list-style-type: none"> <li>• If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity Connection server.</li> <li>• 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.</li> </ul> <p><b>Note</b>    Consider that some SMPP Providers replace the number that you enter in the From 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 Message Text field.</p> <p>Up to 40 characters can be entered in this field.</p>
Message Header	( <i>Applicable only to SMTP notification devices.</i> ) Enter any text you want Connection to put into the header of the notification message. For example, you might enter a legal disclaimer that you want to be sent with every notification message.

**Table 3-21** User Template New Notification Device Page (continued)


Field	Description
Message Text	<p>(Applicable only to SMTP and SMS notification devices.) Enter the text message that the user wants to receive in a text notification. For example, you might enter “Urgent message for Technical Support” for a user who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends the text you enter here.</p> <p><b>Note</b> To include a call back number, try entering the number that the user calls to check messages within the message text (for example, enter the number in this format: tel:2065551212).</p> <p>Up to 160 characters can be entered in this field. (For SMS devices, depending on the character set you configure Connection to use, it is possible that messages that are shorter than 160 characters may be truncated.)</p>
Message Footer	(Applicable only to SMTP notification devices.) Enter any text you want Connection to put into the footer of the notification message. For example, you might enter a legal disclaimer that you want to be sent with every notification message.
Include Message Information in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, email, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
Include Message Count in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box if you want the notification to include a count of the number of new messages in the mailbox.
Include a Link to Full Inbox in Message Text	(Applicable only to SMTP notification devices.) Check this check box if you want the notification to include a link to the Cisco Unity Connection Web Inbox in the text string that is sent to the SMTP notification device.
To	<p>(Applicable only to HTML notification devices.) Enter the email address of the user.</p> <p><b>Note</b> You can add multiple email addresses that are separated by a comma.</p>
Select HTML Template	(Applicable only to HTML notification devices.) Select a default or a customized template.
Outdial Number	(Applicable only to HTML notification devices.) Enter the phone number that the user will use to check the voice messages using telephone record and playback functionality. The number entered here can be E.164 compliant. For more information on the restriction rules, see the <a href="#">“Managing Restriction Tables in Cisco Unity Connection 9.x”</a> chapter of the <i>System Administration Guide for Cisco Unity Connection</i> .
Disable Outdial Number From Cisco PCA	(Applicable only to HTML notification devices.) Check this check box to disallow the users to change the outdial number from the Cisco Personal Communications Assistant (PCA) and the Connection Mini Web Inbox.
Disable HTML Template selection from Cisco PCA	(Applicable only to HTML notification devices.) Check this checkbox to disallow the users to change the HTML template assignment from the Cisco Personal Communications Assistant (PCA). In this case, administrator can assign a template for a user, thereby, restricting user to change the template from Cisco PCA.

**See Also**

- The “Notification Devices in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## User Templates Edit Notification Device

**Table 3-22**      *User Templates Edit Notification Device Page*

Field	Description
Enabled	<p>Check this check box to enable the notification device.</p>  <p><b>Note</b> This setting will get overridden if a user selects different settings using Cisco PCA.</p>
Display Name	Enter a descriptive name for the notification device.
Delay Before First Notification Attempt	<p>Specify the delay (in minutes) from the time a message is received until the notification triggers if the message matches the criteria selected in the Notification Rule Events field. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place until the schedule becomes active again (as long as the message is still new).</p> <p>Enter a value between 0 and 120 minutes.</p> <p>Default setting: 0 minutes.</p>
Repeat Notification If There Are Still New Messages	<p>Check this check box so that Cisco Unity Connection repeats notifications to a user as long as the user has one or more new messages. When you check this check box, you also enter a notification interval in the Notification Repeat Interval field. If additional new messages come in during the interval, Connection combines notification for these messages with the original notification and sends a single notification at the end of the interval (provided there are still new messages in the user mailbox at this time). Use this setting if users want to receive a single “batch” notification for all new messages that repeats periodically until they check their messages.</p> <p><b>Note</b> For pager notification devices, this setting generates a series of notifications that is separate from the series that is generated if you set the Retries After Successful Attempt setting to a non-zero value. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Default setting: Check box not checked.</p>

**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
Notification Repeat Interval	<p>Use this setting in conjunction with the Repeat Notification if There Are Still New Messages check box. Specify the interval (in minutes) at which Cisco Unity Connection repeats a notification after the initial notification is sent, and continues sending notifications at the specified interval. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection notifies the user of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., and so on. The notification schedule is effective for as long as the user has one or more new messages.</p> <p>The range for the Notification Repeat Interval is 0 to 60 minutes.</p> <p><b>Note</b>    A Notification Repeat Interval of 0 minutes disables repeat notification.</p> <p>Default setting: 0 minutes.</p>
On Notification Failure	<p><i>(Applicable only to phone, pager, and SMS notification devices.)</i> Message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. When configuring Cisco Unity Connection to send notification to another device when notification to the first (or previous) device fails, note the following:</p> <ul style="list-style-type: none"> <li>• For On Notification Failure, select Send To, and select the device that you want Connection to notify next if notification to this device fails. This applies to the first notification device and all others in the chain except the last.</li> <li>• For the second device and all subsequent devices in the chain, uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for this device starts immediately and does not wait for the notification failure of the previous device. Your notifications do not chain, they all trigger at once.</li> <li>• Do not configure SMTP devices for chaining message notification, except as the last device in the chain; Connection does not detect notification failure for SMTP devices.</li> </ul>



**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
Event Type	<p>Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received.</p> <ul style="list-style-type: none"> <li>• All Messages—Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages. Check the Urgent Only check box to have Connection send the notification only if the new message is marked urgent.</li> <li>• Dispatch Messages—Connection sends a notification to this device when any new message is received that is marked as a dispatch message. Check the Urgent Only check box to have Connection send the notification only if the new dispatch message is also marked urgent.</li> <li>• All Voice Messages—Connection sends a notification to this device when any new voice message is received (including dispatch messages). Check the Urgent Only check box to have Connection send the notification only if the new voice message is marked urgent.</li> <li>• Fax Messages—Connection sends a notification to this device when any new fax message is received. Check the Urgent Only check box to have Connection send the notification only if the new fax message is marked urgent.</li> <li>• Calendar Appointments (<i>Applicable only to SMTP and SMS notification devices</i>)—Connection sends a notification to this device for an upcoming Outlook appointment.</li> <li>• Calendar Meetings (<i>Applicable only to SMTP and SMS notification devices</i>)—Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.</li> </ul>
Phone Number	<p>(<i>Applicable only to phone and pager notification devices.</i>) Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> <li>• , (comma) to insert a one-second pause.</li> <li>• # and * to correspond to the # and * keys on the phone.</li> <li>• + for country-to-country calling</li> </ul> <p>Users can change this number by phone.</p>
Extra Digits	<p>(<i>Applicable only to phone and pager notification devices.</i>) Enter any extra digits that Cisco Unity Connection dials after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.</p> <p>For example, the extra digits could be used to include a callback number when sending notifications to numeric pager devices. Extra digits can also be used to reach an extension, where the notification is configured to dial a public 800 access number and the extra digits would be sent at the opening greeting in order to reach the target extension.</p>
Duration to Wait Before Dialing Extra Digits	<p>(<i>Applicable only to phone and pager notification devices.</i>) Cisco Unity Connection can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable (for example, when phone lines are noisy or when ringing patterns are unusual).</p>
Rings to Wait	<p>(<i>Applicable only to phone and pager notification devices.</i>) Enter the number of times that Cisco Unity Connection allows the user phone to ring before ending the attempt. The setting must be at least 3 rings. Enter a higher number to give a user more time to get to the phone.</p> <p>Default setting: 4 rings.</p>

**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
Busy Retry Limit	<p>(Applicable only to phone and pager notification devices.) Indicates the number of times that Cisco Unity Connection tries to reach a user number that is busy. Select a higher number to reach someone who uses the phone frequently.</p> <p>Default setting: 4 times.</p>
Busy Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user number that is busy. Select a higher number to reach someone who has long phone conversations.</p> <p>Default setting: 5 minutes.</p>
RNA Retry Limit	<p>(Applicable only to phone and pager notification devices.) Indicates the number of times that Cisco Unity Connection tries to reach a user who does not answer the phone. Select a higher number to reach someone who steps away from the phone briefly. Select a lower number to avoid disturbing others.</p> <p>Default setting: 4 times.</p>
RNA Retry Interval	<p>(Applicable only to phone and pager notification devices.) Indicates the number of minutes that Cisco Unity Connection waits between attempts to reach a user who does not answer the phone. Select a higher number to reach a user who is away from the phone for long periods of time.</p> <p>Default setting: 15 minutes.</p>
Retries After Successful Attempt	<p>(Applicable only to pager notification devices.) Indicates the number of times that Cisco Unity Connection calls the pager device after the first successful call to the device while the message that triggered the notification is still marked new. Use this setting in conjunction with the Retry Interval After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>If set to a value greater than 0 (zero), Connection makes periodic calls based on the Retry Interval After Successful Attempt until the user checks the message or the retry limit is reached. For example, if Retries After Successful Attempt is set to 2 and Retry Interval After Successful Attempt is set to 15, and the user receives a new message at noon, Connection will call the pager device at noon. If that call is answered, but the user does not check the message before 12:15 pm, Connection calls the pager device again at 12:15 pm. If the user does not check the message before 12:30 pm, Connection calls the pager device a second time at 12:30 pm.</p> <p><b>Note</b> This setting generates a series of notifications that is separate from the series that is generated if you enable the Repeat Notification If There Are Still New Messages setting. To avoid confusing the user with multiple repeating notifications, we recommend that you use either the Retries After Successful Attempt setting or the Repeat Notification If There Are Still New Messages setting, but not both.</p> <p>Enter a value between 0 and 100. A value of 0 (zero) means that Connection does not retry the notification after the first successful call to the pager.</p> <p>Default setting: 0.</p>

**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
Retry Interval After Successful Attempt	<p>(<i>Applicable only to pager notification devices.</i>) Indicates the interval at which Cisco Unity Connection retries calling the pager device after the first successful call to the device if Retries After Successful Attempt is set to a value greater than 0 (zero) and the user has not yet checked the message. Use this setting in conjunction with the Retries After Successful Attempt setting if users need additional reminders of new messages, or if users sometimes do not receive notifications even though the first call to the pager is successful.</p> <p>Enter a value between 0 and 100 minutes. A value of 0 (zero) means that Connection makes additional retries as soon as a port is available to dial the device.</p> <p>Default setting: 1 minute.</p>
Phone System	<p>(<i>Applicable to phone and pager notification devices only.</i>) Select the phone system that the notification device uses.</p>
Prompt for User ID on Notifications	<p>(<i>Applicable only to phone notification devices.</i>) Indicate whether Cisco Unity Connection should prompt the user to enter a user ID. The user is always asked for a PIN. Users may prefer not to enter a user ID in order to shorten the time that it takes to sign in.</p> <p><b>Note</b>    Use this setting with caution and only if the phone is never answered by anyone other than the user.</p>
SMPP Provider	<p>(<i>Applicable only to SMS notification devices.</i>) Select the applicable SMPP provider.</p>
To	<p>(<i>Applicable only to SMTP and SMS notification devices.</i>) Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices:</p> <ul style="list-style-type: none"> <li>• For SMTP text message notifications, enter the email address of the user text pager, text-compatible mobile phone, or another email account (such as a home email address).</li> <li>• For SMS (SMPP) text message notifications, enter the phone number of the SMS-compatible device. 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.</li> </ul> <p>Up to 128 characters can be entered in this field.</p>

**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
From	<p>(Applicable only to SMTP and SMS notification devices.) For text-compatible mobile phones or pagers, enter the phone number that the user calls to check messages, or enter alphanumeric text (as applicable) in this field. The From phone number appears in the last line of any SMTP notification. A user can press the Return Call button on many text-compatible mobile phones to dial the phone number. The mobile phone must support automatic callback in order to use this feature.</p> <p>For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:</p> <ul style="list-style-type: none"> <li>• If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity Connection server.</li> <li>• 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.</li> </ul> <p><b>Note</b> Consider that some SMPP Providers replace the number that you enter in the From 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 Message Text field.</p> <p>Up to 40 characters can be entered in this field.</p>
Message Header	<p>(Applicable only to SMTP notification devices.) Enter text that Cisco Unity Connection will place in the header of the notification message. For example, you might enter a legal disclaimer to be sent with every notification message.</p>
Message Text	<p>(Applicable only to SMTP and SMS notification devices.) Enter the text message that the user wants to receive in a text notification. For example, you might enter “Urgent message for Technical Support” for a user who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends the text you enter here.</p> <p><b>Note</b> To include a call back number, try entering the number that the user calls to check messages within the message text (for example, enter the number in this format: tel:2065551212).</p> <p>Up to 160 characters can be entered in this field. (For SMS devices, depending on the character set you configure Connection to use, it is possible that messages that are shorter than 160 characters may be truncated.)</p>
Message Footer	<p>(Applicable only to SMTP notification devices.) Enter text that Cisco Unity Connection will place in the footer of the notification message. For example, you might enter a legal disclaimer to be sent with every notification message.</p>
Include Message Information in Message Text	<p>(Applicable only to SMTP and SMS notification devices.) Check this check box to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, email, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.</p>

**Table 3-22**      **User Templates Edit Notification Device Page (continued)**

Field	Description
Include Message Count in Message Text	(Applicable only to SMTP and SMS notification devices.) Check this check box if you want the notification to include a count of the number of new messages in the mailbox.
Include a Link to Full Inbox in Message Text	(Applicable only to SMTP notification devices.) Check this check box if you want the notification to include a link to the Cisco Unity Connection Web Inbox in the text string that is sent to the SMTP notification device.
Urgent Only	(Applicable only to HTML notification devices.) Check this check box to enable Connection to send the notification only when the new voice message is marked urgent.
To	(Applicable only to HTML notification devices.) Enter the email address of the user. <b>Note</b> You can add multiple email addresses that are separated by a comma.
Select HTML Template	(Applicable only to HTML notification devices.) Select a default or a customized template.
Outdial Number	(Applicable only to HTML notification devices.) Enter the phone number that the user will use to check the voice messages using the telephone record and playback functionality. The number entered here can be of E.164 compliant. For more information on the restriction rules, see the “ <a href="#">Managing Restriction Tables in Cisco Unity Connection 9.x</a> ” chapter of the <i>System Administration Guide for Cisco Unity Connection</i> .
Disable Outdial Number From Cisco PCA	(Applicable only to HTML notification devices.) Check this checkbox to disallow the users to change the outdial number from the Cisco Personal Communications Assistant (PCA) and the Connection Mini Web Inbox.
Disable HTML Template selection from Cisco PCA	(Applicable only to HTML notification devices.) Check this checkbox to disallow the users to change the HTML template assignment from Cisco Personal Communications Assistant (PCA). In this case, the administrator can assign a template for a user, thereby, restricting user to change the template from Cisco PCA.
Bulk Edit Task Scheduling	(Applicable only to Bulk Edit operations.) To immediately run a bulk edit operation, select <b>Run Now</b> . To schedule a bulk edit operation for a later date and/or time, select <b>Run Later</b> , and set the applicable date and time in the adjacent fields.

**Note**

If a user is updating a phone number via telephone user interface(TUI), it means the user is updating the Phone Number, Extra Digits, and Duration to Wait before Dialing Extra Digits fields. In case only phone number is entered then the other two fields will take the default value.

**See Also**

- The “Notification Devices in Cisco Unity Connection 9.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

# User Templates Unified Messaging Accounts

**Table 3-23** User Templates Unified Messaging Accounts Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Delete Selected	To delete settings from the current template for creating a unified messaging account, check the check box to the left of the display name, and select Delete Selected. You can delete settings for multiple unified messaging accounts at once.
Add New	To add settings to the current template for creating a unified messaging account, select the Add New button. A new page opens, on which you enter data applicable to the new unified messaging account.
Display Name	(Display only) The name of the unified messaging account. Select the Display Name to go to the specific page for the unified messaging account.
Access Exchange Email by Using Text to Speech	(Display only) When this check box is checked, the unified messaging account created by the template enables users to access Exchange email messages by using text to speech.
Access Exchange Calendar and Contacts	(Display only) When this check box is checked, the unified messaging account created by the template enables users to hear notification of upcoming meetings on the phone.
Synchronize Connection and Exchange Mailboxes (Single Inbox)	(Display only) When this check box is checked, the unified messaging account created by the template synchronizes voice messages in Connection and Exchange.

## See Also

- The “[Configuring Cisco Unity Connection 9 and Later and Cisco Unified MeetingPlace for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).
- The “[Configuring Cisco Unity Connection 9 and Later and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).

# User Templates New Unified Messaging Account

**Table 3-24** User Templates New Unified Messaging Account Page

Field	Description
Unified Messaging Service	Select the name of the unified messaging service that you want to enable for unified messaging accounts created with this template.
Service Type	(Display only) The type of server to which the unified messaging service connects.

**Table 3-24**      **User Templates New Unified Messaging Account Page (continued)**

Field	Description
Use Corporate Email Address	<p>(Exchange only) If you want Cisco Unity Connection to synchronize voice messages with the Exchange mailbox specified in the Corporate Email Address field on the Edit User Basics page:</p> <ul style="list-style-type: none"> <li>• Select this option.</li> <li>• Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format.</li> </ul> <p>This email address must match the primary SMTP address of the mailbox in Exchange.</p>
Sign-In Type	<p><i>Exchange 2003:</i> The Sign-In Type is applicable only when the users created by using this template are using text to speech to access email in Exchange 2003 and when the unified messaging service is configured to use a specific Exchange 2003 server.</p> <p>Select the applicable option:</p> <ul style="list-style-type: none"> <li>• Use Connection Alias—This option is useful when the Exchange 2003 alias is the same as the Connection user alias. Connection signs the user into Exchange 2003 by using the Connection user alias.</li> <li>• Use User ID Provided Below—This option is useful when the Exchange 2003 alias is different from the Connection user alias. Connection signs the user into Exchange 2003 by using the setting in the User ID field.</li> </ul> <p><i>MeetingPlace:</i> Select the applicable option:</p> <ul style="list-style-type: none"> <li>• Use Connection Alias—This option is useful when the Cisco Unified MeetingPlace user ID is the same as the Connection user alias. Connection signs the user into MeetingPlace by using the Connection user alias.</li> <li>• Use User ID Provided Below—This option is useful when the Cisco Unified MeetingPlace user ID is different from the Connection user alias. Connection signs the user into MeetingPlace by using the setting in the User ID field.</li> </ul>
Access Exchange Email by Using Text to Speech	<p>(Exchange only) When this check box is checked, Cisco Unity Connection users created by using this template can use text to speech to listen to Exchange email.</p> <p>When this check box is not checked, the user cannot use text to speech.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>
Access Exchange Calendar and Contacts	<p>(Exchange only) When this check box is checked, Cisco Unity Connection users created by using this template can access Exchange calendars and contacts.</p> <p>When this check box is not checked, the users cannot access Exchange calendars and contacts.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>

**Table 3-24**      **User Templates New Unified Messaging Account Page (continued)**

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	<p>(Exchange only) When this check box is checked, Cisco Unity Connection and Exchange mailboxes are synchronized for Connection users created by using this template.</p> <p>When this check box is not checked, mailboxes are not synchronized for the users.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>

**See Also**

- The “[Configuring Cisco Unity Connection 9 and Later and Cisco Unified MeetingPlace for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).
- The “[Configuring Cisco Unity Connection 9 and Later and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).

## User Templates Edit Unified Messaging Account

**Table 3-25**      **User Templates Edit Unified Messaging Account Page**

Field	Description
Unified Messaging Service	Select the name of the unified messaging service that you want to enable for unified messaging accounts created with this template.
Service Type	(Display only) The type of server to which the unified messaging service connects.
Use Corporate Email Address	<p>(Exchange only) If you want Cisco Unity Connection to synchronize voice messages with the Exchange mailbox specified in the Corporate Email Address field on the Edit User Basics page:</p> <ul style="list-style-type: none"> <li>Select this option.</li> <li>Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format.</li> </ul> <p>This email address must match the primary SMTP address of the mailbox in Exchange.</p>



**Table 3-25**      **User Templates Edit Unified Messaging Account Page**

Field	Description
Sign-In Type	<p><i>Exchange 2003:</i> The Sign-In Type is applicable only when the users created by using this template are using text to speech to access email in Exchange 2003 and when the unified messaging service is configured to use a specific Exchange 2003 server.</p> <p>Select the applicable option:</p> <ul style="list-style-type: none"> <li>• Use Connection Alias—This option is useful when the Exchange 2003 alias is the same as the Connection user alias. Connection signs the user into Exchange 2003 by using the Connection user alias.</li> <li>• Use User ID Provided Below—This option is useful when the Exchange 2003 alias is different from the Connection user alias. Connection signs the user into Exchange 2003 by using the setting in the User ID field.</li> </ul> <p><i>MeetingPlace:</i> Select the applicable option:</p> <ul style="list-style-type: none"> <li>• Use Connection Alias—This option is useful when the Cisco Unified MeetingPlace user ID is the same as the Connection user alias. Connection signs the user into MeetingPlace by using the Connection user alias.</li> <li>• Use User ID Provided Below—This option is useful when the Cisco Unified MeetingPlace user ID is different from the Connection user alias. Connection signs the user into MeetingPlace by using the setting in the User ID field.</li> </ul>
Access Exchange Email by Using Text to Speech	<p><i>(Exchange only)</i> When this check box is checked, Cisco Unity Connection users created by using this template can use text to speech to listen to Exchange email.</p> <p>When this check box is not checked, the user cannot use text to speech.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>
Access Exchange Calendar and Contacts	<p><i>(Exchange only)</i> When this check box is checked, Cisco Unity Connection users created by using this template can access Exchange calendars and contacts.</p> <p>When this check box is not checked, the users cannot access Exchange calendars and contacts.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>
Synchronize Connection and Exchange Mailboxes (Single Inbox)	<p><i>(Exchange only)</i> When this check box is checked, Cisco Unity Connection and Exchange mailboxes are synchronized for Connection users created by using this template.</p> <p>When this check box is not checked, mailboxes are not synchronized for the users.</p> <p>This option appears only if it is enabled in the service that you selected from the Unified Messaging Service list. If you want to enable this option for the current user, you must either select a unified messaging service for which the option is enabled, or you must enable it for the selected unified messaging service.</p>

**See Also**

- The “Configuring Cisco Unity Connection 9 and Later and Cisco Unified MeetingPlace for Unified Messaging” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).
- The “Configuring Cisco Unity Connection 9 and Later and Microsoft Exchange for Unified Messaging” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/unified\\_messaging/guide/9xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html).

## Search Call Handler Templates

**Table 3-26**      **Search Call Handler Templates Page**

Field	Description
Limit Search To	<p>Select the criteria by which to limit the display of search results:</p> <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> <li>• Location—(<i>Applicable to Cisco Unity Connection configurations only</i>) Display only results that belong to a particular Connection location. When you select this option, choose the name of the location from the Where Name Is list.</li> </ul>
Delete Selected	To delete a call handler template, check the check box to the left of the display name, and select Delete Selected. You can delete multiple call handler templates at once.
Display Name	<p>The name of the call handler template.</p> <p>Select the Display Name to go to the specific page for the call handler template.</p>

**See Also**

- The “Call Handlers in Cisco Unity Connection 9.x” section in the “[Call Management Overview in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).
- The “Creating, Modifying, and Deleting Call Handler Templates in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

# New Call Handler Template

**Table 3-27**      *New Call Handler Template Page*

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Phone System	Select the phone system that the template uses.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you select a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Cisco Unity Connection use the system default time zone defined on the System Settings &gt; General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p>

**Table 3-27**      ***New Call Handler Template Page (continued)***

Field	Description
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>

**See Also**

- The “Call Handlers in Cisco Unity Connection 9.x” section in the “[Call Management Overview in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).
- The “Creating, Modifying, and Deleting Call Handler Templates in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Edit Call Handler Template Basics

**Table 3-28**      ***Edit Call Handler Template Basics Page***

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Creation Time	( <i>Display only</i> ) Shows the date and time when the call handler template was created.
Phone System	Select the phone system that the template uses.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you select a Time Zone from the list.</p>

**Table 3-28**      **Edit Call Handler Template Basics Page (continued)**

Field	Description
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Cisco Unity Connection use the system default time zone defined on the System Settings &gt; General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p>
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Search Scope	<p>Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:</p> <ul style="list-style-type: none"> <li>• Search Space—Select a specific search space from the list.</li> <li>• Inherit Search Space from Call—Select this option to use the search space that was applied to the call by a previous call handler or by a routing rule.</li> </ul>

**See Also**

- The “Call Handlers in Cisco Unity Connection 9.x” section in the “[Call Management Overview in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

- The “Creating, Modifying, and Deleting Call Handler Templates in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Call Handler Templates Transfer Rules

**Table 3-29** Call Handler Templates Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and select Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Select the Rule Name to go to the specific page for the transfer rule.
Extension	(Display only) The extension that the phone system uses to connect to the object.
End Date	(Display only) Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

### See Also

- The “Transferring Calls in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Call Handler Templates Edit Transfer Rules

**Table 3-30** Call Handler Templates Edit Transfer Rules Page

Field	Description
Rule Name	(Display only) The name of the transfer rule.
Status	Indicate whether the transfer option is enabled and for how long: <ul style="list-style-type: none"> <li>• Disabled—The transfer option is not in effect.</li> <li>• Enabled With No End Date and Time—The transfer option is enabled until you disable it.</li> <li>• Enabled Until—Cisco Unity Connection performs the selected transfer option until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option.</li> </ul> <p><b>Note</b> By design, the standard transfer rule cannot be disabled.</p>

**Table 3-30**      **Call Handler Templates Edit Transfer Rules Page (continued)**

Field	Description
Transfer Calls To	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>• Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> <li>– For user settings—to the user greeting, without ringing the user phone.</li> <li>– For call handler settings—to the call handler greeting.</li> </ul> </li> <li>• Extension—Enter an extension to which the call is forwarded.</li> </ul>
Transfer Type	<p>Select how Cisco Unity Connection transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> <li>• Release to Switch—Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection—forwards the call to the user or handler greeting. This transfer type allows Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system.</li> <li>• Supervise Transfer—Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p><b>Note</b>    Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>

**Table 3-30** *Call Handler Templates Edit Transfer Rules Page (continued)*

Field	Description
If Extension Is Busy	<p>Indicate how Cisco Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>• Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message.</li> <li>• Put Callers on Hold Without Asking—Connection puts callers on hold.</li> <li>• Ask Callers to Hold—Connection gives the caller the option of holding</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection say “call for &lt;recorded name of user or call handler&gt;” or “call for &lt;dial extension number&gt;” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>



**Table 3-30** Call Handler Templates Edit Transfer Rules Page (continued)

Field	Description
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

**See Also**

- The “Transferring Calls in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Call Handler Templates Caller Input

**Table 3-31** Call Handler Templates Caller Input Page

Field	Description
Key	To edit caller input settings, select the applicable key. The Edit Caller Input page opens for that key.
Action	<i>(Display only)</i> Indicates the action that Cisco Unity Connection takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	<i>(Display only)</i> Indicates the object that receives the call if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user. Otherwise, this field is blank.
Status	<i>(Display only)</i> Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits _____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p><b>Note</b> This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>

**Table 3-31** Call Handler Templates Caller Input Page (continued)

Field	Description
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension.</p> <p>For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user or call handler.

**See Also**

- The “Allowing Caller Input During Greetings” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).
- The “Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Call Handler Templates Edit Caller Input

**Table 3-32** Call Handler Templates Edit Caller Input Page

Field	Description
Key	(Display only) Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection ignore additional input after callers press the key; Connection performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

**Table 3-32**      **Call Handler Templates Edit Caller Input Page (continued)**

Field	Description
Action	<p>Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection terminates the call when a caller presses the applicable phone key.</li> <li>– Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to.</li> <li>– Restart Greeting—Connection plays the greeting from the beginning.</li> <li>– Route from Next Call Routing Rule—Connection continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– Skip Greeting—Connection skips the greeting and performs the after-greeting action.</li> <li>– Take Message—Connection records a message from the caller.</li> <li>– Transfer to Alternate Contact Number—Connection transfers the call to the phone number that you specify in the Extension field, for example to a mobile phone or other external number. You can also specify whether Connection transfers the call by releasing it to the phone system or by supervising the transfer. If you select Supervise Transfer as the transfer type, you can also specify the number of rings to wait before Connection ends the attempt to transfer.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator</li> <li>– Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it).</li> <li>– Easy Sign-In (<i>available only on User Caller Input pages</i>)—A conversation that prompts the user only for a PIN to sign in (Connection assumes that the caller is trying to sign in to the mailbox that was called).</li> <li>– Greetings Administrator—A conversation for changing call handler greetings.</li> <li>– Sign-In—A conversation that prompts the caller to enter an ID and a PIN.</li> <li>– User System Transfer—A conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directory to the user greeting.</li> </ul>

**See Also**

- The “Allowing Caller Input During Greetings” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Call Handler Templates Greetings

**Table 3-33**      *Call Handler Templates Greetings Page*

Field	Description
Enabled	Check this check box and select Save to enable a greeting indefinitely.  When a greeting is enabled, Cisco Unity Connection plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.
Greeting	( <i>Display only</i> ) The name of the greeting. Select the Greeting name to go to the specific page for that greeting.
End Date	( <i>Display only</i> ) Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	( <i>Display only</i> ) Indicates the type of recording that callers hear when the greeting plays: <ul style="list-style-type: none"> <li>Blank—Callers hear nothing.</li> <li>Recording—Callers hear a personally recorded greeting.</li> <li>System—Callers hear the System Default Greeting.</li> </ul>

**See Also**

- The “Overview of Call Handler Greetings in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

# Call Handler Templates Edit Greeting

**Table 3-34**      *Edit Call Handler Templates Greeting Page*

Field	Description
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none"> <li>Disabled—The applicable greeting is not in effect.</li> <li>Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it.</li> <li>Enabled Until—Cisco Unity Connection plays the applicable greeting until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.</li> </ul>
Callers Hear	<p>Indicate the source for the selected greeting:</p> <ul style="list-style-type: none"> <li>System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, &lt;user name&gt; is not available”). If the user does not have a recorded name, Connection plays the user extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting.</li> </ul> <p><b>Note</b>    Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>My Personal Recording—Select to use the personal recording of the user.</li> <li>Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.</li> </ul>
Play the “Record Your Message at the Tone” Prompt	<p>Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message.</p> <p>Default setting: Check box checked.</p>

**Table 3-34**      ***Edit Call Handler Templates Greeting Page (continued)***

Field	Description
During Greeting	<p>Indicate the actions that Cisco Unity Connection performs during the greeting:</p> <ul style="list-style-type: none"> <li>• <b>Ignore Caller Input</b>—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.</li> <li>• <b>Allow Transfers to Numbers Not Associated with Users or Call Handlers</b>—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Connection attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked.</li> <li>• <b>Times to Re-Prompt Caller</b>—Enter the number of times Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits Send To field. Default setting: Zero.</li> <li>• <b>Delay Between Re-Prompts</b>—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.</li> </ul>

**Table 3-34**      **Edit Call Handler Templates Greeting Page (continued)**

Field	Description
After Greeting	<p>Indicate the action that Cisco Unity Connection performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. <ul style="list-style-type: none"> <li>– <b>Hang Up</b>—Connection immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Restart Greeting</b>—Connection replays the greeting. This option is typically used for the error greeting.</li> <li>– <b>Route from Next Call Routing Rule</b>—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– <b>Take Message</b>—Connection records a message from the caller. The greeting should indicate that a message will be recorded.</li> </ul> </li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>

**See Also**

- The “Managing Call Handler Greetings in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

- The “[Setting Up System Transfers in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Call Handler Template Post Greeting Recording Settings

**Table 3-35**      *Call Handler Template Post Greeting Recording Settings Page (Cisco Unity Connection 8.0(2) and Later Only)*

Field	Description
Play Post Greeting Recording	<p>Indicate whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user or call handler. You can also indicate whether all callers hear the recording or only unidentified callers:</p> <ul style="list-style-type: none"> <li>• <b>Do Not Play Recording</b>—Select this setting to disable the feature. Before they leave a message, callers hear only the user or call handler greeting.</li> <li>• <b>Play Recording to All Callers</b>—Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.</li> <li>• <b>Play Recording Only to Unidentified Callers</b>—Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post-greeting recording.</li> </ul> <p>Default setting: Do Not Play Recording.</p>
Play Post Greeting Recording Selection	<p>Select the name of the post-greeting recording that plays after the greeting for this user or call handler. Note that this setting is ignored when the Do Not Play Recording option is selected.</p>

## Call Handler Templates Message Settings

**Table 3-36**      *Call Handler Templates Message Settings Page*

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p><b>Note</b> The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds.</p>



**Table 3-36**      **Call Handler Templates Message Settings Page (continued)**

Field	Description
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>
Message Urgency	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked urgent.</li> <li>• Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.</li> </ul>
Message Sensitivity	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked private.</li> <li>• Mark Private—All messages left by unidentified callers are marked private.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages private.</li> </ul>
Message Security—Mark Secure	<p>Check this check box to have Cisco Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in (when identified user messaging is enabled).</p>
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>

**Table 3-36** *Call Handler Templates Message Settings Page (continued)*

Field	Description
Play After Message Recording	<p>Indicate the action that Cisco Unity Connection performs after a message has been sent by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>Do Not Play Recording—No recording will be played after the message has been sent.</li> <li>System Default Recording—Play the default system recording after the message has been sent.</li> <li>Play Recording—Play the customized recording after the message has been sent. Select the custom recording from the drop-down list. If no custom recording is available on Search Custom Recording page, then by default the Play Recording option will be disabled.</li> </ul> <p>By Default the <b>Sytem Default Recording</b> option will be selected.</p>
After Message Action	<p>Indicate the action that Cisco Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> <li>Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> </ul> </li> <li>Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>Interview Handler—Sends the call to the interview handler that you specify.</li> <li>Directory Handler—Sends the call to the directory handler that you specify.</li> <li>Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>User with Mailbox—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>

**See Also**

- The “Taking Messages in Cisco Unity Connection 9.x” section in the “[Managing Call Handlers in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

## Search Contact Templates

**Table 3-37**      *Search Contact Templates Page*

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	The name of the contact template. Select the Display Name to go to the specific page for the contact template.
Delete Selected	To delete a contact template, check the check box to the left of the display name, and select Delete Selected. You can delete multiple contact templates at once.
Add New	To add a contact template, select the Add New button. A new page opens, on which you enter data applicable to the new contact template.

**See Also**

- The “[Managing Contacts in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## New Contact Template

**Table 3-38**      *New Contact Template Page*

Field	Description
Alias	A unique text name for the contact template.
Display Name	Enter a descriptive name for the contact template.
Delivery Location	Select the VPIM location to which messages are delivered.

**See Also**

- The “[Managing Contacts in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit Contact Template Basics

**Table 3-39**      *Edit Contact Template Basics Page*

Field	Description
Alias	A unique text name for the contact template.
Display Name	Enter a descriptive name for the contact template.
List in Directory	Check this check box to list the contact in the corporate directory, which outside callers can use to reach contacts.
Partition	Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.  Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).
City	(Optional) Enter the city in which the contact resides.
Department	(Optional) Enter the contact department.
Delivery Location	Select the VPIM location to which messages are delivered.

**See Also**

- The “[Managing Contacts in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Search Notification Templates

The Search Notification Templates page displays the status with the total number of templates created by an administrator.

The administrator can search the HTML templates that are used for sending HTML notifications. The search results, by default, return all templates including default and custom templates. By default, the administrator can view 25 records per page and can select rows per page from the drop down list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the template name field using the following options:

- Begins with

- Contains.
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

**Table 3-40** Search Notification Templates Page

Field	Description
Notification Template Name	The name of the notification template. Select the Notification Template Name to go to the specific page for the notification template. The templates can be arranged in the ascending or descending order based on default or custom search.
Delete Selected	To delete a notification template, check the check box to the left of the notification template name, and click <b>Delete Selected</b> . You can delete multiple notification templates at once.  Note that you are not allowed to delete any default templates. In addition, if a template is assigned to an HTML notification device, then you cannot delete the template unless all the existing associations with it are removed.
Add New	To add a notification template, select the <b>Add New</b> button. The New Notification Template page opens and you can enter the data applicable to the new notification template.
Show Dependencies	Before deleting a template, use the Show Dependencies button to launch a search for Connection users and users templates that have HTML notification devices associated with the template. When all dependencies have been reassigned or removed, you can delete the template.  Note that you cannot use the show dependencies option for multiple templates at one time.
Go	To go to a specific page administrator can enter the page number and click <b>Go</b> . The administrator can also use page navigation to go to first, previous, next, last page accordingly.

**See Also**


- The “Adding a Notification Template in Cisco Unity Connection 9.x” section of the “[Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## New Notification Template

**Table 3-41** New Notification Template Page

Field	Description
Display Name	Enter a descriptive name for the notification template.

Table 3-41 New Notification Template Page (continued)

Field	Description
HTML	<p>The left HTML panel lists the items and variables that can be used in an HTML template. The right HTML panel allows administrator to create HTML templates. The HTML template can include HTML tags, text along with the status items, action items, custom graphics, custom variables, or static items.</p> <p>The left HTML panel stores a list of the following items:</p> <ul style="list-style-type: none"> <li>• <b>Status Items:</b> The strings specified here give the current state of the user's mailbox in an icon format that includes MWI status and the Message status of a voice message. To insert the status items directly in the notification template, you must use the <code>&lt;img src="%MWI_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag or the <code>&lt;img src="%MESSAGE_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag.</li> <li>• <b>Action Items:</b> The strings specified here are used to perform an action on a particular message, for example, launching the Mini Web Inbox, Web Inbox, or full inbox view and auto-playing a message. These action items, when used, require authentication, where credentials are saved for the session so that multiple actions can be performed, for example, replying or deleting a message. To insert the status items directly in the notification template, you must use the <code>&lt;a href&gt;</code> tag. For example, the <code>&lt;a href="%LAUNCH_MINI_INBOX%"&gt;&lt;/a&gt;</code> tag.</li> <li>• <b>Static Items:</b> The strings specified here get replaced with the corresponding content associated with the message, for example, caller id (sender's extension), sender's alias, or receiver's alias.</li> <li>• <b>Custom Variables:</b> The strings specified here list the variables that are defined by the administrator on the <b>Templates &gt; Notification Templates &gt; Custom Variables</b> page.</li> <li>• <b>Custom Graphics:</b> The strings specified here list the graphics that are defined by the administrator on the <b>Templates &gt; Notification Templates &gt; Custom Graphics</b> page.</li> </ul> <p> <b>Note</b> The administrator can create an HTML template for notification without status items, custom graphics, and images. To display any status items and custom graphics in an HTML template notification, make sure your email provider/server and email client support it. For more information on how to configure your Microsoft Outlook for displaying images, refer to the “<a href="#">Configuring Cisco Unity Connection 9.x for HTML-based Message Notification</a>” section in the “Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages” chapter of the <i>User Workstation Setup Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</p> <p>The right HTML panel consists of the template content. For more information on each item and variables, refer to the “Adding a Notification Template in Cisco Unity Connection 9.x” section of the “<a href="#">Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x</a>” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</p>
Validate	<p>Checks for the correctness of the entered HTML text. Connection validates the HTML content given in the template.</p> <p>Note that the validator only validates HTML content not CSS.</p>

**See Also**


- The “Adding a Notification Template in Cisco Unity Connection 9.x” section of the “[Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit Notification Template

**Table 3-42**      *Edit Notification Template Page*

Field	Description
Display Name	Enter a descriptive name for the notification template.

Table 3-42 Edit Notification Template Page (continued)

Field	Description
HTML	<p>The left HTML panel lists the items and variables that can be used in an HTML template. The right HTML panel allows administrator to create HTML templates. The HTML template can include HTML tags, text along with the status items, action items, custom graphics, custom variables, or static items.</p> <p>The left HTML panel stores a list of the following items:</p> <ul style="list-style-type: none"> <li>• <b>Status Items:</b> The strings specified here give the current state of the user's mailbox in an icon format that includes MWI status and the Message status of a voice message. To insert the status items directly in the notification template, you must use the <code>&lt;img src="%MWI_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag or the <code>&lt;img src="%MESSAGE_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag.</li> <li>• <b>Action Items:</b> The strings specified here are used to perform an action on a particular message, for example launching the Mini Web Inbox, Web Inbox, or full inbox view and auto-playing a message. These action items, when used, require authentication, where credentials are saved for the session so that multiple actions can be performed, for example, replying or deleting a message. To insert the status items directly in the notification template, you must use the <code>&lt;a href="..."&gt;</code> tag. For example, the <code>&lt;a href="%LAUNCH_MINI_INBOX%"&gt;&lt;/a&gt;</code> tag.</li> <li>• <b>Static Items:</b> The strings specified here get replaced with the corresponding content associated with the message or the notification device definition, for example, caller id (sender's extension), sender's alias, or receiver's alias.</li> <li>• <b>Custom Variables:</b> The strings specified here list the variables that are defined by the administrator on the <b>Templates &gt; Notification Templates &gt; Custom Variables</b> page.</li> <li>• <b>Custom Graphics:</b> The strings specified here list the graphics that are defined by the administrator on the <b>Templates &gt; Notification Templates &gt; Custom Graphics</b> page.</li> </ul> <p> <b>Note</b> The administrator can create an HTML template for notification without status items, custom graphics, and images. To display any status items and custom graphics in an HTML template notification, make sure your email provider/server and email client support it. For more information refer to the “<a href="#">Configuring Cisco Unity Connection 9.x for HTML-based Message Notification</a>” section in the Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages chapter of the <i>User Workstation Setup Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</p> <p>The right HTML panel consists of the template content. For more information on each item and variables, refer to the “Adding a Notification Template in Cisco Unity Connection 9.x” section of the “<a href="#">Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x</a>” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</p>
Previous	Opens the previous notification template from the list.
Next	Opens the next notification template from the list.
Validate	<p>Checks for the correctness of the entered HTML text. Connection validates the HTML content given in the template.</p> <p>Note that the validator only validates HTML content not CSS.</p>



**Table 3-42**      **Edit Notification Template Page (continued)**

Field	Description
Preview	Displays preview of an HTML-based SMTP notification for selected template. The <b>Preview</b> option is available only after creating and saving a template.  Note that the <b>Preview</b> option displays the view as per your default browser, however, the display may vary on the different email client.

**See Also**

- The “Adding a Notification Template in Cisco Unity Connection 9.x” section of the “[Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Search Custom Variables

The Search Custom Variables page displays the status with the total number of variables created by an administrator.

The administrator can search for custom variables that can be used within HTML templates. The search results, by default, return all variables. By default, the administrator can view 25 records per page and can select rows per page from the drop down list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the variable name field using the following options:

- Begins with
- Contains.
- Ends with.
- Is Exactly
- Is Empty
- Is Not Empty

**Table 3-43**      **Search Custom Variables Page**

Field	Description
Display Name	The name of the custom variable.  Click the custom variable name on the Search Custom Variables page to go to the specific page for the custom variable. The custom variables can be arranged in the ascending or descending order based on default or custom search.
Delete Selected	To delete a custom variable, check the check box to the left of the custom variable name, and click <b>Delete Selected</b> . You can delete multiple custom variables simultaneously.  Note that Connection does not prompt if a variable is used in any HTML-based notification template. The administrator must manually update the content of the notification template, wherever the deleted custom variables are used. If the deleted variable is not removed from the notification template manually then the variable will get displayed in the notification instead of its value.

**Table 3-43** Search Custom Variables Page (continued)

Field	Description
Add New	To add a custom variable, select the <b>Add New</b> button. The New Custom Variable page opens and you can enter the information applicable to the new variable.
Go	To go to a specific page administrator can enter the page number and click <b>Go</b> . The administrator can also use page navigation to go to first, previous, next, last page accordingly.

**See Also**

- The “[Adding a Custom Variable in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## New Custom Variable

**Table 3-44** New Custom Variable Page

Field	Description
Display Name	Enter a descriptive name for the custom variable. Maximum length allowed is 128 characters with alphanumeric and underscore only. The display name must be unique and should have not been used in custom graphics or system defined tags.
Value	Enter the value of the custom variable that can be text or numbers. The maximum limit of value can be 1000 characters.

**See Also**

- The “[Adding a Custom Variable in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit Custom Variables

**Table 3-45** Edit Custom Variables Page

Field	Description
Display Name	A descriptive name for the custom variable. The display name is not editable.
Value	Enter the value of the custom variable that can be text or numbers.
Previous	Opens the previous custom variable from the list.
Next	Opens the next custom variable from the list.

**See Also**

- The “[Adding a Custom Variable in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Search Custom Graphics

The Search Custom Graphics page displays the status with the total number of custom graphics created by administrator.

The administrator can search for custom graphics that can be used within HTML templates. The search results, by default, return all custom graphics. By default, the administrator can view 25 records per page and can select rows per page from the drop down list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the custom graphic name field using the following options:

- Begins with
- Contains.
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

**Table 3-46**      **Search Custom Graphics Page**


Field	Description
Display Name	The name of the custom graphic.  Click the custom graphic name on the Search Custom Graphics page to go to the specific page for the custom graphic. The custom graphics can be arranged in the ascending or descending order based on default or custom search.
Custom Graphics File Name	The actual file name of the custom graphic.
Preview	The preview of the custom graphic. Click the image preview to view the full custom graphic.
Delete Selected	To delete a custom graphic, check the check box to the left of the custom graphic name, and click <b>Delete Selected</b> . You can delete multiple custom graphics simultaneously.  Note that Connection does not prompt if a graphic is used in any HTML-based notification template. The administrator must manually update the content of the notification template, wherever the deleted custom graphics are used. If the deleted graphic is not removed from the notification template then the variable name will get displayed in the notification instead of its value.
Add New	To add a custom graphic, select the <b>Add New</b> button. The New Custom Graphic page opens and you can enter information applicable to the new graphic.
Go	To go to a specific page administrator can enter the page number and click <b>Go</b> . The administrator can also use page navigation to go to first, previous, next, last page accordingly.

**See Also**

- The “[Adding a Custom Graphic in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## New Custom Graphic

**Table 3-47**      *New Custom Graphic Page*

Field	Description
Display Name	Enter a descriptive name for the custom graphic. Maximum length allowed is 128 characters with alphanumeric and underscore only. The display name must be unique and should have not been used in custom variables or system defined tags.
	 <b>Note</b> The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.
Select Image File	Browse the location from where you need to upload the custom graphic and select the graphic.

**See Also**

- The “[Adding a Custom Graphic in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit Custom Graphics

**Table 3-48**      *Edit Custom Graphics Page*

Field	Description
Display Name	A descriptive name for the custom graphic. The display name is not editable.
Select Image File	Browse the location from where you need to upload the custom graphic and select the graphic. The size of graphic cannot be more than 1 MB.
Previous	Opens the previous custom graphic from the list.
Next	Opens the next custom graphic from the list.

**See Also**

- The “[Adding a Custom Graphic in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Search Replaceable Images

The Search Replaceable Images page displays the status with the total number of replaceable images created by an administrator.

The administrator can search the replaceable images that are used within the HTML notifications. The search results, by default, return all images. The administrator can perform custom search on the replaceable images display name field using the following options:

- Begins with
- Contains.
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

**Table 3-49** Search Replaceable Images Page

Field	Description
Display Name	The display name of the image. Click the image name on the Search Replaceable Images page to go to the specific page of the image. The replaceable images can be arranged in the ascending or descending order based on default or custom search.
Image Name	The image name is the name of the actual image.
Preview	The preview of the image. Click the preview to view the full image.
Size	The size of the image with respect to its width and height.
Restore	Restores the default administrative images.



**Note**

The administrative replaceable images are used by the status items given in the HTML notification template to display the MWI and message status. These images cannot be added directly into an HTML notification template.

**See Also**

- The “[Modifying a Replaceable Image in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

## Edit Replaceable Images

**Table 3-50** Edit Replaceable Images Page

Field	Description
Display Name	A descriptive name for the image. The display name is not editable.

**Table 3-50**      ***Edit Replaceable Images Page (continued)***

Field	Description
Image Source	Browse the location from where you need to upload the image and select the image.
Previous	Opens the previous image from the list.
Next	Opens the next image from the list.

**See Also**

- The “[Modifying a Replaceable Image in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).