Interface Reference Guide for Cisco Unity Connection Administration

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Preface

Audience

The *Interface Reference Guide for Cisco Unity Connection Administration* is intended for system administrators and others responsible for setting up and managing Cisco Unity Connection.

Documentation Conventions

Table 1 Conventions in the Interface Reference Guide for Cisco Unity Connection Administration

Convention	Description
boldfaced text	Boldfaced text is used for: • Key and button names. (Example: Select **OK**.) • Information that you enter. (Example: Enter **Administrator** in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In your browser, go to **https://<Cisco Unity Connection server IP address>/cuadmin**.)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press **Ctrl-Alt-Delete**.)
> (right angle bracket)	A right angle bracket is used to separate selections that you make in the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, select **Contacts > System Contacts**.)

The *Interface Reference Guide for Cisco Unity Connection Administration* also uses the following conventions:

Note Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

Caution Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Connection Documentation

For descriptions and the URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/roadmap/9xcucdg.html.

Documentation References to Cisco Unified Communications Manager Business Edition

In the Cisco Unity Connection 9.x documentation set, references to "Cisco Unified Communications Manager Business Edition" and "Cisco Unified CMBE" apply to both Business Edition version 9.x and to Business Edition 5000 versions 9.x. The references do not apply to Business Edition 6000.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

CHAPTER 1

Cisco Unity Connection 9.x User Settings

See the following sections:

- Search Users, page 1-2
- Add New User, page 1-3
- Edit User Basics, page 1-5
- Edit Password Settings, page 1-11
- Change Password, page 1-12
- Edit Roles, page 1-14
- Message Waiting Indicators, page 1-15
- Edit Message Waiting Indicators, page 1-15
- New Message Waiting Indicator, page 1-16
- Transfer Rules, page 1-17
- Edit Transfer Rule, page 1-17
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- Phone Menu, page 1-29
- Playback Message Settings, page 1-34
- Send Message Settings, page 1-40
- Edit Message Actions, page 1-43
- Search Greetings, page 1-47
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- New Notification Device, page 1-52
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- Alternate Extensions, page 1-63
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- Private Distribution Lists, page 1-70
- Unified Messaging Accounts, page 1-71
- New Unified Messaging Account, page 1-72
- Edit Unified Messaging Account, page 1-74
- SMTP Proxy Addresses, page 1-77
- Import Users, page 1-78
- Synchronize Unified Communications Manager Users, page 1-79

Search Users

Table 1-1 Search Users Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • 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. • Location—*(Applicable only to Cisco Unity Connection configurations)* 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. • Local Site—*(Applicable only to Cisco Unity Connection configurations that are part of a networking site)* Display only results that belong to locations in the networking site to which this Connection location belongs (including those results that belong to this location itself). • Remote Site—*(Applicable only to Cisco Unity Connection configurations that are part of a networking site)* Display only results that belong to locations in a remote networking site (a site that is linked to the site to which this location belongs via an intersite link). If you limit the search by partition, also select whether to display only the primary extension in the partition, or both the primary extension and any alternate extensions that appear in the partition. If you select to display both the primary extension and any alternate extensions, multiple records may display for a single user in the search results.
Alias	A unique text name for the user. Select the Alias to go to the specific page for the user.
Extension	*(Display only)* The extension that the phone system uses to connect to the user.
First Name	*(Display only)* The first name of the user.
Last Name	*(Display only)* The last name of the user.
Display Name	*(Display only)* The name of the user.
Delete Selected	To delete a user, check the check box to the left of the user display name, and select Delete Selected. You can delete multiple users at once.

Table 1-1 Search Users Page (continued)

Field	Description
Add New	To add a user, select the Add New button. A new page opens, on which you enter data applicable to the new user.
Bulk Edit	To edit multiple user accounts at one time, check the applicable user check boxes, and select Bulk Edit. If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select Bulk Edit. For instructions, see the "To Edit User Account Settings in Bulk Edit Mode" procedure on page 1-10.
Show Dependencies	Before deleting a user account, select the Show Dependencies button to launch a search for other objects in the database that have dependencies on the user. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another user. When all dependencies have been reassigned, you can delete the user. Note that you cannot show dependencies for multiple users at one time.
Select All	When editing user accounts in Bulk Edit mode, check the check box in the far left corner of the header row of the Users table to select all users on every page, not just the page that is currently displayed.

See Also

Add New User

Table 1-2 Add New User Page

Field	Description
User Type	Select from the following: • User With Mailbox—For users who need to receive voicemail or use personal call routing rules and other features of Cisco Unity Connection. • 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.
Based on Template	Select the template on which to base the new user account. The template affects most user settings. For importing Cisco Unified Communications Manager users, only templates for users with voicemail appear in the list.

Table 1-2 Add New User Page (continued)

Field	Description
Alias	A unique text name for the user. Users enter the alias to sign in to the Cisco Personal Communications Assistant. Administrators enter the alias to sign in to Cisco Unity Connection Administration. Enter any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters. We recommend that you use only printable ASCII characters in the Alias field, because some messaging features do not support non-printing ASCII characters or Unicode. (The non-printing ASCII control characters are those below code 0x20.) For example, IMAP only supports user names that contain printable ASCII characters, so users with Connection aliases that contain non-printing characters or Unicode are unable to access their Connection messages via IMAP clients. In addition, the Cisco Object Backup and Restore Application Suite (COBRAS) will be unable to back up messages for such users, because COBRAS uses IMAP to perform the backup. **Note** Backslash("\") is not supported for the Alias field.
First Name	The first name of the user.
Last Name	The last name of the user.
Display Name	Enter a descriptive name for the user. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
SMTP Address	*(Optional)* Enter an SMTP address for the user. This address identifies the user in an SMTP-enabled client such as Outlook Express. If you do not provide one, Cisco Unity Connection uses the alias to form the address. Note that the SMTP address cannot include non-ASCII characters. Therefore, if the alias contains non-ASCII characters, you must provide an acceptable SMTP address.
Mailbox Store	The mailbox store in which you want to create the mailbox for this user.
Extension	Enter the extension that the phone system uses to connect to the user.
Cross-Server Transfer Extension	Enter the extension to release transfer calls to if a caller on another Cisco Unity Connection server attempts to transfer to the user but the cross-server transfer attempt is unsuccessful. The extension you enter here is also used to release transfer the call if cross-server transfer is not configured for the home Cisco Unity Connection server of the user on the originating server. **Note** If the cross-server transfer attempt succeeds, this field is not used, and the home server of the user handles the call according to the active call transfer rule configured for the user.
Outgoing Fax Number	Enter the phone number of the fax machine that the user sends faxes to for printing.

See Also

- 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.
- The "Adding Cisco Unity Connection 9.x Accounts Individually" 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.

Edit User Basics

See Table 1-3 for information about the fields on the Edit User Basics page.

For instructions on editing user account information in Bulk Edit mode, see the "To Edit User Account Settings in Bulk Edit Mode" procedure on page 1-10.

Table 1-3 Edit User Basics Page

Field	Description
Alias	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* A unique text name for the user. Users enter the alias to sign in to the Cisco Personal Communications Assistant. Administrators enter the alias to sign in to Cisco Unity Connection Administration. When Connection is integrated with an LDAP directory, the Alias field in Connection cannot be changed for any user who is integrated with an LDAP user. However, if you are using Active Directory as the LDAP directory, you can change the value of the LDAP field that is mapped to the Alias field, and the change is replicated to Connection the next time the Connection database is synchronized with the LDAP directory. **Caution** If you are using an LDAP directory other than Active Directory and you change the value of the LDAP field that is mapped to the Connection Alias field, the Connection user will be converted to a non-LDAP-integrated user. If you do change the Connection Alias for a user, note that you can enter any combination of ASCII or Unicode alphanumeric characters, periods, commas, spaces, and the special characters `, ~, !, @, #, $, %, ^, &, -, _, ', up to a maximum of 64 characters. However, we recommend that you use only printable ASCII characters in the Alias field, because some messaging features do not support non-printing ASCII characters or Unicode. (The non-printing ASCII control characters are those below code 0x20.) For example, IMAP only supports user names that contain printable ASCII characters, so users with Connection aliases that contain non-printing characters or Unicode are unable to access their Connection messages via IMAP clients. In addition, the Cisco Object Backup and Restore Application Suite (COBRAS) will be unable to back up messages for such users, because COBRAS uses IMAP to perform the backup.
First Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The first name of the user.
Last Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The last name of the user.

Table 1-3 Edit User Basics Page (continued)

Field	Description
Display Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter a descriptive name for the user. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
SMTP Address	*(Optional. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter an SMTP address for the user. This address identifies the user in an SMTP-enabled client such as Outlook Express. If you do not provide one, Cisco Unity Connection uses the alias to form the address. Note that the SMTP address cannot include non-ASCII characters. Therefore, if the alias contains non-ASCII characters, you must provide an acceptable SMTP address. If you change the SMTP address for a user, Connection automatically creates an SMTP proxy address for the previous address. This allows other Connection users to reply to messages that were sent from the previous address and have the replies reach the user at the new address.
Initials	*(Optional. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter the initials of the user.
Title	*(Optional. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter a title for the user.
Employee ID	*(Optional. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter an ID for the user.
LDAP Integration Status	**Integrate with LDAP Directory**—To integrate a Connection user account with an LDAP user account, select this option. The Connection alias must match the corresponding value in the LDAP directory. (On the System Settings > LDAP > LDAP Setup page, the LDAP Attribute for User ID list identifies the field in the LDAP directory for which the value must match the value of the Alias field in Connection.) **Do Not Integrate with LDAP Directory**—To break the association between a Connection user account and an LDAP directory user account, select this option. After you select Save: • If Connection is configured to periodically synchronize with the LDAP directory, selected data for the Connection user will no longer be updated when the corresponding data in the LDAP directory is updated. • If Connection is configured to authenticate passwords for web applications against the LDAP directory, the Connection user will no longer authenticate against the LDAP password for the corresponding user. To enable the user to sign in to Connection web applications, you must enter a new password on the User > Change Password page.
Extension	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter the extension that the phone system uses to connect to the user.

Table 1-3 Edit User Basics Page (continued)

Field	Description
Cross-Server Transfer Extension	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter the extension to release transfer calls to if a caller on another Cisco Unity Connection server attempts to transfer to the user but the cross-server transfer attempt is unsuccessful. The extension you enter here is also used to release transfer the call if cross-server transfer is not configured for the home Cisco Unity Connection server of the user on the originating server. **Note** If the cross-server transfer attempt succeeds, this field is not used, and the home server of the user handles the call according to the active call transfer rule configured for the user.
Outgoing Fax Number	Enter the phone number of the fax machine that the user sends faxes to for printing. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
Outgoing Fax Server	Select the applicable fax server for the user. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
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). **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
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. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
Phone System	Select the phone system on which the user extension was created. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
Class of Service	Select the class of service to which the user is assigned. The class of service controls many user settings. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
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. **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.

Table 1-3 Edit User Basics Page (continued)

Field	Description
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.
List in Directory	Check this check box to list the user in the corporate directory, which outside callers can use to reach users. When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Connection Messaging Assistant. Default setting: Check box checked.
Send Non-Delivery Receipts on Failed Message Delivery	Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails. Default setting: Check box checked.
Skip PIN When Calling From a Known Extension	Check this check box if you do not want this user to be asked for a PIN when calling from this extension. **Note** 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.
Use Short Calendar Caching Poll Interval	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 > Advanced > Unified Messaging Services page. 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 > Advanced > Unified Messaging Services page. Default setting: Check box not checked.
Recorded Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
Address	(*Optional)* Enter the user address.
Building	*(Optional)* Enter the building the user is located in.
City	*(Optional)* Enter the city.

Table 1-3 Edit User Basics Page (continued)

Field	Description
State	*(Optional)* Enter the state.
Postal Code	*(Optional)* Enter the postal code.
Country	*(Optional)* Enter the country.
Use System Default Time Zone	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	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. The user time zone setting is used for: • Message Received Time—When a user listens to messages by: – Phone: Connection announces the time that a message was received by using the local time specified for the user. – Web Inbox: Connection announces the time that a message was received by using the local time specified in the operating system. • 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. 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.
Language	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. The language setting for users also controls the language used for Text to Speech (TTS). 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. **Note** Depending on your license settings, United States English may not be available.
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.

Table 1-3 Edit User Basics Page (continued)

Field	Description
Corporate Email Address	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* This field is populated in the following ways: • If you created the user by using the Bulk Administration Tool to import a CSV file, and if the CSV file contained a value for the corporate email address, the value appears in this field. • If you created the user by using the Import Users tool to import user data from an LDAP directory, and if the LDAP directory included an email address, the value appears in this field. If you created the user from data in an LDAP directory (by using either the Bulk Administration Tool or the Import Users tool), the field in the LDAP directory that is imported into the Corporate Email Address field is determined by the option you selected for the Mail ID field in the User Fields to Be Synchronized table on the System Settings > LDAP > LDAP Directory page in Cisco Unity Connection Administration.
Generate SMTP Proxy Address From Corporate Email Address	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.
Corporate Phone Number	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* This field is populated in the following ways: • If you created the user by using the Bulk Administration Tool to import a CSV file, and if the CSV file contained a value for the corporate phone number, the value appears in this field. • If you created the user by using the Import Users tool to import user data from an LDAP directory, and if the LDAP directory included a phone number, the value appears in this field. If you created the user from data in an LDAP directory (using either the Bulk Administration Tool or the Import Users tool), the field in the LDAP directory that is imported into the Corporate Phone Number field is determined by the option you selected for the Phone Number field in the User Fields to Be Synchronized table on the System Settings > LDAP > LDAP Directory page in Cisco Unity Connection Administration.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying Individual User Accounts in Cisco Unity Connection 9.x" section in the "Modifying or Deleting Individual 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.

To Edit User Account Settings in Bulk Edit Mode

Step 1 On the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 1-3 for information on how to set each field.

Note The Status message at the top of the Edit User Basics page tells you how many user accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode, and that the fields available for edit also depend on whether all of the user accounts reside on the local server.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Step 4 If applicable, continue to change settings for these user accounts on the related pages available from the Edit menu. As you make changes on each page, select **Submit** before going on to the next page to make additional changes.

Edit Password Settings

Table 1-4 Edit Password Settings Page

Field	Description
Choose Password	Select one of the following: • Voicemail—To change settings associated with the voicemail PIN of a user. • Web Application—To change settings associated with the web application password of a user. 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.
Locked by Administrator	Check this check box to prevent a user from accessing Cisco Unity Connection. 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.
User Cannot Change	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.

Table 1-4 Edit Password Settings Page (continued)

Field	Description
User Must Change at Next Sign-In	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. You cannot check this check box when the User Cannot Change check box is checked. The default setting for this check box specifies checked.
Does Not Expire	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. 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. The default setting for this check box specifies unchecked.
Authentication Rule	Select the authentication policy to apply to the selected user password or PIN settings.
Time Last Changed	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Indicates the last date and time that a user password or PIN was changed.
Failed Sign-In Attempts	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Indicates the number of failed sign-in attempts that have occurred for this password or PIN. The number is reset to zero after a successful sign-in has occurred, or when an administrator selects Unlock Password.
Time of Last Failed Sign-In Attempt	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Indicates the date and time of the most recent failed sign-in attempt for this password or PIN.
Time Locked by Administrator	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Indicates the date and time that a user password or PIN was locked by an administrator.
Time Locked Due to Failed Sign-In Attempts	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Indicates the date and time that a user password or PIN was locked because the maximum number of allowed failed sign-in attempts was reached.
Unlock Password	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select Unlock Password to unlock the user password or PIN. When selected, Unlock Password also resets the Failed Sign-In Attempts to zero, and deletes the Time Locked value.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Change Password

Table 1-5 Change Password Page

Field	Description
Choose Password	Select one of the following: • Voicemail—To change settings associated with the voicemail PIN of a user. • Web Application—To change settings associated with the web application password of a user. 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.
Password	Enter a password or PIN: • Phone PIN—use digits 0 through 9. • Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|[:"';<>?/ \., 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). The maximum length for passwords is 80 characters; the maximum length for PINs is 24 digits. Note that requirements for password/PIN complexity and minimum credential length are set on the System Settings > Authentication Rule pages.
Confirm Password	Enter the new password or PIN again to confirm the entry.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Edit Roles

Table 1-6 Edit Roles Page

Field	Description
Assigned Roles	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. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator *(Cisco Unity Connection 8.5 and later only)* • Greeting Administrator • Help Desk Administrator • Mailbox Access Delegate Account • Remote Administrator • System Administrator • Technician • User Administrator
Available Roles	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. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator *(Cisco Unity Connection 8.5 and later only)* • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Message Waiting Indicators

Table 1-7 Message Waiting Indicators Page

Field	Description
Delete Selected	To delete a message waiting indicator (MWI), check the check box to the left of the MWI display name, and select Delete Selected. You can delete multiple MWIs at once.
Add New	To add a message waiting indicator (MWI), select the Add New button. A new page opens, on which you enter data applicable to the new MWI.
Reset All	To reset all message waiting indicators (MWIs) for the user (for example, when the MWIs need resynchronization), select the Reset All button.
Display Name	The name of the message waiting indicator (MWI). Select the Display Name to go to the specific page for the MWI.
Enabled	*(Display only)* Shows whether the message waiting indicator (MWI) is enabled.
Extension	*(Display only)* The extension that the phone system uses to connect to the user.
Current Status	*(Display only)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Phone System	*(Display only)* The display name for the phone system that turns the message waiting indicator (MWI) on and off.
Send Message Counts	*(Display only)* Shows whether message counts are enabled. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.

See Also

- The "Message Waiting Indicators 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.

Edit Message Waiting Indicators

Table 1-8 Edit Message Waiting Indicators Page

Field	Description
Enabled	Check this check box to enable the message waiting indicator (MWI) for the user.

Table 1-8 Edit Message Waiting Indicators Page (continued)

Field	Description
Display Name	Enter a descriptive name for the message waiting indicator (MWI).
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears. **Note** When editing multiple user accounts in Bulk Edit mode, you can check this check box to set each of the user accounts to inherit the user extension. However, if the user accounts you are editing in Bulk Edit mode had previously all been set to Inherit User's Extension, you cannot remove that setting (by unchecking the check box) while in Bulk Edit mode. Instead, you would need to edit each user account individually by unchecking the check box and also entering an applicable extension in the Extension field.
Extension	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The extension on which the message waiting indicator (MWI) appears.
Phone System	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The display name for the phone system that turns the message waiting indicator (MWI) on and off.
Current Status	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Send Message Counts	Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Message Waiting Indicators 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.

New Message Waiting Indicator

Table 1-9 New Message Waiting Indicator Page

Field	Description
Enabled	Check this check box to enable the message waiting indicator (MWI) for the user.
Display Name	Enter a descriptive name for the message waiting indicator (MWI).
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.

Table 1-9 New Message Waiting Indicator Page (continued)

Field	Description
Extension	The extension on which the message waiting indicator (MWI) appears. When entering characters in this field, consider the following: • Enter digits 0 through 9. • Do not use spaces, dashes, or parentheses between digits. • Enter , (comma) to insert a one-second pause. • Enter # and * to correspond to the # and * keys on the phone. • Enter + for country-to-country calling. If the extension that you enter is intended to turn on an MWI on a phone that requires a different MWI on code than the phone that is associated with the primary extension, confirm that the phone system is programmed to support multiple MWI on and off codes.
Phone System	Select the phone system that turns the message waiting indicator (MWI) on and off.
Current Status	*(Display only)* Shows whether the message waiting indicator (MWI) for the user is on or off.
Send Message Counts	Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.

See Also

- The "Message Waiting Indicators 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.

Transfer Rules

Table 1-10 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 "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.

Edit Transfer Rule

Table 1-11 Edit Transfer Rule Page

Field	Description
Rule Name	*(Display only)* The name of the transfer rule.
When This Basic Rule Is Active	*(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)* Select the applicable option: • Apply Basic Settings on This Page—Cisco Unity Connection applies the settings on this page when this transfer rule is active. • Apply Personal Call Transfer Rules—Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active. 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.
Status	Indicate whether the transfer option is enabled and for how long: • Disabled—The transfer option is not in effect. • Enabled With No End Date and Time—The transfer option is enabled until you disable it. • 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. **Note** By design, the standard transfer rule cannot be disabled.
Transfer Calls To	Select one of the following settings: • Greeting—When this option is selected, the call is transferred as follows: – For user settings—to the user greeting, without ringing the user phone. – For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded. **Note** The Extension field is not available when editing user accounts in Bulk Edit mode; if you select the Extension setting, it will default to the extension that is already associated with the transfer rule for each of the user accounts you are editing.

Table 1-11 Edit Transfer Rule Page (continued)

Field	Description
Transfer Type	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. • 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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

Table 1-11 Edit Transfer Rule Page (continued)

Field	Description
If Extension Is Busy	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. • Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialed extension number>” 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

Table 1-11 Edit Transfer Rule Page (continued)

Field	Description
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Edit Message Settings

Table 1-12 Edit Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **Note** 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 > Advanced > Conversations page. Default setting: 300 seconds.

Table 1-12 Edit Message Settings Page (continued)

Field	Description
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.
Language That Callers Hear	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: • Use System Default Language—Connection plays the system prompts in the system default language. • 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. Or select a specific language from the list. **Note** Depending on your license settings, United States English may not be available.
Message Urgency	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: • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Sensitivity	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: • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Connection asks unidentified callers whether to mark their messages private.
Message Security—Mark Secure	C heck 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).

Table 1-12 Edit Message Settings Page (continued)

Field	Description
Play after Message Recording	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: • Do Not Play Recording—No recording will be played after the message has been sent. • System Default Recording—Play the default system recording after the message has been sent. • 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. By Default the **Sytem Default Recording** option will be selected.
After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • 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.

Table 1-12 Edit Message Settings Page (continued)

Field	Description
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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" 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.

Caller Input

Table 1-13 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	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.

Table 1-13 Caller Input Page (continued)

Field	Description
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
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.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.
- 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.

Edit Caller Input

Table 1-14 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)	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. To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page. Default setting: Check box not checked.

Table 1-14 Edit Caller Input Page (continued)

Field	Description
Action	Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – 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. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In *(available only on User Caller Input pages)*—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). – Greetings Administrator—A conversation for changing call handler greetings. – Sign-In—A conversation that prompts the caller to enter an ID and a PIN. – 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. • 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.

Table 1-14 Edit Caller Input Page (continued)

Field	Description
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Edit Mailbox

Revised February 6, 2013

Table 1-15 Edit Mailbox Page

Field	Description
Mounted	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The check box is checked if the mailbox is available, or not checked if the mailbox is not available. If a mailbox is not available, the user cannot access existing messages, and new messages are queued for delivery to the mailbox when it is available again. Cisco Unity Connection automatically makes a mailbox unavailable: • When the mailbox is being moved to another mailbox store. • When the mailbox store that contains the mailbox is disabled.
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.

Table 1-15 Edit Mailbox Page (continued)

Field	Description
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: • 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: – Warning Quota—When the mailbox for a user reaches this size, the user is warned that the mailbox is near the maximum size allowed. – Send Quota—When the mailbox for a user reaches this size, the user is prevented from sending any more voice messages. – Send/Receive Quota—When the mailbox for a user reaches this size, the user is prevented from sending or receiving any more voice messages. • Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page. 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.
Number of Messages	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* For this user, the total number of new messages, read messages, and messages that have been marked deleted (moved to the Deleted Items folder), but have not been permanently deleted.
Size	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The total size, in bytes, of all voice messages for the current user.
Creation Time	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Shows the date and time when the mailbox was created.
Mailbox Store	*(Display only. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* The display name of the mailbox store that contains this mailbox.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.
- 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.

- 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.

Phone Menu

Table 1-16 Phone Menu Page

Field	Description
Touchtone Conversation Menu Style	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. • Full—Users hear comprehensive instructions; select for a new user. • Brief—Users hear abbreviated versions of the full menus; select for a more experienced user. Default setting: Full.
Conversation Volume	Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. Default setting: Medium.
Conversation Speed	Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest Default setting: Normal.
Time Format	Indicates the time format that Cisco Unity Connection uses to play time stamps when users listen to their messages by phone: • 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. • 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. **Note** Users can set their own time format preferences in the Connection Messaging Assistant.

Table 1-16 Phone Menu Page (continued)

Field	Description
Use Voice Recognition Input Style	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* Check this check box when the user prefers to use voice recognition as the primary way to interact with Cisco Unity Connection by phone. 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.
Touchtone Conversation	Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone: • Alternate Keypad Mapping N • Alternate Keypad Mapping S • Alternate Keypad Mapping X • Classic Conversation • Custom Keypad Mapping 1 • Custom Keypad Mapping 2 • Custom Keypad Mapping 3 • Custom Keypad Mapping 4 • Custom Keypad Mapping 5 • Custom Keypad Mapping 6 • Optional Conversation 1 • Standard Conversation You can use either full or brief menu style with each conversation style.
Finding Messages with Message Locator—Enable	Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone. 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). Default setting: Check box not checked.
Message Locator Sort Order	Select one of the following options: • Last In, First Out • First In, Last Out 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.

Table 1-16 Phone Menu Page (continued)

Field	Description
Enable Phone View	*(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled. This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Check this check box to allow the user to see search results on the LCD screen of the Cisco Unified IP Phone when using the Find Message or the Display Message menu. Uncheck this check box to disable Phone View for the user. Default setting: Check box not checked.
Times to Repeat Menu When User Does Not Respond	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. **Note** This setting is not available for the voice-recognition conversation. Default setting: 1 time.
Wait for First Touchtone or Voice Command ____ Milliseconds	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. Default setting: 5,000 milliseconds.
Wait for Additional Key Presses When Entering Names, Extensions, and PINs ____ Milliseconds	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. The range of valid entries is 1,000 to 10,000 milliseconds. Default setting: 3,000 milliseconds.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options ____ Milliseconds	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. 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. This setting also applies when using ## to switch addressing modes. The range of valid entries is 250 to 5,000 milliseconds. Default setting: 1,500 milliseconds.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout) ____ Milliseconds	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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. Default setting: 750 milliseconds.

Table 1-16 Phone Menu Page (continued)

Field	Description
Voice Recognition Confirmation Confidence Threshold	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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. 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. 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.
Voice Recognition Speech Sensitivity (0 to 100)	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* Use this setting to compensate for potential background noise on a call. A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood. A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event. Default setting: 50.
After Sign-In, Play	Check the following check boxes to indicate what Cisco Unity Connection plays after a user signs in: • User's Recorded Name—Connection plays the recorded name of the user. Default setting: Check box not checked. • Alternate Greeting Notification—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. • User's New Messages Automatically—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.

Table 1-16 Phone Menu Page (continued)

Field	Description
When Exiting the Conversation	Select from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer – Greetings Administrator – Sign-In – User System Transfer • User with Mailbox—Sends the call to the Connection user that you specify. Select one of the following options: – Attempt Transfer – Go Directly to Greetings **Note** You cannot edit this field in Bulk Edit mode unless all of the user accounts reside on the local server.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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" 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.
- The "How Administrators Can Customize the User Conversation in Cisco Unity Connection 9.x" section in the "Cisco Unity Connection 9.x Conversation" 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.

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" 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.

Table 1-17 Playback Message Settings Page

Field	Description
Message Volume	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: • Low • Medium • High 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.) Default setting: Medium.
Message Speed	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: • Slow • Normal • Fast • Fastest Users can adjust the speed in the Connection Messaging Assistant. Users can use the Media Master to adjust the speed of messages that they play by using computer speakers. Default setting: Normal.

Table 1-17 Playback Message Settings Page (continued)

Field	Description
For New Messages, Play	Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new. • 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. • Voice Message Count—When this check box is checked, Connection announces the total number of voice messages that are marked new. • Email Message Count—When this check box is checked, Connection announces the total number of email messages that are marked new. • Fax Message Count—When this check box is checked, Connection announces the total number of fax messages that are marked new. • Receipt Message Count—When this check box is checked, Connection announces the total number of receipts that are marked new.
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	Check the Draft Message Count check box to have Cisco Unity Connection announce the number of messages that have been saved as drafts. 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. (You can also configure the setting for an alternate extension by selecting Show Advanced Settings on the Edit Alternate Extension page. The setting appears under the Message Addressing and Sending heading.) 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.
Before Playing Messages, Play	Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users sign in to Connection by phone: • Press 1 to hear voice messages • Press 2 to hear emails • Press 3 to hear faxes • Press 4 to hear receipts 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).

Table 1-17 Playback Message Settings Page (continued)

Field	Description
New Message Play Order	Indicate the order in which Cisco Unity Connection plays new messages to the user: • 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. 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). • Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages. 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).
Saved Message Play Order	Indicate the order in which Cisco Unity Connection plays saved messages to the user. • 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. 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). • Then By—Select Newest First or Oldest First.
Deleted Message Play Order	Select Newest First or Oldest First to specify the message order for deleted messages. **Note** 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).

Table 1-17 Playback Message Settings Page (continued)

Field	Description
Before Playing Each Message, Play	Check the following check boxes, as applicable: • Sender's Information—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: – 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. – For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information before playing the message. • 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, before playing the message. • Message Number—Check this check box to have Connection announce the sequential number of a message ("Message one...") before playing the message. • Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller. • Sender's ANI—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. • Message Duration—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.
While Playing Each Message	Set the following, as applicable: • Fast Forward Message by ____ Milliseconds—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. • Rewind Message by ____ Milliseconds—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.

Table 1-17 Playback Message Settings Page (continued)

Field	Description
When Disconnected or User Hangs Up During Message Playback	Set the following, as applicable: • Create a Message Bookmark—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. 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 <name of user>."). Default setting: Check box not checked. • Mark a New Message—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.) Default setting: Mark Message New. **Note** 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.

Table 1-17 Playback Message Settings Page (continued)

Field	Description
After Playing Each Message, Play	Check the following check boxes, as applicable: • 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. – 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. – For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information after playing the message. Default Setting: Check box not checked. • 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. Default Setting: Check box not checked. • 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. Default Setting: Check box not checked. • Message Number—Check this check box to have Connection announce the sequential number of a message ("Message one...") after playing the message. Default Setting: Check box not checked. • Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller. Default Setting: Check box checked • 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. Default Setting: Check box not checked.
After Playing the After Message Menu	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. Default setting: Check box not checked.
When Deleting a Message	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. Default setting: Check box not checked.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Message Playback 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.

Send Message Settings

Table 1-18 Send Message Settings Page

Field	Description
User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send broadcast messages to all users on the local Cisco Unity Connection server. Default setting: Check box not checked.
User Can Update Broadcast Messages Stored on This Server	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. Default setting: Check box not checked.
Enter a Recipient By	Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** Addressing by name requires lettered keypads on user phones. This setting does not apply when using the voice-recognition conversation. 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 > Advanced > Conversations page, users can address messages by phone only by entering user extensions.
Confirm Recipient by Name	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. You might want to enable this option when users address by ID rather than by spelling the name. **Note** Users always hear a confirmation when using the voice-recognition conversation. Default setting: Check box not checked.

Table 1-18 Send Message Settings Page (continued)

Field	Description
Continue Adding Names After Each Recipient	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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. Default setting: Check box not checked.
Automatically Add Recipients to Addressing Priority List	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. 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. Default setting: Check box not checked.
Allow Users to Save Draft Messages	Check this check box to allow the user to choose whether to save a message as a draft during message composition. 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. 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 > Advanced > Conversations page. If a draft message is not accessed and modified by the user during the specified time period, it is automatically deleted.
Retain Urgency Flag When Forwarding or Replying to Messages	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. This setting does not apply to messages sent by using the Connection Web Inbox, an IMAP email client, or ViewMail. Default setting: Check box not checked.

Table 1-18 Send Message Settings Page (continued)

Field	Description
When a Call Is Disconnected or the User Hangs Up	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. 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: • 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. • 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. 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. 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. 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 > Advanced > Conversations page. If a draft message is not accessed and modified by the user during the specified time period, it is automatically deleted. Default setting: Send Message.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Edit Message Actions

Table 1-19 Edit Message Actions Page

Field	Description
Voicemail	Select the action that Cisco Unity Connection takes when the user receives a voice message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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: • 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. • Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange. 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: • Accept the Message—Connection delivers voice messages to the user mailbox and synchronizes them with Exchange. • 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. • Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange. Default setting: Accept the Message.

Table 1-19 Edit Message Actions Page (continued)

Field	Description
Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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. 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. Default setting: Accept the Message.

Table 1-19 Edit Message Actions Page (continued)

Field	Description
Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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. 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. Default setting: Accept the Message.

Table 1-19 Edit Message Actions Page (continued)

Field	Description
Delivery Receipt	Select the action that Cisco Unity Connection takes when the user receives a delivery receipt: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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: • 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. • Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange. 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: • Accept the Message—Connection delivers delivery receipts to the user mailbox and synchronizes them with Exchange. • 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. • Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange. Default setting: Accept the Message.
Relay Address	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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page.
Replaceable Tokens	*(Applicable only to Bulk Edit operations.)* Enter a combination of text and tokens that Cisco Unity 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.

Table 1-19 Edit Message Actions Page (continued)

Field	Description
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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" 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.

Search Greetings

Table 1-20 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	*(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: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

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.

Edit Greeting

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Table 1-21 Edit Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • Disabled—The applicable greeting is not in effect. • Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. • 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.
Callers Hear	Indicate the source for the selected greeting: • 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, <user name> 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. **Note** Recording a greeting does not enable it. • My Personal Recording—Select to use the personal recording of the user. • Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the “Record Your Message at the Tone” Prompt	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message.This check box is enabled only when Call Action is set to "Take Message" in After Greeting field.When the option is set to System Default Greeting, the checkbox remains disabled and checked. Default setting: Check box checked.

Table 1-21 Edit Greeting Page (continued)

Field	Description
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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. • 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. • 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. • 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.

Table 1-21 Edit Greeting Page (continued)

Field	Description
After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – Hang Up—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. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – 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. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—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.

Table 1-21 Edit Greeting Page (continued)

Field	Description
Caller Options	*(Applicable only to Alternate greetings)* Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes: • Transfer Callers to Greeting Without Ringing User's Phone **Note** 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. • Prevent Callers from Skipping the User's Greeting • Prevent Callers from Leaving Messages 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.
Recording	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.) 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. 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.)
Select Language	Select the language in which you want to play/record the greetings. **Note** The language for the greetings is independent of any template or greeting. Therefore, if you change the language for one user template and if the browser cookie of the client is enabled, the same language gets reflected in all other templates and greetings.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

- 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.

Post-Greeting Recording Settings

Table 1-22 Post-Greeting Recording Settings Page (Cisco Unity Connection 8.0(2) and Later Only)

Field	Description
Play Post-Greeting Recording	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: • 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. • 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. • 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. Default: Do Not Play Recording.
Play Post-Greeting Recording Selection	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 under Play Post-Greeting Recording is selected.

Notification Devices

Table 1-23 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	*(Display only)* 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	The name of the notification device. Select the Display Name to go to the specific page for the notification device.
Type	*(Display only)* 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	*(Display only)* 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 **To** field.

Table 1-23 Notification Devices Page (continued)

Field	Description
Phone System	*(Display only)* 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

- 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.

New Notification Device

Table 1-24 New Notification Device Page

Field	Description
Notification Device Type	Select a type of notification device from the list having the following options: • Phone • Pager • SMTP • HTML
Display Name	Enter a descriptive name for the notification device.
Phone Number	*(Applicable only to phone and pager notification devices.)* 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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. • + for country-to-country calling Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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. 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.
Duration to Wait Before Dialing Extra Digits	*(Applicable only to phone and pager notification devices.)* 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).

Table 1-24 New Notification Device Page (continued)

Field	Description
Rings to Wait	*(Applicable only to phone and pager notification devices.)* 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 answer the phone. Default setting: 4 rings.
Busy Retry Limit	*(Applicable only to phone and pager notification devices.)* Indicates the number of times that Cisco Unity Connection redials (after the first attempt) in order to reach a user number that is busy. Select a higher number to reach someone who uses the phone frequently. Default setting: 4 times.
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(Applicable only to phone and pager notification devices.)* Indicates the number of times that Cisco Unity Connection redials (after the first attempt) in order 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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **Note** 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. 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. Default setting: 0.

Table 1-24 New Notification Device Page (continued)

Field	Description
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.
Phone System	*(Applicable to phone and pager notification devices only.)* Select the phone system that the notification device uses.
Prompt for User ID on Notifications	*(Applicable only to phone notification devices.)* 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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(Applicable only to SMTP and SMS notification devices.)* Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices: • 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). • 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. Up to 128 characters can be entered in this field.

Table 1-24 New Notification Device Page (continued)

Field	Description
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • If the SMPP Provider requires a "source address" for the server sending the message, enter the IP address for the Cisco Unity Connection server. • 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. **Note** 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. Up to 40 characters can be entered in this field.
Message Header	*(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.
Message Text	*(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. **Note** 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). 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.)
Message Footer	*(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.
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.

Table 1-24 New 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.
Search Users, page 1-2Include a Link to Full Web 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	*(Applicable only to HTML notification devices.)* Enter the email address of the user. **Note** You can add multiple email addresses those 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 E.164 compliant. For more information on the restriction rules, see the "Managing Restriction Tables in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection*.
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 the 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.

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.

Edit Notification Device

Revised February 13th, 2013

Note Changes cannot be made to SMS notification devices in Bulk Edit mode.

Table 1-25 Edit Notification Device Page

Field	Description
Enabled	Check this check box to enable the notification device. **Note** This setting will get overridden if a user selects different settings using Cisco PCA.
Display Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter a descriptive name for the notification device.
Delay Before First Notification Attempt	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. 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). Enter a value between 0 and 120 minutes. Default setting: 0 minutes.
Repeat Notification If There Are Still New Messages	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. **Note** 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. Default setting: Check box not checked.
Notification Repeat Interval	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. The range for the Notification Repeat Interval is 0 to 60 minutes. **Note** A Notification Repeat Interval of 0 minutes disables repeat notification. Default setting: 0 minutes.

Table 1-25 Edit Notification Device Page (continued)

Field	Description
On Notification Failure	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.) (Applicable only to phone, pager, and SMS notification devices.)* 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: • 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. • 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. • 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.
Event Type	Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received. • 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. • 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. • 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. • 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. • Calendar Appointments *(Applicable only to SMTP and SMS notification devices)*—Connection sends a notification to this device for an upcoming Outlook appointment. • Calendar Meetings *(Applicable only to SMTP and SMS notification devices)*—Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.
Transcribe Voice Messages to Text	*(Applicable only to SMTP and SMS notification devices.)* Check the Voice Messages check box to have voice message transcriptions sent to this device. If the user wants to receive transcriptions of urgent messages only, check the Urgent Only check box. **Note** To received transcriptions, you do not need to configure an Event Type. Configure an Event Type only if the user wants to be notified immediately that a voice message has arrived and that a transcription of the message will soon follow.

Table 1-25 Edit Notification Device Page (continued)

Field	Description
Limit the Number of SMS Messages Per Transcription To	*(Applicable only to SMS notification devices.)* Check this check box if you want to set a limit on the number of text messages that are sent for each voice transcription. Then enter the maximum number of messages to send for each transcription. Most SMPP providers limit the number of characters allowed in a single text messages, so transcriptions of long voice messages are sent as multiple text messages.
Phone Number	*(Applicable only to phone and pager notification devices.)* 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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. • + for country-to-country calling Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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. 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.
Duration to Wait Before Dialing Extra Digits	*(Applicable only to phone and pager notification devices.)* 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).
Rings to Wait	*(Applicable only to phone and pager notification devices.)* 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. Default setting: 4 rings.
Busy Retry Limit	*(Applicable only to phone and pager notification devices.)* Indicates the number of times that Cisco Unity Connection redials (after the first attempt) in order to reach a user number that is busy. Select a higher number to reach someone who uses the phone frequently. Default setting: 4 times.
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(Applicable only to phone and pager notification devices.)* Indicates the number of times that Cisco Unity Connection redials (after the first attempt) in order 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. Default setting: 4 times.

Table 1-25 Edit Notification Device Page (continued)

Field	Description
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **Note** 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. 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. Default setting: 0.
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.
Phone System	*(Applicable to phone and pager notification devices only.)* Select the phone system that the notification device uses.
Prompt for User ID on Notifications	*(Applicable only to phone notification devices.)* 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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.

Table 1-25 Edit Notification Device Page (continued)

Field	Description
To	*(Applicable only to SMTP and SMS notification devices.)* Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices: • 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). • 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. Up to 128 characters can be entered in this field.
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • If the SMPP Provider requires a "source address" for the server sending the message, enter the IP address for the Cisco Unity Connection server. • 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. **Note** 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. Up to 40 characters can be entered in this field.
Message Header	*(Applicable only to SMTP notification devices.)* 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 1-25 Edit Notification Device Page (continued)

Field	Description
Message Text	*(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. **Note** 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). 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.)
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.
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 of that type is marked urgent.
To	*(Applicable only to HTML notification devices.)* Enter the email address of the user. **Note** You can add multiple email addresses those 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 telephone record and playback functionality. The number entered here can be E.164 compliant. For more information on the restriction rules, see the "Managing Restriction Tables in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection*.
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.

Table 1-25 Edit Notification Device Page (continued)

Field	Description
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, 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 **Run Now**. To schedule a bulk edit operation for a later date and/or time, select **Run Later**, 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 toWait 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.

Alternate Extensions

Table 1-26 Alternate Extension Page

Field	Description
Delete Selected	To delete an alternate extension, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate extensions at once.
Add New	To add an alternate extension, select the Add New button. A new page opens, on which you enter data applicable to the new alternate extension.
Phone Number	The phone number of the alternate extension. Select the Phone Number to go to the specific page for the alternate extension.
Display Name	*(Display only)* The name of the alternate extension.
Phone Type	*(Display only)* The type of phone number.

See Also

- The "Alternate Extensions 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.

New Alternate Extension

Table 1-27 New Alternate Extensions Page

Field	Description
Phone Type	Select the type of phone number from the list.
Display Name	Enter a descriptive name for the alternate extension.
Phone Number	Enter a unique phone number for the alternate extension. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient. When you specify the phone number for an alternative extension, Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Connection from the phone system). This means that Connection associates the alternate phone number with the user account, and when a call comes from that number, Connection prompts the user to enter a PIN and sign in. When entering characters in the Phone Number field, consider the following: • You can enter an extension up to 40 characters in length. (SIP integrations can use up to 40 alphanumeric characters.) • Each extension must be unique within the partition. • For SIP integrations, you can also enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Do not use spaces.
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).

See Also

- The “Alternate Extensions in Cisco Unity Connection 9.x” and “Adding Alternate Extensions” sections 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.

Edit Alternate Extension

Table 1-28 Edit Alternate Extensions Page

Field	Description
Phone Type	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select the type of phone number from the list.
Display Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter a descriptive name for the alternate extension.
Phone Number	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Enter a unique phone number for the alternate extension. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient. When you specify the phone number for an alternative extension, Connection handles all calls from that number in the same way that it handles calls from a primary extension (assuming that ANI or caller ID is passed along to Connection from the phone system). This means that Connection associates the alternate phone number with the user account, and when a call comes from that number, Connection prompts the user to enter a PIN and sign in. When entering characters in the Phone Number field, consider the following: • You can enter an extension up to 40 characters in length. (SIP integrations can use up to 40 alphanumeric characters.) • Each extension must be unique within the partition. • For SIP integrations, you can also enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Do not use spaces.
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).
Show/Hide Advanced Settings	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select this button to show or hide the alternate extension advanced settings. There are several conversation settings that can be customized for alternate extensions. By default, each alternate extension uses the same settings that have been configured for the primary extension of the user. Custom settings for alternate extensions can be used to customize the conversation settings based on the phone number from which the user is calling.

Table 1-28 Edit Alternate Extensions Page (continued)

Field	Description
Skip PIN When Calling From Known Extension	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Check this check box if you do not want this user to be asked for a PIN when calling from this extension. **Note** 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.
Conversation Volume	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. The primary extension value for this setting is configured on the Phone Menu page for a user.
Conversation Speed	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest The primary extension value for this setting is configured on the Phone Menu page for a user.
After Sign-In, Play User's New Messages Automatically	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Check this check box to have the user go directly to new messages after signing in. When you check this check box, the user does not hear message counts or the main menu. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Use Voice Recognition Input Style	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Check this check box for the user to use voice recognition to interact with Cisco Unity Connection when calling from this alternate extension. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Times to Repeat Menu When User Does Not Respond	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Specify how many times Cisco Unity Connection repeats a menu if the user has not responded to a menu when calling from this alternate extension. The range of valid entries is 0 to 10 times. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait for First Touchtone or Voice Command	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Specify how long Cisco Unity Connection waits for the user to press a first key or say a voice command after playing a menu when calling from this alternate extension. The range of valid entries is 500 to 10,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.

Table 1-28 Edit Alternate Extensions Page (continued)

Field	Description
Wait for Additional Key Presses When Entering Names, Extensions, and PINs	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* 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. The range of valid entries is 1,000 to 10,000 milliseconds. The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* 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. The range of valid entries is 250 to 5,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Wait Between Words in Voice Commands (0 to 100)	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Specify how long Cisco Unity Connection waits for the user to say additional words before acting on the words already spoken when calling from this alternate extension. The range of valid entries is 300 to 10,000 milliseconds. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.
Voice Recognition Confirmation Confidence Threshold	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.) (Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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. 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. 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. The primary extension value for this setting is configured on the Phone Menu page for a user.
Voice Recognition Speech Sensitivity	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Use this setting to compensate for potential background noise on a call from this alternate extension. A value of 0 indicates that the speech engine is not very sensitive and the user might have to yell to be understood. A value of 100 indicates that the speech engine is extremely sensitive and any noise it hears is considered a speech event. **Note** The primary extension value for this setting is configured on the Phone Menu page for a user.

Table 1-28 Edit Alternate Extensions Page (continued)

Field	Description
Message Volume	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select the volume level at which Cisco Unity Connection plays the body of messages and recorded introductions for fax messages when users play their messages when calling from this alternate extension: • Low • Medium • High **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Message Speed	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select the speed at which Cisco Unity Connection plays the body of messages and recorded introductions for fax messages when users play their messages when calling from this alternate extension: • Slow • Normal • Fast • Fastest **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Fast Forward Message By	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Specify the amount of time that Cisco Unity Connection skips ahead when users fast-forward while listening to messages from this alternate extension. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Rewind Message By	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Specify the amount of time that Cisco Unity Connection skips back when users rewind while listening to messages from this alternate extension. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
When a Call Is Disconnected or the User Hangs Up (Playback Settings)	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select whether you want Cisco Unity Connection to consider messages new or to 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. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.
Confirm Deletions of New and Saved Messages	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Check this check box to have Cisco Unity Connection ask users to confirm their choice when they delete new and saved messages by phone. **Note** The primary extension value for this setting is configured on the Playback Message Settings page for a user.

Table 1-28 Edit Alternate Extensions Page (continued)

Field	Description
Enter a Recipient By	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.
Confirm Recipient by Name	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* By default, when addressing users, Cisco Unity Connection does not confirm by repeating the name of a user that was just selected from a list. Enable Confirm Recipient by Name if you want users to hear a confirmation of the selected name. **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.
Continue Adding Names After Each Recipient	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* 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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. The primary extension value for this setting is configured on the Send Message Settings page for a user.
When a Call Is Disconnected or the User Hangs Up (Message Addressing and Sending)	*(This field appears only when editing an individual user account; not applicable to Bulk Edit operations.)* Select 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. **Note** The primary extension value for this setting is configured on the Send Message Settings page for a user.
Modify Alternate Extension	*(Applicable only to Bulk Edit operations.)* To modify alternate extensions in Bulk Edit mode, select the Modify Alternate Extension field, and then select a phone from the list.
Delete Alternate Extension	*(Applicable only to Bulk Edit operations.)* To delete alternate extensions in Bulk Edit mode, select the Delete Alternate Extension field.
Remove All Except the Right-Most	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Remove All Except the Right-Most check box, and then select the number of digits to remove from the list.
Remove All Except the Left-Most	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Remove All Except the Left-Most check box, and then select the number of digits to remove from the list.

Table 1-28 Edit Alternate Extensions Page (continued)

Field	Description
Remove the Left-Most	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Remove the Left-Most check box, and then select the number of digits to remove from the list.
Remove the Right-Most	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Remove the Right-Most check box, and then select the number of digits to remove from the list.
Prepend These Digits	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Prepend These Digits check box, and then enter the digits to add to the beginning of each alternate extension.
Append These Digits	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Append These Digits check box, and then enter the digits to add to the end of each alternate extension.
Add This Value to the Extension	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Add This Value to the Extension check box, and then enter the value.
Subtract This Value from the Extension	*(Applicable only to Bulk Edit operations.)* To create alternate extensions in Bulk Edit mode that are based on the primary extension of each user, check the Subtract This Value from the Extension check box, and then enter the value.
Test Extension	*(Applicable only to Bulk Edit operations.)* Enter an extension and select Test to verify that the alternate extension works properly.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

Edit Alternate Names

Table 1-29 Edit Alternate Names Page

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Alternate Names 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.

Private Distribution Lists

When you select the link to enter settings for private distribution lists owned by a user, the Cisco Personal Communications Assistant opens; private distribution list settings are not managed from within Cisco Unity Connection Administration.

You can find information related to private distribution list settings in the Cisco PCA Help.

Unified Messaging Accounts

Table 1-30 Unified Messaging Accounts Page

Field	Description
Delete Selected	To delete a unified messaging account, check the check box to the left of the display name, and select Delete Selected. You can delete multiple unified messaging accounts at once.
Add New	To add 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.
Service Type	*(Display only)* The type of server to which the unified messaging account connects.
Access Exchange Email by Using Text to Speech	*(Display only)* When this check box is checked, the unified messaging account 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 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 synchronizes voice messages in Connection and Exchange.
MeetingPlace Scheduling and Joining	*(Display only)* When this check box is checked, the unified messaging account enables users to schedule and join Cisco Unified MeetingPlace meetings.
Primary Meeting Service	*(Display only)* When this check box checked, the unified messaging account schedules its own meetings. When this check box is not checked, the unified messaging account schedules meetings through another server.

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.
- 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.

New Unified Messaging Account

Table 1-31 New Unified Messaging Account Page

Field	Description
Unified Messaging Service	Select the name of the unified messaging service that you want to enable for the user.
Service Type	*(Display only)* The type of server to which the unified messaging service connects.
Use This Email Address	*(Exchange only)* If you want Connection to synchronize voice messages with an Exchange mailbox that you specify here: • Select this option. • Enter an email address in user@domain format. This email address must match the primary SMTP address of the mailbox in Exchange.
Use Corporate Email Address	*(Exchange only)* If you want Connection to synchronize voice messages with the Exchange mailbox specified in the Corporate Email Address field on the Edit User Basics page: • Select this option. • Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format. This email address must match the primary SMTP address of the mailbox in Exchange.

Table 1-31 New Unified Messaging Account Page

Field	Description
Sign-In Type	*Exchange 2003:* The Sign-In Type is applicable only when the user is 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. Select the applicable option: • **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. • **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. *MeetingPlace:* Select the applicable option: • **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. • **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.
User ID	*Exchange 2003:* If you selected Use User ID Provided Below for the Sign-In Type, enter the Exchange 2003 alias in this field. Connection signs the user into Exchange 2003 by using the setting in this field. *MeetingPlace:* If you selected Use User ID Provided Below for the Sign-In Type, enter the Cisco Unified MeetingPlace user ID in this field. Connection signs the user into MeetingPlace by using the setting in this field.
Access Exchange Email by Using Text to Speech	*(Exchange only)* When this check box is checked, the current Connection user can use text to speech to listen to Exchange email. When this check box is not checked, the user cannot use text to speech. 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.
Access Exchange Calendar and Contacts	*(Exchange only)* When this check box is checked, the current Connection user can access Exchange calendars and contacts. When this check box is not checked, the user cannot access Exchange calendars and contacts. 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.

Table 1-31 New Unified Messaging Account Page

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	*(Exchange only)* When this check box is checked, Connection and Exchange mailboxes are synchronized for the current Connection user. When this check box is not checked, mailboxes are not synchronized for the user. 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. If you disable and later re-enable single inbox for this user, Connection resynchronizes the Connection and Exchange mailboxes for the user. Note the following: • If the user deletes messages in Exchange but does not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If a user deletes messages in Connection but does not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. The user must delete the messages from Exchange manually. • If the user changes the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox for a user, depending on the size of the user's Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	This button makes Connection perform the following operations for the current Connection mailbox: • Synchronize any voice messages that have not already been synchronized. • Resynchronize the state of existing messages, for example, read/unread status. • Resubscribe for Exchange notifications, which cause Exchange to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.
Primary Meeting Service	*(Cisco Unified MeetingPlace only)* When this check box is checked, Cisco Unified MeetingPlace meetings will be set up through this Cisco Unified MeetingPlace server. When this check box is not checked, the Cisco Unified MeetingPlace meetings will be set up through another server.
Test	Click the Test button to ensure the successful communication of Connection with the Exchange server through the email address specified in **Use This Email Address** text box.

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.
- 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.

Edit Unified Messaging Account

Table 1-32 Edit Unified Messaging Account Page

Field	Description
Unified Messaging Service	*(Display only)* The unified messaging service associated with this unified messaging account.
Service Type	*(Display only)* The type of server to which the unified messaging service connects.
Use This Email Address	*(Exchange only)* If you want Connection to synchronize voice messages with an Exchange mailbox that you specify here: • Select this option. • Enter an email address in user@domain format.
Use Corporate Email Address	*(Exchange only)* If you want Connection to synchronize voice messages with the Exchange mailbox specified in the Corporate Email Address field on the Edit User Basics page: • Select this option. • Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format.

Table 1-32 Edit Unified Messaging Account Page (continued)

Field	Description
Sign-In Type	*Exchange 2003:* The Sign-In Type is applicable only when the user is 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. Select the applicable option: • **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. • **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. *MeetingPlace:* Select the applicable option: • **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. • **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.
User ID	*Exchange 2003:* If you selected Use User ID Provided Below for the Sign-In Type, enter the Exchange 2003 alias in this field. Connection signs the user into Exchange 2003 by using the setting in this field. *MeetingPlace:* If you selected Use User ID Provided Below for the Sign-In Type, enter the Cisco Unified MeetingPlace user ID in this field. Connection signs the user into MeetingPlace by using the setting in this field.
Access Exchange Email by Using Text to Speech	*(Exchange only)* When this check box is checked, the current Connection user can use text to speech to listen to Exchange email. When this check box is not checked, the user cannot use text to speech. 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. Note that enabling the option for a service automatically enables it for every Connection user who is configured to use that service.
Access Exchange Calendar and Contacts	*(Exchange only)* When this check box is checked, the current Connection user can access Exchange calendars and contacts. When this check box is not checked, the user cannot access Exchange calendars and contacts. 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. Note that enabling the option for a service automatically enables it for every Connection user who is configured to use that service.

Table 1-32 Edit Unified Messaging Account Page (continued)

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	*(Exchange only)* When this check box is checked, Connection and Exchange mailboxes are synchronized for the current Connection user. When this check box is not checked, mailboxes are not synchronized for the user. 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. Note that enabling the option for a service automatically enables it for every Connection user who is configured to use that service. If you disable and later re-enable single inbox for this user, Connection resynchronizes the Connection and Exchange mailboxes for the user. Note the following: • If the user deletes messages in Exchange but does not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If a user deletes messages in Connection but does not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. The user must delete the messages from Exchange manually. • If the user changes the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox for a user, depending on the size of the user's Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	This button makes Connection perform the following operations for the current Connection mailbox: • Synchronize any voice messages that have not already been synchronized. • Resynchronize the state of existing messages, for example, read/unread status. • Resubscribe for Exchange notifications, which cause Exchange to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook.
MeetingPlace Scheduling and Joining	*(Cisco Unified MeetingPlace only)* When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.
Primary Meeting Service	*(Cisco Unified MeetingPlace only)* When this check box is checked, Cisco Unified MeetingPlace meetings will be set up through this Cisco Unified MeetingPlace server. When this check box is not checked, the Cisco Unified MeetingPlace meetings will be set up through another server.
Test	Click the Test button to ensure that the Connection is able to find the mailbox on the Exchange Server and is able to communicate with the mailbox.

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.
- 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.

SMTP Proxy Addresses

Table 1-33 SMTP Proxy Addresses Page

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SMTP proxy addresses at once.
Add New	To add a new SMTP proxy address, select the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row and select Save.
SMTP Proxy Address	Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact. You can enter a pattern for the SMTP proxy address: 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.) The available tokens are: • %FirstName% • %LastName% • %Alias% • %Extension% (*Only when single inbox is configured for the user*) The SMTP proxy address for a user must match the Exchange email address that is specified in the unified messaging account in which single inbox is enabled.
Append SMTP Proxy Addresses	*(Applicable only to Bulk Edit operations.)* Select Append SMTP Proxy Addresses to add an SMTP proxy address to each user account or contact you are editing.
Override SMTP Proxy Addresses	*(Applicable only to Bulk Edit operations.)* Select Override SMTP Proxy Addresses to remove any currently-existing SMTP proxy addresses for each user account or contact, and replace them with the new SMTP proxy addresses you enter in the SMTP Proxy Address field.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- For users, the "SMTP Proxy Addresses 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*. For contacts, the "SMTP Proxy Addresses in Cisco Unity Connection 9.x" section in the "Managing Contacts in Cisco Unity Connection 9.x" chapter of the same guide, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

Import Users

Table 1-34 Import Users Page

Field	Description
Find Users	Select the type of user to import. In a Cisco Unified Communications Manager Business Edition (CMBE) configuration, the users are imported from the Default Switch. In a Cisco Unity Connection configuration, if you are importing data from Cisco Unified Communications Manager, you must also select the Cisco Unified CM server with the applicable user accounts. Only Cisco Unified CM servers for which an AXL server is configured appear in the list. In a Cisco Unity Connection configuration, if you have integrated Cisco Unity Connection with an LDAP directory and have synchronized Connection with LDAP data (which imports LDAP data into a hidden Cisco Unified CM database on the Connection server), you can choose to import LDAP data.
Based on Template	Select the template on which to base the new user account. The template affects most user settings. For importing Cisco Unified Communications Manager users, only templates for users with voicemail appear in the list. ⚠ **Caution** When importing LDAP users, if you choose a template for administrators, users will not have mailboxes.
Alias	A unique text name for the user. Users enter the alias to sign in to the Cisco Personal Communications Assistant. Administrators enter the alias to sign in to Cisco Unity Connection Administration.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.
Phone Number *(LDAP Only)*	When you are importing data from an LDAP directory, the Phone Number column displays the value of the LDAP field that you mapped to the Corporate Phone Number field in Connection when you added LDAP directory configurations in Connection Administration. (The Corporate Phone Number field appears on the Edit User Basics page.)
Extension	The extension that the phone system uses to connect to the object. When you are importing data from an LDAP directory, the Extension column displays the value of the Phone Number column after the regular expression on the System Settings > LDAP > Advanced LDAP Settings page has been applied.

See Also

- The "Creating Multiple Cisco Unity Connection 9.x User Accounts from Cisco Unified Communications Manager Users" 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.
- The "Creating User Accounts from LDAP User Data or Changing LDAP Integration Status for Existing Users 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.

Synchronize Unified Communications Manager Users

Table 1-35 Synchronize Unified Communications Manager Users Page

Field	Description
Find Imported Users	Enter applicable search criteria. In a Cisco Unity Connection configuration, you must also select the Cisco Unified Communications Manager server with the applicable user accounts. Only the Cisco Unified CM servers for which an AXL server is configured appear in the list. In a Cisco Unified Communications Manager Business Edition (CMBE) configuration, synchronization happens automatically. There should be no need to manually synchronize users.
Alias	A unique text name for the user. Users enter the alias to sign in to the Cisco Personal Communications Assistant. Administrators enter the alias to sign in to Cisco Unity Connection Administration.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.
Extension	The extension that the phone system uses to connect to the object.

See Also

- The "Creating Multiple Cisco Unity Connection 9.x User Accounts from Cisco Unified Communications Manager Users" 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.

CHAPTER 2

Cisco Unity Connection 9.x Class of Service Settings

See the following sections:

- Search Class of Service, page 2-1
- New Class of Service, page 2-1
- Edit Class of Service, page 2-9
- Class of Service Membership, page 2-16

Search Class of Service

Table 2-1 Search Class of Service Page

Field	Description
Display Name	The name of the class of service. Select the Display Name to go to the specific page for the class of service.
Delete Selected	To delete a class of service, check the check box to the left of the display name, and select Delete Selected. You can delete multiple classes of service at once.
Add New	To add a class of service, select the Add New button. A new page opens, on which you enter data applicable to the new class of service.
Bulk Edit	To edit multiple classes of service at one time, check the applicable check boxes, and select Bulk Edit. If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select Bulk Edit. For instructions, see the "To Edit Class of Service Settings in Bulk Edit Mode" procedure on page 2-16.

New Class of Service

Table 2-2 New Class of Service Page

Field	Description
Display Name	Enter a descriptive name for the class of service.
Recorded Name—Allow User to Record Name	Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to record their names. Users are prompted to record their names during first-time enrollment. Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a name is required to complete first-time enrollment on the System Settings > Advanced > Conversation page, by enabling the Require Users to Record Names at Enrollment setting. Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment. Default setting: Check box checked.
Recorded Name—Maximum Length	Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds. Default setting: 30 seconds.
Allow Users to Choose to Be Listed in the Directory	Check this check box to give users who are assigned to this class of service the option of being listed in the corporate directory. The corporate directory is the audio listing that users and unidentified callers use to reach users and to leave messages. Default setting: Check box not checked.
Greetings—Maximum Length	Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds. **Note** When recording greeting using media master, the maximum greeting length value under **System Settings > General Configuration > Maximum Greeting Length** is configured. Default setting: 90 seconds.

Table 2-2 New Class of Service Page (continued)

Field	Description
Allow Users to Access Voicemail Using an IMAP Client	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options: • Allow Users to Access Message Bodies—Users have access to the entire voicemail. • Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header. • Allow Users to Access Message Headers Only—Users have access only to message headers. Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Messaging Inbox. **Note** Encrypted message bodies can never be accessed from an IMAP client. Default setting: Check box not checked.
Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client and/or by using the single inbox feature. When this check box is checked, also select one of the following options, if applicable (note that these options are applicable only to IMAP): • Allow IMAP Users to Access Message Bodies—Users have access to the entire voicemail. • Allow IMAP Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header. • Allow IMAP Users to Access Message Headers Only—Users have access only to message headers. Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Web Inbox. **Note** Encrypted message bodies can never be accessed from an IMAP client or by using the single inbox feature. Default setting: Check box not checked.
Allow Users to Use the Web Inbox and RSS Feeds	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Web Inbox and access to RSS Feeds of voice messages. Default setting: Check box not checked. **Note** Web Inbox and RSS feeds support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

Table 2-2 New Class of Service Page (continued)

Field	Description
Allow Users to Use the Messaging Inbox and RSS Feeds	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages. Default setting: Check box not checked.
Allow Access to Advanced Features	Check this check box to enable the Allow Access to Exchange Email by Using Text to Speech (TTS) and the Allow Users to Use Voice Recognition options. Default setting: Check box not checked.
Allow Access to Email in Third-Party Message Stores	Check this check box to give users who are assigned to this class of service access to email on an Exchange server. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. This option requires an external service to be configured to access the message store on the Exchange server. Default setting: Check box not checked.
Allow Access to Exchange Email by Using Text to Speech (TTS)	Check this check box to give users who are assigned to this class of service to use text to speech to access to email on an Exchange server. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. This option requires a unified messaging service to be configured to access Exchange. Default setting: Check box not checked.
Allow Users to Use Voice Recognition	Check this check box to give users who are assigned to this class of service access to Voice Recognition. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. Default setting: Check box not checked.

Table 2-2 New Class of Service Page (continued)

Field	Description
Use Standard SpeechView Transcription Service	Select this option to give users who are assigned to this class of service transcriptions of their voice messages. When this option is selected, Cisco Unity Connection uses a third-party external transcription service to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety. When this option is selected, also select one of the following options: • Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service. • Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices. • Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages. Default setting: Option is not selected. **Note** The SpeechView Standard Transcription Service option is enabled only when the license required for standard transcription service is installed on the system.
Use SpeechView Pro Transcription Service	Select this option to give users who are assigned to this class of service transcriptions of their voice messages. When this option is selected, Cisco Unity Connection uses a third-party external transcription service and human intervention, if required, to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety. When this option is selected, also select one of the following options: • Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service. • Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices. • Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages. Default setting: Option is not selected. **Note** The SpeechView Pro Transcription Service option is enabled only when the license required for professional transcription service is installed on the system.

Table 2-2 New Class of Service Page (continued)

Field	Description
Allow Users to Use Personal Call Transfer Rules	Check this check box to give users who are assigned to this class of service access to personal call transfer rules. **Note** Depending on license settings, personal call transfer rules may not be available. Default setting: Check box not checked.
Allow Users to Use the Messaging Assistant	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Assistant in the Cisco Personal Communications Assistant. Default setting: Check box not checked.
Allow Users to Use Unified Client to Access Voicemail	Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voicemail playback, and directories into a single interface. In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
Allow Users to View Administrator-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify. Default setting: Check box not checked.
Allow Users to Manage Their User-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Connection Messaging Assistant and the phone interface. When this option is selected, users can define up to ten alternate extensions in addition to those already defined for them. By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple mobile phones, home phones, and other phones. Default setting: Check box not checked.
Message Length—Maximum Length	The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds. If enabled, users hear a warning tone before the maximum length is reached. **Note** The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings > Advanced > Conversations page. Default setting: 300 seconds (5 minutes).
Allow Users to Send Messages to System Distribution Lists	Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists. Default setting: Check box checked.

Table 2-2 New Class of Service Page (continued)

Field	Description
Delete Messages Without Saving to Deleted Items Folder	Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later. Default setting: Check box not checked. **Note** Regardless of how you set this setting, some IMAP clients display deleted messages in the inbox with a line through the message.
Users Can Reply to Messages from Other Users by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”) When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation. Default setting: Check box not checked.
Users Can Reply to Messages from Unidentified Callers by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”) **Note** The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option. To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings > Advanced > Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system. When this check box is not checked, users cannot use live reply to return calls to unidentified callers. Default setting: Check box not checked.

Table 2-2 New Class of Service Page (continued)

Field	Description
Require Secure Messaging	Specify how Cisco Unity Connection handles messages that are sent by members of this class of service: • Always—Messages are always marked secure. • Never—Messages are never marked secure. • Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu. • Private—Messages are marked secure only when users mark them private. Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: "To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5." All users are able to mark a message private when they send it, regardless of the option you select here. Default setting: Private.
Maximum Lists Per User	Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Connection Messaging Assistant. Though both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently: • When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names. • When a user tries to use the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names. This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit: • When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted. • When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists. Default setting: 25 lists.

Table 2-2 New Class of Service Page (continued)

Field	Description
Maximum Members Per List	Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant. The user who owns the list is the only person who can send voice messages to the list. Default setting: 99 members.
Allow Users to Change Call Screening Options	Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Connection Messaging Assistant. You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension. Default setting: Check box not checked.
Allow Users to Change Call Holding Options	Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Connection Messaging Assistant. Default setting: Check box not checked.
Outcalling	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.

See Also

- The "Adding a Class of Service in Cisco Unity Connection 9.x" section in the "Adding, Modifying, or Deleting a Class of Service 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.

Edit Class of Service

See Table 2-3 for information about the fields on the Edit Class of Service page.

For instructions on editing class of service information in Bulk Edit mode, see the "To Edit Class of Service Settings in Bulk Edit Mode" procedure on page 2-16.

Table 2-3 Edit Class of Service Page

Field	Description
Display Name	*(This field appears only when editing an individual class of service; not applicable to Bulk Edit operations.)* Enter a descriptive name for the class of service.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Recorded Name—Allow User to Record Name	Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to record their names. Users are prompted to record their names during first-time enrollment. Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a name is required to complete first-time enrollment on the System Settings > Advanced > Conversation page, by enabling the Require Users to Record Names at Enrollment setting. Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment. Default setting: Check box checked.
Recorded Name—Maximum Length	Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds. Default setting: 30 seconds.
Allow Users to Choose to Be Listed in the Directory	Check this check box to give users who are assigned to this class of service the option of being listed in the corporate directory. The corporate directory is the audio listing that users and unidentified callers use to reach users and to leave messages. Default setting: Check box not checked.
Greetings—Maximum Length	Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds. Default setting: 90 seconds.
Allow Users to Access Voicemail Using an IMAP Client	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options: • Allow Users to Access Message Bodies—Users have access to the entire voicemail. • Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header. • Allow Users to Access Message Headers Only—Users have access only to message headers. Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Messaging Inbox. **Note** Encrypted message bodies can never be accessed from an IMAP client. Default setting: Check box not checked.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox	Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client and/or by using the single inbox feature. When this check box is checked, also select one of the following options, if applicable (note that these options are applicable only to IMAP): • Allow IMAP Users to Access Message Bodies—Users have access to the entire voicemail. • Allow IMAP Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header. • Allow IMAP Users to Access Message Headers Only—Users have access only to message headers. Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Web Inbox. **Note** Encrypted message bodies can never be accessed from an IMAP client or by using the single inbox feature. Default setting: Check box not checked. **Note** IMAP Clients and Single Inbox support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.
Allow Users to Use the Web Inbox and RSS Feeds	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Web Inbox and access to RSS Feeds of voice messages. Default setting: Check box not checked. **Note** Web Inbox and RSS feeds support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.
Allow Users to Use the Messaging Inbox and RSS Feeds	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages. Default setting: Check box not checked.
Allow Access to Advanced Features	Check this check box to enable the Allow Access to Exchange Email by Using Text to Speech (TTS) and the Allow Users to Use Voice Recognition options. Default setting: Check box not checked.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Allow Access to Email in Third-Party Message Stores	Check this check box to give users who are assigned to this class of service access to email on an Exchange server. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. This option requires an external service to be configured to access the message store on the Exchange server. Default setting: Check box not checked.
Allow Users to Use Voice Recognition	Check this check box to give users who are assigned to this class of service access to Voice Recognition. **Note** The Allow Access to Advanced Features check box must be checked before enabling this option. Default setting: Check box not checked.
Use Standard SpeechView Transcription Service	Select this option to give users who are assigned to this class of service transcriptions of their voice messages. When this option is selected, Cisco Unity Connection uses a third-party external transcription service to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety. When this option is selected, also select one of the following options: • Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service. • Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices. • Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages. Default setting: Option is not selected. **Note** The SpeechView Standard Transcription Service option is enabled only when the license required for standard transcription service is installed on the system.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Use SpeechView Pro Transcription Service	Select this option to give users who are assigned to this class of service transcriptions of their voice messages. When this option is selected, Cisco Unity Connection uses a third-party external transcription service and human intervention, if required, to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety. When this option is selected, also select one of the following options: • Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service. • Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices. • Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages. Default setting: Option is not selected. **Note** The SpeechView Pro Transcription Service option is enabled only when the license required for professional transcription service is installed on the system.
Allow Users to Use Personal Call Transfer Rules	Check this check box to give users who are assigned to this class of service access to personal call transfer rules. **Note** Depending on license settings, personal call transfer rules may not be available. Default setting: Check box not checked.
Allow Users to Use the Messaging Assistant	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Assistant in the Cisco Personal Communications Assistant. Default setting: Check box not checked.
Allow Users to Use Unified Client to Access Voicemail	Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voicemail playback, and directories into a single interface. In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
Allow Users to View Administrator-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify. Default setting: Check box not checked.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Allow Users to Manage Their User-Defined Alternate Extensions	Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Connection Messaging Assistant and the phone interface. When this option is selected, users can define up to ten alternate extensions in addition to those already defined for them. By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple mobile phones, home phones, and other phones. Default setting: Check box not checked.
Message Length—Maximum Length	The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds. If enabled, users hear a warning tone before the maximum length is reached. **Note** The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings > Advanced > Conversations page. Default setting: 300 seconds (5 minutes).
Allow Users to Send Messages to System Distribution Lists	Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists. Default setting: Check box checked.
Delete Messages Without Saving to Deleted Items Folder	Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later. Default setting: Check box not checked.
Users Can Reply to Messages from Other Users by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”) When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation. Default setting: Check box not checked.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Users Can Reply to Messages from Unidentified Callers by Calling Them	Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say "return call.") **Note** The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option. To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings > Advanced > Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system. When this check box is not checked, users cannot use live reply to return calls to unidentified callers. Default setting: Check box not checked.
Require Secure Messaging	Specify how Cisco Unity Connection handles messages that are sent by members of this class of service: • Always—Messages are always marked secure. • Never—Messages are never marked secure. • Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu. • Private—Messages are marked secure only when users mark them private. Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: "To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5." All users are able to mark a message private when they send it, regardless of the option you select here. Default setting: Private.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Maximum Lists Per User	Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Connection Messaging Assistant. Though both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently: • When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names. • When a user tries to use the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names. This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit: • When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted. • When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists. Default setting: 25 lists.
Maximum Members Per List	Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant. The user who owns the list is the only person who can send voice messages to the list. Default setting: 99 members.
Allow Users to Change Call Screening Options	Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Connection Messaging Assistant. You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension. Default setting: Check box not checked.
Allow Users to Change Call Holding Options	Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Connection Messaging Assistant. Default setting: Check box not checked.
Outcalling	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying the Settings for a Class of Service in Cisco Unity Connection 9.x" section in the "Adding, Modifying, or Deleting a Class of Service 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.

To Edit Class of Service Settings in Bulk Edit Mode

Step 1 On the Search Class of Service page, check the applicable class of service check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 2-3 for information on how to set each field.

Note The Status message at the top of the Edit Class of Service page tells you how many classes of service are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Class of Service Membership

Table 2-4 Class of Service Membership Page

Field	Description
Move Selected User	Select Move Selected Users to reassign the selected users to the selected COS.
Alias	*(Display only)* A unique text name for the user.
First Name	*(Display only)* The first name of the user or contact.
Last Name	*(Display only)* The last name of the user or contact.

Table 2-4 Class of Service Membership Page (continued)

Field	Description
Display Name	*(Display only)* The name of the object.
Extension	*(Display only)* The extension that the phone system uses to connect to the object.

See Also

- The "Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 9.x" section in the "Adding, Modifying, or Deleting a Class of Service 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.

CHAPTER 3

Cisco Unity Connection 9.x Template Settings

See the following sections:

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- New User Template, page 3-3
- Edit User Template Basics, page 3-4
- User Templates Password Settings, page 3-7
- User Templates Change Password, page 3-8
- User Templates Edit Roles, page 3-9
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- User Templates Caller Input, page 3-20
- User Templates Edit Caller Input, page 3-21
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- User Templates Phone Menu, page 3-24
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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	*(Display only)* 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" 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.

New User Template

Table 3-2 New User Template Page

Field	Description
User Template Type	Select from the following: • User With Mailbox—For users who need to receive voicemail or use personal call routing rules and other features of Cisco Unity Connection. • 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.
Based on Template	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). 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.
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*)	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. **Note** If you are configuring unified messaging, we recommend that you check this check box.

See Also

- The "Adding 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.

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: • First Name, Then Last Name (for example, Jessie Smith) • Last Name, Then First Name (for example, Smith, Jessie)
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	Check this check box to list the user in the corporate directory, which outside callers can use to reach users. When allowed by the class of service, users can change this setting by phone or by using the Cisco Unity Connection Messaging Assistant. Default setting: Check box checked.
Send Non-Delivery Receipts on Failed Message Delivery	Check this check box so that Cisco Unity Connection routes non-delivery receipt (NDR) messages to the sender when message delivery fails. Default setting: Check box checked.
Skip PIN When Calling from a Known Extension	Check this check box if you do not want this user to be asked for a PIN when calling from this extension. **Note** 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.
Use Short Calendar Caching Poll Interval	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 > Advanced > Unified Messaging Services page. 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 > Advanced > Unified Messaging Services page. Default setting: Check box not checked.
Send Message Counts	Check this check box to send the count of messages for the user. **Note** Sending message counts requires a Cisco Unified Communications Manager integration and Cisco IP phones that are capable of displaying the message count information.
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	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.

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

Field	Description
Time Zone	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. The user time zone setting is used for: • Message Received Time—When a user listens to messages by: – Phone: Connection announces the time that a message was received by using the local time specified for the user. – Web Inbox: Connection announces the time that a message was received by using the local time specified in the operating system. • 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. 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.
Language	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. The language setting for users also controls the language used for Text to Speech (TTS). 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. **Note** Depending on your license settings, United States English may not be available.
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*)	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. **Note** If you are configuring unified messaging, we recommend that you check this check box.

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.

User Templates Password Settings

Table 3-4 User Templates Edit Password Settings Page

Field	Description
Choose Password	Select one of the following: • Voicemail—To change settings associated with the voicemail PIN of a user. • Web Application—To change settings associated with the web application password of a user. 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.
Locked by Administrator	Check this check box to prevent a user from accessing Cisco Unity Connection. 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.
User Cannot Change	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.
User Must Change at Next Sign-In	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. You cannot check this check box when the User Cannot Change check box is checked. The default setting for this check box specifies checked.
Does Not Expire	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. 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. The default setting for this check box specifies unchecked.
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.

User Templates Change Password

Table 3-5 User Templates Change Password Page

Field	Description
Choose Password	Select one of the following: • Voicemail—To change settings associated with the voicemail PIN of a user. • Web Application—To change settings associated with the web application password of a user. 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.
Password	Enter a password or PIN: • Phone PIN—use digits 0 through 9. • Web application password—use any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|[:"';<>?/ \., 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). The maximum length for passwords is 80 characters; the maximum length for PINs is 24 digits. Note that requirements for password/PIN complexity and minimum credential length are set on the System Settings > Authentication Rule pages.
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.

User Templates Edit Roles

Table 3-6 User Templates Edit Roles Page

Field	Description
Assigned Roles	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. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator *(Cisco Unity Connection 8.5 and later only)* • Greeting Administrator • Help Desk Administrator • Mailbox Access Delegate Account • Remote Administrator • System Administrator • Technician • User Administrator
Available Roles	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. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator *(Cisco Unity Connection 8.5 and later only)* • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator

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.

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	*(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 "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.

User Templates Edit Transfer Rule

Table 3-8 User Templates Edit Transfer Rule Page

Field	Description
Rule Name	*(Display only)* The name of the transfer rule.
When This Basic Rule Is Active	*(Available only when users are assigned to a class of service that has the Allow Users to Use Personal Call Transfer Rules feature enabled.)* Select the applicable option: • Apply Basic Settings on This Page—Cisco Unity Connection applies the settings on this page when this transfer rule is active. • Apply Personal Call Transfer Rules—Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active. 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.

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

Field	Description
Status	Indicate whether the transfer option is enabled and for how long: • Disabled—The transfer option is not in effect. • Enabled With No End Date and Time—The transfer option is enabled until you disable it. • 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. **Note** By design, the standard transfer rule cannot be disabled.
Transfer Calls To	Select one of the following settings: • Greeting—When this option is selected, the call is transferred as follows: – For user settings—to the user greeting, without ringing the user phone. – For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded.
Transfer Type	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. • 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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.

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

Field	Description
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.
If Extension Is Busy	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. • Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say "transferring call" when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say "call for <recorded name of user or call handler>" or "call for <dialed extension number>" 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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

Field	Description
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

See Also

User Templates Message Settings

Table 3-9 User Templates Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **Note** 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 > Advanced > Conversations page. Default setting: 300 seconds.

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

Field	Description
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.
Language That Callers Hear	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: • Use System Default Language—Connection plays the system prompts in the system default language. • 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. Or select a specific language from the list. **Note** Depending on your license settings, United States English may not be available.
Message Urgency	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: • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Sensitivity	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: • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Connection asks unidentified callers whether to mark their messages private.
Message Security—Mark Secure	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).

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

Field	Description
Play After Message Recording	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: • Do Not Play Recording—No recording will be played after the message has been sent. • System Default Recording—Play the default system recording after the message has been sent. • 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. By Default the **Sytem Default Recording** option will be selected.
After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • 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.

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" 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.

User Templates Edit Message Actions Template

Table 3-10 Edit Message Actions Template Page

Field	Description
Voicemail	Select the action that Cisco Unity Connection takes when the user receives a voice message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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: • 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. • Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange. 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: • Accept the Message—Connection delivers voice messages to the user mailbox and synchronizes them with Exchange. • 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. • Reject the Message—Connection rejects voice messages and therefore does not synchronize them with Exchange. Default setting: Accept the Message.

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

Field	Description
Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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. 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. Default setting: Accept the Message.

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

Field	Description
Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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. 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. Default setting: Accept the Message.

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

Field	Description
Delivery Receipt	Select the action that Cisco Unity Connection takes when the user receives a delivery receipt: • Accept the Message—Connection delivers the message to the user mailbox. • Reject the Message—Connection rejects the message. If possible, Connection sends a non-delivery receipt to the sender. • Relay the Message—Connection forwards the message to the address that you specify in the Relay Address field. • 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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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: • 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. • Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange. 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: • Accept the Message—Connection delivers delivery receipts to the user mailbox and synchronizes them with Exchange. • 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. • Reject the Message—Connection rejects delivery receipts and therefore does not synchronize them with Exchange. Default setting: Accept the Message.
Replaceable Tokens	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.) 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.

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

Field	Description
Relay Address	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. **Note** In order to configure Connection to relay messages, you must first configure an SMTP Smart Host on the System Settings > SMTP Configuration > Smart Host page. 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.

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" 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.

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	*(Display only)* 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	*(Display only)* Indicates the user that receives the call if the key is configured to send calls to a user. Otherwise, this field is blank.
Status	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.

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

Field	Description
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
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.
- 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.

User Templates Edit Caller Input

Table 3-12 User 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)	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. To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page. Default setting: Check box not checked.

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

Field	Description
Action	Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – 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. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In *(available only on User Caller Input pages)*—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). – Greetings Administrator—A conversation for changing call handler greetings. – Sign-In—A conversation that prompts the caller to enter an ID and a PIN. – 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. • 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.

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.

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: • 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: – Warning Quota—When the mailbox for a user reaches this size, the user is warned that the mailbox is near the maximum size allowed. – Send Quota—When the mailbox for a user reaches this size, the user is prevented from sending any more voice messages. – Send/Receive Quota—When the mailbox for a user reaches this size, the user is prevented from sending or receiving any more voice messages. • Use System Settings—For this user, use the quotas specified on the Mailbox Quotas page. 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.
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.
- 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.
- 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.

User Templates Phone Menu

Table 3-14 User Templates Phone Menu Page

Field	Description
Touchtone Conversation Menu Style	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. • Full—Users hear comprehensive instructions; select for a new user. • Brief—Users hear abbreviated versions of the full menus; select for a more experienced user. Default setting: Full.
Conversation Volume	Select the volume level at which users hear the Cisco Unity Connection conversation: • Low • Medium • High Users can also adjust the volume temporarily from their phones. Default setting: Medium.
Conversation Speed	Select the speed at which Cisco Unity Connection plays prompts to users: • Slow • Normal • Fast • Fastest Default setting: Normal.

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

Field	Description
Time Format	Indicates the time format that Cisco Unity Connection uses to play time stamps when users listen to their messages by phone: • 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. • 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. **Note** Users can set their own time format preferences in the Connection Messaging Assistant.
Use Voice Recognition Input Style	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* Check this check box when the user prefers to use voice recognition as the primary way to interact with Cisco Unity Connection by phone. 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.
Touchtone Conversation	Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone: • Alternate Keypad Mapping N • Alternate Keypad Mapping S • Alternate Keypad Mapping X • Classic Conversation • Custom Keypad Mapping 1 • Custom Keypad Mapping 2 • Custom Keypad Mapping 3 • Custom Keypad Mapping 4 • Custom Keypad Mapping 5 • Custom Keypad Mapping 6 • Optional Conversation 1 • Standard Conversation You can use either full or brief menu style with each conversation style.

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

Field	Description
Finding Messages with Message Locator—Enable	Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone. 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). Default setting: Check box not checked.
Message Locator Sort Order	Select one of the following options: • Last In, First Out • First In, Last Out 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.
Enable Phone View	*(Available only for Cisco Unified Communications Manager phone systems on which Phone View is enabled.)* 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. Uncheck this check box to disable Phone View for users. Default setting: Check box not checked.
Times to Repeat Menu When User Does Not Respond	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. **Note** This setting is not available for the voice-recognition conversation. Default setting: 1 time.
Wait for First Touchtone or Voice Command ____ Milliseconds	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. Default setting: 5,000 milliseconds.
Wait for Additional Key Presses When Entering Names, Extensions, and PINs ____ Milliseconds	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. The range of valid entries is 1,000 to 10,000 milliseconds. Default setting: 3,000 milliseconds.

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

Field	Description
Wait for Additional Key Presses When Entering Multiple Digit Menu Options ____ Milliseconds	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. 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. This setting also applies when using ## to switch addressing modes. The range of valid entries is 250 to 5,000 milliseconds. Default setting: 1,500 milliseconds.
Wait Between Words in Voice Commands	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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. Default setting: 750 milliseconds.
Voice Recognition Confirmation Confidence Threshold	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* 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. 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. 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.
Voice Recognition Speech Sensitivity (0 to 100)	*(Available only when users are assigned to a class of service that has the Allow Users to Use Voice Recognition feature enabled.)* Use this setting to compensate for potential background noise on a call. A value of 0 indicates that the speech engine is not very sensitive, and the user must speak very loudly to be understood. A value of 100 indicates that the speech engine is very sensitive, and any noise at all is considered a speech event. Default setting: 50.

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

Field	Description
After Sign-In, Play	Check the following check boxes to indicate what Cisco Unity Connection plays after a user signs in: • User's Recorded Name—Connection plays the recorded name of the user. Default setting: Check box not checked. • Alternate Greeting Notification—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. • User's New Messages Automatically—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.
When Exiting the Conversation	Select from the following actions, to indicate the destination to which Cisco Unity Connection sends users when they exit the conversation: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer – Greetings Administrator – Sign-In – User System Transfer • User with Mailbox—Sends the call to the Connection user that you specify. Select one of the following options: – Attempt Transfer – Go Directly to Greetings

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" 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.

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" 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.

Table 3-15 User Templates Playback Message Settings Page

Field	Description
Message Volume	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: • Low • Medium • High 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.) Default setting: Medium.
Message Speed	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: • Slow • Normal • Fast • Fastest Users can adjust the speed in the Connection Messaging Assistant. Users can use the Media Master to adjust the speed of messages that they play by using computer speakers. Default setting: Normal.

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

Field	Description
For New Messages, Play	Check the following check boxes, as applicable, to have Cisco Unity Connection announce message count totals for messages that are marked new. • 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. • Voice Message Count—When this check box is checked, Connection announces the total number of voice messages that are marked new. • Email Message Count—When this check box is checked, Connection announces the total number of email messages that are marked new. • Fax Message Count—When this check box is checked, Connection announces the total number of fax messages that are marked new. • Receipt Message Count—When this check box is checked, Connection announces the total number of receipts that are marked new.
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	Check the Draft Message Count check box to have Cisco Unity Connection announce the number of messages that have been saved as drafts. 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. 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.
Before Playing Messages, Play	Check the Message Type Menu check box so that Cisco Unity Connection plays the following menu when users sign in to Connection by phone: • Press 1 to hear voice messages • Press 2 to hear emails • Press 3 to hear faxes • Press 4 to hear receipts 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).

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

Field	Description
New Message Play Order	Indicate the order in which Cisco Unity Connection plays new messages to the user: • 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. 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). • Then By—Select Newest First or Oldest First to specify the order in which Connection plays new or saved messages. 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).
Saved Message Play Order	Indicate the order in which Cisco Unity Connection plays saved messages to the user. • 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. 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). • Then By—Select Newest First or Oldest First.
Deleted Message Play Order	Select Newest First or Oldest First to specify the message order for deleted messages. **Note** 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).

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

Field	Description
Before Playing Each Message, Play	Check the following check boxes, as applicable: • Sender's Information—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: – 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. – For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information before playing the message. • 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, before playing the message. • Message Number—Check this check box to have Connection announce the sequential number of a message ("Message one...") before playing the message. • Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller. • Sender's ANI—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. • Message Duration—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.
While Playing Each Message	Set the following, as applicable: • Fast Forward Message by ____ Milliseconds—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. • Rewind Message by ____ Milliseconds—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.

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

Field	Description
When Disconnected or User Hangs Up During Message Playback	Set the following, as applicable: • Create a Message Bookmark—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. 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 <name of user>."). Default setting: Check box not checked. • Mark a New Message—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.) Default setting: Mark Message New. **Note** 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.

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

Field	Description
After Playing Each Message, Play	Check the following check boxes, as applicable: 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) 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. For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information after playing the message. Default Setting: Check box not checked. 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) Default Setting: Check box not checked. 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) Default Setting: Check box not checked. 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) Default Setting: Check box not checked. Time the Message Was Sent—Check this check box to have Connection announce the time that the message was recorded by the caller. Default Setting: Check box checked 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) Default Setting: Check box not checked.
After Playing the After Message Menu (Connection 8.6(1) and later only)	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. Default setting: Check box is not checked.
When Deleting a Message	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. Default setting: Check box not checked.

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	Check this check box to allow users to send broadcast messages to all users on the local Cisco Unity Connection server. Default setting: Check box not checked.
User Can Update Broadcast Messages Stored on This Server	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. Default setting: Check box not checked.
Enter a Recipient By	Select how the conversation prompts users to address messages to other users: • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name **Note** Addressing by name requires lettered keypads on user phones. This setting does not apply when using the voice-recognition conversation. 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 > Advanced > Conversations page, users can address messages by phone only by entering user extensions.
Confirm Recipient by Name	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. You might want to enable this option when users address by ID rather than by spelling the name. **Note** Users always hear a confirmation when using the voice-recognition conversation. Default setting: Check box not checked.

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

Field	Description
Continue Adding Names After Each Recipient	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. 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. **Note** Users are always prompted to continue adding names when using the voice-recognition conversation. Default setting: Check box not checked.
Automatically Add Recipients to Addressing Priority List	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. 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. Default setting: Check box not checked.
Allow Users to Save Draft Messages	Check this check box to allow the user to choose whether to save a message as a draft during message composition. 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. 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 > Advanced > Conversations page. If a draft message is not accessed and modified by the user during that time period, it is automatically deleted.
Retain Urgency Flag When Forwarding or Replying to Messages	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. *(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. *(Connection 8.0 only)* This setting does not apply to messages sent by using the Connection Messaging Inbox, an IMAP email client, or ViewMail. Default setting: Check box not checked.

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

Field	Description
When a Call Is Disconnected or the User Hangs Up	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. 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: • 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. • 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. 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. 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. 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 > Advanced > Conversations page. If a draft message is not accessed and modified by the user during the specified time period, it is automatically deleted. Default setting: Send Message.

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.

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: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

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.

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: • Disabled—The applicable greeting is not in effect. • Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. • 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.

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

Field	Description
Callers Hear	Indicate the source for the selected greeting: • 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, <user name> 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. **Note** Recording a greeting does not enable it. • My Personal Recording—Select to use the personal recording of the user. • Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the "Record Your Message at the Tone" Prompt	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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. • 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. • 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. • 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.

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

Field	Description
After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – Hang Up—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. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – 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. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—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.

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

Field	Description
Caller Options	*(Applicable only to Alternate greetings)* Indicate how Cisco Unity Connection handles calls to users. Check any or all of the following check boxes: • Transfer Callers to Greeting Without Ringing User's Phone **Note** 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. • Prevent Callers from Skipping the User's Greeting • Prevent Callers from Leaving Messages 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.
Recording	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.) 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. 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.)

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.
- 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.

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	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: • 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. • 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. • 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. Default setting: Do Not Play Recording.
Play Post Greeting Recording Selection	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.

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	*(Display only)* 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	The name of the notification device. Select the Display Name to go to the specific page for the notification device.
Type	*(Display only)* 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	*(Display only)* 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 **To** field.
Phone System	*(Display only)* 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	Select a type of notification device from the list having the following options: • Phone • Pager • SMTP • HTML
Display Name	Enter a descriptive name for the notification device.
Phone Number	*(Applicable only to phone and pager notification devices.)* 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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. • + for country-to-country calling Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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. 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.
Duration to Wait Before Dialing Extra Digits	*(Applicable only to phone and pager notification devices.)* 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).
Rings to Wait	*(Applicable only to phone and pager notification devices.)* 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. Default setting: 4 rings.
Busy Retry Limit	*(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. Default setting: 4 times.

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

Field	Description
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **Note** 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. 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. Default setting: 0.
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.

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

Field	Description
Phone System	*(Applicable to phone and pager notification devices only.)* Select the phone system that the notification device uses.
Prompt for User ID on Notifications	*(Applicable only to phone notification devices.)* 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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(Applicable only to SMTP and SMS notification devices.)* Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices: • 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). • 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. Up to 128 characters can be entered in this field.
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • If the SMPP Provider requires a "source address" for the server sending the message, enter the IP address for the Cisco Unity Connection server. • 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. **Note** 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. Up to 40 characters can be entered in this field.
Message Header	*(Applicable only to SMTP notification devices.)* 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	*(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. **Note** 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). 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.)
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	*(Applicable only to HTML notification devices.)* Enter the email address of the user. **Note** 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 telephone record and playback functionality. The number entered here can be E.164 compliant. For more information on the restriction rules, see the "Managing Restriction Tables in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection*.
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.

User Templates Edit Notification Device

Table 3-22 User Templates Edit Notification Device Page

Field	Description
Enabled	Check this check box to enable the notification device. **Note** This setting will get overridden if a user selects different settings using Cisco PCA.
Display Name	Enter a descriptive name for the notification device.
Delay Before First Notification Attempt	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. 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). Enter a value between 0 and 120 minutes. Default setting: 0 minutes.
Repeat Notification If There Are Still New Messages	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. **Note** 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. Default setting: Check box not checked.

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

Field	Description
Notification Repeat Interval	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. The range for the Notification Repeat Interval is 0 to 60 minutes. **Note** A Notification Repeat Interval of 0 minutes disables repeat notification. Default setting: 0 minutes.
On Notification Failure	*(Applicable only to phone, pager, and SMS notification devices.)* 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: • 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. • 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. • 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.

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

Field	Description
Event Type	Check the following check boxes, as applicable, to have Cisco Unity Connection send a notification to this device when new messages are received. • 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. • 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. • 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. • 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. • Calendar Appointments *(Applicable only to SMTP and SMS notification devices)*—Connection sends a notification to this device for an upcoming Outlook appointment. • Calendar Meetings *(Applicable only to SMTP and SMS notification devices)*—Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.
Phone Number	*(Applicable only to phone and pager notification devices.)* 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: • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. • + for country-to-country calling Users can change this number by phone.
Extra Digits	*(Applicable only to phone and pager notification devices.)* 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. 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.
Duration to Wait Before Dialing Extra Digits	*(Applicable only to phone and pager notification devices.)* 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).
Rings to Wait	*(Applicable only to phone and pager notification devices.)* 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. Default setting: 4 rings.

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

Field	Description
Busy Retry Limit	*(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. Default setting: 4 times.
Busy Retry Interval	*(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. Default setting: 5 minutes.
RNA Retry Limit	*(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. Default setting: 4 times.
RNA Retry Interval	*(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. Default setting: 15 minutes.
Retries After Successful Attempt	*(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. 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. **Note** 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. 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. Default setting: 0.

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

Field	Description
Retry Interval After Successful Attempt	*(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. 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. Default setting: 1 minute.
Phone System	*(Applicable to phone and pager notification devices only.)* Select the phone system that the notification device uses.
Prompt for User ID on Notifications	*(Applicable only to phone notification devices.)* 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. **Note** Use this setting with caution and only if the phone is never answered by anyone other than the user.
SMPP Provider	*(Applicable only to SMS notification devices.)* Select the applicable SMPP provider.
To	*(Applicable only to SMTP and SMS notification devices.)* Depending on whether you are setting up message notification for a text-compatible mobile phone or pager, or for SMS (SMPP) devices: • 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). • 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. Up to 128 characters can be entered in this field.

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

Field	Description
From	*(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. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: • If the SMPP Provider requires a "source address" for the server sending the message, enter the IP address for the Cisco Unity Connection server. • 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. **Note** 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. Up to 40 characters can be entered in this field.
Message Header	*(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.
Message Text	*(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. **Note** 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). 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.)
Message Footer	*(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.
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.

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. **Note** 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 "Managing Restriction Tables in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection*.
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 **Run Now**. To schedule a bulk edit operation for a later date and/or time, select **Run Later**, 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 toWait 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.

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.
- 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.

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	*(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: • Select this option. • Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format. This email address must match the primary SMTP address of the mailbox in Exchange.
Sign-In Type	*Exchange 2003:* 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. Select the applicable option: • 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. • 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. *MeetingPlace:* Select the applicable option: • 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. • 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.
Access Exchange Email by Using Text to Speech	*(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. When this check box is not checked, the user cannot use text to speech. 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.
Access Exchange Calendar and Contacts	*(Exchange only)* When this check box is checked, Cisco Unity Connection users created by using this template can access Exchange calendars and contacts. When this check box is not checked, the users cannot access Exchange calendars and contacts. 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.

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

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	*(Exchange only)* When this check box is checked, Cisco Unity Connection and Exchange mailboxes are synchronized for Connection users created by using this template. When this check box is not checked, mailboxes are not synchronized for the users. 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.

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.
- 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.

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	*(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: • Select this option. • Confirm that the Corporate Email Address field on the Edit User Basics page contains an email address in user@domain format. This email address must match the primary SMTP address of the mailbox in Exchange.

Table 3-25 User Templates Edit Unified Messaging Account Page

Field	Description
Sign-In Type	*Exchange 2003:* 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. Select the applicable option: • 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. • 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. *MeetingPlace:* Select the applicable option: • 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. • 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.
Access Exchange Email by Using Text to Speech	*(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. When this check box is not checked, the user cannot use text to speech. 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.
Access Exchange Calendar and Contacts	*(Exchange only)* When this check box is checked, Cisco Unity Connection users created by using this template can access Exchange calendars and contacts. When this check box is not checked, the users cannot access Exchange calendars and contacts. 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.
Synchronize Connection and Exchange Mailboxes (Single Inbox)	*(Exchange only)* When this check box is checked, Cisco Unity Connection and Exchange mailboxes are synchronized for Connection users created by using this template. When this check box is not checked, mailboxes are not synchronized for the users. 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.

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.
- 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.

Search Call Handler Templates

Table 3-26 Search Call Handler Templates Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • 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. • Location—*(Applicable to Cisco Unity Connection configurations only)* 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.
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	The name of the call handler template. Select the Display Name to go to the specific page for the call handler template.

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.
- 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.

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	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. When you select a distribution list, each member of the list receives the call handler messages. 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. 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.
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	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).
Use System Default Time Zone	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	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 > General Configuration page. 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.

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

Field	Description
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.

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.
- 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.

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	*(Display only)* 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	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.

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

Field	Description
Time Zone	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 > General Configuration page. 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.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
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 the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space: • Search Space—Select a specific search space from the list. • 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.

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.

- 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.

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" 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.

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: • Disabled—The transfer option is not in effect. • Enabled With No End Date and Time—The transfer option is enabled until you disable it. • 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. **Note** By design, the standard transfer rule cannot be disabled.

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

Field	Description
Transfer Calls To	Select one of the following settings: • Greeting—When this option is selected, the call is transferred as follows: – For user settings—to the user greeting, without ringing the user phone. – For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded.
Transfer Type	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. • 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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

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

Field	Description
If Extension Is Busy	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. • Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialed extension number>” 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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

Field	Description
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

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.

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	*(Display only)* 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	*(Display only)* 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	*(Display only)* 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	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.

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

Field	Description
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
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.
- 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.

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)	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. To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page. Default setting: Check box not checked.

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

Field	Description
Action	Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – 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. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In *(available only on User Caller Input pages)*—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). – Greetings Administrator—A conversation for changing call handler greetings. – Sign-In—A conversation that prompts the caller to enter an ID and a PIN. – 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. • 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.

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.

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	*(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: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

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" 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.

Call Handler Templates Edit Greeting

Table 3-34 Edit Call Handler Templates Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • Disabled—The applicable greeting is not in effect. • Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. • 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.
Callers Hear	Indicate the source for the selected greeting: • 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, <user name> 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. **Note** Recording a greeting does not enable it. • My Personal Recording—Select to use the personal recording of the user. • Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the "Record Your Message at the Tone" Prompt	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. Default setting: Check box checked.

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

Field	Description
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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. • 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. • 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. • 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.

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

Field	Description
After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – Hang Up—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. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – 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. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—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.

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” 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.

- 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.

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	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: • 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. • 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. • 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. Default setting: Do Not Play Recording.
Play Post Greeting Recording Selection	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.

Call Handler Templates Message Settings

Table 3-36 Call Handler Templates Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **Note** 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 > Advanced > Conversations page. Default setting: 300 seconds.

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

Field	Description
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.
Message Urgency	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: • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Sensitivity	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: • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Connection asks unidentified callers whether to mark their messages private.
Message Security—Mark Secure	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).
Message Recipient	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. When you select a distribution list, each member of the list receives the call handler messages. 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. 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.

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

Field	Description
Play After Message Recording	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: • Do Not Play Recording—No recording will be played after the message has been sent. • System Default Recording—Play the default system recording after the message has been sent. • 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. By Default the **Sytem Default Recording** option will be selected.
After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • 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.

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.

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: • All—Display all search results, regardless of the partition to which they belong. • 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.
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.

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" 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.

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" 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.

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 **Delete Selected**. 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 **Add New** 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 **Go**. 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" 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.

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	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. The left HTML panel stores a list of the following items: • Status Items: 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 <img src="%MWI_STATUS%"> </img> tag or the <img src="%MESSAGE_STATUS%"> </img> tag. • Action Items: 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 <a href> tag. For example, the tag. • Static Items: 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. • Custom Variables: The strings specified here list the variables that are defined by the administrator on the **Templates > Notification Templates > Custom Variables** page. • Custom Graphics: The strings specified here list the graphics that are defined by the administrator on the **Templates > Notification Templates > Custom Graphics** page. **Note** 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 “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section in the “Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages” chapter of the *User Workstation Setup 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. 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 “Adding, Modifying, or Deleting a Notification 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.
Validate	Checks for the correctness of the entered HTML text. Connection validates the HTML content given in the template. Note that the validator only validates HTML content not CSS.

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" 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.

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	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. The left HTML panel stores a list of the following items: • Status Items: 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 <img src="%MWI_STATUS%"> </img> tag or the <img src="%MESSAGE_STATUS%"> </img> tag. • Action Items: 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 <a href> tag. For example, the tag. • Static Items: 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. • Custom Variables: The strings specified here list the variables that are defined by the administrator on the **Templates > Notification Templates > Custom Variables** page. • Custom Graphics: The strings specified here list the graphics that are defined by the administrator on the **Templates > Notification Templates > Custom Graphics** page. **Note** 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 “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section in the Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages chapter of the *User Workstation Setup 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. 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 “Adding, Modifying, or Deleting a Notification 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.
Previous	Opens the previous notification template from the list.
Next	Opens the next notification template from the list.
Validate	Checks for the correctness of the entered HTML text. Connection validates the HTML content given in the template. Note that the validator only validates HTML content not CSS.

Table 3-42 Edit Notification Template Page (continued)

Field	Description
Preview	Displays preview of an HTML-based SMTP notification for selected template. The **Preview** option is available only after creating and saving a template. Note that the **Preview** 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" 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.

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 **Delete Selected**. 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 **Add New** 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 **Go**. 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" 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.

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" 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.

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" 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.

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 **Delete Selected**. 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 **Add New** 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 **Go**. 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" 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.

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. **Note** 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" 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.

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" 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.

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" 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.

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" 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.

CHAPTER 4

Cisco Unity Connection 9.x Contact Settings

See the following sections:

- Search Contacts, page 4-1
- New Contact, page 4-2
- Edit Contact Basics, page 4-2
- Edit Alternate Names, page 4-5
- SMTP Proxy Addresses, page 4-5

Search Contacts

Table 4-1 Contacts Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • 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. • Location—*(Applicable to Cisco Unity Connection configurations only)* 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.
Alias	A unique text name for the contact. Select the Alias to go to the specific page for the contact.
First Name	*(Display only)* The first name of the contact.
Last Name	*(Display only)* The last name of the contact.
Display Name	*(Display only)* The name of the contact.
Delete Selected	To delete a contact, check the check box to the left of the display name, and select Delete Selected. You can delete multiple contacts at once.
Add New	To add a contact, select the Add New button. A new page opens, on which you enter data applicable to the new contact.

Table 4-1 Contacts Page (continued)

Field	Description
Bulk Edit	To edit multiple contacts at one time, check the applicable contact check boxes, and select Bulk Edit. If the contacts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable contacts. Then select Bulk Edit. For instructions, see the "To Edit Contact Settings in Bulk Edit Mode" procedure on page 4-4.

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.

New Contact

Table 4-2 New Contact Page

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Contact Template	Select the template on which to base the new contact.

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.

Edit Contact Basics

See Table 4-3 for information about the fields on the Edit Contact Basics page.

For instructions on editing contact information in Bulk Edit mode, see the "To Edit Contact Settings in Bulk Edit Mode" procedure on page 4-4.

Table 4-3 Edit Contact Basics Page

Field	Description
Alias	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* A unique text name for the contact.
First Name	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* The first name of the contact.
Last Name	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* The last name of the contact.
Display Name	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Recorded Name	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
List in Directory	Check this check box to list the contact in the corporate directory, which outside callers can use to reach users and 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).
Transfer Enabled	If you want Cisco Unity Connection to transfer incoming calls to a phone number that is associated with a contact, check this check box and enter the phone number in the Transfer Extension field. **Note** When editing contacts in Bulk Edit mode, you can check the Transfer Enabled check box, but you need to have already set transfer extensions for the contacts. Otherwise, for any contact that does not already have a transfer extension set, the Transfer Enabled field will remain disabled.
Transfer Extension	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* When the Transfer Enabled check box is checked, Cisco Unity Connection transfers incoming calls to the phone number that is entered in this field. When entering a phone number, include any applicable outdial access codes.

Table 4-3 Edit Contact Basics Page (continued)

Field	Description
City	*(Optional)* Enter the city that the contact is located in.
Department	*(Optional)* Enter the department of the contact.
Delivery Location	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* Select the VPIM location for the VPIM contact.
VPIM Remote Mailbox Number	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* Enter the mailbox number for the VPIM contact on the remote voice messaging system.
Local Extension	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* For VPIM contacts, you can assign a local extension that fits into the Cisco Unity Connection extension numbering scheme. A local extension allows callers to address messages to the VPIM contact by using an extension, rather than having to know the location ID and the remote mailbox number of the contact. In addition, if you set the Transfer Enabled and Transfer Extension fields, callers are able to identify and be transferred to the VPIM contact.
Phone Numbers to Call Contact by Using Voice Commands	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* Use the Dialed Work Phone, Dialed Home Phone, and Dialed Mobile Phone fields when you want voice recognition users to be able to call contacts by specifying a phone type for the contact. For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example, 9), for long-distance dialing (for example, 1), and for country-to-country calling (for example, +).
Phone Numbers to Identify Contact for Personal Call Transfer Rules	*(This field appears only when editing an individual contact; not applicable to Bulk Edit operations)* Use the Work Phone, Home Phone, Mobile Phone, Other Number 1, and Other Number 2 fields to enter phone numbers that Cisco Unity Connection uses when matching the personal call transfer rules of users against incoming phone calls from contacts.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.
- The "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

To Edit Contact Settings in Bulk Edit Mode

Step 1 On the Search Contacts page, check the applicable contact check boxes, and select **Bulk Edit**.

If the contacts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable contacts. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 4-3 for information on how to set each field.

Note The Status message at the top of the Edit Contact Basics page tells you how many contact accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Edit Alternate Names

Table 4-4 Edit Alternate Names Page

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Alternate Names 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.

SMTP Proxy Addresses

Table 4-5 SMTP Proxy Addresses Page

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SMTP proxy addresses at once.
Add New	To add a new SMTP proxy address, select the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row, then select Save.

Table 4-5 SMTP Proxy Addresses Page (continued)

Field	Description
SMTP Proxy Address	Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact. You can enter a pattern for the SMTP proxy address: 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.) The available tokens are: • %FirstName% • %LastName% • %Alias% • %Extension%
Append SMTP Proxy Addresses	*(Applicable only to Bulk Edit operations.)* Select Append SMTP Proxy Addresses to add an SMTP proxy address to each user account or contact you are editing.
Override SMTP Proxy Addresses	*(Applicable only to Bulk Edit operations.)* Select Override SMTP Proxy Addresses to remove any currently-existing SMTP proxy addresses for each user account or contact, and replace them with the new SMTP proxy addresses you enter in the SMTP Proxy Address field.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- For users, the "SMTP Proxy Addresses 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*. For contacts, the "SMTP Proxy Addresses in Cisco Unity Connection 9.x" section in the "Managing Contacts in Cisco Unity Connection 9.x" chapter of the same guide, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

CHAPTER 5

Cisco Unity Connection 9.x Distribution List Settings

See the following sections:

- Search Distribution Lists, page 5-1
- New Distribution Lists, page 5-2
- Edit Distribution List Basics, page 5-4
- Distribution List Members, page 5-6
- Edit Alternate Names

Search Distribution Lists

Table 5-1 Search Distribution Lists Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • 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. • Location—*(Applicable only to Cisco Unity Connection configurations)* 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. • Local Site—*(Applicable only to Cisco Unity Connection configurations that are part of a networking site)* Display only results that belong to locations in the networking site to which this Connection location belongs (including those results that belong to this location itself). • Remote Site—*(Applicable only to Cisco Unity Connection configurations that are part of a networking site)* Display only results that belong to locations in a remote networking site (a site that is linked to the site to which this location belongs via an intersite link).
Alias	A unique text name for the distribution list. Select the Alias to go to the specific page for the distribution list.

Table 5-1 Search Distribution Lists Page (continued)

Field	Description
Extension	*(Display only)* The extension that the phone system uses to connect to the object.
Display Name	*(Display only)* The name of the distribution list.
Delete Selected	To delete a distribution list, check the check box to the left of the display name, and select Delete Selected. You can delete multiple distribution lists at once.
Add New	To add a distribution list, select the Add New button. A new page opens, on which you enter data applicable to the new distribution list.
Bulk Edit	To edit multiple distribution lists at one time, check the applicable distribution list check boxes, and select Bulk Edit. If the distribution lists that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable distribution lists. Then select Bulk Edit. For instructions, see the "To Edit Distribution List Settings in Bulk Edit Mode" procedure on page 5-6.

See Also

- The "Finding Records in Cisco Unity Connection Administration 9.x" section in the "Accessing and Using Cisco Unity Connection Administration 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.

New Distribution Lists

Table 5-2 New Distribution Lists Page

Field	Description
Alias	A unique text name for the distribution list.
Display Name	Enter a descriptive name for the distribution list. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.

Table 5-2 New Distribution Lists Page (continued)

Field	Description
Replicate to Remote Sites Over Intersite Links	*(Applicable only when intersite networking is configured)* Check this check box to have Cisco Unity Connection offer the list for replication to the remote site over an intersite link. In order for the remote site to synchronize the list so that remote users can address to it, the remote site must also be configured to include distribution lists when synchronizing data from this site. (If the remote site is a Connection site, lists are configured for synchronization when the Include Distribution Lists When Synchronizing Directory Data check box is checked on the Edit Intersite Link page for the link on the remote site gateway; if the remote site is a Cisco Unity site, lists are configured for synchronization when the Synchronize Distribution Lists check box is checked on the Connection Networking page on the remote site gateway.) Uncheck this check box to have Cisco Unity Connection hide the distribution list from the feed so that the remote site cannot synchronize it even if list synchronization is enabled on the intersite link. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Allow List to Be Replicated to Remote Sites Over Intersite Links	*(Applicable only when intersite networking is configured)* Check this check box to have Cisco Unity Connection offer the list for replication to the remote site over an intersite link. In order for the remote site to synchronize the list so that remote users can address to it, the remote site must also be configured to include distribution lists when synchronizing data from this site. (If the remote site is a Connection site, lists are configured for synchronization when the Include Distribution Lists When Synchronizing Directory Data check box is checked on the Edit Intersite Link page for the link on the remote site gateway; if the remote site is a Cisco Unity site, lists are configured for synchronization when the Synchronize Distribution Lists check box is checked on the Connection Networking page on the remote site gateway.) Uncheck this check box to have Cisco Unity Connection hide the distribution list from the feed so that the remote site cannot synchronize it even if list synchronization is enabled on the intersite link. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Allow Contacts	Check this check box to allow contacts to be added as members of the distribution list. Note that when a distribution list includes contacts as members, users on remote voice messaging systems (VPIM locations) cannot send messages to the list. **Note** This option is not available when Allow List to be Replicated to Remote Sites Over Intersite Links is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Accept Messages from Foreign System	Check this check box to allow users on remote voice messaging systems that are configured as VPIM locations to send messages to this distribution list. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot accept messages from foreign systems.
Replicate to SRSV Branches	Check this check box to synchronize the distribution lists from the central Connection server to the branch.

See Also

- The "Creating System Distribution Lists in Cisco Unity Connection 9.x" section in the "Managing System Distribution Lists 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.

Edit Distribution List Basics

See Table 5-3 for information about the fields on the Edit Distribution List Basics page.

For instructions on editing distribution list information in Bulk Edit mode, see the "To Edit Distribution List Settings in Bulk Edit Mode" procedure on page 5-6.

Table 5-3 Edit Distribution List Basics Page

Field	Description
Alias	*(This field appears only when editing an individual distribution list; not applicable to Bulk Edit operations)* A unique text name for the distribution list.
Display Name	*(This field appears only when editing an individual distribution list; not applicable to Bulk Edit operations)* Enter a descriptive name for the distribution list. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Extension	*(This field appears only when editing an individual distribution list; not applicable to Bulk Edit operations)* Enter the extension that the phone system uses to connect to the distribution list.
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).
Recorded Name	*(This field appears only when editing an individual distribution list; not applicable to Bulk Edit operations)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.

Table 5-3 Edit Distribution List Basics Page (continued)

Field	Description
Replicate to Remote Sites Over Intersite Links	*(Applicable only when intersite networking is configured)* Check this check box to have Cisco Unity Connection offer the list for replication to the remote site over an intersite link. In order for the remote site to synchronize the list so that remote users can address to it, the remote site must also be configured to include distribution lists when synchronizing data from this site. (If the remote site is a Connection site, lists are configured for synchronization when the Include Distribution Lists When Synchronizing Directory Data check box is checked on the Edit Intersite Link page for the link on the remote site gateway; if the remote site is a Cisco Unity site, lists are configured for synchronization when the Synchronize Distribution Lists check box is checked on the Connection Networking page on the remote site gateway.) Uncheck this check box to have Cisco Unity Connection hide the distribution list from the feed so that the remote site cannot synchronize it even if list synchronization is enabled on the intersite link. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Allow List to Be Replicated to Remote Sites Over Intersite Links	*(Applicable only when intersite networking is configured)* Check this check box to have Cisco Unity Connection offer the list for replication to the remote site over an intersite link. In order for the remote site to synchronize the list so that remote users can address to it, the remote site must also be configured to include distribution lists when synchronizing data from this site. (If the remote site is a Connection site, lists are configured for synchronization when the Include Distribution Lists When Synchronizing Directory Data check box is checked on the Edit Intersite Link page for the link on the remote site gateway; if the remote site is a Cisco Unity site, lists are configured for synchronization when the Synchronize Distribution Lists check box is checked on the Connection Networking page on the remote site gateway.) Uncheck this check box to have Cisco Unity Connection hide the distribution list from the feed so that the remote site cannot synchronize it even if list synchronization is enabled on the intersite link. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Allow Contacts	Check this check box to allow contacts to be added as members of the distribution list. Note that when a distribution list includes contacts as members, users on remote voice messaging systems (VPIM locations) cannot send messages to the list. **Note** This option is not available when Allow List to be Replicated to Remote Sites Over Intersite Links is checked. Lists that allow contacts as members cannot be replicated to remote sites.
Accept Messages from Foreign Systems	Check this check box to allow users on remote voice messaging systems that are configured as VPIM locations to send messages to this distribution list. **Note** This option is not available when Allow Contacts is checked. Lists that allow contacts as members cannot accept messages from foreign systems.
Replicate to SRSV Branches	Check this check box to synchronize the distribution lists from the central Connection server to the branch.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying System Distribution Lists in Cisco Unity Connection 9.x" section in the "Managing System Distribution Lists 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.

To Edit Distribution List Settings in Bulk Edit Mode

Step 1 On the Search Distribution Lists page, check the applicable distribution list check boxes, and select **Bulk Edit**.

If the distribution lists that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable distribution lists. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 5-3 for information on how to set each field.

Note The Status message at the top of the Edit Distribution List Basics page tells you how many distribution lists are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Distribution List Members

Table 5-4 Distribution List Members Page

Field	Description
Remove Selected	To remove a user or contact, check the check box to the left of the object display name, and select Remove Selected. You can delete multiple users and contacts at once.
Add User	Select to search for and add users to the distribution list.
Add User Template	Select to search for and add user templates to the distribution list. When you add a user template as a distribution list member, new users that are created by using that user template are automatically added to the distribution list. (Note that adding a user template does not affect users who were created by using that template before you added it to the distribution list.)
Add Contact	*(Applicable only if Allow Contacts is checked on the Edit Distribution List Basics page.)* Select to search for and add contacts to the distribution list. In order to find and add a contact to the list, the contact must have a VPIM Delivery Location and VPIM Remote Mailbox Number defined.
Add Distribution List	Select to add another distribution list as a member of this distribution list.
Display Name	*(Display only)* The name of the object.

Table 5-4 Distribution List Members Page (continued)

Field	Description
Alias	*(Display only)* A unique text name for the distribution list member.
Member Type	*(Display only)* The type of object: User (includes both users and user templates), Contact, or Distribution List.

See Also

Edit Alternate Names

Table 5-5 Edit Alternate Names Page

Field	Description
Display Name	An alternate name for the distribution list.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Adding Alternate Names for a System Distribution List in Cisco Unity Connection 9.x" section in the "Managing System Distribution Lists 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.

CHAPTER 6

Cisco Unity Connection 9.x Call Management Settings

See the following sections:

- Search Call Handlers, page 6-2
- New Call Handler, page 6-3
- Edit Call Handler Basics, page 6-3
- Call Handler Transfer Rules, page 6-6
- Call Handler Edit Transfer Rule, page 6-6
- Call Handler Caller Input, page 6-9
- Call Handler Edit Caller Input, page 6-10
- Call Handler Greetings, page 6-13
- Call Handler Edit Greeting, page 6-14
- Call Handler Post Greeting Recording Settings, page 6-18
- Call Handler Message Settings, page 6-18
- Call Handler Owners, page 6-21
- Search Directory Handlers, page 6-21
- New Directory Handler, page 6-22
- Edit Directory Handler Basics, page 6-23
- Directory Handler Caller Input, page 6-27
- Directory Handler Greeting, page 6-31
- Search Interview Handlers, page 6-32
- New Interview Handler, page 6-33
- Edit Interview Handler Basics, page 6-35
- Interview Questions, page 6-38
- Edit Interview Question, page 6-38
- Search Custom Recordings, page 6-39
- New Custom Recording, page 6-39

- Edit Custom Recording, page 6-39
- Direct Routing Rules, page 6-40
- New Direct Routing Rule, page 6-41
- Edit Direct Routing Rule, page 6-41
- New Direct Routing Rule Condition, page 6-43
- Edit Direct Routing Rule Condition, page 6-45
- Edit Direct Routing Rule Order, page 6-46
- Forwarded Routing Rules, page 6-47
- New Forwarded Routing Rule, page 6-47
- Edit Forwarded Routing Rule, page 6-48
- New Forwarded Routing Rule Condition, page 6-50
- Edit Forwarded Routing Rule Condition, page 6-52
- Edit Forwarded Routing Rule Order, page 6-54

Search Call Handlers

Table 6-1 Search Call Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the partition to which they belong. • 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.
Display Name	*(Display only)* The name of the call handler.
Extension	*(Display only)* The extension that the phone system uses to connect to the call handler.
Delete Selected	To delete a call handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple call handlers at once.
Add New	To add a call handler, select the Add New button. A new page opens, on which you enter data applicable to the new call handler.
Bulk Edit	To edit multiple call handlers at one time, check the applicable call handler check boxes, and select Bulk Edit. If the call handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable call handlers. Then select Bulk Edit. For instructions, see the "To Edit Call Handler Settings in Bulk Edit Mode" procedure on page 6-5.

Table 6-1 Search Call Handlers Page (continued)

Field	Description
Show Dependencies	Before deleting a call handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the call handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another call handler. When all dependencies have been reassigned, you can delete the call handler. Note that you cannot show dependencies for multiple call handlers at one time.

See Also

New Call Handler

Table 6-2 New Call Handler Page

Field	Description
Display Name	Enter a descriptive name for the call handler.
Extension	Enter the extension that the phone system uses to connect to the call handler.
Call Handler Template	Select the template on which to base the new call handler. The template affects most call handler settings.

See Also

Edit Call Handler Basics

See Table 6-3 for information about the fields on the Edit Call Handler Basics page.

For instructions on editing call handler information in Bulk Edit mode, see the "To Edit Call Handler Settings in Bulk Edit Mode" procedure on page 6-5.

Table 6-3 Edit Call Handler Basics Page

Field	Description
Display Name	*(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)* Enter a descriptive name for the call handler. **Note** Do remember to take backup of the report data before renaming the Call Handler display name as you will be unable to view the prior data set for calls in the report after renaming it.
Creation Time	*(Display only. This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)* Shows the date and time when the call handler was created.
Phone System	Select the phone system that the call handler 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.

Table 6-3 Edit Call Handler Basics Page (continued)

Field	Description
Use System Default Time Zone	Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	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 > General Configuration page. 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. 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.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Extension	*(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)* Enter the extension that the phone system uses to connect to the call handler.
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).
Recorded Name	*(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.

Table 6-3 Edit Call Handler Basics Page (continued)

Field	Description
Search Scope	Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space: • Search Space—Select a specific search space from the list. • 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.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying Call Handlers 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.
- The "Managing Partitions and Search Spaces 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.

To Edit Call Handler Settings in Bulk Edit Mode

Step 1 On the Search Call Handlers page, check the applicable call handler check boxes, and select **Bulk Edit**.

If the call handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable call handlers. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 6-3 for information on how to set each field.

Note The Status message at the top of the Edit Call Handler Basics page tells you how many call handlers are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Step 4 If applicable, continue to change settings for these call handlers on the related pages available from the Edit menu. As you make changes on each page, select **Submit** before going on to the next page to make additional changes.

Call Handler Transfer Rules

Table 6-4 Call Handler 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" 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.

Call Handler Edit Transfer Rule

Table 6-5 Call Handler Edit Transfer Rule Page

Field	Description
Rule Name	*(Display only)* The transfer option being edited.
Status	Indicate whether the transfer option is enabled and for how long: • Disabled—The transfer option is not in effect. • Enabled With No End Date and Time—The transfer option is enabled until you disable it. • 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. **Note** By design, the standard transfer rule cannot be disabled.
Transfer Calls To	Select one of the following settings: • Greeting—When this option is selected, the call is transferred as follows: – For user settings—to the user greeting, without ringing the user phone. – For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded.

Table 6-5 Call Handler Edit Transfer Rule Page (continued)

Field	Description
Transfer Type	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. • 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. • 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. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting. 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. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.

Table 6-5 Call Handler Edit Transfer Rule Page (continued)

Field	Description
If Extension Is Busy	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. • Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Connection puts callers on hold. • Ask Callers to Hold—Connection gives the caller the option of holding These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialed extension number>” 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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

Table 6-5 Call Handler Edit Transfer Rule Page (continued)

Field	Description
Ask for Caller's Name	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. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

Call Handler Caller Input

Table 6-6 Call Handler 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	*(Display only)* 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	*(Display only)* 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	*(Display only)* Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.

Table 6-6 Call Handler Caller Input Page (continued)

Field	Description
Wait for Additional Digits ____ Milliseconds	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. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** This option is unavailable if Ignore Caller Input is enabled on the Greetings page. Default setting: 1,500 milliseconds.
Prepend Digits to Dialed Extensions—Enable	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. 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. 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.
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the call handler.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Managing Caller Input During Greetings 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.
- 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.

Call Handler Edit Caller Input

Table 6-7 Call Handler Edit Caller Input Page

Field	Description
Key	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.

Table 6-7 Call Handler Edit Caller Input Page (continued)

Field	Description
Ignore Additional Input (Locked)	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. To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page. Default setting: Check box not checked.

Table 6-7 Call Handler Edit Caller Input Page (continued)

Field	Description
Action	Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – Hang Up—Connection terminates the call when a caller presses the applicable phone key. – Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Connection plays the greeting from the beginning. – 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. – Skip Greeting—Connection skips the greeting and performs the after-greeting action. – Take Message—Connection records a message from the caller. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator – Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it). – Easy Sign-In *(available only on User Caller Input pages)*—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). – Greetings Administrator—A conversation for changing call handler greetings. – Sign-In—A conversation that prompts the caller to enter an ID and a PIN. – 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. • 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.

Table 6-7 Call Handler Edit Caller Input Page (continued)

Field	Description
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

Call Handler Greetings

Table 6-8 Call Handler 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	*(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: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

See Also

- The "Overview of Call Handler Greetings in Cisco Unity Connection 9.x" section and the "Managing Call Handler Greetings 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.

Call Handler Edit Greeting

Table 6-9 Edit Call Handler Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • Disabled—The applicable greeting is not in effect. • Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. • 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.
Callers Hear	Indicate the source for the selected greeting: • 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, <user name> 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. **Note** Recording a greeting does not enable it. • My Personal Recording—Select to use the personal recording of the user. • Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.
Play the “Record Your Message at the Tone” Prompt	Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. This check box is enabled only when Call Action is set to "Take Message" in After Greeting field.When the option is set to "System Default Greeting", the checkbox will remain disabled and checked Default setting: Check box checked.

Table 6-9 Edit Call Handler Greeting Page (continued)

Field	Description
During Greeting	Indicate the actions that Cisco Unity Connection performs during the greeting: • 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. • 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. • 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. • 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.

Table 6-9 Edit Call Handler Greeting Page (continued)

Field	Description
After Greeting	Indicate the action that Cisco Unity Connection performs after the greeting plays: • Call Action—Select the applicable action from the list. – Hang Up—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. – Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting. – 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. – Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—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.

Table 6-9 Edit Call Handler Greeting Page (continued)

Field	Description
Recordings	*(This field appears only when editing an individual call handler and is not applicable to Bulk Edit operations)* 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. 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. 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 setting on the Edit Call Handler Basics page for the call handler. 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 call handler greeting, the greeting that corresponds to the system default language is played.)
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Overview of Call Handler Greetings in Cisco Unity Connection 9.x" section and the "Managing Call Handler Greetings 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.
- 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.

Call Handler Post Greeting Recording Settings

Table 6-10 Call Handler Post Greeting Recording Settings Page

Field	Description
Play Post Greeting Recording	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: • 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. • 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. • 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. Default: Do Not Play Recording.
Play Post Greeting Recording Selection	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 under Play Post Greeting Recording is selected.

Call Handler Message Settings

Table 6-11 Call Handler Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. 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. If enabled, callers hear a warning tone before the maximum message length is reached. **Note** 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 > Advanced > Conversations page. Default setting: 300 seconds.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.

Table 6-11 Call Handler Message Settings Page (continued)

Field	Description
Message Urgency	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: • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.
Message Sensitivity	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: • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Connection asks unidentified callers whether to mark their messages private.
Message Security—Mark Secure	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).
Message Recipient	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. When you select a distribution list, each member of the list receives the call handler messages. 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. 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.
Play After Message Recording	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: • Do Not Play Recording—No recording will be played after the message has been sent. • System Default Recording—Play the default system recording after the message has been sent. • 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. By Default the **Sytem Default Recording** option will be selected.

Table 6-11 Call Handler Message Settings Page (continued)

Field	Description
After Message Action	Indicate the action that Cisco Unity Connection performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. – 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. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – 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. • 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.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

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.

- The "Dispatch Messages in Cisco Unity Connection 9.x" section in the "Messaging 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.

Call Handler Owners

Table 6-12 Call Handler Owners Page

Field	Description
Remove Selected	To remove an owner, check the check box to the left of the alias, and select Remove Selected. You can remove multiple owners at once.
Add User	To add an owner, select Add User, then check the check box next to the alias of the user you want to add and select Add Selected User. You can add more than one owner at once. If the user you want to add does not appear in the potential owner search results table, set the applicable parameters in the search results fields at the top of the page, and select Find.
Alias	*(Display only)* A unique text name for the owner. Call handler owners can select a different call handler greeting or record the call handler greetings from the Call Management > System Call Handlers > Greetings page in Cisco Unity Connection Administration, or they can use the Cisco Unity Greetings Administrator to do so by phone.
Display Name	*(Display only)* The name of the owner.

Search Directory Handlers

Table 6-13 Search Directory Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the partition to which they belong. • 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.
Display Name	*(Display only)* The name of the directory handler.
Extension	*(Display only)* The extension that the phone system uses to connect to the directory handler.
Voice Enabled	*(Display only)* Indicates whether the directory handler is voice-enabled; for voice-enabled directory handlers, callers say the first name and last name of the Cisco Unity Connection user that they want to reach.
Delete Selected	To delete a directory handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple directory handlers at once.
Add New	To add a directory handler, select the Add New button. A new page opens, on which you enter data applicable to the new directory handler.

Table 6-13 Search Directory Handlers Page (continued)

Field	Description
Bulk Edit	To edit multiple directory handlers at one time, check the applicable directory handler check boxes, and select Bulk Edit. If the directory handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable directory handlers. Then select Bulk Edit. For instructions, see the "To Edit Directory Handler Settings in Bulk Edit Mode" procedure on page 6-27.
Show Dependencies	Before deleting a directory handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the directory handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another directory handler. When all dependencies have been reassigned, you can delete the directory handler. Note that you cannot show dependencies for multiple directory handlers at one time.

See Also

- The "Directory 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.

New Directory Handler

Table 6-14 New Directory Handler Page

Field	Description
Display Name	Enter a descriptive name for the directory handler.
Extension	Enter the extension that the phone system uses to connect to the directory handler.
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).
Voice Enabled	For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach. Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.

See Also

Edit Directory Handler Basics

See Table 6-15 for information about the fields on the Edit Directory Handler Basics page.

For instructions on editing directory handler information in Bulk Edit mode, see the "To Edit Directory Handler Settings in Bulk Edit Mode" procedure on page 6-27.

Table 6-15 Edit Directory Handler Basics Page

Field	Description
Display Name	*(This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)* Enter a descriptive name for the directory handler.
Creation Time	*(Display only. This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)* Shows the date and time when the directory handler was created.
Language	*(Not applicable to voice-enabled directory handlers.)* Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Extension	*(This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)* Enter the extension that the phone system uses to connect to the directory handler.
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).

Table 6-15 Edit Directory Handler Basics Page (continued)

Field	Description
Voice Enabled	For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach. Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.
Speech Confidence Threshold	*(Applicable only to voice-enabled directory handlers.)* Use this setting to adjust the likelihood that Cisco Unity Connection recognizes user utterances as voice commands and recipient names. For example, if users complain that the system does not recognize names in the corporate directory, you can try lowering this value so that the system matches utterances more liberally. Alternatively, if users complain that the system returns too many incorrect matches, try adjusting this setting to a higher value. The range of valid entries is 0 to 100. The default setting is 10. Note that lowering the speech confidence threshold level results in more matches for names when callers say names, but when callers say digits, extraneous extension matches are returned. Increasing the level results in more precise extension matching, but fewer name matches.
Play All Names	*(Not applicable to voice-enabled directory handlers.)* Check this check box to play the names of users in the directory for caller selection, rather than requiring the caller to search by spelled name. Cisco Unity Connection plays the names of all users in the directory when either of the following conditions are true: • One to five usernames are listed in the directory. • The caller chooses to play all names listed in the directory. When there are more than five (but fewer than 51) usernames listed in the directory, the Connection conversation allows callers the choice of either searching for a user in the directory by spelled name or having Connection play all names listed in the directory. When a directory handler includes more than 50 usernames, Connection requires the caller to search for a user by spelled name. When there are no usernames listed in the directory, Connection sends the caller to the call handler specified on the Caller Input page. Default setting: Check box not checked.
Recorded Name	*(This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.

Table 6-15 Edit Directory Handler Basics Page (continued)

Field	Description
Search Scope	Select the scope for directory handler searches: • Entire Server—Restricts directory handler searches to users and contacts who are associated with the entire Cisco Unity Connection server that the caller dialed. • Class of Service *(Not applicable to voice-enabled directory handlers.)*—Restricts directory handler searches to users who are assigned to the selected class of service on the local Connection server. • System Distribution List *(Not applicable to voice-enabled directory handlers.)*—Restricts directory handler searches to members of the selected system distribution list. Note that all system distribution lists are presented, including lists that may contain members who are not Connection users. • Search Space—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the selected search space. • Inherit Search Space from Call—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the search space of the call. The search space of the call can be set by the call routing rules or by a call handler that receives the call before it reaches the directory handler. Default setting: Entire Server.
Search Criteria Order	*(Not applicable to voice-enabled directory handlers.)* Select the method that callers use to spell a username: • First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader. • Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader. Include instructions that reflect the Search By selection in the call handler greeting that routes callers to this directory handler. Default setting: Last Name, First Name.
Route Automatically on a Unique Match	When this option is selected, Cisco Unity Connection routes a call to the extension assigned to the user without prompting the caller to verify the match. **Note** For voice-enabled directory handlers, the Route Automatically on a Unique Match option is supported.
Always Request Caller Input	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection prompts a caller to verify the match before sending the caller to the specified user extension.
Announce Matched Names Using Extension Format	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection announces to callers the names and extensions of matching users. For example, “For Pat Amos, press 123. For Gerry Anderson, press 104.” Callers enter the extension number to choose a user. This functionality is supported only when the Search Scope of the directory handler is set to Search Space or Inherit Search Space from Call.

Table 6-15 Edit Directory Handler Basics Page (continued)

Field	Description
Announce Matched Names Using Menu Format	*(Not applicable to voice-enabled directory handlers.)* When this option is selected, Cisco Unity Connection provides a menu of users to callers. For example, "For Pat Amos, press 1. For Gerry Anderson, press 2." Callers enter the menu number to choose a user. To provide callers with the user extension, also check the Announce Extension with Each Name check box. Then, Connection provides a menu of users that includes user extensions. For example, "For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2."
Announce Extension with Each Name	Check this check box to indicate that Cisco Unity Connection provides a menu of users that includes user extensions. Callers enter the menu number to select a user. For example, "For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2." Callers might take note of user extensions to skip using the corporate directory the next time they call. For directory handlers that are not voice enabled, this functionality is supported only when Announce Matched Names Using Menu Format is also selected. Default setting: Check box checked.
Maximum Number of Matches	*(Not applicable to voice-enabled directory handlers.)* Indicate the maximum number of matching names that are presented to a caller when more than one user matches the key presses entered by the caller. Default setting: 8 matches.
Announce City with Each Name	*(Applicable only to voice-enabled directory handlers.)* Check this check box to have Cisco Unity Connection announce the city of each matching user when there are multiple matches. For example, "There are two matching names. Pat Amos at extension 123 in Chicago. Is that correct?" In order for Connection to announce the city for a user, the City field must be defined on the Edit User Basics page in the user profile. Connection announces the city after the extension and before the department, if applicable. Default setting: Check box not checked.
Announce Department with Each Name	*(Applicable only to voice-enabled directory handlers.)* Check this check box to have Cisco Unity Connection announce the department of each matching user when there are multiple matches. For example, "There are two matching names. Pat Amos at extension 123 in Sales. Is that correct?" In order for Connection to announce the department for a user, the Department field must be defined on the Edit User Basics page in the user profile. Connection announces the department after the extension and city, if applicable. Default setting: Check box not checked.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying a Directory Handler in Cisco Unity Connection 9.x" section in the "Managing Directory 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.

To Edit Directory Handler Settings in Bulk Edit Mode

Step 1 On the Search Directory Handlers page, check the applicable directory handler check boxes, and select **Bulk Edit**.

If the directory handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable directory handlers. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 6-15 for information on how to set each field.

Note The Status message at the top of the Edit Directory Handler Basics page tells you how many directory handlers are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Step 4 If applicable, change settings for these directory handlers on the Caller Input page, available from the Edit menu. When you have finished making changes on the page, select **Submit**.

Directory Handler Caller Input

Table 6-16 Directory Handler Caller Input Page

Field	Description
Timeout If No Input	*(Not applicable to voice-enabled directory handlers.)* Enter the number of seconds that Cisco Unity Connection waits for caller input. When the caller does not press any key, 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 fields. Default setting: Five seconds.
Timeout After Last Input	*(Not applicable to voice-enabled directory handlers.)* Enter the number of seconds that Cisco Unity Connection waits after caller input before performing the action indicated by the input. Default setting: Four seconds.
Times to Repeat Request for Name Entry	*(Not applicable to voice-enabled directory handlers.)* Enter the number of times that Cisco Unity 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 fields. Default setting: One time.
Allow Caller to Exit Using * Key	*(Not applicable to voice-enabled directory handlers.)* Check this check box to allow callers to press the * key on the phone to exit. Cisco Unity Connection immediately sends the caller to the destination you specify in the If Caller Exits field.

Table 6-16 Directory Handler Caller Input Page (continued)

Field	Description
If Caller Exits	Select the destination to which calls are sent when the caller does not respond to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Opening Greeting Call Handler.

Table 6-16 Directory Handler Caller Input Page (continued)

Field	Description
If No Input	*(Not applicable to voice-enabled directory handlers.)* Select the destination to which calls are sent when the caller does not respond to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Goodbye Call Handler.

Table 6-16 Directory Handler Caller Input Page (continued)

Field	Description
If No Selection	*(Not applicable to voice-enabled directory handlers.)* Select the destination to which calls are sent when the caller does not respond to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Goodbye Call Handler.

Table 6-16 Directory Handler Caller Input Page (continued)

Field	Description
If Caller Presses Zero	Select the destination to which calls are sent when the caller presses zero in response to the name entry prompt: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. Default setting: Operator Call Handler.
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

Directory Handler Greeting

Table 6-17 Directory Handler Greeting Page

Field	Description
Use Custom Greeting	Check this check box to have Cisco Unity Connection play the custom greeting that you record when callers reach the directory handler. Use the Recording fields to play or record the custom greeting. Uncheck this check box to have Connection play the system default greeting when callers reach the directory handler. Default setting: Check box not checked.

Table 6-17 Directory Handler Greeting Page (continued)

Field	Description
Recording	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. 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. 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 setting on the Edit Call Directory Basics page for the directory handler. 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 directory handler greeting, the greeting that corresponds to the system default language is played.)

Search Interview Handlers

Table 6-18 Search Interview Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the partition to which they belong. • 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.
Display Name	*(Display only)* The name of the interview handler.
Extension	*(Display only)* The extension that the phone system uses to connect to the interview handler.
Delete Selected	To delete an interview handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple interview handlers at once.
Add New	To add an interview handler, select the Add New button. A new page opens, on which you enter data applicable to the new interview handler.
Bulk Edit	To edit multiple interview handlers at one time, check the applicable interview handler check boxes, and select Bulk Edit. If the interview handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable interview handlers. Then select Bulk Edit. For instructions, see the "To Edit Interview Handler Settings in Bulk Edit Mode" procedure on page 6-38.

Table 6-18 Search Interview Handlers Page (continued)

Field	Description
Show Dependencies	Before deleting an interview handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the interview handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another interview handler. When all dependences have been reassigned, you can delete the interview handler. Note that you cannot show dependencies for multiple interview handlers at one time.

See Also

- The "Interview 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.
- The "Managing Interview 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.

New Interview Handler

Table 6-19 New Interview Handler Page

Field	Description
Display Name	Enter a descriptive name for the interview handler.
Extension	Enter the extension that the phone system uses to connect to the interview handler.
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).

Table 6-19 New Interview Handler Page (continued)

Field	Description
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Recipient	Select the user or distribution list that receives messages left for this interview handler: • User with Mailbox—Select the applicable user from the list. • Distribution List—Select the applicable distribution list. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.
Response Urgency	Indicate the action that Cisco Unity Connection allows: • Mark Normal—Messages left for the interview handler are marked normal. • Mark Urgent—Messages left for the interview handler are marked urgent. • Ask Caller—Connection asks callers whether to mark their messages urgent.

Table 6-19 New Interview Handler Page (continued)

Field	Description
After Interview Action	Select one of the following: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. •

See Also

- The "Creating Interview Handlers in Cisco Unity Connection 9.x" section in the "Managing Interview 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.

Edit Interview Handler Basics

See Table 6-20 for information about the fields on the Edit Interview Handler Basics page.

For instructions on editing interview handler information in Bulk Edit mode, see the "To Edit Interview Handler Settings in Bulk Edit Mode" procedure on page 6-38.

Table 6-20 Edit Interview Handler Basics Page

Field	Description
Display Name	*(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)* Enter a descriptive name for the interview handler.
Extension	*(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)* Enter the extension that the phone system uses to connect to the interview handler.
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).
Creation Time	*(Display only. This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)* Shows the date and time when the interview handler was created.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Recorded Name	*(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)* This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant. To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
Recipient	Select the user or distribution list that receives messages left for this interview handler: • User with Mailbox—Select the applicable user from the list. • Distribution List—Select the applicable distribution list. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.

Table 6-20 Edit Interview Handler Basics Page (continued)

Field	Description
Response Urgency	Indicate the action that Cisco Unity Connection allows: • Mark Normal—Messages left for the interview handler are marked normal. • Mark Urgent—Messages left for the interview handler are marked urgent. • Ask Caller—Connection asks callers whether to mark their messages urgent.
After Interview Action	Select one of the following: • Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone. • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – 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. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – 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. • User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user. •
Bulk Edit Task Scheduling	*(Applicable only to Bulk Edit operations.)* To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

See Also

- The "Modifying Interview Handlers in Cisco Unity Connection 9.x" section in the "Managing Interview 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.

- The "Dispatch Messages in Cisco Unity Connection 9.x" section in the "Messaging 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.

To Edit Interview Handler Settings in Bulk Edit Mode

Step 1 On the Search Interview Handlers page, check the applicable interview handler check boxes, and select **Bulk Edit**.

If the interview handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable interview handlers. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in Table 6-20 for information on how to set each field.

Note The Status message at the top of the Edit Interview Handler Basics page tells you how many interview handlers are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

Interview Questions

Table 6-21 Interview Questions Page

Field	Description
Active	Check or uncheck this check box and select Save to turn on or turn off one or more interview questions.
Question Number	*(Display only)* Displays the interview handler question number. Select the question number to go to the specific page for that question.
Question Text	*(Display only)* Displays the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.

Edit Interview Question

Table 6-22 Edit Interview Question Page

Field	Description
Question Number	*(Display only)* Displays the interview handler question number.
Maximum Reply Message Length	Enter the recording length, in seconds, allowed for caller responses to the interview handler question. If enabled, Cisco Unity Connection plays a warning before the maximum message length is reached. Default setting: 30 seconds.

Table 6-22 Edit Interview Question Page (continued)

Field	Description
Question Text	Enter the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.
Question Recording	This is the recording of the interview handler question. To record the question here, use the Media Master. To use a prerecorded WAV file as the recording, use the Open File option on the Options menu of the Media Master.
Active	Check this check box to turn on the question.

Search Custom Recordings

Table 6-23 Search Custom Recordings

Field	Description
Display Name	*(Display only)* The name of the custom recording.
Delete Selected	To delete a custom recording, check the check box to the left of the display name, and select Delete Selected. You can delete multiple custom recordings at once.
Add New	To add a custom recording, select the Add New button. A new page opens, on which you enter data applicable to the custom recording.

New Custom Recording

Table 6-24 New Custom Recording (Cisco Unity Connection

Field	Description
Display Name	Enter a descriptive name for the custom recording and select Save to create a new custom recording.

See Also

- Adding a New Custom Recording in Cisco Unity Connection 9.x

Edit Custom Recording

Table 6-25 Edit Custom Recording

Field	Description
Display Name	The name of the custom recording.

Table 6-25 Edit Custom Recording

Field	Description
Recordings	**Recorded Languages**: If more than one language is installed on Cisco Unity Connection, custom recordings can be recorded in multiple languages. The Recorded Languages field displays each language in which the recording has been made. **Select Language**: To play or record the custom recording here, select the language for the recording that you will be making. **Greeting**: To play or record the custom recording, 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. Note that when a custom recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. 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 custom recording, the recording that corresponds to the system default language is played.)

See Also

- Modifying a Custom Recording in Cisco Unity Connection 9.x

Direct Routing Rules

Table 6-26 Direct Routing Rules Page

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple routing rules at once.
Change Order	Select Change Order to go to the Edit Direct Routing Rule Order page.
Display Name	*(Display only)* The name of the direct routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

New Direct Routing Rule

Table 6-27 New Direct Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.

See Also

- The "Adding Call Routing Rules in Cisco Unity Connection 9.x" section in the "Managing Call Routing Tables 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.

Edit Direct Routing Rule

Table 6-28 Edit Direct Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

Table 6-28 Edit Direct Routing Rule Page (continued)

Field	Description
Send Call To	Select one of the following destinations for a call that matches all settings for the rule: • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Assign Users to Touchtone Conversation *(Connection 8.5 and later only)*—Sets a global flag that will assign the user on the call to the touchtone conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information. – Assign Users to Voice-Recognition Conversation *(Connection 8.5 and later only)*—Sets a global flag that will assign the user on the call to the voice-recognition conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information. – Attempt Forward—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information. – Attempt Sign-In—Sends the call to the user sign in conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Cisco Unity Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Reverse Trap—Connects to Visual Voicemail. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – Start Live Record *(Cisco Unified Communications Manager integrations only)*—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server. – 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. • User with Mailbox—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.

Table 6-28 Edit Direct Routing Rule Page (continued)

Field	Description
Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, select Add New. To modify a condition, select the parameter name. To delete one or more conditions, check the check box next to the parameter and select Delete Selected.

See Also

- The "Modifying Call Routing Rules in Cisco Unity Connection 9.x" section in the "Managing Call Routing Tables 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.

New Direct Routing Rule Condition

Table 6-29 New Direct Routing Rule Condition Page

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.

Table 6-29 New Direct Routing Rule Condition Page (continued)

Field	Description
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Direct Routing Rule Condition

Table 6-30 Edit Direct Routing Rule Condition Page

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

Table 6-30 Edit Direct Routing Rule Condition Page (continued)

Field	Description
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Direct Routing Rule Order

Table 6-31 Edit Direct Routing Rule Order Page

Field	Description
Direct Routing Rule Reorganization	To change the order of routing rules, select the name of a rule in the list, then select the up or down arrow to move the rule relative to the other rules in the list. Select any rule name to see information about the rule displayed in the Rule Details fields.
Display Name	*(Display only)* The name of the routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The “Changing the Order of Call Routing Rules in Cisco Unity Connection 9.x” section in the “Managing Call Routing Tables 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.

Forwarded Routing Rules

Table 6-32 Forwarded Routing Rules Page

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple routing rules at once.
Change Order	Select Change Order to go to the Edit Forwarded Routing Rule Order page.
Display Name	*(Display only)* The name of the routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	*(Display only)* The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The "Overview of Default Call Routing Rules in Cisco Unity Connection 9.x" section in the "Managing Call Routing Tables 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.

New Forwarded Routing Rule

Table 6-33 New Forwarded Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the routing rule.

See Also

- The "Adding Call Routing Rules in Cisco Unity Connection 9.x" section in the "Managing Call Routing Tables 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.

Edit Forwarded Routing Rule

Table 6-34 Edit Forwarded Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.
Language	Select the language in which Cisco Unity Connection plays the handler system prompts to the caller: • Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization. • 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. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. 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.
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

Table 6-34 Edit Forwarded Routing Rule Page (continued)

Field	Description
Send Call To	Select one of the following destinations for a call that matches all settings for the rule: • 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. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Assign Users to Touchtone Conversation *(Connection 8.5 and later only)*—Sets a global flag that will assign the user on the call to the touchtone conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information. – Assign Users to Voice-Recognition Conversation *(Connection 8.5 and later only)*—Sets a global flag that will assign the user on the call to the voice-recognition conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information. – Attempt Forward—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information. – Attempt Sign-In—Sends the call to the user sign in conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information. – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Cisco Unity Connection performs the transfer only when the restriction table permits it. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Reverse Trap—Connects to Visual Voicemail. – Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID. – Start Live Record *(Cisco Unified Communications Manager integrations only)*—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server. – 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. • User with Mailbox—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.

Table 6-34 Edit Forwarded Routing Rule Page (continued)

Field	Description
Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, select Add New. To modify a condition, select the parameter name. To delete one or more conditions, check the check box next to the parameter and select Delete Selected.

See Also

- The "Modifying Call Routing Rules in Cisco Unity Connection 9.x" section in the "Managing Call Routing Tables 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.

New Forwarded Routing Rule Condition

Table 6-35 New Forwarded Routing Rule Condition Page

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.

Table 6-35 New Forwarded Routing Rule Condition Page (continued)

Field	Description
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Forwarding Station	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

Table 6-35 New Forwarded Routing Rule Condition Page (continued)

Field	Description
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Forwarded Routing Rule Condition

Table 6-36 Edit Forwarded Routing Rule Condition Page

Field	Description
Calling Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.

Table 6-36 Edit Forwarded Routing Rule Condition Page (continued)

Field	Description
Dialed Number	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Forwarding Station	Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank. When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555). When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001). Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To. **Note** Your integration may not support this option. Default setting: Blank.
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or to only one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

Table 6-36 Edit Forwarded Routing Rule Condition Page (continued)

Field	Description
Schedule	Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To. To have the rule apply 24 hours a day, seven days a week, select All Hours. To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours. Default setting: All Hours.

Edit Forwarded Routing Rule Order

Table 6-37 Edit Forwarded Routing Rule Order Page

Field	Description
Forwarded Routing Rule Reorganization	To change the order of routing rules, select the name of a rule in the list, then select the up or down arrow to move the rule relative to the other rules in the list. Select any rule name to see information about the rule displayed in the Rule Details fields.
Display Name	*(Display only)* The name of the routing rule.
Status	*(Display only)* Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	*(Display only)* The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	*(Display only)* The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	*(Display only)* The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System	*(Display only)* The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	*(Display only)* The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	*(Display only)* Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	*(Display only)* The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

See Also

- The “Changing the Order of Call Routing Rules in Cisco Unity Connection 9.x” section in the “Managing Call Routing Tables 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.

CHAPTER 7

Cisco Unity Connection 9.x Mailbox Store Settings

See the following sections:

- Search Mailbox Stores, page 7-1
- New Mailbox Store, page 7-2
- Edit Mailbox Store, page 7-3
- Search Mailbox Stores Membership, page 7-4
- Edit Systemwide Mailbox Quotas, page 7-4
- Search Message Aging Policy, page 7-5
- New Message Aging Policy, page 7-6
- Message Aging Policy, page 7-6
- Edit Message Aging Alert Text, page 7-9
- Edit Message Recording Expiration, page 7-10

Search Mailbox Stores

Table 7-1 Search Mailbox Stores Page

Field	Description
Mail Database	*(Display only)* The system name for a specified Cisco Unity Connection mailbox store.
Access Enabled	*(Display only)* Indicates whether access to the mailbox store is currently enabled. When a mailbox store is disabled, you cannot move mailboxes into it or out of it. Access is always enabled except when the mailbox store is being backed up or when access has been manually disabled.
Status	*(Display only)* Indicates the current status of the mailbox store. Possible values include OK, Creating, Creation Failed, Deleting, and Deletion Failed.
Display Name	*(Display only)* The name of the mailbox store.

Table 7-1 Search Mailbox Stores Page (continued)

Field	Description
Delete Selected	To delete a mailbox store, check the check box to the left of the value of Mail Database for that store, and select Delete Selected. You can delete multiple mailbox stores at once. To delete a mailbox store, you must: • Sign in to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role. • Move all of the mailboxes out of the mailbox store. • Change all templates that currently create new mailboxes in the mailbox store you are deleting so that they create new mailboxes in another mailbox store. You cannot delete the default mailbox store, UnityMbxDb1.
Add New	To add a new mailbox store, select Add New. You must be signed in to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role.

See Also

- 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.

New Mailbox Store

Table 7-2 Add Mailbox Store Page

Field	Description
Display Name	Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store.
Maximum Size Before Warning	The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log.

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.
- 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.

- 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.

Edit Mailbox Store

Table 7-3 Edit Mailbox Store Page

Field	Description
Display Name	Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store.
Mail Database	*(Display only)* The system name for a specified Cisco Unity Connection mailbox store.
Server	*(Display only)* The name of the Cisco Unity Connection server.
Mounted	To enable full Cisco Unity Connection functionality, check the Mounted check box. If the Mounted check box is not checked, Connection users cannot check messages, and you cannot change mailbox store settings in Cisco Unity Connection Administration. However, callers can still leave messages, which are queued for delivery when the mailbox store is available again. You can still change directory settings in Connection Administration, and users can change settings by using the Connection Messaging Assistant and Cisco Unity Connection Personal Call Transfer Rules.
Number of Mailboxes	*(Display only)* The number of voice mailboxes in the database that is specified in the Mail Database field.
Total Size of All Voice Messages and Attachments	The amount of hard disk space currently occupied by all messages in the mailbox store. This includes voice messages and any attachments, for example, PDF files, which may be attached to a voice message that was sent by an IMAP client. Voice messages and attachments are not stored in the database; each .wav file and each attachment is stored in a file on a separate portion of the hard disk. The text associated with voice messages, if any, is stored in the database, not where voice messages are stored.
Maximum Size Before Warning	The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log.
Creation Date	*(Display only)* Shows the date and time when the mailbox store was created.

See Also

- 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.

Search Mailbox Stores Membership

Table 7-4 Search Mailbox Stores Membership Page

Field	Description
Choose Membership Type	Select whether you want to search the mailbox store for user mailboxes or for templates that create mailboxes in this mailbox store.
Find User Mailboxes/ Templates	If you chose a membership type of User Mailbox, enter specifications for the mailboxes that you want to find, and select Find. If you chose a membership type of User Template, enter specifications for the templates that you want to find, and select Find.
Move Selected Mailboxes	Available only if you chose a membership type of User Mailbox. To move mailboxes to another mailbox store, check the check boxes for the mailboxes that you want to move, select the mailbox store to which you want to move mailboxes, and select Move Selected Mailboxes.
Assign Selected Templates	Available only if you chose a membership type of User Template. To change templates so that they create mailboxes in another mailbox store, check the check boxes for the templates that you want to update, select the mailbox store in which you want the selected templates to create mailboxes, and select Assign Selected Templates.
Alias	A unique text name for a mailbox.
First Name	The first name of the user or contact.
Last Name	The last name of the user or contact.
Display Name	*(Display only)* The name of the mailbox.

Edit Systemwide Mailbox Quotas

Table 7-5 Edit Systemwide Mailbox Quotas Page

Field	Description
Warning Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Warning Quota field, the user is warned that the mailbox is reaching the maximum size allowed. The default Warning Quota is 12 megabytes. This translates to approximately 200 minutes of recording with the G729a codec, and approximately 25 minutes of recording with the G711 codec. **Note** 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.
Send Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send Quota field, the user is prevented from sending any more voice messages. The default Send Quota is 13 megabytes. This translates to approximately 217 minutes of recording with the G729a codec, and approximately 27 minutes of recording with the G711 codec. **Note** 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.

Table 7-5 Edit Systemwide Mailbox Quotas Page (continued)

Field	Description
Send/Receive Quota	When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send/Receive Quota field, the user is prevented from sending or receiving any more voice messages. The default Send/Receive Quota is 14 megabytes. This translates to approximately 233 minutes of recording with the G729a codec, and approximately 29 minutes of recording with the G711 codec. **Note** 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.
Full Mailbox Check for Outside Caller Messages	Indicates whether Cisco Unity Connection first determines if a user mailbox is full before allowing an outside caller to leave a message for the user. (The maximum size of a mailbox is determined by quota settings either on the Message Storage > Mailbox Quotas page or, if the quota is overridden for an individual user, on the Mailbox page for that user.) When this check box is checked, if the user mailbox is full, the outside caller is not allowed to leave a message. When this check box is not checked, Connection does not determine whether the mailbox is full; the outside caller is allowed to leave the message even if mailbox is full. Note that this setting is applicable only to outside callers. If a Connection user signs in and sends a message to another user, Connection always checks whether the user mailbox is full regardless of whether this setting is enabled. Default setting: Check box not checked.

See Also

- 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.

Search Message Aging Policy

Table 7-6 Search Message Aging Policy Page

Field	Description
Display Name	The name of the message aging policy. Select the Display Name to go to the specific page for the class of service.
Enabled	If a message aging policy is enabled, the value of this column is True. If the policy is disabled, the value is false. To change the setting for a message aging policy, select the display name of the policy, and check or clear the Enabled check box.
Delete Selected	To delete a message aging policy, check the check box to the left of the display name, and select Delete Selected. You can delete multiple message aging policies at once.
Add New	To add a message aging policy, select the Add New button. A new page opens, on which you enter data applicable to the new message aging policy.

New Message Aging Policy

Table 7-7 Add Message Aging Policy Page

Field	Description
Name	The name of the new message aging policy. Enter a name that will help you identify the policy later, for example, “Executives” or “All rules enabled.” This is especially useful if you are creating a large number of policies.

Message Aging Policy

Table 7-8 Message Aging Policy Page

Field	Description
Display Name	The name of the message aging policy that was entered when the policy was created. You can enter changes to the name at any time.
Enabled	If message aging rules are selected, check this check box to cause the rules to be enforced, or uncheck this check box to cause the rules to be ignored. If no message aging rules are selected, this check box has no effect.
Message Aging Rules Based on When the Message Was Last Modified	
Move New Messages to the Saved Messages Folder in ____ Days	When this aging rule is enabled, Cisco Unity Connection automatically moves new messages to the Saved Messages folder the specified number of days after they were received. This option is most commonly used when the message action for a user is set to “Accept and Relay the Message,” which causes messages to be forwarded to an email address. If the user always checks voice messages by using the email inbox instead of by using Connection, checking this check box prevents the Connection inbox for the user from filling up. **Caution** This rule, along with the other two message aging rules based on when the message was last modified, can cause voice messages to be deleted without the user ever knowing the messages existed. For example, suppose a policy is enabled and all three rules are enabled. If a user who is configured to use the policy goes on leave for longer than the number of days required for Connection to move the message to the Saved Messages folder, move the message again to the Deleted Items folder, and finally to delete the message, the user will have no indication that the message was ever received unless email or another type of notification is enabled. (A message waiting indicator on the user phone is turned off when all new messages are moved to the Saved Messages folder.)

Table 7-8 Message Aging Policy Page (continued)

Field	Description
Send Alert to User Prior to Moving New Messages	*(Applicable only when the Move New Messages to the Saved Messages Folder in ____ Days check box is checked)* Check this check box if you want users to be alerted prior to the action of moving their new messages to the saved messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Moving Messages field to provide users with an email alert sent out the specified number of days prior to the action. **Note** The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent. Default setting: check box not checked
Number of Days Alert Is Sent Prior to Moving New Messages	*(Applicable only when the Send Alert to User Prior to Moving New Messages check box is checked)* Specify the number of days prior to taking action on the new messages that users will be alerted that the action will take place. Enter a number between 0 and 365 days. The default setting is 3 days.
Move Saved Messages to the Deleted Items Folder in ____ Days	When this aging rule is enabled, Cisco Unity Connection automatically moves messages to the Deleted Items folder the specified number of days after they were last saved. Note that simply listening to a message is not sufficient to reset the clock and prevent the message from being moved to the Deleted Items folder after the specified number of days. The user must explicitly choose the option to save the message.
Send Alert to User Prior to Moving Saved Messages	*(Applicable only when the Move Saved Messages to the Deleted Messages Folder in ____ Days check box is checked)* Check this check box if you want users to be alerted prior to the action of moving their saved messages to the deleted messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Moving Messages field to provide users with an email alert sent out the specified number of days prior to the action. **Note** The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent. Default setting: check box not checked
Number of Days Alert Is Sent Prior to Moving Saved Messages	*(Applicable only when the Send Alert to User Prior to Moving Saved Messages check box is checked)* Specify the number of days prior to taking action on the saved messages that users will be alerted that the action will take place. Enter a number between 0 and 365 days. The default setting is 3 days.
Permanently Delete Messages in the Deleted Items Folder in ____ Days	When this aging rule is enabled, Cisco Unity Connection automatically deletes messages the specified number of days after they are moved to the Deleted Items folder.
Send Alert to User Prior to Deleting Secure Touched Messages	*(Applicable only when the Permanently Delete Messages in the Deleted Messages Folder in ____ Days check box is checked)* Check this check box if you want users to be alerted prior to the action of permanently deleting their messages from the deleted messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting Messages field to provide users with an email alert sent out the specified number of days prior to the action. **Note** The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent. Default setting: check box not checked

Table 7-8 Message Aging Policy Page (continued)

Field	Description
Number of Days Alert Is Sent Prior to Deleting Secure Touched Messages	*(Applicable only when the Send Alert to User Prior to Deleting Secure Touched Messages check box is checked)* Specify the number of days prior to taking action on the deleted messages that users will be alerted that the action will take place. Enter a number between 0 and 365 days. The default setting is 3 days.
Secure Message Aging Rules Based on When the Message Was Created	
Permanently Delete Secure Touched Messages That Are Older Than ____ Days	When this aging rule is enabled, Cisco Unity Connection automatically deletes secure messages that are older than the specified number of days and have been have touched by users in some way (for example by saving, deleting, or opening and then saving the messages as new). For example, if this rule is configured to age a touched message after 7 days and a user comes back from a 14-day vacation, any secure message older than 7 days is deleted soon after the user touches it. (The task that deletes aged messages runs approximately every 30 minutes).
Send Alert to User Prior to Deleting Secure Touched Messages	*(Applicable only when the Permanently Delete Secure Touched Messages That Are Older Than ____ Days check box is checked)* Check this check box if you want users to be alerted prior to the action of permanently deleting their secure touched messages. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting Messages field to provide users with an email alert sent out the specified number of days prior to the action. **Note** The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent. Default setting: check box not checked
Number of Days Alert Is Sent Prior to Deleting Secure Touched Messages	*(Applicable only when the Send Alert to User Prior to Deleting Secure Touched Messages check box is checked)* Specify the number of days prior to taking action on the secure touched messages that users will be alerted that the action will take place. Enter a number between 0 and 365 days. The default setting is 3 days.
Permanently Delete All Secure Messages That Are Older Than ____ Days	When this aging rule is enabled, Cisco Unity Connection automatically deletes all secure messages that are older than the specified number of days. Note that the deletion occurs regardless of whether users have listened to or touched the messages in any way. This aging rule is useful for companies that want to enforce a strict message retention policy or are trying to meet the message retention requirements of the Sarbanes-Oxley Act.
Send Alert to User Prior to Deleting Secure Messages	*(Applicable only when the Permanently Delete All Secure Messages That Are Older Than ____ Days check box is checked)* Check this check box if you want users to be alerted prior to the action of permanently deleting all of their secure messages that are older than the specified number of days. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting All Secure Messages field to provide users with an email alert sent out the specified number of days prior to the action. **Note** The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent. Default setting: check box not checked
Number of Days Alert Is Sent Prior to Deleting Secure Messages	*(Applicable only when the Send Alert to User Prior to Deleting Secure Messages check box is checked)* Specify the number of days prior to taking action on the deleted messages that users will be alerted that the action will take place. Enter a number between 0 and 365 days. The default setting is 3 days.

See Also

- The "Managing Message Aging Policies in Cisco Unity Connection 9.x" section in 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.

Edit Message Aging Alert Text

Table 7-9 Edit Message Aging Alert Text Page

Field	Description
Language	Select the applicable language. Each language that is installed on the system has a separate set of message aging alerts.
Use Default Text	Check this check box to use the default text in the Subject Line and Body Text fields when sending message aging alert emails to users. Uncheck this check box if you want to customize the Subject Line and/or Body Text of the message aging alert emails that are sent to users. Note that the default message aging alert text is different for each message aging rule; text for all five message aging rules can be customized separately. However, all message aging policies will use the text that is specified here on this page. For example, if you customize the Subject Line and Body Text for the Move Saved Messages to the Deleted Items Folder rule, that customized Subject Line and Body Text is used for all email alerts sent to users who are assigned to any message aging policy for which that rule is enabled with alerts.
Subject Line	*(This field is editable only when the Use Default Text check box is not checked.)* Enter the text that you want to appear in the subject line of message aging alert emails. In addition to regular text, this field accepts the following parameters, which are replaced with applicable values when the alert messages are sent: • **%ARRIVALTIME%**—replaced with the date and time that the message was received. • **%MODIFICATIONTIME%**—replaced with the date and time that the message was last touched by the recipient or the system. (For example, the recipient touches the message by saving, deleting, or opening and then saving the messages as new. The system touches the message when a message aging rule moves a new message to the saved messages folder or moves a saved message to the deleted items folder.) • **%DAYSUNTIL%**—replaced with the number of days until the applicable message aging action will be applied to the message. • **%SENDER%**—replaced with the display name of the sender of the message. • **%RECIPIENT%**—replaced with the display name of the recipient of the message. • **%RECIPIENT_EXTENSION%**—replaced with the extension number of the recipient of the message.

Table 7-9 Edit Message Aging Alert Text Page (continued)

Field	Description
Body Text	*(This field is editable only when the Use Default Text check box is not checked.)* Enter the text that you want to appear in the body of message aging alert emails. In addition to regular text, this field accepts the following parameters, which are replaced with applicable values when the alert messages are sent: • **%ARRIVALTIME%**—replaced with the date and time that the message was received. • **%MODIFICATIONTIME%**—replaced with the date and time that the message was last touched by the recipient or the system. (For example, the recipient touches the message by saving, deleting, or opening and then saving the messages as new. The system touches the message when a message aging rule moves a new message to the saved messages folder or moves a saved message to the deleted items folder.) • **%DAYSUNTIL%**—replaced with the number of days until the applicable message aging action will be applied to the message. • **%SENDER%**—replaced with the display name of the sender of the message. • **%RECIPIENT%**—replaced with the display name of the recipient of the message. • **%RECIPIENT_EXTENSION%**—replaced with the extension number of the recipient of the message.

Edit Message Recording Expiration

Table 7-10 Edit Message Recording Expiration

Field	Description
Enabled	Check this check box to enable the automatic expiration (permanent deletion) of message recordings from user mailboxes. This field is used in conjunction with the Message Recordings Expire in ____ Days field to prevent users from saving copies of voice messages that they have received beyond the number of days specified. When these two fields are set, voice messages that are removed from user mailboxes are replaced with a recording that tells the user “This message is expired.” Default setting: Check box not checked
Message Recordings Expire in ____ Days	Enter the number of days from the day that a message is originally received that it will expire and be automatically deleted from a user mailbox. This field is used in conjunction with the Enabled check box to prevent users from saving copies of voice messages that they have received beyond the number of days specified. Note that if a user forwards a message in an attempt to circumvent the expiration policy, the counter on the message is not reset. The expiration of the WAV file is based on the date that the original copy of the message arrived in the user mailbox. When these two fields are set, voice messages that are removed from user mailboxes are replaced with a recording that tells the user “This message is expired.” Default setting: 180 days

CHAPTER 8

Cisco Unity Connection 9.x Networking Settings

See the following sections:

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- Join Site, page 8-3
- Search Intersite Links, page 8-5
- New Intersite Link, page 8-7
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Search Intrasite Links

Note You cannot join a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site. This page is not available on Cisco Unified CMBE systems.

Table 8-1 Search Intrasite Links

Field	Description
Location	*(Display only)* The name of the location. The locations displayed in the Intrasite Links table are members of the Cisco Unity Connection site to which this server belongs.
Push Directory	*(Display only)* Indicates whether a directory push to the remote location is in progress. If an administrator has initiated a request on the local server to push the directory of this location to the remote location (indicated in the Location column) or has initiated a request on the remote server to pull the directory of this location to the remote location, this field displays In Progress. Otherwise, it displays Idle.
Pull Directory	*(Display only)* Indicates whether a directory pull from the remote location is in progress. If an administrator has initiated a request on the local server to pull the directory of the remote location (indicated in the Location column) to this location or has initiated a request on the remote server to push the directory of the remote location to this location, this field displays In Progress. Otherwise, it displays Idle.
Join Site	To add a Cisco Unity Connection server to the site, select Join Site. You can use this button in the following ways: • To join this server to an existing site. • To join a remote server to the existing site to which this server belongs. • To create a site between this server and another server if neither is a member of an existing site. **Note** You cannot join a Cisco Unified Communications Manager Business Edition server to a Connection site.
Remove Selected	To remove a remote Cisco Unity Connection location from the site, check the check box to the left of the location display name and select Remove Selected. You can only remove one remote Connection location from the site at a time. (To remove the local Connection location from the site, select Remove Self from Site.) **Note** Depending on the size of the directory, removing a Connection location can take a few minutes to a few hours. Even though the operation may have completed on the local location, it may continue to be in progress on remote locations. We recommend that you wait for the removal operation to complete on all locations in the site before making additional changes to the site.
Remove Self from Site	To remove this location from the site, select Remove Self from Site. **Note** Depending on the size of the directory, removing a Connection location can take a few minutes to a few hours. Even though the operation may have completed on the local location, it may continue to be in progress on remote locations. We recommend that you wait for the removal operation to complete on all locations in the site before making additional changes to the site.
Push Directory To	To initiate a one-time push of the entire local directory to a remote Cisco Unity Connection location, check the check box to the left of the remote location display name and select Push Directory To.
Stop Push	To stop an in-progress push of the local directory to a remote location, check the check box to the left of the remote location display name and select Stop Push.
Pull Directory From	To initiate a one-time pull of the entire directory of a remote Cisco Unity Connection location to this Connection location, check the check box to the left of the remote location display name and select Pull Directory From.
Stop Pull	To stop an in-progress pull of the directory from a remote location, check the check box to the left of the remote location display name and select Stop Pull.

See Also

- The "Setting Up a Cisco Unity Connection 9.x Site" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Removing a Location From a Cisco Unity Connection 9.x Site" section in the "Making Changes to the Networking Configuration in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Join Site

Note You cannot join a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site. This page is not available on Cisco Unified CMBE systems.

Table 8-2 Join Site Page

Field	Description
Method Used to Join Site	Select one of the following options to indicate how to join this location to the Cisco Unity Connection site: • Automatically Join the Site—The Connection server makes a request to the remote location that you specify, and automatically exchanges configuration information with the location. • Manually Join the Site—You join this location to the site manually by uploading the configuration file of this location to a remote location on the site, and by uploading the configuration file of the remote location to this location. You may need to use this manual method if you are unable to automatically join the location to the site.
Remote Location	*(Applicable only when Automatically Join the Site is selected as the Method Used to Join Site)* Enter the IP address or Fully-Qualified Domain Name (FQDN) of the Cisco Unity Connection server to connect to in order to join the site.
Remote User Name	*(Applicable only when Automatically Join the Site is selected as the Method Used to Join Site)* Enter the username of an administrator on the remote location. The user must be assigned to the System Administrator role.
Remote Password	*(Applicable only when Automatically Join the Site is selected as the Method Used to Join Site)* Enter the password for the administrator specified in the Remote User Name field.

Table 8-2 Join Site Page (continued)

Field	Description
Auto Join Site	*(Applicable only when Automatically Join the Site is selected as the Method Used to Join Site)* To join the server to the site, enter values for the Remote Location, Remote User Name, and Remote Password fields and select Auto Join Site. If the automatic join succeeds, to begin replication between the servers, open Cisco Unity Connection Serviceability, select Tools > Service Management, and turn on the Connection Digital Networking Replication Agent. This service must be turned on and started on all locations in the site. When the replication has been started on all locations, depending on the size of your directory, it can take a few minutes to a few hours in the background for data to be fully replicated between all locations. If the automatic join fails, try joining the server to the network by using the Manually Join the Site method.
Download This Location's Configuration File	*(Applicable only when Manually Join the Site is selected as the Method Used to Join Site)* To download the configuration file from this location, select Download. Then, upload the configuration file on to the remote Cisco Unity Connection location.
Select the Remote Configuration File to Upload	*(Applicable only when Manually Join the Site is selected as the Method Used to Join Site)* To manually join this location to the site, select Browse and browse to the location of the configuration file that you have downloaded from a remote location. **Note** To manually join the site, you must upload the configuration file of this location to a remote location on the site and upload the configuration file of the remote location to this location. Once you have uploaded both files, to begin replication between the servers, open Cisco Unity Connection Serviceability, select Tools > Service Management, and turn on the Connection Digital Networking Replication Agent. This service must be turned on and started on all locations in the site. When the replication has been started on all locations, depending on the size of your directory, it can take a few minutes to a few hours in the background for data to be fully replicated between all locations.
Upload	*(Applicable only when Manually Join the Site is selected as the Method Used to Join Site)* After browsing to the location of a configuration file that you have downloaded from a remote location, select Upload.

See Also

- The "Setting Up a Cisco Unity Connection 9.x Site" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Search Intersite Links

Note You cannot join a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site. This page is not available on Cisco Unified CMBE systems.

Table 8-3 Search Intersite Links

Field	Description
Display Name	The display name of the intersite link. By default, the display name of an intersite link is set to the name of the location that is designated as the gateway for the remote site. Select the Display Name to go to the specific page for the intersite link. If the Display Name is followed by an asterisk (*) the intersite link is homed on a different location in the local Cisco Unity Connection site.
Directory Limit Exceeded	*(Display only)* Indicates whether the remote site has exceeded the maximum supported number of directory objects.
Synchronization	To start an incremental directory synchronization to synchronize all remote site objects that have changed since the last synchronization, select Sync. Cisco Unity Connection runs the Synchronize Directory With Remote Network task, followed by the Synchronize Voice Names With Remote Network task. You can find detailed results for the incremental synchronization by selecting the start or end time at which the synchronization occurred in the Task Execution Results table on the Task Definition Basics page for each task. (In Cisco Unity Connection Administration, expand Tools and select Task Management, then select the name of the task on the Task Definitions page to get to the Task Definition Basics page). To start a full directory synchronization for remote site objects regardless of whether they have changed since the last synchronization, select Resync All. Connection runs the Synchronize Directory With Remote Network task, followed by the Synchronize Voice Names With Remote Network Task. You can find detailed results for the full synchronization by selecting the start or end time at which the synchronization occurred in the Task Execution Results table on the Task Definition Basics page for each task. To completely remove all recorded names belonging to objects on the remote site, select Clear Recorded Names. (Recorded names are updated only if the remote and local filenames differ. If, for example, you change the outgoing codec on the remote site, the recorded names of remote site users are converted to the new codec when replicating them, but the local site will not pull the updated names because the filenames are still the same. Selecting Clear All will cause the outdated filenames to be removed.) To clear the names, Connection runs the Synchronize Voice Names With Remote Network task. You can find detailed results for the removal by selecting the start or end time at which the removal occurred in the Task Execution Results table on the Task Definition Basics page for the Synchronize Voice Names With Remote Network task.
Add	To add a link to another site, select Add. A site may be linked to only one other site. You can use this button in the following ways: • To join this Connection site to another Connection site. • To join this Connection site to a Cisco Unity server or Cisco Unity Digital Network. When you create an intersite link, the Connection server on which you create the link becomes the local site gateway; the location to which you link becomes the remote site gateway. Gateways coordinate directory synchronization, and are responsible for message transport, between sites. **Note** You cannot join a Cisco Unified Communications Manager Business Edition server to a Connection site or to a Cisco Unity server or Cisco Unity Digital Network.

Table 8-3 Search Intersite Links (continued)

Field	Description
Remove Selected	To remove a link to a remote site, check the check box to the left of the display name of the gateway for the site and select Remove Selected. In order for the link to be fully removed, it must be removed on both sites, and the removal task must run. **Note** Depending on the size of the directory, removing a site link can take a few minutes to a few hours. We recommend that you wait for the removal operation to complete on all locations in the site before making additional changes to the site.

See Also

- The "Linking Two Cisco Unity Connection 9.x Sites" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Setting Up an Intersite Link Between Cisco Unity and Cisco Unity Connection 9.x Gateways" section in the "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Removing an Intersite Link Between a Cisco Unity Connection 9.x Site and a Cisco Unity Site" section in the "Making Changes to the Networking Configuration in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

New Intersite Link

Note You cannot link a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site or to a Cisco Unity Digital Network. This page is not available on Cisco Unified CMBE systems.

Table 8-4 New Intersite Link Page

Field	Description
Configuration Exchange	Select one of the following options to indicate how to link this site to the remote site: • Link to Cisco Unity Site or Cisco Unity Connection Site by Manually Exchanging Configuration Files—You link this location to the remote site location manually by uploading the configuration file of this location to the remote site location and by uploading the configuration file of the remote site location to this location. Use this option if you are linking to a Cisco Unity site, or if you want to specify different options for Transfer Protocol, Synchronization, Synchronization Task, and Intersite SMTP Routing settings for each site gateway when creating the link. • Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers—This location makes a link request to the remote site location that you specify, and automatically exchanges configuration information with the remote site location. This option should only be used when linking to another Cisco Unity Connection site. **Note** When you select this option, the Transfer Protocol, Synchronization, and Synchronization Tasks settings that you select on the New Intersite Link Page are copied to the remote site intersite link configuration. In addition, both sites are configured to route intersite SMTP messages directly to the remote site gateway rather than through a smart host. Consider reviewing and changing these settings if appropriate for the remote site in Cisco Unity Connection Administration on the remote site gateway after creating the link. When you create an intersite link, the Connection server on which you create the link becomes the local site gateway; the location to which you link becomes the remote site gateway. Gateways coordinate directory synchronization between sites. Connection gateways are also responsible for message transport between sites. (Cisco Unity utilizes the Interoperability Gateway for Microsoft Exchange and the Exchange organization for message transport between sites.)
Local Site Configuration File	*(Applicable only when Link to Cisco Unity Site or Cisco Unity Connection Site by Manually Exchanging Configuration Files is selected as the Configuration Exchange method)* To download the configuration file from this location, select Download. Then, upload the configuration file on to the remote site location.
Remote Site Configuration File	*(Applicable only when Link to Cisco Unity Site or Cisco Unity Connection Site by Manually Exchanging Configuration Files is selected as the Configuration Exchange method)* To manually link to the remote site, select Browse and browse to the location of the configuration file that you downloaded from a remote location.
Host Name	*(Applicable only when Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected as the Configuration Exchange method)* Enter the IP address or Fully-Qualified Domain Name (FQDN) of the remote location with which to establish the intersite link. When you create the intersite link, the remote location becomes the remote site gateway. **Note** If you will use Secure Sockets Layer (SSL) to secure the intersite link, the Host Name that you enter must exactly match the host name on the certificate for the remote location.
User Name	*(Applicable only when Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected as the Configuration Exchange method)* Enter the username of an administrator on the remote location. The user must be assigned to the System Administrator role.
Password	*(Applicable only when Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected as the Configuration Exchange method)* Enter the password for the administrator specified in the User Name field.

Table 8-4 New Intersite Link Page (continued)

Field	Description
Use Secure Sockets Layer (SSL)	Check this check box to encrypt the data passed between the site gateways when the local reader service synchronizes with the remote gateway (local reader requests and remote feeder responses). Uncheck this check box to have the data sent unencrypted. Default: Check box checked. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote gateways.
Accept Self-Signed Certificates	Check this check box to allow the remote gateway to use a self-signed certificate to negotiate SSL with this site. Uncheck this check box to require that the remote gateway use a certificate signed by a certificate authority. This option is only available when the Use Secure Sockets Layer (SSL) check box is checked. Default: Check box checked. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote gateways.
Ignore Certificate Errors	Check this check box to have Cisco Unity Connection ignore any problems with the SSL certificate of the remote site, both when creating the intersite link and when connecting to the remote site gateway to pull directory information. Certificate errors can include the following: • The certificate is missing or has not been provided. • The certificate is not yet valid. • The certificate has expired. • The name on the certificate does not match the host name. When this check box is checked, Connection will create the intersite link and directory replication will proceed regardless of whether a certificate error occurs. This option is only available when the Use Secure Sockets Layer (SSL) check box is checked. Default: Check box not checked. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote gateways.

Table 8-4 New Intersite Link Page (continued)

Field	Description
Include Distribution Lists When Synchronizing Directory Data	Check this check box to have system distribution lists created on the remote site replicated to the local site, so that users on the local site can address messages to them. (Note that only the list name and other information used in addressing are replicated; list membership is not replicated.) Uncheck this check box to prevent lists created on the remote site from being replicated to the local site. In order for individual system distribution lists to be offered for synchronization by the remote site gateway, they must also be marked to allow synchronization. By default, if the remote site is a Cisco Unity site, individual Cisco Unity lists are not marked to allow synchronization, and you must use the PDL Builder tool on the remote site gateway to allow it. If the remote site is a Cisco Unity Connection site, by default, system distribution lists are marked to allow synchronization, although this property may have been changed. Use the Bulk Administration Tool to check or change the synchronization status of system distribution lists on a Cisco Unity Connection site. Note that when you check this check box and save the page, you can no longer uncheck the check box. This prevents accidental removal of all replicated distribution lists, which may be in use as call handler recipients, local list members, and so on. You can stop replicating a particular list or lists by unmarking them for synchronization on the remote site. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote site gateways.
Convert Outgoing Recorded Names To	Check this check box and select a codec to use to transcode recorded names when sending them to the remote site gateway for directory synchronization. Uncheck this check box to have Cisco Unity Connection send the recorded names in the audio format in which they are stored on the local site without transcoding them. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote site gateways.
Enable Task to Synchronize Directory Data After the Join	Check this check box to have Cisco Unity Connection enable the task to synchronize all directory data (except recorded names) with the remote site gateway, to run on the default schedule (every 15 minutes). Uncheck this check box to keep the directory data and recorded name synchronization tasks disabled until you explicitly review and enable them. (Recorded name synchronization cannot begin until other directory data has been synchronized for the first time.) Once the link is created, you can review the directory data synchronization task by using the Related Links field in the upper right-hand corner of the Edit Intersite Link page, or by browsing to Tools > Task Management and selecting the Synchronize Directory With Remote Network task. **Caution** If you do not enable the task at this time, you must review the task schedule details in order to enable it after the link is created, or directory synchronization will not occur. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote gateways.

Table 8-4 New Intersite Link Page (continued)

Field	Description
Enable Task to Synchronize Recorded Names After the Join	Check this check box to have Cisco Unity Connection enable the task to synchronize all recorded names with the remote site gateway, to run on the default schedule (every 15 minutes). Uncheck this check box to keep the recorded name synchronization task disabled until you explicitly review and enable it. (When the Enable Task to Synchronize Directory Data After the Join check box is unchecked, this check box is automatically unchecked, because recorded name synchronization cannot begin until other directory data has been synchronized for the first time.) Once the link is created, you can review the recorded name synchronization task by using the Related Links field in the upper right-hand corner of the Edit Intersite Link page, or by browsing to Tools > Task Management and selecting the Synchronize Voice Names With Remote Network task. **Caution** If you do not enable the task at this time, you must review the task schedule details in order to enable it after the link is created, or recorded name synchronization will not occur. **Note** If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, the value you select for this setting is applied to both the local and remote gateways.
Intersite SMTP Routing	Select from the following, to indicate the SMTP host to which Cisco Unity Connection routes outgoing SMTP messages for addresses at the remote site: • Route to this Remote Site Through (*Applicable only if Link to Cisco Unity Site or Cisco Unity Connection Site by Manually Exchanging Configuration Files is selected in the Configuration Exchange section; however, you can select this option on the Edit Intersite Link page on each site gateway after creating the link)*—Cisco Unity Connection routes messages for the site to the IP address you enter; for example, if the remote site is a Cisco Unity site, enter the IP address of the Microsoft Exchange host that will accept incoming messages for the site. • Route to this Remote Site Through SMTP Smart Host *(Applicable only if Link to Cisco Unity Site or Cisco Unity Connection Site by Manually Exchanging Configuration Files is selected in the Configuration Exchange section; however, you can select this option on the Edit Intersite Link page on each Connection site gateway after creating the link)*—Cisco Unity Connection routes messages for the site to the smart host configured on the System Settings > SMTP Configuration > Smart Host page. • Route to this Remote Site Through the Remote Site Gateway—Cisco Unity Connection routes messages for the site to the remote site gateway to which you are creating the link. If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, both the local and remote gateways are automatically configured to use this option.

See Also

- The "Linking Two Cisco Unity Connection 9.x Sites" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

- The "Setting Up an Intersite Link Between Cisco Unity and Cisco Unity Connection 9.x Gateways" section in the "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Edit Intersite Link

Note You cannot link a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site or to a Cisco Unity Digital Network. This page is not available on Cisco Unified CMBE systems.

Table 8-5 Edit Intersite Link Page

Field	Description
Display Name	Enter a descriptive name for the intersite link. By default, the display name of the intersite link is set to the name of the location that is designated as the gateway for the remote site.
Hostname	Enter the host name of the gateway for the remote site.
Time of Last Synchronization	*(Display only)* The timestamp of the last time the local reader service attempted to poll the remote site gateway feeder service for directory changes on the remote site, regardless of whether a response was received.
Time of Last Failure	*(Display only)* The timestamp of the last time the local reader service encountered an error while attempting to poll the remote site gateway feeder service. If the value of this field is 0, or if the Time of Last Synchronization value is later than the Time of Last Failure value, replication is likely to be progressing without problems.
Object Count	*(Display only)* The number of objects (users, system distribution lists if applicable, partitions, search spaces and Cisco Unity Connection locations) that the local site gateway has synchronized from the remote site.
Number of Changes Applied Since Join	*(Display only)* The total number of replicated changes (object adds, modifications, and removals) to remote site directory objects that have occurred since the intersite link was created.
Use Secure Sockets Layer (SSL)	Check this check box to encrypt the data passed between the site gateways when the local reader service synchronizes with the remote gateway (local reader requests and remote feeder responses). Uncheck this check box to have the data sent unencrypted. Default: Check box checked.
Accept Self-Signed Certificates	Check this check box to allow the remote gateway to use a self-signed certificate to negotiate SSL with this site. Uncheck this check box to require that the remote gateway use a certificate signed by a certificate authority. This check box is unavailable when the Use Secure Sockets Layer (SSL) check box is unchecked. Default: Check box checked.

Table 8-5 Edit Intersite Link Page (continued)

Field	Description
Ignore Certificate Errors	Check this check box to have Cisco Unity Connection ignore any problems with the SSL certificate of the remote site, both when creating the intersite link and when connecting to the remote site gateway to pull directory information. Certificate errors can include the following: • The certificate is missing or has not been provided. • The certificate is not yet valid. • The certificate has expired. • The name on the certificate does not match the host name. When this check box is checked, Connection will create the intersite link and directory replication will proceed regardless of whether a certificate error occurs. This option is only available when the Use Secure Sockets Layer (SSL) check box is checked. Default: Check box not checked.
Include Distribution Lists When Synchronizing Directory Data	Check this check box to have system distribution lists created on the remote site replicated to the local site, so that users on the local site can address messages to them. (Note that only the list name and other information used in addressing are replicated; list membership is not replicated.) When unchecked, lists on created on the remote site are not replicated to the local site. In order for individual system distribution lists to be offered for synchronization by the remote site gateway, they must also be marked to allow synchronization. By default, if the remote site is a Cisco Unity site, individual Cisco Unity lists are not marked to allow synchronization, and you must use the PDL Builder tool on the remote site gateway to allow it. If the remote site is a Cisco Unity Connection site, by default, system distribution lists are marked to allow synchronization, although this property may have been changed. Use the Bulk Administration Tool to check or change the synchronization status of system distribution lists on a Cisco Unity Connection site. Note that when you check this check box and save the page, you can no longer uncheck the check box. This prevents accidental removal of all replicated distribution lists, which may be in use as call handler recipients, local list members, and so on. You can stop replicating a particular list or lists by unmarking them for synchronization on the remote site.
Convert Outgoing Recorded Names To	Check this check box and select a codec to use to transcode recorded names when sending them to the remote site gateway for directory synchronization. Uncheck this check box to have Cisco Unity Connection send the recorded names in the audio format in which they are stored on the local site without transcoding them.
Enable Outgoing Secure Messages	Check this check box so that messages marked as secure are sent to recipients at the remote site. Uncheck this check box so that messages marked as secure are not sent to recipients at the remote site. (The sender receives a non-deliverable receipt.) Default setting: Check box not checked.
Enable Outgoing Private Messages	Check this check box so that messages marked as private (cannot be forwarded) are sent to recipients at the remote site. Uncheck this check box so that messages marked as private are not sent to recipients at the remote site. (The sender receives a non-deliverable receipt.) Default setting: Check box not checked.
Convert Outgoing Messages To	Check this check box and select a codec to use to transcode messages when sending them to the remote site gateway. Uncheck this check box to have Cisco Unity Connection send the messages in the audio format in which they were recorded without transcoding them.

Table 8-5 Edit Intersite Link Page (continued)

Field	Description
Incoming Message Settings	Select from the following: • Retain Secure Status of Incoming Messages—If a message is marked secure when it is received from the remote site, it will be delivered to recipients as a secure message. • Mark All Incoming Messages Secure—All messages received from senders at the remote site are marked secure when they are delivered, regardless of whether they were marked secure when received from the remote site. Note that by default, Connection does not allow relaying of secure messages to other systems in order to protect the security of the messages. If you select Mark All Incoming Messages Secure, and Connection is not configured to relay secure messages, all messages from the remote site to users whose message actions settings are configured to relay or to accept and relay messages will result in nondelivery receipts (NDRs). The Allow Relaying of Secure Messages setting on the System Settings > Advanced > Messaging page allows you to control whether secure messages are relayed. If you configure Connection to allow relaying of secure messages, the messages will be relayed as regular messages rather than as secure messages.
Intersite SMTP Routing	Select from the following, to indicate the SMTP host to which Cisco Unity Connection routes outgoing SMTP messages for addresses at the remote site: • Route to this Remote Site Through—Cisco Unity Connection routes messages for the site to the IP address you enter; for example, if the remote site is a Cisco Unity site, enter the IP address of the Microsoft Exchange host that will accept incoming messages for the site. • Route to this Remote Site Through SMTP Smart Host—Cisco Unity Connection routes messages for the site to the smart host configured on the System Settings > SMTP Configuration > Smart Host page. • Route to this Remote Site Through the Remote Site Gateway—Cisco Unity Connection routes messages for the site to the remote site gateway to which you are creating the link. If Link to Cisco Unity Connection Site by Using Automatic Configuration Exchange Between Servers is selected in the Configuration Exchange section, both the local and remote gateways are automatically configured to use this option.

See Also

- The "Linking Two Cisco Unity Connection 9.x Sites" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Setting Up an Intersite Link Between Cisco Unity and Cisco Unity Connection 9.x Gateways" section in the "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Branch Listing

Table 8-6 Branch Listing Page

Field	Description
Display Name	*(Display only)* Displays the name of the branch.
Server Address	*(Display only)* Displays the IP address/Fully Qualified Domain Name (FQDN) of the branch.
Enabled	*(Display only)* Displays whether the branch is active or not.
Status	*(Display only)* Displays whether the branch is connected with the central Connection server or not.

New Branch

Table 8-7 New Branch Page

Field	Description
Display Name	Enter a name for the branch.
Server Address	Enter the IP address/FQDN of the branch.
User Name	Enter the username of the branch administrator.
Password	Enter the password of the branch administrator.
SMTP Domain	Enter the Fully Qualified Domain Name (FQDN) of the branch.
PAT Port Number	Enter a PAT port number that the central Connection server uses to communicate with the branch. This port number specifies the port on the public side of the NAT, which further maps to port 443 for communicating with the branch.
Partition	Select the partition that you want to assign to the branch from the drop-down list.
Operator	Select the subscriber that must be used as operator to manage the operator messages received at the branch during WAN outages.
Provisioning Sync Options	
Sync voice name for users	Check this check box to synchronize the recorded voice names of the branch users from central Connection server to the branch.
Sync greetings for users	Check this check box to synchronize the greetings of the branch users from central Connection server to the branch.
Save	Select this option to save the branch with the specified settings. **Note** As soon as you save the branch details, buttons, such as Sync Provisioning and Voicemail Upload get visible. For more information, refer to the Edit Branch, page 8-16 section.

Edit Branch

Table 8-8 Edit Branch Page

Field	Description
Enabled	Check this check box to enable or activate the branch for provisioning and voicemail upload operations.
Display Name	Enter a name for the branch.
Server Address	Enter the IP address/FQDN of the branch.
User Name	Enter the username of the branch administrator.
Password	Enter the password of the branch administrator.
SMTP Domain	Enter the Fully Qualified Domain Name (FQDN) of the branch.
PAT Port Number	Enter a PAT port number that the central Connection server uses to communicate with the branch. This port number specifies the port on the public side of the NAT, which further maps to port 443 for communicating with the branch.
Partition	Select the partition that you want to assign to the branch from the drop-down list.
Operator	Select the subscriber that must be used as operator to manage the operator messages received at the branch during WAN outages.
Provisioning Sync Options	
Sync voice name for users	Check this check box to synchronize the recorded voice names of the branch users from central Connection server to the branch.
Sync greetings for users	Check this check box to synchronize the greetings of the branch users from central Connection server to the branch.
Save	Select this option to save the branch with the specified settings.
Delete	Select this option to delete the branch.
Test	Select this option to check the connectivity of the central Connection sever with the branch.
Sync Provisioning	Select this option to synchronize the user(s) that you created on the central Connection server with the branch. **Note** Before you start the provisioning of the user(s), the state of provisioning on the **Edit Branch** page remains “Idle”. As soon as you select the **Sync Provisioning** option, the state changes to “Scheduled” and then to “In Progress”. After the completion of provisioning, the state of provisioning again changes to “Idle”.
Voicemail Upload	Select this option to upload voicemails of the user(s) from the branch to the central Connection server. **Note** Before you start uploading voicemails on the central Connection server, the state of voicemail upload on the **Edit Branch** page remains “Idle”. As soon as you select the **Voicemail Upload** option, the state changes to “Scheduled” and then to “In Progress”. After the completion of voicemail upload, the state of voicemail upload again changes to “Idle”.

Branch Sync Results

Table 8-9 Branch Sync Results Page

Field	Description
Branch	*(Display Only)* Displays the name of the branch.
Sync Type	*(Display Only)* Displays the type of synchronization activity, such as Voicemail Upload or Provisioning, performed on the branch.
Result	*(Display Only)* Displays the status or result of the synchronization activity performed. The result of synchronization can be any one of the following: • **In Progress**: Signifies that the synchronization activity is in progress. • **Success**: Signifies that the synchronization activity is completed successfully. • **Partial Success**: Signifies that the synchronization activity is partially completed. For Example, if you have initiated synchronization of users from central Connection server to the branch, it might be possible that out of 4 users, which need to be synchronized, only 2 users are synchronized successfully and 2 are failed. In such scenarios, you need to check the error logs to find out the reason of the failure and take the appropriate action to resolve the problem. For more information on troubleshooting, refer to the "Troubleshooting Connection SRSV in Cisco Unity Connection 9.x" chapter of *Troubleshooting Guide for Cisco Unity Connection Release 9.x at* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html. • **Failed**: Signifies that the synchronization activity has failed. To check the reason for the failure, refer to the associated logs. For more information on troubleshooting, refer to the "Troubleshooting Connection SRSV in Cisco Unity Connection 9.x" chapter of *Troubleshooting Guide for Cisco Unity Connection Release 9.x at* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html.
Start Date	*(Display Only)* Displays the start date and time of the synchronization activity.
End Date	*(Display Only)* Displays the end date and time of the synchronization activity. The text of the **End Date** appears as a hyperlink. When you click on the hyperlink, the "**Task Execution Results**" pop-up window appears specifying the detailed status of the synchronization activity. For example, if the **Details** column has "**Total=1 Processed=1 Success=1 Failed=0**" description with the synchronization activity as "**Voicemail**", it means that there was only 1 voicemail to be synchronized and it is processed and synchronized successfully without any failure.

Search Locations

Note You cannot join or link a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site or link it to a Cisco Unity Digital Network. This page is not available on Cisco Unified CMBE systems.

Table 8-10 Search Locations

Field	Description
Type	*(Display only)* For site rows, indicates whether the site is a local site (connected to this location via an intrasite link) or a remote site (connected to the local site via an intersite link). For location rows, indicates whether the location is a Cisco Unity Connection location or a Cisco Unity location. **Note** You can view a visual representation of the site topology and get more information about the intrasite links in your network by navigating to Tools > Voice Network Map in Cisco Unity Connection Serviceability.
Display Name	*(Display only)* For remote site rows, indicates the location that is designated as the gateway for the site. For local site rows, this field is blank. For location rows, indicates the name of the location. Select the Display Name of a location to edit settings for the location.

Edit Location

Note You cannot join or link a Cisco Unified Communications Manager Business Edition (CMBE) server to a Cisco Unity Connection networking site or link it to a Cisco Unity Digital Network. This page is not available on Cisco Unified CMBE systems.

Table 8-11 Edit Connection Location Page

Field	Description
Display Name	Enter a descriptive name for the location. **Note** The Display Name can only be modified on the location to which it applies.
Host Address	*(Display only)* The IP address of the location.
SMTP Domain Name	*(Display only)* The domain name of the location, used for addressing messages to users at the location.
System Version	*(Display only)* The release of Cisco Unity Connection or Cisco Unity running on the location.

Table 8-11 Edit Connection Location Page (continued)

Field	Description
Local Partition That Cisco Unity Users Can Address to By Extension	*(Applicable only to the local location when the location or site is linked to a Cisco Unity site)* Select the partition that is used to map Cisco Unity Connection extensions for objects homed on the local location to the Cisco Unity dialing domain. Only extensions belonging to this partition are replicated to Cisco Unity. These extensions can be used for message addressing as well as auto-attendant dialing at the Cisco Unity site. Replicated extensions are added to the dialing domain of the Cisco Unity site gateway. If the extension of a Connection user conflicts with an existing extension in the dialing domain, and the user has alternate extensions available in the partition that Cisco Unity pulls from, Cisco Unity will attempt to assign one of the alternate extensions of the user as the extension of the corresponding contact object. If there are no alternate extensions available or if the alternate extensions all conflict with existing extensions in the dialing domain, the new object is created without an extension, and can only be addressed by name. Similarly, if the object does not have any extension in the partition that maps to the dialing domain, the new object is created without an extension. Because extensions within a dialing domain must be unique, the collection of all partitions chosen across the Connection site should not contain duplicates of any extension. When the collection includes duplicate extensions, or extensions that already exist in the Cisco Unity site gateway Dialing Domain, warnings will appear in the Cisco Unity site gateway application event log indicating the owner of each omitted extension. After remedying any conflicts, you may need to do a manual resynchronization on the Cisco Unity site gateway (by selecting Total Sync on the Network > Connection Networking Profile page in Cisco Unity Administrator) in order to update the extensions
Last USN Sent	*(Display only; applicable only to other Cisco Unity Connection locations on the local site, not to remote site locations.)* The sequence number of the last synchronization message sent to this remote location.
Last USN Received	*(Display only; applicable only to other Cisco Unity Connection locations on the local site, not to remote site locations.)* The sequence number of the last synchronization message received from the remote location.
Last USN Acknowledged	*(Display only; applicable only to other Cisco Unity Connection locations on the local site, not to remote site locations.)* The sequence number of the last synchronization message acknowledged by the remote location. If the Last USN Sent value is higher than the Last USN Acknowledged value, the locations are not synchronized. The Last USN Acknowledged value should continue to increase until the locations are synchronized; if it does not, this can indicate a synchronization problem that you may be able to clear by doing a one-time directory push to the remote location.
Allow Cross-Server Sign-In to this Remote Location	*(Applicable only to remote locations.)* When this check box is checked, Cisco Unity Connection requests a cross-server hand-off to the remote location if a user homed on the remote location attempts to sign in to this server.
Allow Cross-Server Transfer to this Remote Location	*(Applicable only to remote locations.)* When this check box is checked, Cisco Unity Connection requests a cross-server hand-off to the remote location if a caller on the local server attempts to transfer to a user or extension that is homed on the remote location.
Cross-Server Dial String	*(Applicable only to remote locations.)* Enter the number to dial to reach the remote location when attempting a cross-server sign-in or transfer. You must enter a value in this field if either Allow Cross-Server Sign-In to this Remote Location or Allow Cross-Server Transfer to this Remote Location is checked.
Cross-Server Max Rings	*(Applicable only to remote locations.)* The maximum number of rings to wait for the remote location to answer when attempting a cross-server sign-in or transfer.

Table 8-11 Edit Connection Location Page (continued)

Field	Description
Cross-Server Send Delay	*(Applicable only to remote locations.)* The amount of time in milliseconds that the local Connection location waits after the call connects before sending DTMF tones to the remote location to identify the call as a hand-off request when attempting a cross-server sign-in or transfer.
Cross-Server Response Timeout	*(Applicable only to remote locations.)* The amount of time in seconds that the local Connection location waits for a response from the remote location when attempting a cross-server sign-in or transfer. If this time limit is exceeded without receiving a response on a cross-server sign-in attempt, the originating Connection location disconnects the call and notifies the user that the home server is unavailable. If the time limit is exceeded on a cross-server transfer attempt and the target user has a Cross-Server Transfer Extension configured, the originating location performs a release transfer to that extension; if the user does not have a Cross-Server Transfer Extension, the originating location allows the caller to leave a message for the user.
Route to this Remote Location Through SMTP Smart Host	*(Applicable only to other Cisco Unity Connection locations on the local site.)* Check this check box when any of the following conditions exists: • The remote location is a Connection cluster. • The remote location is separated by a firewall from the local location (the location on which you are accessing Cisco Unity Connection Administration). • Another smart host SMTP server is used to deliver messages to the remote location. To configure routing through the SMTP smart host for messages sent to locations in another site, on the local site gateway, browse to Networking > Links > Intersite Links and select the name of the remote site to go to the Edit Intersite Link page. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

Search VPIM Locations

Table 8-12 Search VPIM Locations

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • 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. • Location—*(Applicable to Cisco Unity Connection configurations only)* 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.
Delete Selected	To delete a location, check the check box to the left of the display name, and select Delete Selected. You can delete multiple locations at once.
Display Name	*(Display only)* The name of the location.

See Also

- The "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

New VPIM Location

Table 8-13 New VPIM Location Page

Field	Description
Display Name	Enter a descriptive name for the location.
Dial ID	Enter the Dial ID (DTMF Access ID) that identifies the location for Cisco Unity Connection.
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).
SMTP Domain Name	Enter the SMTP domain name of the remote voice messaging system. Cisco Unity Connection uses this domain name when formatting VPIM addresses for users at this VPIM location. For example, an outgoing VPIM message to Terry Campbell with the remote mailbox ID 2233 would be addressed to 2233@smtpdomainname.
IP Address	Enter the IP address of the remote voice messaging system. Cisco Unity Connection allows SMTP connections from this address to accept incoming VPIM messages, and can connect to this address to deliver outgoing VPIM messages for this location. (Alternatively, you can configure Connection to use a smart host to deliver outgoing messages for this location by checking the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.) *(If the remote voice messaging system is a Cisco Unity server)* Enter the IP address of the Exchange or Domino server with which Connection initiates an SMTP connection to deliver outgoing messages to Cisco Unity. In addition, if a different Exchange or Domino server initiates SMTP connections to Connection to deliver incoming messages, you must manually add the IP address of the initiating server to the IP Address Access List so that Connection will accept the connection. (To do so, browse to System Settings > SMTP Configuration > Server, then select Edit > Search IP Address Access List.) Alternatively, if you plan to configure Connection to use a smart host to deliver outgoing messages to Cisco Unity, enter the IP address of the initiating Exchange or Domino server here, then check the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.
Remote Phone Prefix	If needed to accommodate your numbering plan, or if there is more than one VPIM location with the same domain name, enter a number that is inserted before the recipient extension (for outgoing messages) or that is removed from the recipient extension (for incoming messages).

See Also

- The "Creating VPIM Locations" section in the "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Edit VPIM Location

Table 8-14 Edit VPIM Location Page

Field	Description
Display Name	Enter a descriptive name for the location.
Dial ID	Enter the Dial ID (DTMF Access ID) that identifies the location for Cisco Unity Connection.
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 use as the search scope for the VPIM location. When Cisco Unity Connection receives a VPIM message from a sender at the location, Connection searches this search space to match the extension that is displayed in the To: address field of the message to a Connection user.
SMTP Domain Name	Enter the SMTP domain name of the remote voice messaging system. Cisco Unity Connection uses this domain name when formatting VPIM addresses for users at this VPIM location. For example, an outgoing VPIM message to Terry Campbell with the remote mailbox ID 2233 would be addressed to 2233@smtpdomainname.
IP Address	Enter the IP address of the remote voice messaging system. Cisco Unity Connection allows SMTP connections from this address to accept incoming VPIM messages, and can connect to this address to deliver outgoing VPIM messages for this location. (Alternatively, you can configure Connection to use a smart host to deliver outgoing messages for this location by checking the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.) *(If the remote voice messaging system is a Cisco Unity server)* Enter the IP address of the Exchange or Domino server with which Connection initiates an SMTP connection to deliver outgoing messages to Cisco Unity. In addition, if a different Exchange or Domino server initiates SMTP connections to Connection to deliver incoming messages, you must manually add the IP address of the initiating server to the IP Address Access List so that Connection will accept the connection. (To do so, browse to System Settings > SMTP Configuration > Server, then select Edit > Search IP Address Access List.) Alternatively, if you plan to configure Connection to use a smart host to deliver outgoing messages to Cisco Unity, enter the IP address of the initiating Exchange or Domino server here, then check the Route to this Location Through SMTP Smart Host check box on the Edit VPIM Location page for this location.
Recorded Name	Select Play/Record to record a name for the VPIM contact.

Table 8-14 Edit VPIM Location Page (continued)

Field	Description
Remote Phone Prefix	If needed to accommodate your numbering plan, or if there is more than one VPIM location with the same domain name, enter a number that is inserted before the recipient extension (for outgoing messages) or that is removed from the recipient extension (for incoming messages).
Cisco Connection Phone Prefix	If needed to accommodate your numbering plan, enter a number that is inserted before the Cisco Unity Connection user extension (for outgoing messages) or that is removed from the Connection user extension (for incoming messages).
Enable Audio Normalization	Check this check box so that Cisco Unity Connection automatically adjusts the recording volume of voice messages to match the setting of the Target Decibel Level for Recordings and Messages field on the System Settings > General Configuration page. Default setting: Check box not checked.
Incoming Messages	Select an option for converting the audio format of messages that arrive from the remote voice messaging system: • Do Not Convert Incoming Messages—Cisco Unity Connection does not transcode the audio format. • System Codec—Connection transcodes the audio format to the codec that is used for recording messages. To see this setting, expand System Settings, then select General Configuration; the system codec is in the Recording Format field.
Outgoing Messages	Select an option for converting the audio format of messages that are sent to the remote voice messaging system: • Do Not Convert Outgoing Messages—Cisco Unity Connection does not transcode the audio format. We recommend this setting when the remote voice messaging system is Connection or Cisco Unity. • G.726—Connection transcodes the audio format to the G.726 codec. Typically, this setting is used when the remote voice messaging system is not Connection or Cisco Unity.
Sender's Recorded Name	Check this check box to have Cisco Unity Connection include the recorded name of the sender in outgoing messages to this location. Default setting: Check box not checked.
Enable Outgoing Secure Messages	Check this check box so that messages marked as secure are sent to the VPIM location. Uncheck this check box so that messages marked as secure are not sent to the VPIM location. (The sender receives an NDR.) Default setting: Check box not checked.
Enable Outgoing Private Messages	Check this check box so that messages marked as private (cannot be forwarded) are sent to the VPIM location. Uncheck this check box so that messages marked as private are not sent to the VPIM location. (The sender receives an NDR.) Default setting: Check box not checked.

Table 8-14 Edit VPIM Location Page (continued)

Field	Description
Allow Blind Addressing	Check this check box to allow users to address messages to recipients at this location by entering a number that is made up of the VPIM location extension and the mailbox number of the recipient. Blind addressing allows users to send messages to recipients at the VPIM location even if the recipients are not defined as contacts in the Cisco Unity Connection directory. Uncheck this check box so that users can send messages only to contacts that are defined for this location in the Connection directory. Default setting: Check box not checked.
Remove Subject in Outgoing Messages	Check this check box to have Cisco Unity Connection remove the message subject line from a message before sending it to this location. Uncheck this check box to have Connection include the message subject when sending messages to this location. Default setting: Check box not checked.
Remove Text in Outgoing Messages	Check this check box to have Cisco Unity Connection remove all message body text and text attachments before sending messages to this location. Uncheck this check box to have Connection include any message body text and text attachments when sending messages to this location. Default setting: Check box not checked.
Remove Fax in Outgoing Messages	Check this check box to have Cisco Unity Connection remove all fax attachments before sending messages to this location. Uncheck this check box to have Connection include any fax attachments when sending messages to this location. Default setting: Check box not checked.
Remove Recorded Name from Incoming Messages	Check this check box to have Cisco Unity Connection remove recorded names from incoming VPIM messages before delivering them to Connection recipients. When an incoming VPIM message is received from a sender with a recorded name, and the message also contains the recorded name of the sender, the Connection recipient might hear the sender name twice: once from the sender information that is played in the message header, and once again from the recorded name that is part of the message. When Remove Recorded Name from Incoming Messages is enabled, the recorded name that is part of the message is removed and thus the recipient hears only the recorded name from the message header. Note that when the check box is checked, recorded names in incoming VPIM messages will still be used for VPIM contact creation and updates, if enabled. Default setting: Check box checked.

Table 8-14 Edit VPIM Location Page (continued)

Field	Description
Mark All Incoming Messages Secure	Check this check box to have Cisco Unity Connection mark all incoming messages from this location secure. By default, Connection does not allow relaying of secure messages to other systems in order to protect the security of the messages. If you check Mark All Incoming Messages Secure, and Connection is not configured to relay secure messages, all messages from this VPIM location to users whose message actions settings are configured to relay or to accept and relay messages will result in nondelivery receipts (NDRs). The Allow Relaying of Secure Messages setting on the System Settings > Advanced > Messaging page allows you to control whether secure messages are relayed. If you configure Connection to allow relaying of secure messages, the messages will be relayed as regular messages rather than as secure messages. Uncheck this check box so that Connection does not mark incoming messages from this location secure. Default setting: Check box not checked. ⚠ **Caution** Secure VPIM messages are not supported in Connection version 7.x. If you check Mark All Incoming Messages Secure on a server that acts as a bridgehead to handle the VPIM configuration for a networking site that includes version 7.x servers, all incoming messages from the VPIM location to recipients homed on a version 7.x server will be placed in the Connection MTA BadMail folder (UmssMtaBadMail) on the version 7.x server.
Use Read Receipt Headers	Check this check box to have Cisco Unity Connection respond to read receipt requests from this location by sending a read receipt notification. The notification is an SMTP report with Content-Type: multipart-report; report-type=disposition-notification, and a message part of Content-Type: message/disposition-notification that includes a Disposition: header with the appropriate value. Uncheck this check box to have Connection respond to read receipt requests from this location by sending a delivery receipt notification. The notification is an SMTP report with Content-Type: multipart-report; report-type=delivery-status, and a message part of Content-Type: message/delivery-status that includes an Action: header with a value of delivered. **Note** Uncheck this check box if this VPIM location is a Cisco Unity server and is using the Cisco Unity Voice Connector for Microsoft Exchange version 14.0(1) or earlier. Note that the actual event at which Connection generates the receipt is controlled by the Use Read Receipt Timing setting. The Use Read Receipt Headers setting only controls the type of request that Connection responds to and the format of the receipt. Default setting: Check box checked.
Use Read Receipt Timing	Check this check box to have Cisco Unity Connection respond to return receipt requests for a message at the time the recipient opens the message. Uncheck this check box to have Connection respond to return receipt requests for a message at the time the message is placed in the recipient mailbox. Note that the type of return receipt request (either read receipt or delivery receipt) that Connection responds to and the format of the response are controlled by the Use Read Receipt Headers setting. The Use Read Receipt Timing setting only controls the event that triggers Connection to send the notification. Default setting: Check box checked.

Table 8-14 Edit VPIM Location Page (continued)

Field	Description
Route to this Remote Location Through SMTP Smart Host	Check this check box when either of the following conditions exists: • The remote voice messaging system is outside the corporate firewall. • Another smart host SMTP server is used to deliver the message to the remote voice messaging system. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.
Push Directory—All VPIM Locations	Select this button to update the VPIM contacts on all remote voice messaging systems with new users and recorded names from the local Cisco Unity Connection server.

See Also

- The "Customizing VPIM Locations" section in the "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Alternate Names

Table 8-15 Edit Alternate Names Page

Field	Description
Add a New Alternate Name	Enter an alternate name for the VPIM location, then select Add New.
Display Name	The alternate name of the VPIM location.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and select Delete Selected. You can delete multiple alternate names at once.

See Also

- The "Adding Alternate Names for Each VPIM Location" section in the "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Contact Creation

Table 8-16 Contact Creation Page

Field	Description
Automatically Create VPIM Contacts	Check this check box to enable automatic creation of a VPIM contact record for this location when a VPIM message arrives and the sender does not already have a corresponding VPIM contact record.
Contact Template	If you have checked the Automatically Create VPIM Contacts check box, select the template on which to base the automatically created contacts.
Automatically Modify VPIM Contact	Select one of the following to apply to VPIM contacts for this location: • No Automatic Update of Contacts—The VPIM contact record is not updated with the sender information in a VPIM message when an incoming message has changed sender information. • Only When the Text Name Changes—The VPIM contact record is updated only when the text name received in the VPIM message does not match the name of the VPIM contact. • With Each VPIM message—Every incoming VPIM message from a VPIM contact at this location results in an update to the corresponding VPIM contact record.
Automatically Delete VPIM Contact	Check this check box to enable automatic deletion of a VPIM contact for this location when a VPIM message is returned as undeliverable.
Allow VPIM Contact Display Name Updates	Check this check box to enable automatic updates to the VPIM contact display name when an incoming message from this location has a changed display name for the sender. **Note** This option will work only when you select either **Only When the Text Name Changes** or **With Each VPIM** message option.
Allow VPIM Contacts Without Recorded Names	Check this check box to enable automatic updates for this location to records for VPIM contacts that do not have a recorded name.
Mapping Text Names	Select one of the following options to indicate how text names in incoming messages from this location are mapped to the display names for automatically created VPIM contact records: • Directly to VPIM Contact Display Names—The display names for VPIM contacts match the corresponding text names. • Custom—Enter the rule that defines how test names are mapped to display names for VPIM contacts. You can enter the tokens <FN>, <LN>, or <TN> (respectively first name, last name, or text name) in any combination, along with any additional text. Always precede <FN>, <LN>, or <TN> with a space, comma, or semicolon unless it appears at the beginning of the rule. In addition, always follow one of these tokens with a space, comma or semicolon unless it appears at the end of the rule. No additional characters are required at the beginning or end of a rule.

Table 8-16 Contact Creation Page (continued)

Field	Description
Map VPIM Contact Extensions To	Select one of the following settings to indicate how the phone number on incoming messages from this location are mapped to the extension for automatically created VPIM contact records: • Phone Number—Extensions are the same as the phone numbers that are parsed from incoming VPIM messages. • Phone Number - Remote Phone Prefix—Extensions are formed by removing the remote phone prefix from the beginning of the phone numbers. • Location Dial ID + Phone Number—Extensions are formed by adding the location Dial ID to the beginning of the phone numbers. • Location Dial ID + Phone Number - Remote Phone Prefix—Extensions are formed by removing the remote phone prefix from the beginning of the phone number, and adding the location Dial ID to the beginning of the resulting number.

See Also

- The "Customizing VPIM Contact Directory Update Settings" section in the "VPIM Networking in Cisco Unity Connection 9.x" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Search Enterprise Administration Passwords

Table 8-17 Search Enterprise Administration Passwords Page

Field	Description
Connection Location	When creating a new enterprise administration password, select the network location for which to configure the password. Enterprise administration passwords are used for Bulk Edit and for the Voice Network Map tool in Cisco Unity Connection Serviceability.
Alias	Enter the alias of an administrator account with the System Administrator role on the Connection Location.
Password	Enter the password for the administrator specified in the Alias field.
Add New	Select Add New to add the New Enterprise Administration Password information to the list of stored enterprise administration passwords.
Delete Selected	Check the check box to the left of a Connection Location and select Delete Selected to remove the location from the list of stored enterprise administration passwords.
Save	Select Save to save changes after updating the alias and/or password for a Connection Location in the list of stored enterprise administration passwords,

See Also

- The "Editing Cisco Unity Connection 9.x User Account Information in Bulk Edit Mode" section in the "Managing Cisco Unity Connection 9.x User Accounts in Bulk" 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.

CHAPTER 9

Unified Messaging Settings in Cisco Unity Connection

See the following sections:

- Search Unified Messaging Services, page 9-1
- New Unified Messaging Service, page 9-2
- Edit Unified Messaging Service, page 9-15
- Unified Messaging Accounts Status, page 9-29
- Transcription Service for SpeechView, page 9-31
- Search Transcription Error Codes, page 9-32
- New Transcription Error Code, page 9-33
- Edit Transcription Error Code, page 9-33
- Delete Transcription Error Code, page 9-34

Search Unified Messaging Services

Table 9-1 Search Unified Messaging Services Page

Field	Description
Delete Selected	To delete a Unified Messaging service, check the check box to the left of the display name, and select Delete Selected. You can delete multiple Unified Messaging services at once.
Add New	To add a Unified Messaging service, select the Add New button. A new page opens, on which you enter data applicable to the new Unified Messaging service.
Display Name	*(Display only)* The name of the Unified Messaging service.
Server Type	*(Display only)* The type of server to which the Unified Messaging service connects.

See Also

New Unified Messaging Service

Revised June 3, 2013

The fields that appear on the New Unified Messaging Service page change based on the option you choose in the Type list. After you select Exchange/BPOS-D or MeetingPlace, refer to the applicable table:

- Exchange/BPOS-D: Table 9-2
- MeetingPlace: Table 9-3
- Office 365: Table 9-4

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Type	Select Exchange/BPOS-D.
Enabled	Check this check box to allow Cisco Unity Connection to access the Exchange servers specified by this service, or uncheck the check box to prevent access. If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following: • If users delete messages in Exchange but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Exchange mailbox when the unified messaging service is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when the unified messaging service is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Exchange while the unified messaging service is disabled, the messages remain in Exchange when the unified messaging service is re-enabled. Users must delete the messages from Exchange manually. • If users change the status of messages in Exchange (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled. • When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for Exchange, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Web-Based Authentication Mode	Select the same authentication mode that you specified when you performed the procedure in the "Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later" section in the "Configuring Cisco Unity Connection 9 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.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Web-Based Protocol	Select the same web-based protocol that you specified when you performed the procedure in the "Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later" section in the "Configuring Cisco Unity Connection 9 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.
Validate Certificates for Exchange Servers	*(Available only when you selected HTTPS in the Web-Based Protocol list)* Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Connection server against the certificates installed on Exchange servers that Connection is accessing. For example, if you check this check box, Connection verifies that: • The SSL certificate installed on the Exchange server that Connection is accessing matches an SSL certificate on the Connection server. • The SSL certificate has not expired. If the validation fails: • If you configure the unified messaging service to search for Exchange servers, Connection will search for another Exchange server. If another Exchange server is found and if the SSL certificate on that server can be validated, Connection will synchronize voice messages with Exchange. • If you configure the unified messaging service to access a specific Exchange server, Connection does not search for another Exchange server, and does not synchronize voice messages with Exchange. Self-signed certificates cannot be validated. If you choose HTTPS from the Web-Based Protocol list, and if you are using self-signed certificates on your Exchange servers, do not check the Validate Certificates for Exchange Servers check box, or Connection will not be able to access Exchange.
Search for Exchange Servers Specify an Exchange Server	Select whether you want Connection to search for Exchange servers to communicate with or you want Connection to communicate with a specific Exchange server. For guidance on choosing between these options, see the "Determining Which Exchange Servers You Want Cisco Unity Connection 8.5 and Later to Communicate With" section in 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.
Active Directory DNS Domain Name	*(Applicable only when you select Search for Exchange Servers)* Enter the DNS domain name of the Active Directory domain in which you want Connection to begin searching for Exchange servers. **Note** The DNS domain name in the Active Directory DNS Domain Name field can be resolved either in IPv4 address or IPv6 address based on the IP address records present in the Client Access Server (CAS) in the DNS server. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.
Active Directory Site Name	*(Applicable only when you select Search for Exchange Servers)* If you have Exchange servers in more than one Active Directory site, you can improve performance if you specify the site that contains the domain controllers that you want Cisco Unity Connection to use first to find Exchange servers.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Exchange Versions	*(Applicable only when you select Search for Exchange Servers)* Select the versions of Exchange in which you have mailboxes that you want Cisco Unity Connection to be able to access.
Protocol Used to Communicate with Domain Controllers	*(Applicable only when you select Search for Exchange Servers)* Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Exchange servers. **Caution** When you configure Connection to search for and communicate with different Exchange servers, Connection communicates with Active Directory servers using Basic authentication. By default, the username and password of the unified messaging services account and all other communication between the Connection and Active Directory servers is sent in clear text. If you want this data to be encrypted, you must configure unified messaging services to communicate with Active Directory domain controllers by using the secure LDAP (LDAPS) protocol, and you must upload certificates from the certification authority that issued the SSL certificates for Active Directory servers to both tomcat-trust and Connection-trust locations.
Validate Certificates for Active Directory Domain Controllers	*(Applicable only when you select Search for Exchange Servers)* Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the domain controllers that Connection is accessing to locate Exchange servers matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection searches for another domain controller. Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Connection will not be able to access domain controllers to search for Exchange servers.
Exchange Server	*(Applicable only when you select Specify an Exchange Server)* Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Exchange server that you want Cisco Unity Connection to access. If you are entering the name of an Exchange 2010 or Exchange 2007 server, you must enter the name of a client access server. If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for Exchange Servers check box, you must enter one of the values that appears in the SSL certificate for the Exchange server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.) **Note** The IP address in the Exchange Server text box can be either IPv4 address or IPv6 address. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Edit Unified Messaging Service, page 9-15 Server Type	*(Applicable only when you select Specify an Exchange Server)* Select the version of Exchange that is installed on the server that you specified in the Exchange Server field.
Username	Enter the Active Directory username of the unified messaging services account in either of the following formats: • user@domain • domain\user (Do not use FQDN format for the domain name.) This is the account that you created when you performed the procedure in the "Creating the Unified Messaging Services Account in Active Directory and Granting Permissions for Cisco Unity Connection 9 and Later" section in 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.
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Exchange email, check this check box. If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.
Access Exchange Calendar and Contacts	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Exchange calendars and contacts, check this check box. If you enable access to Exchange calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Exchange calendars and contacts for an individual user if you disable it here.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	If you want Cisco Unity Connection and Exchange mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box. If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here. If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following: • If users delete messages in Exchange but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. Users must delete the messages from Exchange manually. • If users change the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	Select Reset to make Cisco Unity Connection perform the following operations for every Connection mailbox associated with this unified messaging service: • Synchronize any voice messages that have not already been synchronized. • Resubscribe for Exchange notifications, which causes Exchange to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook. • Resynchronize the state of existing messages, for example, the read/unread status.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Message Action for Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the email message to the Connection mailbox of the user. • Relay the Message—Connection forwards the email message to the user address that is configured for synchronization with Exchange. • Accept and Relay the Message—Connection delivers the email message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange. Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming email messages and does not synchronize them with Exchange, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user. • If 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

Table 9-2 New Unified Messaging Service Page, Microsoft Exchange

Field	Description
Message Action for Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the fax message to the Connection mailbox of the user. • Relay the Message—Connection forwards the fax message to the user address that is configured for synchronization with Exchange. • Accept and Relay the Message—Connection delivers the fax message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange. Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming fax messages and does not synchronize them with Exchange, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user. • If 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.
Test	Click the Test button to ensure that the successful communication with the specified Exchange Server.

See Also

- 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.

Table 9-3 New Unified Messaging Service Page, Cisco Unified MeetingPlace

Field	Description
Type	Select **MeetingPlace**.
Enabled	Check the Enabled check box to allow Cisco Unity Connection to access the MeetingPlace servers specified by this service, or uncheck the check box to prevent access. When the check box is not checked, access to the MeetingPlace server fails without an error message.

Table 9-3 New Unified Messaging Service Page, Cisco Unified MeetingPlace

Field	Description
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for MeetingPlace, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Server	Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Cisco Unified MeetingPlace server that you want Cisco Unity Connection to access. If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for MeetingPlace Servers check box, you must enter one of the values that appears in the SSL certificate for the MeetingPlace server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)
Transfer Extension Dial String	Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace server.
Web-Based Protocol	Select one of the following: • HTTP—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and Cisco Unified MeetingPlace. • HTTPS—Select this option when you are configuring SSL to secure network traffic between Connection and Cisco Unified MeetingPlace. We recommend using this setting.
Validate Certificates for MeetingPlace Servers	Check this check box if you selected HTTPS in the Web-Based Protocol list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the MeetingPlace server that Connection is accessing matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection will not be able to access MeetingPlace calendars.
User ID	The Windows domain alias for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
Password	The password for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
User Access to Calendar	When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings.
MeetingPlace Scheduling and Joining	When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.

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.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Type	Select **Office 365**.
Enabled	Check this check box to allow Cisco Unity Connection to access the Office 365 servers specified by this service, or uncheck the check box to prevent access. If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following: • If users delete messages in Office 365 but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Office 365 mailbox when the unified messaging service is re-enabled. • If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when the unified messaging service is re-enabled will be resynchronized into the Office 365 Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Office 365 while the unified messaging service is disabled, the messages remain in Office 365 when the unified messaging service is re-enabled. Users must delete the messages from Office 365manually. • If users change the status of messages in Office 365 (for example, from unread to read) while the unified messaging service is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled. • When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for Office 365, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Proxy Server	Enter the IP Address/Hostname and port of the Proxy Server in the Address:Port or Hostname:Port format.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Validate Certificates for Exchange Servers	Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Connection server against the certificates installed on Office 365 servers that Connection is accessing. For example, if you check this check box, Connection verifies that: • The SSL certificate installed on the Office 365 server that Connection is accessing matches an SSL certificate on the Connection server. • The SSL certificate has not expired. If the validation fails: • If you configure the unified messaging service to search for Office 365 servers, Connection will search for another Office 365 server. If another Office 365 server is found and if the SSL certificate on that server can be validated, Connection will synchronize voice messages with Office 365. • If you configure the unified messaging service to access a specific Office 365 server, Connection does not search for another Office 365 server, and does not synchronize voice messages with Office 365. Self-signed certificates cannot be validated.
Search for Hosted Exchange Servers Specify the Hosted Exchange Server	Decide whether you want Connection to be able to search for and communicate with different Office 365 server, or you want Connection to communicate with a specific Office 365 server in case the hostname or the IP Address of the specific Office 365 server is known. Auto Discovery is the recommended option. (Applicable only when you select Specify the Hosted Exchange Server) Enter the domain name, the server name, or the IP address of the Office 365 server that you want Cisco Unity Connection to access. If you are entering the name of an Office 365 server, you must enter the name of a client access server. **Note** In the Active Directory DNS Domain Name field, enter DNS domain name used for the Office 365 users. • In a hybrid environment where you route mails between an on-premise Exchange organization and Office 365, specify the special onmicrosoft.com domain name (such as mycompany.mail.onmicrosoft.com) provided by Microsoft. • If you are only using Office 365, try your domain name from your email addresses.
User Name	Enter the Active Directory username of the unified messaging services account in either of the following formats: user@domain (User Principal Name format) This is the user name of the Domain Service account that is created on Microsoft Office 365.
Password	Enter the password for the Domain Service account that you entered in the Username field
Protocol Used to Communicate with Domain Controllers	*(Applicable only when you select Search for Hosted Exchange Servers)* Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Office 365 servers.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Validate Certificates for Active Directory Domain Controllers	*(Applicable only when you select Search for Hosted Exchange Servers)* Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the domain controllers that Connection is accessing to locate Exchange servers matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection searches for another domain controller. Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Connection will not be able to access domain controllers to search for Office 365 servers.
Access Exchange Email by Using Text to Speech (TTS)	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Office 365 email, check this check box. If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.
Access Exchange Calendar and Contacts	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Office 365 calendars and contacts, check this check box. If you enable access to Office 365 calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Office 365 calendars and contacts for an individual user if you disable it here.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	If you want Cisco Unity Connection and Office 365 mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box. If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here. If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following: • If users delete messages in Office 365 but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Office 365 mailbox when single inbox is re-enabled. • If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Office 365 Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Office 365 while single inbox is disabled, the messages remain in Office 365 when single inbox is re-enabled. Users must delete the messages from Office 365 manually. • If users change the status of messages in Office 365 (for example, from unread to read) while single inbox is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	Select Reset to make Cisco Unity Connection perform the following operations for every Connection mailbox associated with this unified messaging service: • Synchronize any voice messages that have not already been synchronized. • Resubscribe for Office 365 notifications, which causes Office 365 to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook. • Resynchronize the state of existing messages, for example, the read/unread status.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Message Action for Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the email message to the Connection mailbox of the user. • Relay the Message—Connection forwards the email message to the user address that is configured for synchronization with Office 365. • Accept and Relay the Message—Connection delivers the email message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365. Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming email messages and does not synchronize them with, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user. • If the Relay Address differs from the email address that is used for synchronization with Office 365, 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

Table 9-4 New Unified Messaging Service Page, Office 365

Field	Description
Message Action for Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the fax message to the Connection mailbox of the user. • Relay the Message—Connection forwards the fax message to the user address that is configured for synchronization with Office 365. • Accept and Relay the Message—Connection delivers the fax message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365. Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming fax messages and does not synchronize them with Office 365, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user. • If the Relay Address differs from the email address that is used for synchronization with Office 365, 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.
Test	Click the Test button to ensure the successful communication with the specified Proxy Server.

Edit Unified Messaging Service

Revised June 3, 2013

The fields that appear on the Edit Unified Messaging Service page change based on the option you choose in the Type list. After you select Exchange or MeetingPlace, refer to the applicable table:

- Exchange/BPOS-D: Table 9-5
- MeetingPlace: Table 9-6
- Office 365: Table 9-7

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange

Field	Description
Type	*(Display Only)* For unified messaging services that access Exchange, this value is Exchange/BPOS-D.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Enabled	Check the Enabled check box to allow Cisco Unity Connection to access the Exchange servers specified by this service, or uncheck the check box to prevent access. If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following: • If users delete messages in Exchange but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Exchange mailbox when the unified messaging service is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when the unified messaging service is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Exchange while the unified messaging service is disabled, the messages remain in Exchange when the unified messaging service is re-enabled. Users must delete the messages from Exchange manually. • If users change the status of messages in Exchange (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled. • When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for Exchange, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Web-Based Authentication Mode	Select the same authentication mode that you specified when you performed the procedure in the "Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 9 and Later" section in 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.
Web-Based Protocol	Select the same web-based protocol that you specified when you performed the procedure in the "Confirming Exchange Authentication and SSL Settings for Cisco Unity Connection 8.5 and Later" section in 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.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Validate Certificates for Exchange Servers	*(Available only when you selected HTTPS in the Web-Based Protocol list)* Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Connection server against the certificates installed on Exchange servers that Connection is accessing. For example, if you check this check box, Connection verifies that: • The SSL certificate installed on the Exchange server that Connection is accessing matches an SSL certificate on the Connection server. • The SSL certificate has not expired. If the validation fails: • If you configure the unified messaging service to search for Exchange servers, Connection will search for another Exchange server. If another Exchange server is found and if the SSL certificate on that server can be validated, Connection will synchronize voice messages with Exchange. • If you configure the unified messaging service to access a specific Exchange server, Connection does not search for another Exchange server, and does not synchronize voice messages with Exchange. Self-signed certificates cannot be validated. If you choose HTTPS from the Web-Based Protocol list, and if you are using self-signed certificates on your Exchange servers, do not check the Validate Certificates for Exchange Servers check box, or Connection will not be able to access Exchange.
Search for Exchange Servers Specify an Exchange Server	Select whether you want Connection to search for Exchange servers to communicate with or you want Connection to communicate with a specific Exchange server. For guidance on choosing between these options, see the "Determining Which Exchange Servers You Want Cisco Unity Connection 8.5 and Later to Communicate With" section in 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.
Active Directory DNS Domain Name	*(Applicable only when you select Search for Exchange Servers)* Enter the DNS domain name of the Active Directory domain in which you want Cisco Unity Connection to begin searching for Exchange servers. **Note** The DNS domain name in the Active Directory DNS Domain Name field can be resolved either in IPv4 address or IPv6 address based on the IP address records present in the Client Access Server (CAS) in the DNS. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.
Active Directory Site Name	*(Applicable only when you select Search for Exchange Servers)* If you have Exchange servers in more than one Active Directory site, you can improve performance if you specify the site that contains the domain controllers that you want Cisco Unity Connection to use first to find Exchange servers.
Exchange Versions	*(Applicable only when you select Search for Exchange Servers)* Select the versions of Exchange in which you have mailboxes that you want Cisco Unity Connection to be able to access.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Protocol Used to Communicate with Domain Controllers	*(Applicable only when you select Search for Exchange Servers)* Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Exchange servers. **Caution** When you configure Connection to search for and communicate with different Exchange servers, Connection communicates with Active Directory servers using Basic authentication. By default, the username and password of the unified messaging services account and all other communication between the Connection and Active Directory servers is sent in clear text. If you want this data to be encrypted, you must configure unified messaging services to communicate with Active Directory domain controllers by using the secure LDAP (LDAPS) protocol, and you must upload certificates from the certification authority that issued the SSL certificates for Active Directory servers to both tomcat-trust and Connection-trust locations.
Validate Certificates for Active Directory Domain Controllers	*(Applicable only when you select Search for Exchange Servers)* Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the domain controllers that Connection is accessing to locate Exchange servers matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection searches for another domain controller. Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Connection will not be able to access domain controllers to search for Exchange servers.
Exchange Server	*(Applicable only when you select Specify an Exchange Server)* Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Exchange server that you want Connection to access. If you are entering the name of an Exchange 2010 or Exchange 2007 server, you must enter the name of a client access server. If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for Exchange Servers check box, you must enter one of the values that appears in the SSL certificate for the Exchange server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.) **Note** The IP address in the Exchange Server text box can be either IPv4 address or IPv6 address. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.
Exchange Server Type	*(Applicable only when you select Specify an Exchange Server)* Select the version of Exchange installed on the server that you specified in the Exchange Server field.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Username	Enter the Active Directory username of the unified messaging services account in either of the following formats: • user@domain • domain\user (Do not use FQDN format for the domain name.) This is the account that you created when you performed the procedure in the "Creating the Unified Messaging Services Account in Active Directory and Granting Permissions for Cisco Unity Connection 8.5 and Later" section in 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.
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Exchange email, check this check box. If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.
Access Exchange Calendar and Contacts	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Exchange calendars and contacts, check this check box. If you enable access to Exchange calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Exchange calendars and contacts for an individual user if you disable it here.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	If you want Cisco Unity Connection and Exchange mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box. If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here. If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Exchange mailboxes for the affected users. Note the following: • If users delete messages in Exchange but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Exchange mailbox when single inbox is re-enabled. • If messages are hard deleted from Exchange (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Exchange Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Exchange while single inbox is disabled, the messages remain in Exchange when single inbox is re-enabled. Users must delete the messages from Exchange manually. • If users change the status of messages in Exchange (for example, from unread to read) while single inbox is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Exchange mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	Select Reset to make Connection perform the following operations for every Connection mailbox associated with this unified messaging service: • Synchronize any voice messages that have not already been synchronized. • Resubscribe for Exchange notifications, which causes Exchange to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook. • Resynchronize the state of existing messages, for example, the read/unread status.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Message Action for Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the email message to the Connection mailbox of the user. • Relay the Message—Connection forwards the email message to the user address that is configured for synchronization with Exchange. • Accept and Relay the Message—Connection delivers the email message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange. Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming email messages and does not synchronize them with Exchange, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user. • If 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

Table 9-5 Edit Unified Messaging Service Page, Microsoft Exchange (continued)

Field	Description
Message Action for Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the fax message to the Connection mailbox of the user. • Relay the Message—Connection forwards the fax message to the user address that is configured for synchronization with Exchange. • Accept and Relay the Message—Connection delivers the fax message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Exchange. Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming fax messages and does not synchronize them with Exchange, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user. • If 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Exchange. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

See Also

- 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.

Table 9-6 Edit Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Type	*(Display Only)* For unified messaging services that access Cisco Unified MeetingPlace, this value is MeetingPlace.
Enabled	Check the Enabled check box to allow Cisco Unity Connection to access the Cisco Unified MeetingPlace servers specified by this service, or uncheck the check box to prevent access. When the check box is not checked, access to the MeetingPlace server fails without an error message.

Table 9-6 Edit Unified Messaging Service Page, Cisco Unified MeetingPlace (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for MeetingPlace, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Server	Enter the fully qualified domain name (FQDN), the server name, or the IP address of the Cisco Unified MeetingPlace server that you want Cisco Unity Connection to access. If you select HTTPS from the Web-Based Protocol list, and if you check the Validate Certificates for MeetingPlace Servers check box, you must enter one of the values that appears in the SSL certificate for the MeetingPlace server. (The SSL certificate may identify the server by any combination of FQDN, server name, or IP address.)
Transfer Extension Dial String	Enter the digits that Cisco Unity Connection must dial to transfer users on the phone to the opening greeting of the Cisco Unified MeetingPlace server.
Web-Based Protocol	Select one of the following: • HTTP—Select this option only when you are not configuring SSL to secure network traffic between Cisco Unity Connection and Cisco Unified MeetingPlace. • HTTPS—Select this option when you are configuring SSL to secure network traffic between Connection and Cisco Unified MeetingPlace. We recommend using this setting.
Validate Certificates for MeetingPlace Servers	Check this check box if you selected HTTPS in the Web-Based Protocol list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the MeetingPlace server that Connection is accessing matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection will not be able to access MeetingPlace calendars.
User ID	The Windows domain alias for the privileged service account that Cisco Unity Connection uses to sign in to the Cisco Unified MeetingPlace server.
Password	The password for the privileged service account that Connection uses to sign in to the Cisco Unified MeetingPlace server.
User Access to Calendar	When this check box is checked, users hear notification of upcoming meetings on the phone. When this check box is not checked, users do not hear notification of upcoming meetings.
MeetingPlace Scheduling and Joining	When this check box is checked, users are able to schedule and join meetings. When this check box is not checked, users are not able to schedule and join meetings.

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.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Type	(Display Only) For unified messaging services that access Office 365, this value is Office 365.
Enabled	Check the Enabled check box to allow Cisco Unity Connection to access the Office 365 servers specified by this service, or uncheck the check box to prevent access. If single inbox is enabled for this unified messaging service and if you disable and later re-enable the unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following: • If users delete messages in Office 365 but do not delete the corresponding messages in Connection while the unified messaging service is disabled, the messages will be resynchronized into the Office 365 mailbox when the unified messaging service is re-enabled. • If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before the unified messaging service is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when the unified messaging service is re-enabled will be resynchronized into the Office 365 Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Office 365 while the unified messaging service is disabled, the messages remain in Office 365 when the unified messaging service is re-enabled. Users must delete the messages from Office 365manually. • If users change the status of messages in Office 365 (for example, from unread to read) while the unified messaging service is disabled, the status of Exchange messages will be changed to the current status of the corresponding Connection messages when the unified messaging service is re-enabled. • When you re-enable the unified messaging service, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Display Name	Enter a descriptive name for the service. If you are creating more than one unified messaging service for Office 365, note that this is the name that will appear on the Users > Unified Messaging Accounts page when you configure users for unified messaging. Enter a display name that will simplify selecting the correct unified messaging service for each user.
Proxy Server	Enter the IP Address/Hostname and port of the Proxy Server in the Address:Port or Hostname:Port format.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Validate Certificates for Exchange Servers	Check this check box if you want Cisco Unity Connection to verify certificates uploaded to the Connection server against the certificates installed on Office 365 servers that Connection is accessing. For example, if you check this check box, Connection verifies that: • The SSL certificate installed on the Office 365 server that Connection is accessing matches an SSL certificate on the Connection server. • The SSL certificate has not expired. If the validation fails: • If you configure the unified messaging service to search for Office 365 servers, Connection will search for another Office 365 server. If another Office 365 server is found and if the SSL certificate on that server can be validated, Connection will synchronize voice messages with Office 365. • If you configure the unified messaging service to access a specific Office 365 server, Connection does not search for another Office 365 server, and does not synchronize voice messages with Office 365. Self-signed certificates cannot be validated.
Search for Hosted Exchange Servers Specify the Hosted Exchange Server	Decide whether you want Connection to be able to search for and communicate with different Office 365 server, or you want Connection to communicate with a specific Office 365 server in case the hostname or the IP Address of the specific Office 365 server is known. Auto Discovery is the recommended option. (Applicable only when you select Specify an Hosted Exchange Server) Enter the domain name, the server name, or the IP address of the Office 365 server that you want Cisco Unity Connection to access. If you are entering the name of an Office 365 server, you must enter the name of a client access server. **Note** In the Active Directory DNS Domain Name field, enter DNS domain name used for the Office 365 users. • In a hybrid environment where you route mails between an on-premise Exchange organization and Office 365, specify the special onmicrosoft.com domain name (such as mycompany.mail.onmicrosoft.com) provided by Microsoft. • If you are only using Office 365, try your domain name from your email addresses.
User Name	Enter the Active Directory username of the unified messaging services account in either of the following formats: user@domain This is the user name of the Domain Service account that is created on Microsoft Office 365.
Password	Enter the password for the Domain Service account that you entered in the Username field
Protocol Used to Communicate with Domain Controllers	*(Applicable only when you select Search for Hosted Exchange Servers)* Select whether Cisco Unity Connection should use LDAP or secure LDAP (LDAPS) when communicating with Active Directory to find Office 365 servers.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Validate Certificates for Active Directory Domain Controllers	*(Applicable only when you select Search for Hosted Exchange Servers)* Check this check box if you selected LDAPS in the Protocol Used to Communicate with Domain Controllers list, and if you want Cisco Unity Connection to verify various settings, for example: • Verify that the SSL certificate installed on the domain controllers that Connection is accessing to locate Exchange servers matches an SSL certificate on the Connection server. • Verify that the SSL certificate has not expired. If the validation fails, Connection searches for another domain controller. Self-signed certificates cannot be validated. If you choose LDAPS from the Protocol Used to Communicate with Domain Controllers list, and if you are using self-signed certificates on your domain controllers, do not check the Validate Certificates for Active Directory Domain Controllers check box. If you do check the check box, Connection will not be able to access domain controllers to search for Office 365 servers.
Password	Enter the password for the Active Directory account that you entered in the Username field.
Access Exchange Email by Using Text to Speech (TTS)	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to use text to speech to listen to Office 365 email, check this check box. If you enable text to speech here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable text to speech for an individual user if you disable it here.
Access Exchange Calendar and Contacts	If you want Cisco Unity Connection users who are associated with this unified messaging service to be able to access Office 365 calendars and contacts, check this check box. If you enable access to Office 365 calendars and contacts here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable access to Office 365 calendars and contacts for an individual user if you disable it here.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Synchronize Connection and Exchange Mailboxes (Single Inbox)	If you want Cisco Unity Connection and Office 365 mailboxes to be synchronized for users who are associated with this unified messaging service, check this check box. If you enable single inbox here, you can still disable it for individual users when you configure unified messaging for Connection users. However, you cannot enable single inbox for an individual user if you disable it here. If you disable and later re-enable single inbox for this unified messaging service, Connection resynchronizes the Connection and Office 365 mailboxes for the affected users. Note the following: • If users delete messages in Office 365 but do not delete the corresponding messages in Connection while single inbox is disabled, the messages will be resynchronized into the Office 365 mailbox when single inbox is re-enabled. • If messages are hard deleted from Office 365 (deleted from the Deleted Items folder) before single inbox is disabled, the corresponding messages that are still in the Deleted Items folder in Connection when single inbox is re-enabled will be resynchronized into the Office 365 Deleted Items folder. • If users delete messages in Connection but do not delete the corresponding messages in Office 365 while single inbox is disabled, the messages remain in Office 365 when single inbox is re-enabled. Users must delete the messages from Office 365 manually. • If users change the status of messages in Office 365 (for example, from unread to read) while single inbox is disabled, the status of Office 365 messages will be changed to the current status of the corresponding Connection messages when single inbox is re-enabled. • When you re-enable single inbox, depending on the number of users associated with the unified messaging service and the size of their Connection and Office 365 mailboxes, resynchronization for existing messages may affect synchronization performance for new messages.
Reset	Select Reset to make Cisco Unity Connection perform the following operations for every Connection mailbox associated with this unified messaging service: • Synchronize any voice messages that have not already been synchronized. • Resubscribe for Office 365 notifications, which causes Office 365 to send Connection notification of changes to a message (for example, a message was deleted) and notification of new voice messages that were created by using ViewMail for Outlook. • Resynchronize the state of existing messages, for example, the read/unread status.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Message Action for Email	Select the action that Cisco Unity Connection takes when the user receives an email message: • Accept the Message—Connection delivers the email message to the Connection mailbox of the user. • Relay the Message—Connection forwards the email message to the user address that is configured for synchronization with Office 365. • Accept and Relay the Message—Connection delivers the email message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365. Note that this setting may work in conjunction with or override the Email setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming email messages and does not synchronize them with, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Email setting overrides the Email setting on the Edit Message Actions page of the user. • If the Relay Address differs from the email address that is used for synchronization with Office 365, 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

Table 9-7 Edit Unified Messaging Service Page, Office 365

Field	Description
Message Action for Fax	Select the action that Cisco Unity Connection takes when the user receives a fax message: • Accept the Message—Connection delivers the fax message to the Connection mailbox of the user. • Relay the Message—Connection forwards the fax message to the user address that is configured for synchronization with Office 365. • Accept and Relay the Message—Connection delivers the fax message to the Connection mailbox of the user, and forwards a copy of the message to address that is configured for synchronization with Office 365. Note that this setting may work in conjunction with or override the Fax setting on the Edit Message Actions page for an individual user. If the Reject the Message option is selected on the Edit Message Actions page for the user, Connection rejects all incoming fax messages and does not synchronize them with Office 365, regardless of the value of this setting. Otherwise, the two settings interact as follows, depending on the configuration of the Relay Address for the user (also on the Edit Message Actions page): • If the Relay Address is the same as the email address that is used for synchronization with Exchange, the value of the Message Action for Fax setting overrides the Fax setting on the Edit Message Actions page of the user. • If the Relay Address differs from the email address that is used for synchronization with Office 365, 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 for the unified messaging service is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to Office 365. – If the Edit Message Actions setting for the user is configured for either Relay the Message or Accept and Relay the Message, the message is relayed to the Relay Address.

Unified Messaging Accounts Status

Table 9-8 Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Status	An icon that indicates the status of the unified messaging configuration for a Cisco Unity Connection user. To identify configuration problems, if any, click the icon or the alias for the user, and, on the Edit Unified Messaging Account page, select Test.
Alias	The Cisco Unity Connection alias of the user that the unified messaging account is associated with.
Display Name	The display name of the user that the unified messaging account is associated with.
UM Service	The name of the unified messaging service that this unified messaging account uses. The unified messaging service determines which features are enabled by default on the account, which Exchange or MeetingPlace server the unified messaging account accesses, the protocols used to communicate with Active Directory, Exchange, and MeetingPlace servers, and so on.

Table 9-8 Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Exchange Calendar/Contacts	Indicates the status of the Access Exchange Calendar and Contacts service capability for this unified messaging account: • E indicates that the feature is enabled in the unified messaging account and in the service. • DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account. • DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service. • N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.
TTS	Indicates the status of the Access Exchange Email by Using Text to Speech (TTS) service capability for this unified messaging account: • E indicates that the feature is enabled in the unified messaging account and in the service. • DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account. • DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service. • N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.
Single Inbox	Indicates the status of the Synchronize Connection and Exchange Mailboxes (Single Inbox) service capability for this unified messaging account: • E indicates that the feature is enabled in the unified messaging account and in the service. • DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account. • DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service. • N/A indicates that the unified messaging service is configured to access MeetingPlace, so it is not applicable to Exchange service capabilities.
MeetingPlace Scheduling and Joining	Indicates the status of the MeetingPlace Scheduling and Joining service capability for this unified messaging account: • E indicates that the feature is enabled in the unified messaging account and in the service. • DU indicates that the feature is disabled in the unified messaging account for this user but that it is enabled in the service, so it could be enabled in the unified messaging account. • DS indicates that the feature is disabled in the unified messaging account and disabled in the service, so it can only be enabled in the unified messaging account if you change the setting in the service. • N/A indicates that the unified messaging service is configured to access Exchange, so it is not applicable to MeetingPlace service capabilities.

Table 9-8 Unified Messaging Accounts Status Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Email Address	The effective email address for this unified messaging account. Depending on the option selected on the Unified Messaging Account page, this can be either an email address specified on the Unified Messaging Account page or the value of the Corporate Email Address field on the User Basics page.

See Also

Transcription Service for SpeechView

Table 9-9 Transcription Service for SpeechView Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Register	The Register button initiates the first-time registration with the external transcription service. Do not select Register until the other fields on this page are filled in and saved. The registration process can take up to 15 minutes. Voicemail transcriptions cannot be processed until the registration process has completed successfully. Wait for the registration process to complete successfully before using the Test button. When registration has completed successfully, you will not need to re-register unless you have changed the Incoming SMTP Address, or the security of the server has been compromised.
Test	When registration has completed successfully, select the Test button to send a test transcription to the external service to ensure that transcriptions are routed correctly. The test sends a transcription request to the transcription service via the SMTP smart-host, and the transcription service sends the response to the email address specified in the Incoming SMTP address field. The test includes checking for license file violations and checking whether users are assigned to a class of service that enables SpeechView. The test can take up to 15 minutes.
Enabled	Check the Enabled check box to enable communications with the external transcription service or the remote Connection location that is providing transcription proxy services. Default setting: Check box not checked.
Access Transcription Service Directly	Select Access Transcription Service Directly if this Cisco Unity Connection server is going to communicate with the external transcription service rather than use another Connection location as a proxy.
Incoming SMTP Address	Enter an external-facing email address that the third party transcription service will use to send transcriptions to the Cisco Unity Connection server. This email address must be recognized by your email infrastructure and routed to the "stt-service" alias on the Connection server. For example, if you want the external-facing email address to be "transcriptions@cisco.com," and the SMTP domain for the Connection server is "connectionserver1.cisco.com," the email infrastructure must be configured to route "transcriptions@cisco.com" to "stt-service@connectionserver1.cisco.com."
Registration Name	Enter a name that will uniquely identify the Cisco Unity Connection server within your organization. This name is used by the third-party transcription service to identify this server for registration and subsequent transcription requests.

Table 9-9 Transcription Service for SpeechView Page (Cisco Unity Connection 8.5 and Later Only) (continued)

Field	Description
Advertise Transcription Proxy Services to Other Connection Locations	(*Applicable only if Cisco Unity Connection is digitally networked with other Connection servers.*) Check this check box if you want this server to offer transcription proxy services to other Cisco Unity Connection locations in the local digital network. Consolidating communication with the transcription service to just one Connection server or cluster in the network provides several benefits: • It simplifies the SMTP routing configuration. You only need to configure your email infrastructure to route transcriptions to one server or cluster. • You can designate the least busy server or cluster in the network to take on the S/MIME processing overhead necessary for processing transcriptions. **Note** It may take a few minutes for this setting to replicate to remote locations.
Access Transcription Services Through Connection Proxy Location	*(Applicable only if Cisco Unity Connection is digitally networked with other Connection servers.)* Select Access Transcription Services Through Connection Proxy Location if this Cisco Unity Connection server is going to access transcriptions services through another Connection location that is digitally networked. Select the name of the Connection location from the list.
Action Type	*(Display only)* Indicates whether the last communication with the transcription service was a registration, a test, or a transcription.
Action Status	*(Display only)* Indicates the status of the last operation: • New—The operation has been requested but Cisco Unity Connection has not yet begun to process it. • Pending—The operation is still in progress. • Success—The operation completed successfully. • Failure—The operation failed.
Action Date	*(Display only)* Indicates the date of the last communication with the transcription service.

See Also

Search Transcription Error Codes

Table 9-10 Search Transcription Error Code Page

Field	Description
Find Transcription Error Code where	To find an existing error code, select error code/ error code desc from the first drop-down list. For the advance search, you can select more options from the second drop-down list.
Text Box	Enter the error code/error code description that you want to search.

See Also

- The "Schedules and Holidays 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.
- The "Overview of Default Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

New Transcription Error Code

Table 9-11 New Transcription Error Code Page

Field	Description
Error Code	Enter a error code for creating a new Transcription Error Code.
Error Code Description	Enter the description of the new error code.

See Also

- The "Creating Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Edit Transcription Error Code

Table 9-12 Edit Transcription Error Code (Fault) Page

Field	Description
Error Code	Enter the new error code, if required.
Error Code Description	Enter the new description of the error code, if required.

See Also

- The "Modifying Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Delete Transcription Error Code

Table 9-13 Search Transcription Error Codes Page

Field	Description
Delete Selected	To delete the error code, check the check box to the left of the display name, and select Delete Selected. You can delete multiple error codes at once.

See Also

- The "Creating Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.
- The "Modifying Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.
- The "Configuring Transcription (SpeechView) 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.

CHAPTER 10

Cisco Unity Connection 9.x Dial Plan Settings

See the following sections:

- Search Partitions, page 10-1
- New Partition, page 10-2
- Edit Partition, page 10-2
- Search Search Spaces, page 10-3
- New Search Space, page 10-3
- Edit Search Space, page 10-3

Search Partitions

Table 10-1 Search Partitions Page

Field	Description
Limit Search To	*(Applicable to Cisco Unity Connection configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—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.
Name	*(Display only)* The name of the object. Select the Name to go to the specific page for that object.
Delete Selected	To delete a partition, check the check box to the left of the display name, and select Delete Selected. You can delete multiple partitions at once.
Add New	To add a partition, select the Add New button. A new page opens, on which you enter data applicable to the new partition.

See Also

- The "Managing Partitions in Cisco Unity Connection 9.x" section in the "Managing Partitions and Search Spaces 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.

New Partition

Table 10-2 New Partition Page

Field	Description
Name	Enter a descriptive name for the partition. **Note** With Connection 9.1(1) and later, you can also create the partition that corresponds to a Cisco Unity Connection Survivable Remote Site Voicemail (SRSV) or a branch Connection server.

See Also

- The "Managing Partitions in Cisco Unity Connection 9.x" section in the "Managing Partitions and Search Spaces 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.

Edit Partition

Table 10-3 Edit Partition Page

Field	Description
Name	Enter a descriptive name for the partition.
Description	Enter a description for the partition.

See Also

Search Search Spaces

Table 10-4 Search Search Spaces Page

Field	Description
Limit Search To	*(Applicable to Cisco Unity Connection configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—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.
Delete Selected	To delete a search space, check the check box to the left of the display name, and select Delete Selected. You can delete multiple search spaces at once.
Name	*(Display only)* The name of the search space. Select the Name to go to the specific page for that search space.

See Also

New Search Space

Table 10-5 New Search Space Page

Field	Description
Name	Enter a descriptive name for the search space.

See Also

- The "Managing Search Spaces in Cisco Unity Connection 9.x" section in the "Managing Partitions and Search Spaces 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.

Edit Search Space

Table 10-6 Edit Search Space Page

Field	Description
Name	Enter a descriptive name for the search space.
Description	Enter a description for the search space.

Table 10-6 Edit Search Space Page (continued)

Field	Description
Assigned Partitions	The ordered list of partitions that define the search space. To change the order of partitions in the Assigned Partitions list, select the name of the partition to move, then select the up or down arrow to the right of the list. To remove a partition from the Assigned Partitions list, select the name of the partition in the list, then select the down arrow below the list.
Unassigned Partitions	The list of partitions that are not part of the search space. To add a partition to the list of partitions assigned to the search space, select the name of the partition in the Unassigned Partitions list, then select the up arrow above the list.

See Also

- The "Managing Search Spaces in Cisco Unity Connection 9.x" section in the "Managing Partitions and Search Spaces 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.

CHAPTER 11

Cisco Unity Connection 9.x System Settings

See the following sections:

- Edit General Configuration, page 11-2
- Find and List Servers, page 11-4
- Server Configuration, page 11-5
- Search Authentication Rules, page 11-5
- New Authentication Rule, page 11-6
- Edit Authentication Rule, page 11-8
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- Search Schedules, page 11-15
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Edit General Configuration

Table 11-1 Edit General Configuration Page

Field	Description
Time Zone	*(Display only)* The default time zone setting determines when schedules are active. In addition, the default time zone is applied to users and call handlers that have the Use Default Time Zone check box checked. **Note** The default time zone can be changed only by using the command-line interface (CLI).
System Default Language	Select the default language in which system prompts are played to users and callers. **Note** Depending on your license settings, United States English may not be available.
System Default TTS Language	Select the Text to Speech (TTS) language that will be used if a TTS engine is not available for the phone language being used by a user or a call. For example, if a user is using the Arabic language, but no TTS engine is available for Arabic, the user will hear TTS in the language you select here. This is typically the same language that you selected in the System Default Language field. However, not all of the languages supported for system prompts are supported by the Text to Speech engine. **Note** Depending on your license settings, United States English may not be available.
Recording Format	Select the default format (or codec) for recorded messages. Default setting: G.711 Mu-Law.

Table 11-1 Edit General Configuration Page (continued)

Field	Description
Maximum Greeting Length	Enter the maximum length for system call handler greetings. The range is 1 to 1,200 seconds. Default setting: 90 seconds.
Target Decibel Level for Recordings and Messages	If audio normalization is enabled for a port group, enter the average volume, in decibels, that Cisco Unity Connection automatically maintains for recording voice messages and user greetings. Decibel levels are specified in negative numbers. For example, –26 db is louder than –45 db. Default setting: –26 decibels.
Default Partition	Select the partition that Cisco Unity Connection uses as the default partition when you create new objects that are not based on other objects, for example, when you create a new call handler template, directory handler, interview handler, or VPIM location. (This partition is selected by default in the Partition list on these pages, but you can select a different partition from the list at any time.) Note that changing the default partition does not affect any objects that have already been created.
Default Search Scope	Select the search space that Cisco Unity Connection uses as the default search scope when you create new objects that are not based on other objects, for example, when you create a new direct or forwarded routing rule. (This search space is selected by default in the Search Scope list on these pages, but you can select a different search space from the list at any time.) Note that changing the default search scope does not affect any objects that have already been created.
When a Recipient Cannot Be Found	Select the action that Cisco Unity Connection takes when receiving an SMTP message from an IMAP client where a recipient does not map to any known user or VPIM contact: • Send a Non-Deliverable Receipt—Unity Connection responds to the message sender with a non-delivery receipt (NDR). • Relay Message to Smart Host—Unity Connection relays the message to the smart host for delivery to a different server. **Note** You configure the SMTP smart host on the System Settings > SMTP Configuration > Smart Host page. Default setting: Send a Non-Deliverable Receipt.
IP Addressing Mode *(Cisco Unity Connection 8.5 and later only)*	When Cisco Unity Connection is configured for IPv6, select the option from the list to control where Unity Connection listens for incoming traffic: • IPv4 • IPv6 • IPv4 and IPv6 This setting is applicable to integrations with Cisco Unified Communications Manager phone systems via SCCP or SIP. Default Setting: IPv4 **Note** This setting is applicable to Unity Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition.

Table 11-1 Edit General Configuration Page (continued)

Field	Description
Authenticate Graphics for HTML Notification	Select the authentication mode that prompts users to enter their Unity Connection credentials to receive images in the HTML email notification. When the credentials get authenticated the images are displayed in the email notification. This facilitates the administrator to imply the authentication policy for displaying the status items, message status, and images within a notification. Non-authentication Mode: When you disable the authentication mode, the status items, message status, and images are displayed within a notification without prompting user for the credentials. **Note** Verify the email server and email client settings to confirm the support for display of images if used within the HTML notification template. For more information on how to configure Unity Connection to receive an HTML notification, refer to "Configuring Cisco Unity Connection 9.x for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html.

Find and List Servers

Table 11-2 Find and List Servers Page

Field	Description
Delete Selected	To delete a server, check the check box to the left of the display name, and select Delete Selected. You can delete multiple servers at once.
Add New	To add a server, select the Add New button. A new page opens, on which you enter data applicable to the new server.
Host Name/IP Address	*(Display only)* The host name or IP address of the Cisco Unity Connection server in a Unity Connection cluster. If Unity Connection is not configured for a cluster, this field displays the host name or IP address of the local Unity Connection server.
Description	*(Display only)* A description of the Cisco Unity Connection server in a Unity Connection cluster.

See Also

- The "Configuring a Cisco Unity Connection 9.x Cluster" chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cluster_administration/guide/9xcuccagx.html.

Server Configuration

Table 11-3 Server Configuration Page

Field	Description
Database Replication	*(Display only)* The role of the Cisco Unity Connection server (publisher or subscriber) in a Unity Connection cluster.
Host Name/IP Address	Enter the host name or IP address of the Cisco Unity Connection server in a Unity Connection cluster.
IPv6 Name	If IPv6 is enabled, enter the host name or IPv6 address of the Cisco Unity Connection server in a Unity Connection cluster.
MAC Address	*(Optional)* Enter the MAC address of the Cisco Unity Connection server in a Unity Connection cluster.
Description	*(Optional)* Enter a description of the Cisco Unity Connection server in a Unity Connection cluster.

See Also

- The "Configuring a Cisco Unity Connection 9.x Cluster" chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cluster_administration/guide/9xcuccagx.html.

Search Authentication Rules

Table 11-4 Search Authentication Rules Page

Field	Description
Limit Search To	*(Applicable to Cisco Unity Connection configurations only.)* Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location to which they belong. • Location—Display only results that belong to a particular Unity Connection location. When you select this option, choose the name of the location from the Where Name Is list.
Display Name	The name of the authentication rule. Select the Display Name to go to the specific page for the authentication rule.
Delete Selected	To delete an authentication rule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple authentication rules at once.
Add New	To add an authentication rule, select the Add New button. A new page opens, on which you enter data applicable to the authentication rule.

See Also

- The "Specifying Password, PIN, Sign-In, and Lockout Policies 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.

New Authentication Rule

Table 11-5 New Authentication Rule Page

Field	Description
Display Name	Enter a descriptive name for the authentication rule.
Failed Sign-In ____ Attempts	Enter the number of failed sign-in attempts after which users cannot access Cisco Unity Connection. When set to 0 (zero), there is no limit to the number of failed sign-in attempts, and the user is not locked out of the account. Default setting: 3 attempts.
No Limit for Failed Sign-Ins	Check this check box so that there is no limit to the number of failed sign-in attempts, and the user is not locked out of the account.
Reset Failed Sign-In Attempts Every ____ Minutes	Enter the number of minutes after which Cisco Unity Connection clears the count of failed sign-in attempts (unless the failed sign-in limit is already reached and the account is locked). When set to 0 (zero), Cisco Unity Connection shows the following error message: **Reset Failed Sign-In Attempts Every is not in the range 1 through 120**. Default setting: 30 minutes.
Lockout Duration ____ Minutes	Enter the number of minutes that a user account remains locked after the number of allowed Failed Sign-In attempts has been reached. While the account is locked, Cisco Unity Connection prevents the user from accessing Unity Connection by phone. If a value of 0 (zero) is entered, the account remains locked until manually unlocked by the administrator. Default setting: 30 minutes.
Administrator Must Unlock	Check this check box so that accounts remain locked until manually unlocked by the administrator.
Minimum Duration Between Credential Changes ____ Minutes	Enter the number of minutes that must elapse between password changes. This setting does not apply when administrators are changing the password in Cisco Unity Connection Administration. Default setting: 1440 minutes (1 day).
Credential Expires After ____ Days	Default setting: 180 days.
Never Expires	Check this check box so that passwords or PINs based on this authentication rule never expire. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person. Note that when this check box is checked, the user is still able to change passwords or PINs at any time.

Table 11-5 New Authentication Rule Page (continued)

Field	Description
Expiration Warning Days	Enter the number of days before passwords or PINs expire that Cisco Unity Connection will warn users that a password or PIN is about to expire. A value of 0 (zero) means that Unity Connection will not warn users that a password or PIN is about to expire. Default setting: 15 days.
Minimum Credential Length	Enter the required number of digits for user passwords and PINs. In general, shorter passwords and PINs are easier to use, but longer passwords and PINs are more secure. We recommend requiring eight or more digits. When you change the minimum credential length, users are required to use the new length the next time that they change the password or PIN. Enter a value between 1 and 64 digits. Default setting: 8 digits.
Stored Number of Previous Credentials	Enter a value for the number of previous passwords or PINs that Cisco Unity Connection stores for a user. When a user enters a new password or PIN, Unity Connection compares it to the stored passwords or PINs, and rejects it if it matches a password or PIN in the history. A value of 0 (zero) means that Unity Connection does not store any previous passwords or PINs for the user. Default setting: 5 passwords or PINs.
Check for Trivial Passwords	Check this check box to have Cisco Unity Connection verify that a new password or PIN meets the following criteria when the passwords or PINs are changed by using Cisco Unity Connection Administration, the Unity Connection Messaging Assistant, or the Unity Connection conversation: • The digits are not all the same (for example, 9999). • The digits are not consecutive (for example, 1234 or 4321). • The password or PIN is not the same as the primary extension that is assigned to the user. In addition to checking this check box, consider providing users with a password or PIN policy that advises them to avoid specifying a password or PIN that: • Spells their first or last name, their organization or company name, or any other obvious words. • Contains their primary extension. • Is the reverse of their primary extension or contains the reverse of their primary extension. • Uses the same digits more than twice in a row (for example, 900012). • Is a 1-digit increment of a previous password or PIN (for example, 20185 to 20186). • Contains fewer than three different digits (for example, 18181).

See Also

Edit Authentication Rule

Table 11-6 Edit Authentication Rule Page

Field	Description
Display Name	Enter a descriptive name for the authentication rule.
Failed Sign-In ____ Attempts	Enter the number of failed sign-in attempts after which users cannot access Cisco Unity Connection. When set to 0 (zero), there is no limit to the number of failed sign-in attempts, and the user is not locked out of the account. Default setting: 3 attempts.
No Limit for Failed Sign-Ins	Check this check box so that there is no limit to the number of failed sign-in attempts, and the user is not locked out of the account.
Reset Failed Sign-In Attempts Every ____ Minutes	Enter the number of minutes after which Cisco Unity Connection clears the count of failed sign-in attempts (unless the failed sign-in limit is already reached and the account is locked). When set to 0 (zero), Cisco Unity Connection shows the following error message: **Reset Failed Sign-In Attempts Every is not in the range 1 through 120**. Default setting: 30 minutes.
Lockout Duration ____ Minutes	Enter the number of minutes that a user account remains locked after the number of allowed Failed Sign-In attempts has been reached. While the account is locked, Cisco Unity Connection prevents the user from accessing Unity Connection by phone. If a value of 0 (zero) is entered, the account remains locked until manually unlocked by the administrator. Default setting: 30 minutes.
Administrator Must Unlock	Check this check box so that accounts remain locked until manually unlocked by the administrator.
Minimum Duration Between Credential Changes ____ Minutes	Enter the number of minutes that must elapse between password changes. This setting does not apply when administrators are changing the password in Cisco Unity Connection Administration. Default setting: 1440 minutes (1 day).
Credential Expires After ____ Days	Default setting: 180 days.
Never Expires	Check this check box so that passwords or PINs based on this authentication rule never expire. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person. Note that when this check box is checked, the user is still able to change passwords or PINs at any time.

Table 11-6 Edit Authentication Rule Page (continued)

Field	Description
Expiration Warning Days	Enter the number of days before passwords or PINs expire that Cisco Unity Connection will warn users that a password or PIN is about to expire. A value of 0 (zero) means that Unity Connection will not warn users that a password or PIN is about to expire. Default setting: 0 days.
Minimum Credential Length	Enter the required number of digits for user passwords and PINs. In general, shorter passwords and PINs are easier to use, but longer passwords and PINs are more secure. We recommend requiring eight or more digits. When you change the minimum credential length, users are required to use the new length the next time that they change the password or PIN. Enter a value between 1 and 64 digits. Default setting: 8 digits.
Stored Number of Previous Credentials	Enter a value for the number of previous passwords or PINs that Cisco Unity Connection stores for a user. When a user enters a new password or PIN, Unity Connection compares it to the stored passwords or PINs, and rejects it if it matches a password or PIN in the history. A value of 0 (zero) means that Unity Connection does not store any previous passwords or PINs for the user. Default setting: 5 passwords or PINs.
Check for Trivial Passwords	Check this check box to have Cisco Unity Connection verify that a new password or PIN meets the following criteria when the passwords or PINs are changed by using Cisco Unity Connection Administration, the Unity Connection Messaging Assistant, or the Unity Connection conversation: • The digits are not all the same (for example, 9999). • The digits are not consecutive (for example, 1234 or 4321). • The password or PIN is not the same as the primary extension that is assigned to the user. In addition to checking this check box, consider providing users with a password or PIN policy that advises them to avoid specifying a password or PIN that: • Spells their first or last name, their organization or company name, or any other obvious words. • Contains their primary extension. • Is the reverse of their primary extension or contains the reverse of their primary extension. • Uses the same digits more than twice in a row (for example, 900012). • Is a 1-digit increment of a previous password or PIN (for example, 20185 to 20186). • Contains fewer than three different digits (for example, 18181).

See Also

Roles

Table 11-7 Roles Page

Field	Description
Name	The name of the administrative role. Select the role Name to go to the Edit Role page for the role.
Description	*(Display only)* A brief description of the role privileges.

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.

Edit Role

Table 11-8 Edit Role Page

Field	Description
Name	The name of the administrative role.
Description	A brief description of the role privileges.
Role Assignments	Select Role Assignments to view a list of users that are assigned to the role. You can also remove users from the role, view a list of users not assigned to the role, and assign users to the role.
Role Privileges	*(Display only)* This table lists the privileges that the administrative role has rights to perform, including Create, View, Update, Delete, and Execute.

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.

Search Restriction Tables

Table 11-9 Search Restriction Tables Page

Field	Description
Delete Selected	To delete a restriction table, check the check box to the left of the display name, and select Delete Selected. You can delete multiple restriction tables at once.
Display Name	*(Display only)* The name of the restriction table.

See Also

- The "Restriction Tables 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.
- The "Overview of Default Restriction Tables in Cisco Unity Connection 9.x" section in the "Managing Restriction Tables 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.

New Restriction Table

Table 11-10 New Restriction Table Page

Field	Description
Display Name	Enter a descriptive name for the restriction table.
Maximum Length of Dial String	Enter the maximum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits fewer than or equal to the Maximum Length of Dial String value are checked against the restriction table. Dial strings that contain more than the Maximum Length of Dial String value are not permitted. For example, if local calls in your area are seven digits long, and you want to prevent users from using long distance phone numbers, enter 8 in the Maximum Length of Dial String field. (A local number plus the access code for the phone system equals 8 digits.) Default setting: 30 digits.
Minimum Length of Dial String	Enter the minimum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits greater than or equal to the Minimum Length of Dial String value are checked against the restriction table. Dial strings that contain fewer than the Minimum Length of Dial String value are not permitted. For example, to prohibit users from using four-digit numbers, enter 5 in the Minimum Length of Dial String field. Default setting: 1 digit.

Table 11-10 New Restriction Table Page (continued)

Field	Description
New Restriction Patterns Are Blocked by Default	Indicate whether new restriction patterns should be flagged as Blocked by default. Default setting: Check box not checked.

See Also

- The "Creating Restriction Tables in Cisco Unity Connection 9.x" section in the "Managing Restriction Tables 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.

Edit Restriction Table Basics

Table 11-11 Edit Restriction Table Basics Page

Field	Description
Display Name	Enter a descriptive name for the restriction table.
Maximum Length of Dial String	Enter the maximum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits fewer than or equal to the Maximum Length of Dial String value are checked against the restriction table. Dial strings that contain more than the Maximum Length of Dial String value are not permitted. For example, if local calls in your area are seven digits long, and you want to prevent users from using long distance phone numbers, enter 8 in the Maximum Length of Dial String field. (A local number plus the access code for the phone system equals 8 digits.) Default setting: 30 digits.
Minimum Length of Dial String	Enter the minimum number of digits—including access codes—in a call transfer, message notification, or fax delivery number. Only the dial strings that contain a number of digits greater than or equal to the Minimum Length of Dial String value are checked against the restriction table. Dial strings that contain fewer than the Minimum Length of Dial String value are not permitted. For example, to prohibit users from using four-digit numbers, enter 5 in the Minimum Length of Dial String field. Default setting: 1 digit.
New Restriction Patterns are Blocked by Default	Indicate whether new restriction patterns should be flagged as Blocked by default. Default setting: Check box not checked.

Table 11-11 Edit Restriction Table Basics Page (continued)

Field	Description
Order	*(Display only)* Indicates the order in which the Unity Connection evaluates the pattern when applying the restriction table. Select Add New to add a new pattern, or Change Order to change the order of the patterns. Note that the order of the patterns is important. Cisco Unity Connection sequentially compares a phone number to the call patterns in the restriction table, starting with call pattern 0. If a number matches more than one call pattern, the number is permitted or restricted according to the first call pattern that it matches. The last pattern in the table always matches all numbers (*).
Blocked	Check this check box to have Cisco Unity Connection prohibit use of phone numbers that match the pattern.
Pattern	Enter specific numbers or patterns of numbers that can be permitted or restricted. Include external and long-distance access codes. Use digits 0 through 9 and the following special characters: • * to match zero or more digits. • ? to match exactly one digit. Each ? serves as a placeholder for one digit. • # to correspond to the # key on the phone. • + to call from one country to other country

See Also

- The "Modifying Restriction Tables in Cisco Unity Connection 9.x" section in the "Managing Restriction Tables 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.

Change Restriction Pattern Order

Table 11-12 Change Restriction Pattern Order Page

Field	Description
Change Restriction Pattern Order	To change the order of patterns in a restriction table, select the pattern in the list, then select the up or down arrow to move the pattern relative to the other patterns in the list. When you are done, select Save.

See Also

- The "Modifying Restriction Tables in Cisco Unity Connection 9.x" section in the "Managing Restriction Tables 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.

Licenses

Table 11-13 Licenses Page

Field	Description
License Status	(Display only) Demonstration (Demo): Unity Connection remains in the "Demo" mode until it connects to the ELM server for the first time. The "Demo" mode is available only for 60 days of grace period and then the license status changes to "Expire". Compliance: If the required number of licenses for the desired features are installed on the ELM server, the license status is "Compliance". Violation: If the required number of licenses for the desired features are not installed on the ELM server, the license status becomes "Violation". The "Violation" mode is available only for 60 days of grace period and then the license status changes to "Expire". Expire: If you do not obtain and install the required number of licenses for the desired features on the ELM server within the 60 days of grace period, the license status becomes "Expire". **Note** For more information on the ELM server and its configuration, refer to ELM user guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html
ELM server	(Display only) The Host name/IP address of the ELM server on which Unity Connection is configured.
Last connectivity time with ELM server	(Display only) The last time when the ELM server was synchronized with Unity Connection. Note that the value of the Last Connectivity Time with ELM Server will be in the Coordinated Universal Time (UTC) time zone.
Last compliance Time	(Display only) The last time when the Unity Connection was in Compliance mode. Note that the value of the Last Compliance Time will be in the Coordinated Universal Time (UTC) time zone.
Licensed Seats For	(Display only) The description of the Cisco Unity Connection licensed feature.
Feature Name	(Display only) The name of the Cisco Unity Connection licensed feature.
Current used	(Display only) The number of seats that are being used currently.

See Also

- The "Managing Licenses 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.

Search Schedules

Table 11-14 Search Schedules Page

Field	Description
Delete Selected	To delete a schedule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple schedules at once.
Display Name	*(Display only)* The name of the schedule. Select the Display Name to edit the schedule.

See Also

- The "Schedules and Holidays 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.
- The "Overview of Default Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

New Schedule

Table 11-15 New Schedule Page

Field	Description
Display Name	Enter a descriptive name for the schedule.
Holiday Schedule	Select which Holiday schedule (if any) to apply to this schedule.

See Also

- The "Creating Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Edit Schedule Basics

Table 11-16 Edit Schedule Basics Page

Field	Description
Display Name	Enter a descriptive name for the schedule.
Holiday Schedule	Select which Holiday schedule (if any) to apply to this schedule.

Table 11-16 Edit Schedule Basics Page (continued)

Field	Description
Delete Selected	To delete a schedule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple schedules at once.
Add New	To add a schedule, select the Add New button. A new page opens, on which you enter data applicable to the new schedule.
Name	*(Display only)* The name of the schedule detail. Select the name to go to the specific page for the schedule detail.
Start Time	*(Display only)* The time at which the schedule becomes active based on this schedule detail.
End Time	*(Display only)* The time at which the schedule becomes inactive based on this schedule detail.
Days Active	*(Display only)* The days on which the schedule is active based on this schedule detail.

See Also

- The "Modifying Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

New Schedule Detail

Table 11-17 New Schedule Detail Page

Field	Description
Name	Enter a descriptive name that other administrators will recognize when they work with this schedule.
Start Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which the schedule becomes active.
End Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which time the schedule becomes inactive. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 am), check the End of Day check box.
End of Day	Check this check box to specify that the schedule becomes inactive at midnight (the end of the day).
Active Every Day	Check this check box to make the schedule active every day of the week (including weekends) between the start time and end time that you specify for this schedule detail.
Active Weekdays	Check this check box to make the schedule active every week day (Monday through Friday, weekends excluded) between the start time and end time that you specify for this schedule detail.
Active Monday	Check this check box to make the schedule active each Monday between the start time and end time that you specify for this schedule detail.
Active Tuesday	Check this check box to make the schedule active each Tuesday between the start time and end time that you specify for this schedule detail.
Active Wednesday	Check this check box to make the schedule active each Wednesday between the start time and end time that you specify for this schedule detail.

Table 11-17 New Schedule Detail Page (continued)

Field	Description
Active Thursday	Check this check box to make the schedule active each Thursday between the start time and end time that you specify for this schedule detail.
Active Friday	Check this check box to make the schedule active each Friday between the start time and end time that you specify for this schedule detail.
Active Saturday	Check this check box to make the schedule active each Saturday between the start time and end time that you specify for this schedule detail.
Active Sunday	Check this check box to make the schedule active each Sunday between the start time and end time that you specify for this schedule detail.

See Also

Edit Schedule Detail

Table 11-18 Edit Schedule Detail Page

Field	Description
Name	Enter a descriptive name that other administrators will recognize when they work with this schedule.
Start Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which the schedule becomes active.
End Time	From the lists, select the hour, minute, and a.m. or p.m. designation at which time the schedule becomes inactive. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 am), check the End of Day check box.
End of Day	Check this check box to specify that the schedule becomes inactive at midnight (the end of the day).
Active Every Day	Check this check box to make the schedule active every day of the week (including weekends) between the start time and end time that you specify for this schedule detail.
Active Weekdays	Check this check box to make the schedule active every week day (Monday through Friday, weekends excluded) between the start time and end time that you specify for this schedule detail.
Active Monday	Check this check box to make the schedule active each Monday between the start time and end time that you specify for this schedule detail.
Active Tuesday	Check this check box to make the schedule active each Tuesday between the start time and end time that you specify for this schedule detail.
Active Wednesday	Check this check box to make the schedule active each Wednesday between the start time and end time that you specify for this schedule detail.
Active Thursday	Check this check box to make the schedule active each Thursday between the start time and end time that you specify for this schedule detail.
Active Friday	Check this check box to make the schedule active each Friday between the start time and end time that you specify for this schedule detail.
Active Saturday	Check this check box to make the schedule active each Saturday between the start time and end time that you specify for this schedule detail.

Table 11-18 Edit Schedule Detail Page (continued)

Field	Description
Active Sunday	Check this check box to make the schedule active each Sunday between the start time and end time that you specify for this schedule detail.

See Also

- The "Modifying Schedules in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Search Holiday Schedules

Table 11-19 Search Holiday Schedules Page

Field	Description
Delete Selected	To delete a holiday schedule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple holiday schedules at once.
Display Name	*(Display only)* The name of the holiday schedule. Select the Display Name to edit the schedule.

See Also

New Holiday Schedule

Table 11-20 New Holiday Schedule Page

Field	Description
Display Name	Enter a descriptive name for the holiday schedule.

See Also

- The "Designating Holidays in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Edit Holiday Schedule Basics

Table 11-21 Edit Holiday Schedule Basics Page

Field	Description
Display Name	Enter a descriptive name for the holiday schedule.
Delete Selected	To delete a holiday schedule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple holiday schedules at once.
Add New	To add a holiday schedule, select the Add New button. A new page opens, on which you enter data applicable to the new holiday schedule.
Holiday Name	*(Display only)* The name of the holiday. Select the Holiday Name to edit the holiday.
Start Date	*(Display only)* The start date (month, day and year) when the holiday schedule begins to take effect.
End Date	*(Display only)* The last date (month, day, and year) on which the holiday schedule is in effect.
Start Time	*(Display only)* The start time when the holiday schedule takes effect on the Start Date and on each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day.
End Time	*(Display only)* The end time when the holiday schedule is no longer in effect on the Start Date and each day thereafter until the End Date.

See Also

New Holiday

Table 11-22 New Holiday Page

Field	Description
Holiday Name	Enter a descriptive name for the range of dates you are defining for the holiday.
Start Date	From the lists, select the month, day, and year when the holiday schedule begins to take effect. To designate an entire single day as a holiday, select the day as the value for both the Start Date and End Date, select 12:00 a.m. for the Start Time, and check the End of Day check box.
End Date	From the lists, select the last date (month, day, and year) on which the holiday schedule is in effect.
Start Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule takes effect on the Start Date and each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day. To configure a holiday to be in effect the entire day, set the Start Time to 12:00 a.m. and check the End of Day check box.

Table 11-22 New Holiday Page (continued)

Field	Description
End Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule is no longer in effect on the Start Date and on each day thereafter until the End Date. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 a.m. or 24:00), check the End of Day check box. To specify a range of days beginning at the Start Time on the Start Date and continuing until the End Time on the End Date, split the range into multiple holiday entries. For example, to start a holiday weekend on Friday January 1st at 5 p.m. (17:00) and end it on Monday January 4th at 8 a.m. (08:00), create one new holiday and set the Start Date and End Date to January 1st, set a Start Time of 5:00 p.m. and check the End of Day check box; create a second new holiday and set the Start Date to January 2nd and the End Date to January 3rd, set a Start Time of 12:00 a.m. and check the End of Day check box; and create a third new holiday with a Start Date and End Date of January 4th, a Start Time of 12:00 a.m. and an End Time of 8:00 a.m.
End of Day	Check this check box to specify that the schedule is in effect until the end of the day (midnight or 24:00) on the Start Date and on each day thereafter until the End Date. Uncheck this check box to specify an earlier time of day in the End Time field.

See Also

Edit Holiday

Table 11-23 Edit Holiday Page

Field	Description
Holiday Name	Enter a descriptive name for the range of dates you are defining for the holiday.
Start Date	From the lists, select the month, day, and year when the holiday schedule begins to take effect. To designate an entire single day as a holiday, select the day as the value for both the Start Date and End Date, select 12:00 a.m. for the Start Time, and check the End of Day check box.
End Date	From the lists, select the last date (month, day, and year) on which the holiday schedule is in effect.
Start Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule takes effect on the Start Date and each day thereafter until the End Date. A time of 12:00 a.m. indicates the start of the day. To configure a holiday to be in effect the entire day, set the Start Time to 12:00 a.m. and check the End of Day check box.

Table 11-23 Edit Holiday Page (continued)

Field	Description
End Time	From the lists, select the hour, minute, and time of day (a.m. or p.m.) when the holiday schedule is no longer in effect on the Start Date and on each day thereafter until the End Date. **Note** The end time must be later than the start time. To specify an end time of midnight (12:00 a.m. or 24:00), check the End of Day check box. To specify a range of days beginning at the Start Time on the Start Date and continuing until the End Time on the End Date, split the range into multiple holiday entries. For example, to start a holiday weekend on Friday January 1st at 5 p.m. (17:00) and end it on Monday January 4th at 8 a.m. (08:00), create one new holiday and set the Start Date and End Date to January 1st, set a Start Time of 5:00 p.m. and check the End of Day check box; create a second new holiday and set the Start Date to January 2nd and the End Date to January 3rd, set a Start Time of 12:00 a.m. and check the End of Day check box; and create a third new holiday with a Start Date and End Date of January 4th, a Start Time of 12:00 a.m. and an End Time of 8:00 a.m.
End of Day	Check this check box to specify that the schedule is be in effect until the end of the day (midnight or 24:00) on the Start Date and on each day thereafter until the End Date. Uncheck this check box to specify an earlier time of day in the End Time field.

See Also

- The "Designating Holidays in Cisco Unity Connection 9.x" section in the "Managing Schedules and Holidays 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.

Search Global Nicknames

Table 11-24 Search Global Nicknames Page

Field	Description
Delete Selected	To delete a nickname, check the check box to the left of the display name, and select Delete Selected. You can delete multiple nicknames at once.
Proper Name	The name for which one or more nicknames are defined. Select Proper Name to go to the specific page for the name.

See Also

- The "Voice Recognition: Global Nickname List in Cisco Unity Connection 9.x" section in the "Changing Conversation Settings for All Users 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.

New Global Nickname

Table 11-25 New Global Nickname Page

Field	Description
Proper Name	Enter a name for which you want to define nicknames. The Proper Name appears in the Global Nickname list.
Nickname	Enter variations of the Proper Name. The names you enter here are included as part of the entry for the Proper Name that is displayed in the Global Nicknames list.

See Also

Edit Global Nickname

Table 11-26 Edit Global Nickname Page

Field	Description
Delete Selected	To delete a nickname, check the check box to the left of the nickname, and select Delete Selected. You can delete multiple nicknames at once.
Add New	To add a nickname, select the Add New button. A new row is added to the table, in which you can enter a new nickname.
Nickname	Enter variations of the Proper Name. The names you enter here are included as part of the entry for the Proper Name that is displayed in the Global Nicknames list.

See Also

- The "Voice Recognition: Global Nickname List in Cisco Unity Connection 9.x" section in the "Changing Conversation Settings for All Users 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.

Subject Line Formats

Table 11-27 Subject Line Formats Page

Field	Description
Language	Select the applicable language. Each language that you have installed on the system has a separate subject line format.
Outside Caller Messages	Enter the format for the subject line of messages from outside callers: those who are not Cisco Unity Connection users, and also Unity Connection users who send messages without first signing in to Unity Connection or who have not been automatically identified as Unity Connection users by the Identified User Messaging feature.

Table 11-27 Subject Line Formats Page (continued)

Field	Description
User to User Messages	Enter the format for the subject line of messages from callers who are Cisco Unity Connection users: those who have either signed in to Unity Connection, or who have been automatically identified as Unity Connection users because Identified User Messaging is enabled.
Interview Handler Messages	Enter the format for the subject line of messages from interview handlers.
Live Record Messages	Enter the format for the subject line of live record messages.
%CALLERID% (When Unknown)	Enter text to be used in subject lines when the caller ID of the sender of a message is not known. When the %CALLERID% parameter is used in a subject line format, it is automatically replaced with the ANI Caller ID of the sender of the message. If the ANI Caller ID is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Caller ID in this field, that text appears in the subject line. You can also leave this field blank.
%CALLEDID% (When Unknown)	Enter text to be used in subject lines when the number called by the sender of the message is not known. When the %CALLEDID% parameter is used in a subject line format, it is automatically replaced with the ID of the number called by the sender of the message. If the ID is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Called ID in this field, that text appears in the subject line. You can also leave this field blank.
%NAME% (When Unknown)	Enter text to be used in subject lines when both the display name and the ANI Caller Name of the sender of the message are not known. When the %NAME% parameter is used in the subject line format of an outside caller message, it is automatically replaced with the ANI Caller Name of the sender of the message. If the ANI Caller Name is not available, Cisco Unity Connection inserts the value specified in the %NAME% (When Unknown) field. When the %NAME% parameter is used in the subject line format of a user to user message, it is automatically replaced with the display name of the sender of the message. If the display name is not available, Unity Connection inserts the ANI Caller Name. If the ANI Caller Name is not available, Unity Connection inserts the value specified in the %NAME% (When Unknown) field. When the %NAME% parameter is used in the subject line format of an interview handler message, it is automatically replaced with the ANI Caller Name of the sender of the message. If the ANI Caller Name is not available, Unity Connection inserts the display name of the interview handler. If the display name is not available, Unity Connection inserts the value specified in the %NAME% (When Unknown) field. When %NAME% is used in the Live Record Messages field, it is automatically replaced with the display name of the user who initiated the live record message. If the display name is not available, Unity Connection inserts the ANI Caller Name. If the ANI Caller Name is not available, Unity Connection inserts the value specified in the %NAME% (When Unknown) field.

Table 11-27 Subject Line Formats Page (continued)

Field	Description
%EXTENSION% (When Unknown)	Enter text to be used in subject lines when the extension of the sender of the message is not known. When the %EXTENSION% parameter is used in a subject line format, it is automatically replaced with the extension of the sender of the message, or for messages recorded by call handlers or interview handlers, with the extension of the handler. If the extension is not available, the text that you enter in this field is inserted into the subject line instead. For example, if you enter Unknown Extension in this field, that text appears in the subject line. You can also leave this field blank.
%U%	Enter text that is used in subject lines when a message is flagged as urgent. When the %U% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as urgent. If the message is not urgent, this parameter is omitted.
%P%	Enter text that is used in subject lines when a message is flagged as private. When the %P% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as private. If the message is not private, this parameter is omitted.
%S%	Enter text that is used in subject lines when a message is flagged as secure. When the %S% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as a secure message. If the message is not a secure message, this parameter is omitted.
%D%	Enter text that is used in subject lines when a message is flagged as a dispatch message. When the %D% parameter is used in a subject line format, it is automatically replaced with the text that you enter in this field if the message is flagged as a dispatch message. If the message is not a dispatch message, this parameter is omitted.

See Also

- The "Message Subject Line Formats in Cisco Unity Connection 9.x" and the "Types of Messages in Cisco Unity Connection 9.x" sections in the "Messaging 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.

Search TTS Descriptions of Message Attachments

Table 11-28 Search TTS Descriptions of Message Attachments Page

Field	Description
Language	Select the language of the descriptions that you want to see.
Delete Selected	To delete a message attachment, check the check box to the left of the display name, and select Delete Selected. You can delete multiple message attachments at once.
Add New	To add a message attachment, select the Add New button. A new page opens, on which you enter data applicable to the new message attachment.

Table 11-28 Search TTS Descriptions of Message Attachments Page (continued)

Field	Description
Extension	*(Display only)* The file extension of the message attachment for which the description applies. Select the file extension to edit the description.
Description	*(Display only)* The description that is read by Text to Speech (TTS).

See Also

New TTS Description of Message Attachments

Table 11-29 New TTS Description of Message Attachments Page

Field	Description
File Extension	Enter the file extension of the message attachment for which the description applies.
Description	Enter the description that will be read by Text to Speech (TTS).

See Also

Edit TTS Descriptions of Message Attachments

Table 11-30 TTS Descriptions of Message Attachments Page

Field	Description
File Extension	Enter the file extension of the message attachment for which the description applies.
Description	Enter the description that will be read by Text to Speech (TTS).

See Also

Enterprise Parameters

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 11-31 Enterprise Parameters Page

Field	Description
Parameter Name	*(Display only)* The name of the enterprise parameter.
Parameter Value	Enter or select the value for the parameter.
Suggested Value	*(Display only)* The suggested parameter value.
Set to Default	Select the Set to Default button to set all enterprise parameters to the default values.

See Also

- The "Description of Enterprise Parameters in Cisco Unity Connection 9.x" section and the "Configuring Enterprise Parameters for Cisco Unified Serviceability Services in Cisco Unity Connection 9.x" section in the "Configuring Enterprise Parameters 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.

Service Parameters

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 11-32 Service Parameters Page

Field	Description
Server	Select the name of the Cisco Unity Connection server.
Service	Select the service that contains the parameter that you want to update.
Parameter Name	*(Display only)* The name of the service parameter.
Parameter Value	Enter or select the value for the parameter.
Suggested Value	*(Display only)* The suggested parameter value.
Set to Default	Select the Set to Default button to set all service parameters for the service to the default values.

See Also

Search Plugins

These fields do not apply to Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition.

Table 11-33 Search Plugins Page

Field	Description
Find	Select the Find button to display the available plugins.
Download	Select Download and follow the on-screen instructions to download and install a plugin.
Plugin Name	*(Display only)* The name of the plugin that is available to download and install.
Description	*(Display only)* The description of the plugin.

See Also

- The "Installing Plugins 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.

Edit Fax Server Configuration

Table 11-34 Edit Fax Server Configuration Page

Field	Description
Enabled	Check this check box to enable the connection from Cisco Unity Connection to the fax server. Uncheck this check box to disable the connection from Unity Connection to the fax server. Default setting: Check box not checked.
Fax Server Name	Enter a descriptive name for the fax server.
SMTP Address	Enter the address of the SMTP server.
IP Address	Enter the IP address of the SMTP server.
Use SMTP Smart Host	Check this check box if you are using an SMTP Smart Host. Note that you must also enter the SMTP address in the SMTP Address field. Uncheck this check box if you are not using an SMTP Smart Host.

See Also

LDAP Setup

Table 11-35 LDAP Setup Page

Field	Description
Enable Synchronizing from LDAP Server	Check this check box so that Cisco Unity Connection gets basic information on Unity Connection users from the LDAP directories that you specify on the LDAP Directory page. Data is synchronized only for the Unity Connection users that you created by importing users from the LDAP directory. Unity Connection does not automatically create new Unity Connection users when new users are added to the LDAP directory. If you want to use LDAP authentication, you must enable LDAP synchronization. When LDAP synchronization is enabled, you cannot change Unity Connection user data for the fields that were imported from the LDAP directory. You must change data in the LDAP directory and do one of the following to update the data in Unity Connection: • Manually resynchronize Unity Connection data with LDAP data by using the Perform Full Sync Now button on the LDAP Directory page. • If automatic resynchronization is configured on the LDAP Directory page, wait for the next automatic resynchronization to occur. Some LDAP directories support LDAP persistent search. When Unity Connection is integrated with an LDAP directory that supports persistent search, changes to the directory are replicated to the Unity Connection database immediately instead of being replicated when the next manual or automatic synchronization occurs.
LDAP Server Type	Select the type of LDAP server from which you want Cisco Unity Connection to get user data.

Table 11-35 LDAP Setup Page (continued)

Field	Description
LDAP Attribute for User ID	For LDAP users whose data is imported into Cisco Unity Connection, select the field in the LDAP directory that you want to appear in the Alias field in Unity Connection. Note the following considerations: • The field that you select must have a value for every user in the LDAP directory. • Every value for the field that you select must be unique. • Any LDAP user who does not have a value in the field that you select is not imported into Unity Connection. • If you are going to create new Unity Connection users by importing LDAP users, and if Unity Connection also already has users who will not be integrated with the LDAP directory, make sure that the users that you import from the directory do not have a value in the field that you select that matches the value in the Alias field for an existing Unity Connection user. • If you later need to change the field that you select now, and if you have already created LDAP configurations on the LDAP Directory page, you must delete all LDAP configurations, change the value here, and recreate all LDAP configurations. For more information, see the "Changing Which LDAP Field Is Mapped to the Alias Field in Unity Connection" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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. • You must use the same LDAP field for all LDAP directory configurations.

See Also

Find and List LDAP Directory Configurations

Table 11-36 Find and List LDAP Directory Configurations Page

Field	Description
Find LDAP Directory Where	To find the LDAP directories from which Cisco Unity Connection gets user data, enter the applicable specifications, and select Find.
Add New	To add an LDAP directory, select the Add New button. A new page opens, on which you enter data applicable to the new LDAP directory.

See Also

LDAP Directory Configuration

Table 11-37 LDAP Directory Configuration Page

Field	Description
LDAP Configuration Name	Enter a name for this LDAP configuration. If you are adding several LDAP configurations with different LDAP user search bases, enter a name that identifies the users in the current search base.
LDAP Manager Distinguished Name	Enter the name of an administrator account in the LDAP directory that has access to data in the LDAP user search base that you specify in the LDAP User Search Base field. Cisco Unity Connection uses this account to synchronize Unity Connection data with LDAP data. We recommend that you use an account dedicated to Unity Connection, with minimum permissions set to "read" all user objects in the search base and with a password set never to expire. (If the password for the administrator account changes, Unity Connection must be reconfigured with the new password.) If you create more than one configuration, we recommend that you create one administrator account for each configuration and give that account permission to read all user objects only within the corresponding subtree. When creating the configuration, you enter the full distinguished name for the administrator account; therefore the account can reside anywhere in the LDAP directory tree.
LDAP Password	Enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
Confirm Password	Re-enter the password for the account that you specified in the LDAP Manager Distinguished Name field.

Table 11-37 LDAP Directory Configuration Page (continued)

Field	Description
LDAP User Search Base	Enter the location in the LDAP directory that contains the user data that you want to synchronize with Cisco Unity Connection user data. Unity Connection imports all users in the tree or subtree (domain or organizational unit) specified by the search base. A Unity Connection server or cluster can only import LDAP data from subtrees with the same directory root, for example, from the same Active Directory forest. **Using an LDAP Directory Other than Active Directory** If you are using an LDAP directory other than Microsoft Active Directory, and if you create a Unity Connection LDAP directory configuration that specifies the root of the directory as the user search base, Unity Connection will import data for every user in the directory. If the root of the directory contains subtrees that you do not want Unity Connection to access (for example, a subtree for service accounts), you should do one of the following: • Create two or more Unity Connection LDAP directory configurations, and specify search bases that omit the users that you do not want Unity Connection to access. • Create one or more LDAP filters and specify them in LDAP directory configurations. For more information, see the "Filtering LDAP Users in Cisco Unity Connection 9.x" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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. For directories other than Active Directory, we recommend that you specify user search bases that include the smallest possible number of users to speed synchronization, even when that means creating multiple configurations. **Using Active Directory** If you are using Active Directory and if a domain has child domains, you must create a separate configuration to access each child domain; Unity Connection does not follow Active Directory referrals during synchronization. The same is true for an Active Directory forest that contains multiple trees—you must create at least one configuration to access each tree. In this configuration, you must map the UserPrincipalName (UPN) attribute to the Unity Connection Alias field; the UPN is guaranteed by Active Directory to be unique across the forest. **Using Digital Networking** If you are using Digital Networking to network two or more Unity Connection servers that are each integrated with an LDAP directory, do not specify a user search base on one Unity Connection server that overlaps a user search base on another Unity Connection server, or you will have user accounts and mailboxes for the same Unity Connection user on more than one Unity Connection server. **Note** You can eliminate the potential for duplicate users by creating one or more LDAP filters on one or more Unity Connection servers. For more information, see the "Filtering LDAP Users in Cisco Unity Connection 9.x" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.

Table 11-37 LDAP Directory Configuration Page (continued)

Field	Description
LDAP Custom Filter	Select one of the filters that you created on the System Settings > LDAP > LDAP Custom Filter page. For more information, see the "Filtering LDAP Users in Cisco Unity Connection 9.x" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.
Perform Sync Just Once	Check this check box to resynchronize user data in the Cisco Unity Connection database with user data in the LDAP directory one time, rather than at regular intervals. If you want to use LDAP authentication, uncheck this check box. When you check this check box, Unity Connection never resynchronizes with the LDAP directory based on values in the Perform a Re-sync Every <Interval> field or in the Next Re-sync Time field. If you have already created Unity Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Unity Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.
Perform a Re-sync Every <Interval>	To resynchronize user data in the Cisco Unity Connection database with user data in the LDAP directory at regular intervals, specify the frequency with which you want the resynchronizations to occur. The minimum interval is six hours. When you specify a re-sync interval, we recommend that you: • Stagger synchronization schedules so that multiple LDAP configurations are not querying the same LDAP servers simultaneously. • Schedule synchronization to occur during nonbusiness hours. The first resynchronization occurs on the date and time specified in the Next Re-sync Time field. If you check the Perform Sync Just Once check box, these fields are unavailable, and resynchronization does not occur at the interval specified here. If you have already created Unity Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Unity Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.
Next Re-sync Time (YYYY-MM-DD hh:mm)	Specify the date and time at which you next want Cisco Unity Connection to resynchronize data with the LDAP directory. After that resynchronization, Unity Connection resynchronizes at the interval specified in the Perform a Re-sync Every <Interval> field. If you check the Perform Sync Just Once check box, this field is unavailable, and resynchronization does not occur on the date and time specified here. If you have already created Unity Connection users from LDAP data, this resynchronization imports updated LDAP data for the existing Unity Connection users. However, if new users have been added to the LDAP directory, this resynchronization does not create new Unity Connection users. You must manually create new Unity Connection users by using either the Import Users tool or the Bulk Administration Tool.

Table 11-37 LDAP Directory Configuration Page (continued)

Field	Description
User ID	The value of the LDAP field that is listed here is stored in the Alias field in the Cisco Unity Connection database. The field that is listed here was specified on the LDAP Setup page, in the LDAP Attribute for User ID list. You can only change this value by deleting all LDAP configurations, changing the value on the LDAP Setup page, and recreating the LDAP configurations.
Middle Name	Select which value from the LDAP directory to store in the Cisco Unity Connection Middle Name field: • The value in the LDAP middleName field. • The value in the LDAP initials field.
Manager ID	The value of the manager field in the LDAP directory is always stored in the Manager ID field in the Cisco Unity Connection database.
Phone Number	Select which value from the LDAP directory to store in the Cisco Unity Connection Phone Number field: • The value in the LDAP telephoneNumber field. • The value in the LDAP ipPhone field.
First Name	The value of the givenName field in the LDAP directory is always stored in the First Name field in the Cisco Unity Connection database.
Last Name	The value of the sn field (surname) in the LDAP directory is always stored in the Last Name field in the Cisco Unity Connection database. **Caution** Every user that you want to import from the LDAP directory into Unity Connection must have a value in the LDAP sn field. Any LDAP user for whom the value of the sn attribute is blank will not be imported into the Unity Connection database.
Department	The value of the department field in the LDAP directory is always stored in the Department field in the Cisco Unity Connection database.
Mail ID	Select which value from the LDAP directory to store in the Cisco Unity Connection Corporate Email Address field (the value is temporarily stored in the Mail ID field in the Cisco Unified Communications Manager database on the Unity Connection server, which explains why the field name is Mail ID): Mail ID field: • The value in the LDAP mail field. • The value in the LDAP sAMAccountName field. If you are also configuring unified messaging for Exchange, we recommend that you choose the LDAP mail field. Depending on how you configure unified messaging, having the values from the LDAP mail field in the Unity Connection Corporate Email Address field can simplify configuring Unity Connection to access mailboxes in Exchange.

Table 11-37 LDAP Directory Configuration Page (continued)

Field	Description
Custom User Field Name	Cisco Unity Connection allows you to synchronize LDAP directory attributes that are not included among the defaults for the Standard User Fields to be Synchronized. Using Custom User Fields, you can synchronize LDAP attributes to a customized field that gets saved in the Unity Connection database. In the Custom User Field Name text box, enter a name for the customized field that you want to create. The custom user field can contain up to 64 alphanumeric characters, including spaces. Unity Connection saves the new customized field in the database. You can create up to five custom user fields. Click the (+) button to add additional rows on which you can create new fields.
LDAP Attribute	In the LDAP attribute field, enter a valid LDAP attribute that exists in your LDAP directory. The maximum field length is 128 characters.
Host Name or IP Address for Server	Enter the server name or the IP address of the LDAP server that you want Cisco Unity Connection to access when updating the Unity Connection database with changes to the LDAP directory. If you check the Use SSL check box, specify a host name in this field, or synchronization may fail.
LDAP Port	Enter the port on the LDAP server that Cisco Unity Connection should use to access the LDAP directory.
Use SSL	Check this check box to use SSL to encrypt data that is transmitted between the LDAP server and the Cisco Unity Connection server during synchronization. If you check this check box, specify a host name in the Host Name or IP Address for Server field, or synchronization may fail. To enable SSL encryption, you must also export SSL certificates from the applicable LDAP directory servers and upload the certificates on all Unity Connection servers. For more information, see the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.
Add Another Redundant LDAP Server	Select this button and enter the applicable values to add one or more additional LDAP servers that contain the same data and that Cisco Unity Connection can access for resynchonization if the first specified LDAP server fails or is taken out of service for maintenance. This feature only works when you are using Active Directory for your LDAP directory.
Save	Select Save to save this configuration. After the first time you select Save, the Delete, Copy, Perform Full Sync Now, and Add New buttons appear.
Delete	Select to delete this configuration. This button is not available until after the first time you save this configuration.
Copy	Select to copy this configuration. This button is not available until after the first time you save this configuration.
Perform Full Sync Now	Select to resynchronize Cisco Unity Connection user data with user data in the LDAP directory. This button is not available until after the first time you save this configuration.
Add New	Select to add a new configuration, which allows you to synchronize Cisco Unity Connection data from additional LDAP user search bases. This button is not available until after the first time you save this configuration.

See Also

LDAP Authentication

Table 11-38 LDAP Authentication Page

Field	Description
Use LDAP Authentication for End Users	Check this check box so that Cisco Unity Connection web applications authenticate user names and passwords against the LDAP directory. When this check box is not checked, Unity Connection web applications authenticate user names and passwords against the user name and web application password in the Unity Connection database. When users sign in to Unity Connection by phone, Unity Connection always authenticates based on the voicemail password in the Unity Connection database, never based on any value in the LDAP directory.
LDAP Manager Distinguished Name	Enter the name of an administrator account in the LDAP directory that has access to data in the LDAP user search base that you specify in the LDAP User Search Base field. Cisco Unity Connection uses this account to authenticate user names and passwords that are entered in Unity Connection web applications against user data in the LDAP directory.
LDAP Password	Enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
Confirm Password	Re-enter the password for the account that you specified in the LDAP Manager Distinguished Name field.
LDAP User Search Base	Enter the location in the LDAP directory that contains the user data that you want to use to authenticate user names and passwords that are entered in Cisco Unity Connection web applications. If you created more than one LDAP configuration, the user search base that you specify here must contain all of the user search bases that you specified in your LDAP configurations.
Host Name or IP Address for Server	Enter the server name or the IP address of the LDAP server that you want to use to authenticate user names and passwords that are entered in Cisco Unity Connection web applications. If you are configuring SSL, specify a host name in this field, or authentication will probably fail for IMAP clients. If you specify an IP address and the SSL certificate identifies the LDAP server only by host name (which is common; certificates rarely include the IP address of a server), Unity Connection cannot verify the identity of the LDAP server. When you are using Active Directory for your LDAP directory, we highly recommend that you specify an Active Directory global catalog server for much faster response times and for greater reliability. If you change this value, and if IMAP clients are accessing Unity Connection, restart the Unity Connection IMAP Server service. If other web applications are accessing Unity Connection (for example, Cisco Personal Communications Assistant), restart the server.
LDAP Port	Enter the port on the LDAP server that Cisco Unity Connection should use to access the LDAP directory. If you are using Active Directory for your LDAP directory and if you specified an Active Directory global catalog server in the Host Name or IP Address for Server, specify: • 3268 if you are not using SSL to encrypt data that is transmitted between the LDAP server and the Unity Connection server. • 3269 if you are using SSL.

Table 11-38 LDAP Authentication Page (continued)

Field	Description
Use SSL	Check this check box to use SSL to encrypt the user name and password that are transmitted between the Cisco Unity Connection server and the LDAP server during authentication. If you check this check box, specify a host name in the Host Name or IP Address for Server field, or authentication will probably fail for IMAP clients. If you specify an IP address and the SSL certificate identifies the LDAP server only by host name (which is common; certificates rarely include the IP address of a server), Unity Connection cannot verify the identity of the LDAP server. To enable SSL encryption, you must also export SSL certificates from the applicable LDAP directory servers and upload the certificates on all Unity Connection servers. For more information, see the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.
Add Another Redundant LDAP Server	Select this button and enter the applicable values to add one or more additional LDAP servers that contain the same data and that Cisco Unity Connection can access for authentication if the first specified LDAP server fails or is taken out of service for maintenance. This feature only works when you are using Active Directory for your LDAP directory.

See Also

- The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Cisco Unity Connection 9.x Users with LDAP Users" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.

Phone Number Conversion

Table 11-39 Phone Number Conversion Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Regular Expression for LDAP Phone Number Pattern	Enter a regular expression to specify which phone numbers to operate on (for example, phone numbers that are 10 digits long) and the portion of the phone numbers to use as a basis for the extensions (for example, the last four digits).
Replacement Pattern	Enter a replacement pattern that specifies whether to use the values selected by the regular expression, or to perform additional operations (for example, to prepend an 8). **Caution** Unity Connection validates the syntax of the regular expression but does not validate the replacement pattern, and also cannot validate the result of the regular expression and the replacement pattern. We recommend that you verify the results on the Import Users page of Connection Administration before you create Unity Connection subscribers.

See Also

Find and List LDAP Filters

Table 11-40 Find and List LDAP Filters Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Find LDAP Custom Filter Where	To find LDAP filters, enter the applicable specifications, and select Find. To add a search criterion, select +. Multiple search criteria are Anded together; a filter must match all criteria to be displayed when you select Find. To remove the last search criterion, select –. To remove all search criteria except the first, select Clear Filter. To create a new filter by copying an existing filter, select the icon in the Copy column for the filter that you want to copy. This causes the LDAP Filter Configuration page to appear with the name and text of the selected filter. You must change the name of the new filter before you can save it.
Add New	To add an LDAP custom filter, select the Add New button. A new page opens, on which you enter data applicable to the new LDAP filter.

See Also

- The "Task List for Configuring LDAP and for Creating New Users or Synchronizing Existing Cisco Unity Connection 9.x Users with LDAP Users" section in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" 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.

SMTP Server Configuration

Table 11-41 SMTP Server Configuration Page

Field	Description
SMTP Port #	*(Display only)* The port that Cisco Unity Connection uses for incoming and outgoing SMTP connections. Unity Connection uses SMTP for sending text message notifications; communicating with clients that send or receive voice, fax and text messages from Unity Connection; and communicating with VPIM locations and other digitally networked Unity Connection servers.

Table 11-41 SMTP Server Configuration Page (continued)

Field	Description
SMTP Domain	The domain name that Cisco Unity Connection uses to route messages between digitally networked Unity Connection servers and to construct the SMTP address of the sender on outgoing SMTP messages. For each user, Unity Connection creates an SMTP address of <Alias>@<SMTP Domain>. This SMTP address is displayed on the Edit User Basics page for the user. Examples of outgoing SMTP messages that use this address format include messages sent by users on this server to recipients on other digitally networked Unity Connection servers and messages that are sent from the Unity Connection phone interface or Messaging Inbox and relayed to an external server based on the Message Actions setting of the recipient. Unity Connection also uses the SMTP Domain to create sender VPIM addresses on outgoing VPIM messages, and to construct the From address for notifications that are sent to SMTP notification devices. When Unity Connection is first installed, the SMTP Domain is automatically set to the fully qualified host name of the server. Make sure that the SMTP domain of Cisco Unity Connection is different from the Corporate Email domain to avoid issues in message routing for Cisco Unity Connection. Some scenarios in which you may encounter issues with the same domain are listed below: • Routing of the voice messages between digitally networked Connection servers • Relaying of the messages • Replying and Forwarding of the voice messages using ViewMail for Outlook • Routing of the SpeechView messages to Cisco Unity Connection server • Sending the SMTP message Notifications • Routing of the VPIM messages **Note** Cisco Unity Connection requires a unique SMTP domain for every user, which is different from the corporate email domain.Due to same domain name configuration on Microsoft Exchange and Cisco Unity Connection, the users who are configured for Unified Messaging may face issues in adding recipient while composing, replying and forwarding of messages. For more information on resolving domain name configuration issues, see “Resolving SMTP Domain Name Configuration Issues” section of "Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging" chapter in the Unified Messaging Guide for Cisco Unity Connection at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html

Table 11-41 SMTP Server Configuration Page (continued)

Field	Description
Change SMTP Domain	Select this button to change the value of the SMTP Domain field. When changing the value, note the following considerations: • Confirm that the new SMTP Domain is entered in a valid domain format and can be resolved to the Cisco Unity Connection server by any SMTP servers that validate the sending domain or by an SMTP smart host if you use one to route messages to the Unity Connection server. • Each Unity Connection server in a Digital Network must have a unique SMTP Domain. • After you change the SMTP domain, you must restart the Unity Connection Conversation Manager, Unity Connection Message Transfer Agent, and Unity Connection SMTP Server services in Cisco Unity Connection Serviceability. If this server is in a Unity Connection cluster, you must restart all three services on both servers. To change the SMTP domain, do the following: 1. Navigate to System Settings> SMTP Configuration> Server> Change SMTP domain. 2. On the Cisco Unified Serviceability page, first stop and then start the following services: – Conversation manger STOP/START – Message transfer agent STOP/START – SMTP Server STOP/START
Limit Number of Simultaneous Incoming Connections	*(Cisco Unity Connection 8.5 and later)* Enter the maximum number of SMTP clients that can be connected to the Cisco Unity Connection SMTP server at one time for sending messages. Default setting: 20 connections.
Limit Number of Simultaneous Outgoing Connections *(Cisco Unity Connection 8.5 and later only)*	Enter the maximum number of outgoing connections that the Cisco Unity Connection SMTP server can have open with other SMTP servers at one time. Default setting: 2 connections.
Limit Size of Message	Enter the maximum size of message that clients can send to Cisco Unity Connection by using SMTP. Default setting: 10,000 kilobytes (approximately 10 megabytes).
Limit Messages Accepted per SMTP Session	Enter the maximum number of messages that a client can send to Cisco Unity Connection in a single SMTP session. Default setting: 10 messages.
Limit Number of Recipients per Message	Enter the maximum number of recipients allowed for a single message that is sent by a client to Cisco Unity Connection by using SMTP. Default setting: 15,000 recipients.

Table 11-41 SMTP Server Configuration Page (continued)

Field	Description
Delivery Retry Timeout	Check the Override Default check box and enter a value between 0 and 10800 in the Minutes field to have Cisco Unity Connection periodically retry the delivery of SMTP messages that have failed because of issues that may be temporary (for example, the remote SMTP server is not responding). When this check box is checked and a value greater than 0 is entered, Unity Connection retries once a minute until the message is successfully sent or the timeout interval specified in the Minutes field has passed. If the timeout has passed without success, Unity Connection sends a non-delivery receipt to the sender. Default setting: 0 minutes (Unity Connection immediately sends a non-delivery receipt to the sender and does not retry delivery of failed SMTP messages). **Note** The system default Delivery Retry Timeout value may be subject to change in later releases. If you override the default value with a custom Minutes value, the custom value will be retained in any upgrades.
Allow Connections from Untrusted IP Addresses	When this check box is checked, Cisco Unity Connection allows SMTP connections from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. When this check box is not checked, Unity Connection denies SMTP connection requests from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. Default setting: Check box not checked.
Require Authentication from Untrusted IP Addresses	When this check box is checked, Cisco Unity Connection requires authentication for SMTP connections from clients or servers whose IP addresses do not match any address pattern that is configured on the IP Address Access List. When this check box is not checked, Unity Connection allows these types of clients to connect without authenticating. This option is unavailable when the Allow Connections from Untrusted IP Addresses check box is not checked.
Transport Layer Security from Untrusted IP Addresses Is	Select how Cisco Unity Connection handles Transport Layer Security (TLS) with a client or server that attempts to connect from an IP address that does not match any address pattern configured on the IP Address Access List. • Disabled—Unity Connection does not offer TLS as an option for SMTP sessions initiated by clients or servers with untrusted IP addresses. In most cases, if the client is configured to use TLS, but Unity Connection does not offer it, the connection fails and the client notifies the user. • Required—Clients or servers connecting from untrusted IP addresses must use TLS to initiate SMTP sessions with the Unity Connection server. • Optional—Clients or servers connecting from untrusted IP addresses can use TLS to initiate SMTP sessions with the Unity Connection server, but are not required to do so. This option is unavailable when the Allow Connections from Untrusted IP Addresses check box is not checked.

See Also

- The "Setting Up SMTP Message Notifications in Cisco Unity Connection 9.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications 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.
- The "Configuring IMAP Settings 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.

Search IP Address Access List

Table 11-42 Search IP Address Access List Page

Field	Description
Delete Selected	To delete an IP address, check the check box to the left of the IP address, and select Delete Selected. You can delete multiple IP addresses at once.
Add New	To add an IP address, select the Add New button. A new page opens, on which you enter data applicable to the new IP address.
IP Address	*(Display only)* A unique IP address or an IP address pattern that Cisco Unity Connection uses to allow or deny SMTP connections from SMTP clients or servers.
Allow Connection	When this check box is checked, Cisco Unity Connection allows SMTP connections from any client or server whose IP address matches this address pattern. When this check box is not checked, Cisco Unity Connection denies SMTP connections from any client or server whose IP address matches this address pattern.

See Also

- The "Configuring IMAP Settings in Cisco Unity Connection 9.x" chapter and the "Configuring Transcription (SpeechView) 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.
- The "Setting Up a Cisco Unity Connection 9.x Site" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

New Access IP Address

Table 11-43 New Access IP Address Page

Field	Description
IP Address	Enter the IP address of a client or server that should be specifically allowed or denied access to the Cisco Unity Connection SMTP server. **Note** You can enter a single * (asterisk) to match all possible IP addresses.

See Also

- The "Configuring IMAP Settings in Cisco Unity Connection 9.x" chapter and the "Configuring Transcription (SpeechView) 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.
- The "Setting Up a Cisco Unity Connection 9.x Site" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Access IP Address

Table 11-44 Edit Access IP Address Page

Field	Description
IP Address	Enter the IP address of a client or server that should be specifically allowed or denied access to the Cisco Unity Connection SMTP server. **Note** You can enter a single * (asterisk) to match all possible IP addresses.
Allow Connection	When this check box is checked, Cisco Unity Connection allows SMTP connections from any client or server whose IP address matches this address pattern. When this check box is not checked, Cisco Unity Connection denies SMTP connections from any client or server whose IP address matches this address pattern.

See Also

- The "Configuring IMAP Settings in Cisco Unity Connection 9.x" chapter and the "Configuring Transcription (SpeechView) 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.

- The "Setting Up a Cisco Unity Connection 9.x Site" section in the "Setting Up Networking Between Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- The "Setting Up Networking Between Cisco Unity and Cisco Unity Connection 9.x Servers" chapter of the *Networking Guide for Cisco Unity Connection Release 9x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Smart Host

Table 11-45 Smart Host Page

Field	Description
Smart Host	Enter the IP address or fully qualified domain name of the SMTP smart host through which Cisco Unity Connection relays SMTP messages. (Enter the fully qualified domain name of the server only if DNS is configured.) Unity Connection relays all SMTP notifications through the smart host. You can configure Unity Connection to relay voicemail, email, fax, or delivery receipt messages that it receives for a particular user to an SMTP address through the smart host. You can also configure Unity Connection to route SMTP messages for VPIM locations or for other digitally networked Unity Connection servers through the smart host; you may need to do this if, for example, a firewall prevents direct SMTP communication with the remote voice messaging system.

See Also

- The "Setting Up SMTP Message Notifications in Cisco Unity Connection 9.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications 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.

CHAPTER 12

Cisco Unity Connection 9.x Advanced Settings

See the following sections:

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- New SMPP Provider, page 12-2
- Edit SMPP Provider, page 12-3
- Conversation Configuration, page 12-9
- Messaging Configuration, page 12-18
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Search SMPP Providers

Table 12-1 Search SMPP Providers Page

Field	Description
Find SMPP Providers Where Name	To find all SMPP providers on this Cisco Unity Connection server, select Find. To find selected SMPP providers, enter specifications for the names of the providers that you want to find, and select Find.
Name	*(Display only)* The name of the SMPP provider. To display more information on an SMPP provider, select the name.

Table 12-1 Search SMPP Providers Page (continued)

Field	Description
Delete Selected	To delete an SMTP provider, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SMTP providers at once.
Add New	Select Add New to add another SMPP provider.
Show Dependencies	Before deleting an SMPP provider, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the SMPP provider. From the dependencies search results, you can follow links to the affected objects and reassign the dependency to another SMPP provider. When all dependencies have been reassigned, you can delete the SMPP provider. Note that you cannot show dependencies for multiple SMPP providers at one time.

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 9.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications 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.

New SMPP Provider

Table 12-2 New SMPP Provider Page

Field	Description
Enable	Check this check box to enable the SMPP provider. The providers that you enable are available to all applicable users to use for SMS (SMPP) message notifications.
Name	Enter the name that represents the service provider in Cisco Unity Connection applications. The name you enter here is listed on the Provider SMPP lists displayed on the SMS (SMPP) Message Notification pages for templates and individual users in Cisco Unity Connection Administration, as well as in the Connection Messaging Assistant. For multilingual systems, consider adding an SMPP provider for each language that users use and then name and configure the providers accordingly. (Use the Data Coding field to specify language preference.)
System ID	Enter the name or system ID that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the system_id in the SMPP Protocol Specification.
Host Name/Address	Enter the IP address or host name of the SMPP server at the SMSC.

Table 12-2 New SMPP Provider Page (continued)

Field	Description
Source Address	If the SMPP Provider requires a source address for the server sending the message, enter the IP address for the Cisco Unity Connection server. 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. Note that some SMPP Providers replace the number that you enter in the Source Address 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 Send field.
Owner	Select one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Select the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.

See Also

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 9.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications 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.

Edit SMPP Provider

Table 12-3 Edit SMPP Provider Page

Field	Description
Enable	Check this check box to enable the SMPP provider. The providers that you enable are available to all applicable users to use for SMS (SMPP) message notifications.
Name	Enter the name that represents the service provider in Cisco Unity Connection applications. The name you enter here is listed on the Provider SMPP lists displayed on the SMS (SMPP) Message Notification pages for templates and individual users in Cisco Unity Connection Administration, as well as in the Connection Messaging Assistant. For multilingual systems, consider adding an SMPP provider for each language that users use and then name and configure the providers accordingly. (Use the Data Coding field to specify language preference.)
Host Name/Address	Enter the IP address or host name of the SMPP server at the SMSC.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Port	Enter the port used by the SMPP server to connect to an ESME like Cisco Unity Connection. When the Connection server is set up behind a firewall, you must configure the TCP port to allow incoming and outgoing communication between Connection and the SMPP server.
System ID	Enter the name or system ID that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the system_id in the SMPP Protocol Specification.
Password	Enter the password that is associated with the account that your organization has with the SMSC, as provided by your service provider. Cisco Unity Connection uses the information in this field to identify itself when communicating with the SMPP server at the SMSC. This field corresponds to the password in the SMPP Protocol Specification.
System Type	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The information in this field categorizes the type of ESME that is communicating with the SMPP server at the SMSC. For example, an application like Cisco Unity Connection may be categorized as a "VMS" (voice messaging system). **Caution** This field is case-sensitive. Check the SMPP configuration documentation from your service provider for the correct capitalization, then enter it here exactly as specified. This field corresponds to system_type in the SMPP Protocol Specification.
Interface Version	Indicate the version of the SMPP protocol that the SMPP server uses to communicate with ESMEs like Cisco Unity Connection. This field corresponds to the interface_version in the SMPP Protocol Specification.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Address NPI	Address Number Plan Identifier (NPI). If applicable, select the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notifications in Cisco Unity Connection Administration and in the Messaging Assistant. Select the applicable value from the list: • Unknown • ISDN (E163/E164) • Data (X.121) • Telex (F.69) • Land Mobile (E.212) • National • Private • ERMES (European Radio Messaging System) • Internet (IP) • WAP (Wireless Application Protocol) Client ID This field corresponds to the addr_npi in the SMPP Protocol Specification. The addr_ton and addr_npi values tell the SMSC how to interpret the address found in the address_range field.
Address Type of Number (TON)	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the Address Range field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Messaging Assistant. Select the applicable value from the list: • Unknown • International • National • Network Specific • User Number • Alphanumeric • Abbreviated The Address TON field corresponds to the addr_ton in the SMPP Protocol Specification. The addr_ton and addr_npi values tell the SMSC how to interpret the address found in the address_range (Address Range) field.
Address Range	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The SMPP server uses the address range to communicate with the Cisco Unity Connection server. You may need to enter a set of addresses or a single address. This field corresponds to the address_range in the SMPP Protocol Specification.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Owner	Select one of the following options: • To restrict provider use, select a user as owner of the selected SMPP provider. Select the User button and then select the applicable user from the list. • To allow the SMPP provider to be used by all users on this server, select System as owner of the selected SMPP provider.
Data Coding	If applicable, select the character set that you want each SMS message converted to when the messages are sent to the SMS device. (If your provider did not specify a value, select Default Alphabet.) For multilingual systems, consider creating a separate SMPP provider for each character set that you want to offer to users. Select the applicable character set: • Default Alphabet (GSM 3.38), 7-bit characters • IA5/ASCII, 7-bit characters • Latin 1 (ISO-8859-1), 8-bit characters • Japanese (JIS), multi-byte characters* • Cyrillic (ISO-8859-5), 8-bit characters • Latin/Hebrew (ISO-8859-8), 8-bit characters • Unicode (USC-2), 16-bit characters • Korean (KS C 5601), multi-byte characters* * For multi-byte character sets, most characters are 16 bits; some of the more common characters are eight bits. Not all mobile phones support all character sets; most support the GSM 3.38 default alphabet. The number of characters that can fit into an SMS message is determined by the character set selected here. For 7-bit character sets, the limit is 160 characters; for 8-bit character sets, the limit is 140 characters; for 16-bit character sets, the limit is 70 characters; for multi-byte character sets, the limit is somewhere between 70 and 140 characters, depending on which characters make up the text of the message.
Source Address	If the SMPP Provider requires a source address for the server sending the message, enter the IP address for the Cisco Unity Connection server. 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. Note that some SMPP Providers replace the number that you enter in the Source Address 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 Send field.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Source Address NPI	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field blank.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Messaging Assistant. Select the applicable value from the list: • Unknown • ISDN (E163/E164) • Data (X.121) • Telex (F.69) • Land Mobile (E.212) • National • Private • ERMES (European Radio Messaging System) • Internet (IP) • WAP (Wireless Application Protocol) Client ID The Source Address NPI field corresponds to the source_addr_npi in the SMPP Protocol Specification. The source_addr_ton and source_addr_npi values tell the SMSC how to interpret the address found in the source_addr (From) field.
Source Address TON	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the From field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Messaging Assistant. Select the applicable value from the list: • Unknown • International • National • Network Specific • User Number • Alphanumeric • Abbreviated This field corresponds to the source_addr_ton in the SMPP Protocol Specification. The source_addr_ton and source_addr_npi values tell the SMSC how to interpret the address found in the source_addr (From) field.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Destination Address TON	If applicable, enter the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the type of number (TON) that users must use when specifying the To field for SMS (SMPP) message notification in Cisco Unity Connection Administration and the Messaging Assistant. Select the applicable value from the list: • Unknown • International • National • Network Specific • User Number • Alphanumeric • Abbreviated The Destination TON field corresponds to the dest_addr_ton in the SMPP Protocol Specification. The dest_addr_ton and dest_addr_npi values tell the SMSC how to interpret the address found in the destination_addr (To) field.
Destination Address NPI	If applicable, select the value provided to you by your service provider. (If your provider did not specify a value, leave the field set to Unknown.) The information in this field defines the numeric plan indicator that users can use when specifying the To and From fields for SMS (SMPP) message notifications in Cisco Unity Connection Administration and the Messaging Assistant. Select the applicable value from the list: • Unknown • ISDN (E163/E164) • Data (X.121) • Telex (F.69) • Land Mobile (E.212) • National • Private • ERMES (European Radio Messaging System) • Internet (IP) • WAP (Wireless Application Protocol) Client ID This field corresponds to the dest_addr_npi in the SMPP Protocol Specification. dest_addr_ton and dest_addr_npi values tell the SMSC how to interpret the address found in the destination_addr (To) field.

Table 12-3 Edit SMPP Provider Page (continued)

Field	Description
Allow to Replace Message	Check this check box to have Cisco Unity Connection request that the SMSC or SMS device replaces one or more previously submitted message notifications with the latest one. Depending on whether the user device is turned on or off, message notifications are replaced as follows: • When the device is on, Connection submits message notifications to the SMSC, which forwards them to the device. If the source address, destination address, and protocol ID fields in a new message notification match the same fields in a previous one, the device replaces the previous one with the latest. • When the device is off or otherwise disconnected from the GSM network, Connection submits message notifications to the SMSC. The SMSC replaces any message notifications that are still pending delivery with the latest one if the source address, destination address, and service type match the same fields in the new message notification. In both scenarios, the user receives only the latest message notification. **Note** Service providers may not support some or all of the above functionality. For example, some providers may support replacing previous notifications only when the device is either turned on or off. Other providers may not support replacing previous notifications at all. This field corresponds to the replace_if_present_flag and the protocol_id fields in the SMPP Protocol Specification.

See Also

- The "Setting Up SMS (SMPP) Message Notifications in Cisco Unity Connection 9.x" section in the "Setting Up SMTP and SMS (SMPP) Message Notifications 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.

Conversation Configuration

Table 12-4 Conversation Configuration Page

Field	Description
Apply User Accessibility Settings for Voicemail PIN Entry Conversation	When this check box is checked, Cisco Unity Connection applies individual user accessibility settings during the PIN collection conversation when users call from a known extension (their primary or an alternate extension). When this check box is checked, the following accessibility settings are applied: • Conversation Speed • Conversation Volume • Language • Time to Wait for First Touchtone or Voice Command • Time to Wait for Additional Key Presses When Entering Names, Extensions, and PINs When this check box is not checked, individual user accessibility settings are not applied until after the user is authenticated by entering the voicemail PIN. Default setting: Check box not checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Sign-in Count for a Number Before It Is Offered as an Alternate Extension	*(Applies to users only when the Allow User to Manage Their User-Defined Alternate Extensions check box is checked for the applicable class of service)* Specifies how many times a user must sign in to Cisco Unity Connection from a phone number (not the primary extension or an alternate extension) before Connection offers the option to add the phone number as a new alternate extension. The sign-in count must occur within the number of consecutive days specified in the Consecutive Days to Count Sign-in for a Number field. **Note** Any phone numbers that are in the User-Defined and Automatically-Added Alternate Extensions or the Excluded Extensions for Automatically Adding Alternate Extensions restriction table will not be offered as alternate extensions. Enter a number between 2 and 60. Default setting: 0.
Consecutive Days to Count Sign-in for a Number	*(Applies to users only when the Allow User to Manage Their User-Defined Alternate Extensions check box is checked for the applicable class of service)* Specifies the number of consecutive days for which Cisco Unity Connection considers the sign-in count before offering the option to add the phone number as a new alternate extension. This setting is the time frame in which Connection counts the number of sign-ins that is specified in the Sign-in Count for a Number Before It Is Offered as an Alternate Extension field. **Note** Any phone numbers that are in the User-Defined and Automatically-Added Alternate Extensions or the Excluded Extensions for Automatically Adding Alternate Extensions restriction table will not be offered as alternate extensions. Enter a number between 7 and 60. Enter the value in days. Default setting: 30 days.
System Broadcast Message: Default Active Days	Specify how long broadcast messages remain active when the messages are sent without a specified end date and time. By default, messages that are sent without an end date and time are active for 30 days. To change how long a message without an end date and time remains active, enter a number between 1 and 365. Enter the value in days. A value of zero (0) means that messages that are sent without a specified end date and time are active indefinitely. **Note** This setting does not affect broadcast messages that are set to play indefinitely.
System Broadcast Message: Maximum Recording Length in Milliseconds	Specify the maximum length of broadcast messages. By default, users can record broadcast messages up to 300,000 milliseconds (5 minutes) in length. To change the maximum recording length, enter a number between 60,000 (1 minute) and 3,600,000 (60 minutes). Enter the value in milliseconds. **Note** The maximum recording length for regular messages left by users is set on the applicable Edit Class of Service page. The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user.
System Broadcast Message: Play Oldest Message First	Specify the order in which Cisco Unity Connection presents broadcast messages to users. By default, the oldest broadcast messages play first. Uncheck this check box to change the playback order so that the newest broadcast messages are played first. **Note** This setting affects all users who are associated with the Connection server. The playback order that users specify for their new, saved, and deleted messages (as applicable) is unaffected by this setting.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
System Broadcast Message: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains expired broadcast messages on the server. By default, Connection removes the WAV file and any data that is associated with a broadcast message 30 days after its end date and time. To change the retention period for expired broadcast messages, enter a number between 1 and 60. Enter the value in days. Default setting: 30 days.
System Transfers: Confirm Number Before Transfer	By default, when a caller uses the System Transfer conversation, Cisco Unity Connection prompts the caller to confirm the transfer number before transferring the call (by releasing to the switch). Uncheck this check box if you do not want Connection to prompt callers to confirm the number before transferring calls. **Note** System transfers that are initiated from a greeting never ask callers to confirm the number that they entered when the Allow Transfers to Numbers Not Associated with Users or Call Handlers setting has been enabled for the greeting.
Cross-Server Data Packet Listen First Digit Timeout	The first digit timeout setting used when listening for the data packet DTMFs. The data packet contains the information required to process the handoff on the destination server. Default setting: 5 seconds.
Cross-Server Data Packet Listen Interdigit Timeout	The interdigit timeout setting used when listening for the data packet DTMFs. Default setting: 1000 milliseconds.
Play Prompt During Cross-Server Handoff	When this check box is checked, Cisco Unity Connection plays a “Please wait...” prompt to the caller before attempting to do a cross-server sign in or transfer. When this check box is not checked, the prompt is not played to the caller. We recommend that you check this check box, because the handoff process can take several seconds or longer, during which the caller is left on the line. Default setting: Check box checked.
Cross-Server Handoff Request DTMF	The sequence of DTMF tones that identify a call as a cross-server sign-in or transfer to or from another Cisco Unity Connection location. For servers to be able to successfully hand off calls to one another, they must be set to use the same request DTMFs. This setting applies only to cross-server handoff requests between Connection locations. The Cisco Unity Cross-Server Handoff Request DTMF setting is used for sign-in and transfer handoff requests to or from Cisco Unity locations. The Cisco Unity Cross-Server Handoff Live Reply Request DTMF setting is used for live reply handoff requests to or from Cisco Unity locations. Default setting: B.
Respond to Cross-Server Handoff Requests	When this check box is checked, Cisco Unity Connection responds to cross-server handoff requests from other networked Connection or Cisco Unity locations. When this check box is not checked, Connection does not respond to these requests. Default setting: Check box not checked.
Cross-Server Handoff Response DTMF	The sequence of DTMF tones used to respond to a call identified as a cross-server sign in or transfer (including a live reply transfer). For servers to be able to successfully hand off calls to one another, they must be set to use the same response DTMFs. This setting only applies to cross-server handoff requests between Connection locations. The Cisco Unity Cross-Server Handoff Response DTMF setting is used for handoff requests to or from Cisco Unity locations. Default setting: D.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Cross-Server Handoff Response Interdigit Timeout	The interdigit timeout setting used when listening for the handoff response DTMFs. Default setting: 1000 milliseconds.
Cisco Unity Cross-Server Handoff Request DTMF	The sequence of DTMF tones that identify a call as a cross-server sign in or transfer to or from a networked Cisco Unity location. For servers to be able to successfully handoff calls between each other, they must be set to use the same request DTMFs. This setting only applies to cross-server handoff requests between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests when both the originating and receiving locations are Connection servers. Default setting: #9*.
Cisco Unity Cross-Server Handoff Response DTMF	The sequence of DTMF tones used to respond to a call identified as a cross-server sign in or transfer from a Cisco Unity server. For servers to be able to successfully handoff calls to one another, they must be set to use the same response DTMFs. This setting only applies to cross-server handoff responses between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests when both the originating and receiving locations are Connection servers. Default setting: #*.
Cisco Unity Cross-Server Handoff Live Reply Request DTMF	The sequence of DTMF tones that identify a call as a cross-server live reply transfer from a Cisco Unity server. For servers to be able to successfully handoff calls to one anther, they must be set to use the same request DTMFs. This setting only applies to cross-server handoff requests between Cisco Unity and Cisco Unity Connection servers. The Cross-Server Handoff Response DTMF setting is used for handoff requests (including live reply requests) when both the originating and receiving locations are Connection servers. Default setting: #8.
Cisco Unity Cross-Server Handoff Transfer Override Request DTMF	The sequence of DTMF tones that identify a call as a cross-server transfer override to or from a Cisco Unity server. A transfer override occurs when the caller enters an extension in the Cisco Unity automated attendant followed by the digits #2 to be routed directly to the greeting for the extension, ignoring any other transfer settings that are enabled for the user. For servers to be able to successfully handoff calls to one another, they must be set to use the same request DTMFs. Default setting: #7.
Conversation Manager Fast Start	When this check box is checked, Cisco Unity Connection initially loads only the most commonly used conversations (for example, files used in the user sign-in conversation, for playing greetings, and for transfers), rather than loading all conversation files into memory at startup. Other conversations are loaded individually the first time they are accessed by a caller or user. This results in a much quicker start-up time, and also eliminates the overhead of loading conversations that may never be used on a particular system (for example, custom keypad map conversations for options that are not made accessible to users). However, a caller who reaches a conversation that has not previously been loaded may experience a brief delay (generally on the order of half a second or less) while Connection loads the conversation. Subsequent callers who reach the same conversation experience no delay. When this check box is not checked, Connection loads all conversation files at startup. Default setting: Check box checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Multiple Message Delete Mode	By default, when users press keys from the main menu to delete multiple deleted messages at once, Cisco Unity Connection allows them to choose which messages they want to delete; users can either delete their deleted voice messages or delete all of their deleted messages. You can change how Connection handles the way in which multiple deleted messages are deleted by adjusting the following values to specify what plays and what messages are deleted when users delete multiple deleted messages: • 1—Users choose which messages are deleted; Connection prompts them: "To delete only your voice messages, press 1. To delete all messages, press 2." (Default setting) • 2—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted voice messages. • 3—Connection does not prompt users to choose which messages to delete; instead, Connection deletes all of their deleted messages (voice messages, receipts, and email messages, as applicable). Note that this setting affects users systemwide, regardless of their class of service (COS) settings and conversation style. This setting is not available for the voice-recognition conversation.
Disable Identified User Messaging Systemwide	When a user calls another user and the call is forwarded to the greeting of the called user, the ability of Cisco Unity Connection to identify that it was a user who left the message is referred to as identified user messaging (IUM). Some sites prefer to leave all messages as unidentified caller messages unless the user first signs in to Connection and then sends a message. Check this check box to disable IUM systemwide.
Draft Messages: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains draft messages on the server. By default, Connection removes the WAV file and any data that is associated with a draft message two days after the user creates the message, if the message is not modified by the user during this period. To change the retention period for draft messages, enter a number between 1 and 60. Enter the value in days. Default setting: 2 days.
Enable Go to Message	Check this check box to allow users to jump directly to a specific message number in their saved message stack. Uncheck this check box to disable this feature systemwide. Note that this setting is not available for the voice-recognition conversation. Default setting: Check box checked.
Announce in Message Header Whether Message Has Multiple Recipients	When this check box is checked, Cisco Unity Connection plays a prompt to the user before playing a message that has been sent to more than one recipient, announcing that it was "...sent to multiple recipients." When this check box is not checked, Connection does not announce that the message has multiple recipients. Default setting: Check box not checked.
Announce Secure Status in Message Header	When this check box is checked, Cisco Unity Connection plays a prompt to the user before playing a secure message, announcing that it is a "... secure message...." When this check box is not checked, Connection does not announce the secure status of a message to users. If you have configured Connection such that all messages left by both users and outside callers are configured to be secure, consider unchecking this check box so that users do not hear the "... secure message…" prompt before every message that they listen to.
Confirm Deletion of Deleted Messages	By default, when users permanently delete a deleted message as they review deleted messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Check this check box to enable Connection to request confirmation from users before proceeding with the deletion.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Require Users to Record Names at Enrollment	By default, Cisco Unity Connection prompts users to record a name during first-time enrollment, but it does not prevent them from completing the enrollment process if they do not. When listing a user in the corporate directory, Connection will play the display name of the user by using Text to Speech when the user does not have a recorded name. If you prefer to have all names played in the user voices, you may want to change how Connection handles first-time enrollment. Check this check box if you want to force users to record a name. When this check box is checked, users who do not record a name during first-time enrollment are not enrolled as Connection users and cannot access their messages. They hear the first-time enrollment conversation each time that they sign in to Connection until they successfully enroll. **Note** This setting affects all users who are associated with the Connection server, regardless of their conversation style.
Dial Prefix for Live Reply to Unidentified Callers	A prefix applied to the ANI that is dialed on live replies to unidentified callers. This would typically be a trunk access code or other identifying ID that the phone system can use for processing the number correctly. The prefix is applied only when the length of the ANI is equal to or greater than the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting.
Minimum Number of Digits Required for Prepending Live Reply Dial Prefix	The Dial Prefix for Live Reply to Unidentified Callers setting is applied only when the length of the ANI is equal to or greater than the number set here. A value of 0 means that live replies to unidentified callers never use the prefix.
Message Bookmark Timeout (in Minutes)	Enter the amount of time (in minutes) that you want Cisco Unity Connection to retain a message bookmark. When calls are disconnected or users hang up while listening to messages, bookmarks allow users to call back into Connection within this specified period of time and resume listening to the messages without losing their place. Connection creates a message bookmark when the call terminates 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 <name of user>.”). Enter a value between 1 and 60 minutes. Default setting: 5 minutes.
Disable Spelled Name Searches	This setting disables the spelled name option for addressing a message. Note that this setting is not available for the voice-recognition conversation.
Disable Message Summary on Replay	By default, when a user replays a message by phone, Cisco Unity Connection replays both the summary and the body of the message. Check the Disable Message Summary on Replay check box to change the Connection conversation so that it replays only the message body when a user replays a voice message. **Note** The change is applicable to replaying voice messages only.
Treat Skipped Messages as Saved	You can change how Cisco Unity Connection behaves when a user chooses to skip a message. By default, when a user skips a message, it is marked new again and the message waiting indicator stays on. When this check box is checked and a user skips a message, the message is marked as saved, and the message waiting indicator is turned off. Default setting: Check box not checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Play Receipt Reason Code	By default, when users play a nondelivery receipt (NDR), Cisco Unity Connection plays the NDR reason code and then plays a prompt that explains why the user received the NDR. By hearing the reason code along with the reason prompt, users can eventually learn why an NDR was received without having to listen to the entire receipt. In addition, users can more easily communicate an NDR issue by specifying the reason code to support desk personnel. Uncheck this check box if you do not want Connection to play NDR reason codes. **Note** This setting affects users systemwide, regardless of their conversation style.
Maximum Age of Names in Addressing Priority Lists	Specifies the maximum age, in days, of names in addressing priority lists. A name is removed if it has not been modified for this number of days. If this value is set to 0, then names are not removed from addressing priority lists based on age.
Maximum Number of Names in a User's Addressing Priority List	Specifies the maximum number of names that a user can have in an addressing priority list. If this value is set to 0, then the number of names in addressing priority lists is not limited.
Play Option to Turn Off Message Notification	By default, on a notification dialout, the person answering the phone is given the option to turn off message notifications to the phone number that Cisco Unity Connection called. This is helpful in cases where the wrong phone number was entered for the notification device. When this check box is checked, the person answering the phone is given the option to turn off all message notifications to the device. When this check box is not checked, Connection does not offer the option to turn off message notifications. Default setting: Check box checked.
Use Star to Deactivate Notification Device	By default, on a notification dialout, the person answering the phone can press 1 to turn off outdials to the phone number that Cisco Unity Connection called. When this check box is checked, instead of pressing 1 to turn off a device, the star key turns off the device. When this check box is not checked, the 1 key is used to turn off notification devices. Default setting: Check box not checked.
Prompt User to Record an Introduction When Forwarding Messages	Check this check box to have Cisco Unity Connection prompt users to record introductions when they forward messages. The prompt to record introductions when forwarding messages applies to both, for touchtone and voice-recognition conversation users. When this check box is not checked, Connection does not prompt users to record introductions when they forward messages. Users may choose to record an introduction later, before sending the message. Default Setting: Check box checked.
Request Entry of User ID After Failed PIN Entry from Known Extension	When users sign in to Cisco Unity Connection from a known extension, they are asked only for a PIN. When this check box is checked, if users enter an incorrect PIN, Connection asks the users to enter a user ID as well as a PIN on subsequent attempts. When this check box is not checked, Connection asks only for a PIN on re-entry attempts. **Note** If a user calls from an extension that is not associated with a user, Connection always requests a user ID. Default setting: Check box checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Skip Recording of Greeting During Enrollment	Check this check box so that Cisco Unity Connection does not prompt callers to record a greeting during enrollment. Default setting: Check box not checked.
Allow Voice Recognition Users to Speak Their Voicemail PINs	Check this check box so that voice recognition users can say the digits in their voicemail PINs to sign in when calling Cisco Unity Connection from their primary or alternate extensions. Connection attempts to match the spoken digits to the user voicemail PIN as an alternative to entering the digits on the keypad; it does not attempt to recognize the individual voice print of the user or otherwise apply biometrics to the sign-in process. Default setting: Check box not checked.
Voice Recognition Confirmation Confidence Threshold	Use this setting to adjust the likelihood that Cisco Unity Connection prompts the voice recognition caller to confirm caller intentions. For example, if callers complain that the system mistakenly hears them say “cancel” or “hang up,” you can try increasing the value of this setting to prevent callers from accidentally committing actions they did not intend. Alternatively, if callers complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value. 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. 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. Default setting: 60.
Time to Wait Between Spoken Words (in Milliseconds)	Specify how long Cisco Unity Connection waits for a caller to say additional words before acting on the words already spoken. Default setting: 750 milliseconds.
Use Advanced Name Dictionary for Voice Recognition	Check this check box and restart the Connection Voice Recognizer service to have Cisco Unity Connection use the advanced name dictionary. Enabling this setting could impact system performance. We recommend that you do not make any changes to this setting unless the Cisco Technical Assistance Center (Cisco TAC) specifies the change. Default setting: Check box not checked.
Save Speed and Volume Changes Made by User	When this check box is checked, speed and volume changes that the user makes while listening to messages or to the Cisco Unity Connection conversation will be saved as new default settings for the user. When this check box is not checked, any speed and volume changes that the user makes while listening to messages are in effect only for that individual message. Any speed and volume changes that the user makes while listening to the Connection conversation are in effect only for the duration of that phone session. (Note that the voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone.) Default setting: Check box not checked.
Rapid Send – Allow [###] to Send a Message During Addressing	When this check box is checked, a user can press [# # #] to send a message during addressing. This functionality is available only when sending a new message, or replying to or forwarding a message. Default setting: Check box not checked.

Table 12-4 Conversation Configuration Page (continued)

Field	Description
Address Message Before Recording	Check this check box to have Cisco Unity Connection prompt users to address a message first and then record it when they send or forward messages to other users or distribution lists. Default setting: Check box not checked.
Wait Time in Seconds Between Call Transfer Attempts	Specifies the wait time in seconds between call transfer attempts. Enter a number between 1 and 60 seconds. Default setting: 5 seconds.
Maximum Call Transfer Attempts Allowed	Specifies the maximum number of transfer attempts Cisco Unity Connection performs. Enter a number between 0 (zero) and 30. Default setting: 5 attempts.
Use Last (Rather than First) Redirecting Number for Routing Incoming Call	When this check box is checked, Cisco Unity Connection uses the last redirecting number for routing incoming calls. Default setting: Check box not checked.
Use Text to Speech to Read Display Names When No Recording Is Available	When this check box is checked, Cisco Unity Connection uses Text to Speech to play user display names for users who do not have recorded names. This allows callers to find such users in directory handler searches and allows other users to hear more information about such users when addressing messages. When this check box is not checked, Connection plays the primary extension that is associated with the user instead. Default setting: Check box checked.
Maximum Number of Recipients Before Reply-all warning.	When this check box is checked, Cisco Unity Connection warns users when they reply-all to a message whose number of recipients is equal to or exceeds the number specified in this field. If the option is set to any number greater than 0, the warning will be triggered if users reply-all to a message that includes at least one distribution list in the recipient list, regardless of distribution list membership. When this option is set to zero, Connection will not issue any warning on reply-all. Default setting: 0 recipients.
IP Addresses Allowed to Connect for Port Status Monitor Output (Comma-Separated)	Enter up to three IP addresses for the Remote Port Status Monitor clients that are allowed to connect to Cisco Unity Connection. You must separate the IP addresses with commas or semi-colons. Clients that do not have their IP address list here are refused access to Cisco Unity Connection.
Enable Remote Port Status Output	When this check box is checked, Cisco Unity Connection is enabled to send real-time port status information over port 5000 to the Remote Port Status Monitor clients. Default setting: Check box not checked.

See Also

- The "Changing Conversation Settings for All Users 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.

Messaging Configuration

Table 12-5 Messaging Configuration Page

Field	Description
Draft Messages: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains draft messages on the server. By default, Connection removes the WAV file and any data that is associated with a draft message two days after the user creates the message if the message is not modified by the user during this period. To change the retention period for draft messages, enter a number between 1 and 60. Enter the value in days. Default setting: 2 days.
Total Size Limit for Attachments per Message (in Megabytes)	Enter the maximum number of megabytes that can be attached to a voice message. If there are multiple attachments, the total size of all the attachments must be less than this number. The voice message is not included in the total. Enter an integer value between 1 and 5 Megabytes. Default setting: 1 Megabyte.
Intersite Messaging: Maximum Level of Nested Public Distribution Lists	Specifies how many levels of nested system distribution lists Cisco Unity Connection will deliver messages to when the nested lists are homed on locations in other sites. Members of lists below this level will not receive messages. Default setting: 20 levels.
Allow Relaying of Private Messages	Check this check box so that Cisco Unity Connection relays messages that are marked private for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection sets the private flag on the message when relaying a private message. Uncheck this check box to prevent Connection from relaying private messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked private, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a private voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A. Default setting: Check box checked.
Allow Relaying of Secure Messages	Check this check box so that Cisco Unity Connection relays messages that are marked secure for users who have one or more message actions configured to relay messages (or to accept and relay messages). Connection relays secure messages as regular messages. Uncheck this check box to prevent Connection from relaying secure messages. When this check box is not checked, the message sender receives a non-delivery receipt (NDR) when Connection receives a message that it cannot relay because the message is marked secure, and Connection does not accept or relay the message. For example, if Connection is configured to accept and relay voice messages that are sent to User A, and User B sends a secure voice message to User A, Connection sends an NDR to User B and discards the message without placing the message in the Connection mailbox for User A or relaying a copy to the relay address for User A. Default setting: Check box not checked.

Table 12-5 Messaging Configuration Page (continued)

Field	Description
Use Access Lists to Control Who Can Send to System Distribution Lists	Check this check box so that Cisco Unity Connection uses a group of users defined in an access list to limit the users who can send messages to a system distribution list. For each system distribution list that receives messages, you create a second distribution list with an alias comprised of the alias of the original list plus a suffix that is defined in the System Distribution List Alias Suffix for Access Lists field. For example, to set up an access list for a system distribution list that has the alias allvoicemailusers, if the value in the System Distribution List Alias Suffix for Access Lists field is -accesslist, you would create a second system distribution list with the alias allvoicemailusers-accesslist, and add as members of the access list any users who need to be able to send messages to allvoicemailusers. Note that users who are members of the access list must also have their search scope set to a search space that includes the partition of the system distribution list in order to address messages to the list. Uncheck this check box so that Connection does not restrict access to system distribution lists. When this check box is not checked, Connection allows any users whose search space includes the partition of a distribution list to send messages to the list. Default setting: Check box not checked.
Allow Delivery of Messages to System Distribution Lists That Have No Access List	Check this check box so that Cisco Unity Connection allows messages to be delivered to system distribution lists that do not have an access list created for them. Uncheck this check box to have Connection reject all messages sent to system distribution lists that do not have an access list created for them, and send a nondelivery receipt (NDR) to the message sender. This setting has no effect when the Use Access Lists to Control Who Can Send to System Distribution Lists check box is not checked. Default setting: Check box not checked.
System Distribution List Alias Suffix for Access Lists	Enter a text suffix that Cisco Unity Connection uses to match an access list to the system distribution list that it controls. For example, to set up an access list for a system distribution list that has the alias allvoicemailusers, if the value in the System Distribution List Alias Suffix for Access Lists field is -accesslist, you would create a second system distribution list with the alias allvoicemailusers-accesslist, and add as members of the access list any users who need to be able to send messages to allvoicemailusers. This setting has no effect when the Use Access Lists to Control Who Can Send to System Distribution Lists check box is not checked. Default setting: -accesslist.
Message File Shredding Level	Specifies the number of times a message file is overwritten by random information (shredded) when it is deleted. Enter a number from 1 to 10. A setting of 0 (zero) means that no shredding will occur. When the shredding level is set to 1, each message file is overwritten once with random bits of data; when the level is set to 2, each message file is overwritten 2 times; and so on. We strongly recommend that you set the shredding level no higher than 3, due to performance issues. When this setting is enabled, deleted messages are shredded every 30 minutes when the Clean Deleted Messages sysagent task runs. Default setting: 0 (no shredding occurs)

Table 12-5 Messaging Configuration Page (continued)

Field	Description
Sent Messages: Retention Period (in Days)	Specifies how long Cisco Unity Connection retains sent messages on the server. Users who have access to the message recall feature can review a list of the messages that they sent during the specified retention period, and direct Connection to remove a message from the mailbox of any recipients who have not yet touched it (for example, by playing, saving, deleting, or opening and then saving the message as new). By default, the retention period is 0 days, disabling the message recall feature systemwide. To enable message recall, enter a number between 1 and 999. Enter the value in days. **Note** Because sent messages count toward user mailbox quotas, configuring a high value for this setting can cause user mailboxes to fill with sent messages that users cannot remove except by recalling them. Voice recognition users can access the message recall menu by saying "Recall" from the main menu. In order for touchtone conversation users to access the message recall menu, you must use the Custom Keypad Mapping tool to assign a key to the Message Recall action in the main menu of a custom conversation and assign the users to the custom conversation. Default setting: 0 days (message recall is disabled).
Number of Seconds to Wait for SMTP Response	Specifies the number of seconds that the Cisco Unity Connection SMTP server waits for a response when transmitting a message to a remote SMTP server. Increase this waiting period if, for example, messages to large distribution lists are timing out and Connection is retrying message transmission. Enter a number between 14 and 60. Default setting: 14 seconds.

See Also

- The "Task List for Configuring IMAP Access in Cisco Unity Connection 9.x" section in the "Configuring IMAP Settings 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.
- The "Using Advanced Settings to Enable System Distribution List Access Lists in Cisco Unity Connection 9.x" section in the "Managing System Distribution Lists 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.

Intrasite Networking Configuration

Table 12-6 Intrasite Networking Configuration Page

Field	Description
Object Dependency Timeout (in Seconds)	During replication, information about an object may arrive at a location, but cannot be applied to the directory until information about another related object arrives and is applied. (For example, information about a distribution list member may arrive at a location before the user account information for the member arrives.) This setting limits the amount of time the Connection Digital Networking Replication Agent waits for the related objects before indicating a failure to apply the first object. Enter a number between 60 and 86400 seconds. Default setting: 300 seconds.
Messages Sent Per Minute During Idle Replication	During idle replication (when the Connection Digital Networking Replication Agent is not performing a full push or pull synchronization) this setting controls the maximum number of messages the replication agent sends per minute. The value is approximate and is tied to the Replication Interval (in Seconds) such that the messages may be split between successive replication intervals if necessary to avoid exceeding this number of messages in a minute. For example, the default value for Messages Sent Per Minute During Idle Replication is 180, or 3 per second, or 45 per 15-second interval. At the beginning of a replication interval, the replication agent sends 45 messages, then waits until the interval ends, then sends the next 45 messages in the following interval. Enter a number between 1 and 3600. Default setting: 180 messages per minute.
Replication Interval (in Seconds)	Determines how frequently the Connection Digital Networking Replication Agent looks for new changes in the local location to send to the remote locations, and looks for new changes from remote locations to apply to the local location. Enter a number between 0 and 86400 seconds. We recommend that you enter a value that is equal to or close to the Replication Interval on all other locations in the site, and use a value that is smaller than the value of the Stalled Replication Timeout for all locations to avoid generating spurious requests for information that may not have been processed yet. Default setting: 15 seconds.
Number of Unacknowledged USNs to Send Before Waiting for a Response	Use this value to prevent the Connection Digital Networking Replication Agent from flooding remote locations with update messages during a push synchronization. This value is roughly equal to the number of messages the replication agent sends to a remote location before waiting for an acknowledgement from the remote location that it has received some of the messages. Enter a number between 1 and 10000. Default setting: 100.

Table 12-6 Intrasite Networking Configuration Page (continued)

Field	Description
Stalled Replication Timeout (in Seconds)	During replication between network locations, some messages may be lost. If the Connection Digital Networking Replication Agent detects a missing message, it waits for this amount of time before sending a request to the remote location to resend the missing message. If communication between locations is slow, try increasing this value in order to allow more time for messages to arrive. Enter a number between 5 and 3600 seconds. This value should be larger than the value of the Replication Interval (in Seconds) on each location to avoid generating spurious requests for information that may not have been processed yet. Default setting: 60 seconds.
Include Voice Names When Synchronizing Directory Data	This setting controls whether voice names are included with the directory synchronization information passed between Connection locations. When this check box is checked, the Connection Digital Networking Replication Agent sends voice names with directory updates to remote locations, and upon receiving an update without a voice name from a remote location, the replication agent requests the voice name from the remote location. When this check box is not checked, the replication agent does not send voice names with directory updates to remote locations, and does not request updates for remote objects without voice names. Note that the replication agent always applies voice names that remote locations send with directory updates, regardless of the value of this setting. Default setting: Check box checked.

Telephony Configuration

Table 12-7 Telephony Configuration Page

Field	Description
Minimum Number of Ports (per Phone System) for Answering Calls	Enter the minimum number of voice messaging ports for answering calls that Cisco Unity Connection requires for each phone system integration. Enter a value between 0 and 256. Default setting: 1.
Differentiated Services Code Point (DSCP) Value for the RTP (Audio) Connection	Enter the Differentiated Service Code Point (DSCP) value for the RTP (or audio) packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise. Default setting: 46.
Differentiated Services Code Point (DSCP) Value for Call Signaling Connections	Enter the Differentiated Service Code Point (DSCP) value for call signalling packets. Keep this parameter set to the default value unless a Cisco support engineer instructs otherwise. Default setting: 24.

Table 12-7 Telephony Configuration Page (continued)

Field	Description
Live Record Beep Interval in Milliseconds	Enter the interval, in milliseconds, between beeps when a phone conversation is being recorded by using the live record feature. (The live record feature is supported only for Cisco Unified Communications Manager integrations.) If the setting is blank, the interval is 15,000 milliseconds. If the setting is 0, the beep is disabled. If the setting is greater than 0, the interval is that number of milliseconds. Default setting: 15,000 milliseconds.
Port Watchdog Threshold in Minutes	Enter the time, in minutes, that a port can be off hook before it is considered to be locked. When a port reaches this threshold, Cisco Unity Connection logs an error. To review errors, see the Real-Time Monitoring Tool. We recommend a setting greater than 30 minutes. Default setting: 240 minutes.
Leading Silence Timeout for Recordings in Milliseconds	Enter the length of time, in milliseconds, after which Cisco Unity Connection ends the message, greeting, or recorded name if the user or caller has not begun speaking. A value lower than two or three seconds may not give the user or caller enough time to begin speaking. Default setting: 5,000 milliseconds.
Trailing Silence Timeout for Recordings in Milliseconds	Enter the length of silence, in milliseconds, that Cisco Unity Connection uses to detect the end of a long recording. When a pause of this length occurs, Connection assumes that the speaker has finished the recording. Default setting: 3,000 milliseconds.
Maximum Recording Time in Milliseconds	Enter the maximum recording time, in milliseconds, for messages. This setting does not apply to greetings, recorded names, and recordings other than messages. Enter a value between 0 and 3,600,000 milliseconds (one hour). Default setting: 1,200,000 milliseconds (20 minutes).
Minimum Recording Duration in Milliseconds	Enter the minimum length of recordings, in milliseconds, for messages or greetings. This setting does not apply to recorded names. Enter a value between 0 and 5,000 milliseconds. Default setting: 1,000 milliseconds.
Minimum Recording Duration in Milliseconds for Termination Warning	Enter the minimum length of message recordings, in milliseconds, before Cisco Unity Connection monitors the recording length to determine whether to play a termination warning. Only message recordings that are allowed to exceed this length are monitored by Connection to determine whether they are too long. Enter a value between 20,000 and 1,200,000 milliseconds. Default setting: 30,000 milliseconds.
Recording Termination Warning Time in Milliseconds	Enter the length of time, in milliseconds, before reaching the maximum allowed recording time when Cisco Unity Connection plays a termination warning prompt. When the warning is played during a recording session, Connection waits the amount of time indicated in this field before terminating the recording session. Connection plays the warning only for message recordings, not for other recordings such as greetings or recorded names. If the setting is 0, the termination warning feature is disabled. Default setting: 15,000 milliseconds.

See Also

- The "Managing the Phone System Integrations 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.

Report Configuration

Table 12-8 Report Configuration Page

Field	Description
Enable Audit Log	Check this check box to enable the audit log. Uncheck this check box to disable the audit log. When this check box is unchecked, stored procedures stop writing to the audit log. Default setting: Check box checked.
Maximum Events Allowed in Audit Log	Enter the maximum number of audit events allowed in the audit log table. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Enter a number between 1 and 100,000. Default setting: 100,000.
Enable Security Log	This setting enables and disables the security log. If this setting is set to disabled, stored procedures stop writing to the security log. Default setting: Check box checked.
Maximum Events Allowed in Security Log	The maximum number of security events allowed in the security log table. Enter a value between 1 and 100,000 events. When the maximum threshold is reached, the oldest events are removed to make room for new ones. Default setting: 100,000.
Minutes Between Data Collection Cycles	Enter the amount of time to wait (in minutes) between cycles of gathering report data. Default setting: 30 minutes.
Days to Keep Data in Reports Database	Enter the number of days to keep data in the reports database. Default setting: 90 days. **Note** Even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
Reports Database Size (as a Percentage of Capacity) After Which the Reports Harvester Is Disabled	Enter the maximum percentage of the disc capacity that the reports database is allowed to occupy. When the reports database reaches this percentage, the Connection Report Data Harvester service (in Cisco Unity Connection Serviceability) is turned off so that the database does not grow. Default setting: 80 percent.

Table 12-8 Report Configuration Page (continued)

Field	Description
Maximum Records in Report Output	Maximum number of records that can be included in the report output. Enter a value between 5,000 and 30,000. Default setting: 25,000 records. However, note the following: • If the report output is generated to HTML, the maximum records returned in the output is 250 even if Maximum Records in Report Output is set higher than 250. • The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records—rather than the default of 25,000 records—because of the size of the report.
Minimum Records Needed to Display Progress Indicator	Enter a value between 1 and 10,000. If the number of records in the requested report is more than this value, a report confirmation page appears prior to running a report and a progress indicator is displayed while the report is being generated. The purpose of the progress indicator is to warn that the requested report is large and likely to take a long time to complete. In Cisco Unity Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Cisco Unity Connection Administration session open. Default setting: 2,500 records.

See Also

- The "Reports 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.

Connection Administration Configuration

Table 12-9 Connection Administration Configuration Page

Field	Description
Database Proxy: Service Shutdown Timer (in Days)	Enter the number of days until the database proxy service is automatically stopped. A value of 0 disables the service. Enter a value between 0 and 999. Default setting: 0.
Database Proxy: Maximum Simultaneous Connections	Enter the maximum number of simultaneous connections allowed by the database proxy. Note that some remote administration tools require more than one connection at a time. Enter a value between 1 and 10. Default setting: 10.

Table 12-9 Connection Administration Configuration Page (continued)

Field	Description
Voicemail Web Service: Applications Can Cache the Cisco Unity Connection Password	Check the check box to allow applications that use the Voicemail Web Service to cache the Cisco Unity Connection password. Uncheck the check box so that applications that use the Voicemail Web Service are not allowed to cache the Cisco Unity Connection password. Default setting: Check box checked.
Voicemail Web Service: Pilot Number for TRAP Connections	Enter the pilot number of the applications that use Voicemail Web Service. When Cisco Unity Connection dials this number, Voicemail Web Service initiates a TRAP session. Default setting: Blank.
Voicemail Web Service: Session Timeout (in Seconds)	Enter the length of time after which Cisco Unity Connection will close an idle Voicemail Web Service session. Default setting: 300 seconds (5 minutes).
Voicemail Web Service: Pilot Number for Voicemail	Enter the pilot number for Cisco Unity Connection. This setting applies to applications that use the Voicemail Web Service. Default setting: Blank.
Cisco Unified Mobile Advantage: Accept Self-signed Certificates for Event Service Subscription Notifications	Check this check box so that Cisco Unity Connection accepts self-signed certificates from the Cisco Unified Mobility Advantage server. Uncheck this check box so that Cisco Unity Connection does not accept self-signed certificates from the Cisco Unified Mobility Advantage server. Default setting: Check box checked.
Host Name/Address for Link to Cisco PCA in Notification Messages	*(Optional)* For Cisco Unity Connection clusters, enter the IP address or host name that is valid even when one of the Connection servers is not available. When sending notification messages to SMTP devices, Connection uses this name to construct a URL in the format "http://<host name>/ciscopca" that it includes as a link to the Cisco PCA. If this field is left blank, the server name of the Connection server that sends the notification is used for the link to the Cisco PCA.
Administration Session Timeout (in Minutes)	Indicates the length of time that the browser can be left unattended before Cisco Unity Connection automatically signs the user off of Cisco Unity Connection Administration. The minimum setting is 1 minute; the maximum is 120 minutes. Default setting: 5 minutes.
Display Schedules in 24-Hour Format	Specifies the default time format for displaying schedules in Cisco Unity Connection Administration. Check this check box for schedules to be shown in the time format of a 24-hour clock. Uncheck this check box for schedules to be shown in the time format of a 12-hour clock.

See Also

- The "Creating a Cisco Unified Mobility Advantage Integration 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.

- The "Remote Database Administration Tools in Cisco Unity Connection 9.x" section in the "Administrative Tools 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.

TRAP Configuration

Table 12-10 TRAP Configuration Page

Field	Description
Number of Seconds Phone Is Idle Before TRAP Times Out	When a Telephone Record and Play (TRAP) session is idle longer than the value set here, Cisco Unity Connection disconnects the session. Enter a value between 0 (zero) and 600 seconds. A value of zero means that TRAP sessions never time out. Default setting: 60 seconds.
Number of Rings for a TRAP Dial-Out	Enter a value between 1 and 10 rings. Default setting: 4 rings.

See Also

- The "Setting Up Playback and Recording Devices for the Media Master in Cisco Unity Connection 9.x" chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html.

Edit Disk Capacity Configuration

Table 12-11 Edit Disk Capacity Configuration Page

Field	Description
If the Disk Exceeds This Percent Full, Measures Will Be Taken to Not Allow New Files to Be Created	Specify a maximum capacity for the hard disk on which messages and greetings are stored. When that hard disk fills to the specified percentage limit, the Cisco Unity Connection conversation changes, and neither Connection users nor outside callers are allowed to leave voice messages. Connection also logs an error, which can be viewed in the Real Time Monitoring Tool, on the Tools > SysLog Viewer page. Note that you can still send a broadcast message even when the hard disk exceeds the specified limit. Because the server does not accept SMTP messages when the specified percentage limit is reached, if the server is part of a Connection site, the server will not accept directory synchronization messages or voice messages from other locations in the site when the limit is exceeded. If the server is a site gateway linked to a remote Connection or Cisco Unity site, the local site will not be able to accept voice messages from the remote site when the limit is exceeded.

See Also

- The "Message Storage and Disk Capacity in Cisco Unity Connection 9.x" section in the "Messaging 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.

PCA Configuration

Table 12-12 PCA Configuration Page

Field	Description
Cisco PCA Session Timeout (in Minutes)	Indicates the length of time that the browser can be left unattended before Cisco Unity Connection automatically signs the user off of the Cisco Personal Communications Assistant (PCA). The minimum setting is 1 minute; the maximum is 1,440 minutes. Default setting: 20 minutes.
Unity Inbox: Message Deletion Confirmation Mode	By default, when users delete messages from the Messaging Inbox, they are not asked to confirm the deletions unless deleting the item will delete it permanently. You can change this setting to have Cisco Unity Connection ask users to confirm the deletion every time that they delete messages from the Messaging Inbox, or you can specify that the Messaging Inbox never asks users to confirm deletions. Enter one of the following values: • 0—Ask users to confirm all deletions. • 1—Ask users to confirm only the deletions that will be permanent. For users who belong to a class of service that retains deleted items in a Deleted Items folder, the Messaging Inbox asks users to confirm deletions only when they delete items in the Deleted Items folder. For those who belong to a class of service that does not retain deleted items, the Messaging Inbox confirms deletions of new and saved items, as they would be permanently deleted. • 2—Never ask users to confirm their deletions. **Note** Changing this setting affects all users who are associated with the Connection server. Default setting: 1.
Unity Inbox: Disable Save Recording As Option in Media Master	Check this check box to disable the Save Recording As option in the Media Master. By default, except for private or secure messages, users can save their messages as WAV files to their hard disks by using the Save Recording As option available on the Options menu on the Media Master in the Messaging Inbox. As an added security measure, you can disable the Save Recording As option so that users cannot save any messages to their hard disks. Regardless of whether the Save Recording As option is available on the Media Master in the Messaging Inbox, users can still use the option in the Cisco Personal Communications Assistant web tools to save greetings or recorded names. Consider that by preventing users from archiving messages, users may choose to retain messages in their Inboxes and Deleted Items folders longer. Changing this setting affects all users who are associated with the Cisco Unity Connection server.

See Also

- The "Access to Voice Messages in Cisco Unity Connection 9.x from the Cisco Unified Personal Communicator" and "Cisco Unity Connection 9.x Web Inbox, Messaging Inbox, and RSS Feeds" sections in the "Setting Up Features and Functionality That Are Controlled by Class of Service 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.

RSS Configuration

Table 12-13 RSS Configuration Page

Field	Description
Allow Insecure RSS Connections	When enabled, insecure connections (those that do not use SSL) are allowed access to the RSS feed. Note that when using an RSS reader that does not support secure connections, if this check box is checked, the username and password are transmitted unencrypted over the network.

See Also

- The "Configuring Access to RSS Feeds of Voice Messages in Cisco Unity Connection 9.x" section in the "Messaging 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.

Cluster Configuration

Table 12-14 Cluster Configuration Page

Field	Description
Automatically Change Server Role When the Publisher Server Fails	*(Cisco Unity Connection cluster only)* Check this check box so that the server with Secondary status automatically changes server status when the publisher server stops functioning. Uncheck this check box so that the server with Secondary status does not automatically change server status when the publisher server stops functioning. Default setting: Check box checked.
Deactivate Server with Secondary Status When Replication Is Backlogged	*(Cisco Unity Connection cluster only)* When replication between the Cisco Unity Connection cluster servers is backlogged, one of the servers may have stopped functioning. Check this check box so that the server with Secondary status automatically changes server status when replication is backlogged. Uncheck this check box so that the server with Secondary status does not automatically change server status when replication is backlogged. Default setting: Check box not checked.

See Also

- The "Configuring a Cisco Unity Connection 9.x Cluster" chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cluster_administration/guide/9xcuccagx.html.

Fax Configuration

Table 12-15 Fax Configuration Page

Field	Description
Faxable File Types	Enter the file extensions (separated by commas) that Cisco Unity Connection keeps in messages that are delivered to the fax server. Connection removes all files with other file extensions before delivering the message to the fax server. Default setting: tif,txt,bmp,doc.
Subject Prefix for Notification of a Failed Fax	Enter the prefix that the fax server adds to the Subject field of fax reports. When Cisco Unity Connection detects this prefix, it generates a non-delivery receipt and places it in the user mailbox. Default setting: [Fax Failure].
Subject Prefix for Notification of a Successful Fax	Enter the prefix that the fax server adds to the Subject field of fax reports. When Cisco Unity Connection detects this prefix, it generates a delivery receipt and places it in the user mailbox. Default setting: [Fax Success].

See Also

- The "Configuring the Cisco Fax Server in Cisco Unity Connection 9.x" section in the "Creating a Cisco Fax Server Integration 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.

Unified Messaging Services Configuration

Table 12-16 Unified Messaging Services Configuration Page

Field	Description
Calendars: Number of Hours of Calendar Data to Cache	*(Exchange calendar integrations only)* Enter the amount of the upcoming Outlook calendar data (in hours) that is cached for each user who is configured for a calendar integration. This setting is useful to reduce the impact when the network connection to the Exchange server is temporarily lost. A larger number increases the size of the database while reducing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. A smaller number reduces the size of the database while increasing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. Default setting: 48 hours.
Calendars: Normal Calendar Caching Poll Interval (In Minutes)	*(Exchange calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Calendars: Short Calendar Caching Poll Interval (In Minutes)	*(Exchange calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently. The users who benefit from this setting must have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page in Cisco Unity Connection Administration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.

Table 12-16 Unified Messaging Services Configuration Page (continued)

Field	Description
TTS and Calendars: Time to Wait for a Response (In Seconds)	*(Calendars and TTS integrations only)* Enter the maximum length of time (in seconds) that Cisco Unity Connection waits in one of the following circumstances for a response from a remote server that is specified in a unified messaging service: • Establishing a connection. • Performing a protocol operation (for example, EWS, IMAP, or WebDAV). A larger number may be necessary when the remote server is heavily loaded, is connected across a WAN, or is slow to respond. A larger number may also cause longer pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. A smaller number is possible when the remote server is quick to respond. A smaller number reduces pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. Default setting: 4 seconds.
Calendars: Default Advanced Notification Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) before a meeting occurs that users receive a reminder of the meeting. Default setting: 2 minutes.
Transcriptions: Time to Wait for a Transcription Response Before Timing Out (In Seconds)	Enter the amount of time (in seconds) that Cisco Unity Connection will wait for a response from the remote transcription provider, before giving up on a transcription request. Enter a value between 30 seconds and 3600 seconds (60 minutes). Default setting: 900 seconds (15 minutes).

See Also

- The "Configuring Cisco Unity Connection 9and Later and Microsoft Exchange for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9 and Later*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

External Services Configuration

Table 12-17 External Services Configuration Page

Field	Description
Number of Hours of Calendar Data to Cache (In Hours)	*(Calendar integrations only)* Enter the amount of the upcoming Outlook calendar data (in hours) that is cached for each user who is configured for a calendar integration. This setting is useful to reduce the impact when the network connection to the Exchange server is temporarily lost. A larger number increases the size of the database while reducing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. A smaller number reduces the size of the database while increasing the impact on meeting notifications and Personal Call Transfer Rules when the network connection to the Exchange server is temporarily lost. Default setting: 48 hours.
Normal Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Short Calendar Caching Poll Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) that Cisco Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently. The users who benefit from this setting must have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page in Cisco Unity Connection Administration. A larger number reduces the impact on the Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. Default setting: 30 minutes.
Maximum External Service Response Time (In Seconds)	Enter the maximum length of time (in seconds) that Cisco Unity Connection waits in one of the following circumstances for a response from a remote server that is connected as an external service: • Establishing a connection. • Performing a protocol operation (for example, IMAP, WebDAV, or SOAP). A larger number may be necessary when the remote server is heavily loaded, connected across a WAN, or is slow to respond. A larger number may also cause longer pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. A smaller number is possible when the remote server is quick to respond. A smaller number reduces pauses in the Connection conversation or the Cisco Personal Communications Assistant when data is being provided by the remote server. Default setting: 4 seconds.

Table 12-17 External Services Configuration Page (continued)

Field	Description
Default Advanced Notification Interval (In Minutes)	*(Calendar integrations only)* Enter the length of time (in minutes) before a meeting occurs that users receive a reminder of the meeting. Default setting: 2 minutes.
Time to Wait for a Transcription Response before Timing Out (Seconds)	Enter the amount of time (in seconds) that Cisco Unity Connection will wait for a response from the remote transcription provider, before giving up on a transcription request. Enter a value between 30 seconds and 3600 seconds (60 minutes). Default setting: 900 seconds (15 minutes).

See Also

- The "Configuring Text-to-Speech Access to Exchange Emails in Cisco Unity Connection 9" chapter and the "Creating Calendar and Contact Integrations in Cisco Unity Connection 9" 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.

API Configuration

Table 12-18 API Configuration Page

Field	Description
Allow Access to Secure Message Recordings through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) can access secure message recordings (audio attachments) for playback. When this check box is not checked, applications cannot access secure message recordings through CUMI. Default setting: Check box not checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.
Display Message Header Information of Secure Messages through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) will receive message header information (for example, Sender and Subject) for secure messages. When this check box is not checked, applications will receive only the timestamp for secure messages. Default setting: Check box checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.
Allow Message Attachments through CUMI	When this check box is checked, applications that use the Cisco Unity Connection Messaging Interface (CUMI) can send voice messages that contain attachments in addition to the standard voice attachment. Default setting: Check box checked. **Note** This setting affects all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.

CHAPTER 13

Cisco Unity Connection 9.x Telephony Integration Settings

See the following sections:

- Search Phone Systems, page 13-2
- New Phone System, page 13-2
- Phone System Basics, page 13-2
- Edit AXL Servers, page 13-4
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- New Port, page 13-17
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Search Phone Systems

Table 13-1 Search Phone Systems Page

Field	Description
Delete Selected	To delete a phone system, check the check box to the left of the display name, and select Delete Selected. You can delete multiple phone systems at once.
Add New	To add a phone system, select the Add New button. A new page opens, on which you enter data applicable to the new phone system.
Display Name	*(Display only)* The name of the phone system.
Port Count	*(Display only)* The number of voice messaging ports that have been created in Cisco Unity Connection for use by the phone system.

See Also

New Phone System

Table 13-2 New Phone Systems Page

Field	Description
Phone System Name	Enter a descriptive name for the phone system.

See Also

Phone System Basics

Table 13-3 Phone System Basics Page

Field	Description
Phone System Name	Enter a descriptive name for the phone system.
Default TRAP Phone System	Check this check box when you want to use this phone system as the default for TRAP connections so that administrators and users without voicemail boxes can record and playback through the phone in Cisco Unity Connection web applications. Uncheck this check box when you want to use another phone system as the default for TRAP connections. Default setting: Check box not checked.
Synchronize All User Templates on This Phone System	*(Cisco Unified Communications Manager Business Edition only)* Select Run to synchronize user templates so that they are all assigned to this phone system.

Table 13-3 Phone System Basics Page (continued)

Field	Description
Send Message Counts	Check this check box so that Cisco Unity Connection sends the message count and requests to turn on a user MWI each time that a new voice message arrives, even though the MWI may already be on. Uncheck this check box so that Connection does not send the message count and requests to turn on the MWI when a new voice message arrives, if the MWI already appears to be on. Default setting: Check box not checked.
Use Same Port for Enabling and Disabling MWIs	Check this check box so that requests to turn off an MWI use the same port that was used to turn it on. Uncheck this check box so that requests to turn off an MWI are not required to use the same port that was used to turn it on. Default setting: Check box not checked.
Force All MWIs Off for This Phone System	Check this check box to turn off all MWIs for the phone system. When used before selecting the Synchronize All MWIs on This Phone System button, this check box is useful for resetting incorrect MWIs. Default setting: Check box not checked.
Synchronize All MWIs on This Phone System	Select Run to synchronize MWIs for all users who are assigned to this phone system.
Enable for Supervised Transfers	Check this check box so that Cisco Unity Connection uses DTMF to detect and reject calls that have been transferred to another extension (by using supervised transfer) and that have been transferred back to Connection. If the call loop is not detected and rejected, Connection records a voice message that contains the prompt to leave a voice message. Default setting: Check box not checked.
Enable for Forwarded Message Notification Calls (by Using DTMF)	Check this check box so that Cisco Unity Connection uses DTMF to detect and reject new-message notifications that are sent to a device (such as a mobile phone) and that the device forwards back to Connection because the device did not answer. If the call loop is not detected and rejected, the call creates a new voice message for the user and triggers Connection to send a new-message notification call to the device. Default setting: Check box not checked.
DTMF Tone to Use	Select the fourth-column DTMF touchtone that is used to detect call loops. Default setting: A.
Guard Time	If call loop detection by using DTMF is enabled, enter the time, in milliseconds, that Cisco Unity Connection plays the DTMF tone for detecting a call loop. Default setting: 2,500 milliseconds.
Enable for Forwarded Message Notification Calls (by Using Extension)	Check this check box so that Cisco Unity Connection uses the extension to detect and reject new-message notifications that are sent to a device (such as a mobile phone) and that the device forwards back to Connection because the device did not answer. If the call loop is not detected and rejected, the call creates a new voice message for the user and triggers Connection to send a new-message notification call to the device. Default setting: Check box checked.
Enable Phone View	Check this check box to enable Phone View for the Cisco Unified Communications Manager phone system. Default setting: Check box not checked.

Table 13-3 Phone System Basics Page (continued)

Field	Description
CTI Phone Access User Name	When Phone View is enabled, enter the name of the application user that was created in Cisco Unified Communications Manager Administration and associated with user phones.
CTI Phone Access Password	When Phone View is enabled, enter the password for the application user that is associated with user phones.
Enable Outgoing Calls	When this option is selected, Cisco Unity Connection places outgoing calls (for example, setting MWIs) as needed through the phone system. Default setting: Option selected.
Disable All Outgoing Calls Immediately	When this option is selected, Cisco Unity Connection does not place any outgoing calls (for example, setting MWIs). This option is useful when the phone system cannot respond to outgoing calls because of maintenance. Default setting: Option not selected.
Disable All Outgoing Calls Between	When this option is selected, Cisco Unity Connection does not place any outgoing calls (for example, setting MWIs) between the times set in the Beginning Time field and the Ending Time field. This option is useful when the phone system cannot respond to outgoing calls because of scheduled maintenance. Default setting: Option not selected.

See Also

- The "Managing Phone Systems in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Edit AXL Servers

Table 13-4 Edit AXL Servers Page

Field	Description
Delete Selected	To delete an AXL server, check the check box to the left of the display name, and select Delete Selected. You can delete multiple AXL servers at once.
Add New	To add an AXL server, select the Add New button. A new page opens, on which you enter data applicable to the new AXL server.
Order	Enter the order of priority for the AXL server. The lowest number is the primary AXL server; the higher numbers are the secondary servers.
IP Address	Enter the IP address (or host name) of the AXL server that Cisco Unity Connection connects to.
Port	Enter the AXL server port that Cisco Unity Connection connects to. This setting must match the port that the AXL server uses.
Username	Enter the user name that Cisco Unity Connection uses to sign in to the AXL server.
Password	Enter the password that Cisco Unity Connection uses to sign in to the AXL server.

Table 13-4 Edit AXL Servers Page (continued)

Field	Description
Cisco Unified Communications Manager Version	Select the applicable setting that accurately describes the following: • The version of Cisco Unified Communications Manager that you are integrating with Cisco Unity Connection. • Whether the AXL port is enabled for SSL. If you select the non-SSL version, the AXL port must be a non-SSL port (typically port 80). If you select the SSL-enabled version, the AXL port must be an SSL-enabled port (typically port 443 or port 8443).

See Also

- The "Managing Phone Systems in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Phone System Associations

Table 13-5 Phone System Associations Page

Field	Description
User Alias	*(Display only)* The alias of the user that is associated with this phone system.
MWI	*(Display only)* The number of MWIs for this user that are turned on and off by this phone system.
Notification Device	*(Display only)* The number of notification devices for this user that connect through this phone system.

See Also

- The "Managing Phone Systems in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Search Port Groups

Table 13-6 Search Port Groups Page

Field	Description
Delete Selected	To delete a port group, check the check box to the left of the display name, and select Delete Selected. You can delete multiple port groups at once.
Add New	To add a port group, select the Add New button. A new page opens, on which you enter data applicable to the new port group.

Table 13-6 Search Port Groups Page (continued)

Field	Description
Port Group Name	*(Display only)* The descriptive name for the port group. Select this name to view and edit the phone system settings.
Phone System Display Name	*(Display only)* The phone system that uses the port group.
Port Count	*(Display only)* The number of voice messaging ports that have been created in Cisco Unity Connection for use by the port group.
Integration Method	*(Display only)* The method of integration that is used to connect Cisco Unity Connection and the phone system.
Needs Reset	*(Display only)* Indicates whether the port group needs to be reset to assure all functions.

See Also

New Port Group

Table 13-7 New Port Group Page

Field	Description
Phone System	Select the phone system that uses the port group.
Create From	Select one of the following: • Port Group Type —Connection creates the new port group based on the type that is selected from the list. The new port group has default settings as specified in the port group type. • Port Group—Connection creates the new port group from the existing port group that is selected from the list. The new port group has the current settings of the selected port group.
Display Name	Enter a descriptive name for the port group.
Device Name Prefix	*(Cisco Unified CM SCCP integrations only)* Enter the prefix that Cisco Unified Communications Manager adds to the device name for voice ports. This prefix must match the prefix used by Cisco Unified CM.
MWI On Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs on.
MWI Off Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs off.
Authenticate with SIP Server	*(SIP integrations only)* Check this check box so that Cisco Unity Connection authenticates with the SIP server. Default setting: Check box not checked.
Authentication Username	*(SIP integrations only)* Enter the username that Cisco Unity Connection uses to authenticate with the SIP server.
Authentication Password	*(SIP integrations only)* Enter the password that Cisco Unity Connection uses to authenticate with the SIP server.
Contact Line Name	*(SIP integrations only)* Enter the voice messaging line name (or pilot number) that users use to contact Cisco Unity Connection and that Connection uses to register with the SIP server.

Table 13-7 New Port Group Page (continued)

Field	Description
SIP Security Profile	*(PIMG/TIMG and SIP integrations only)* Select the SIP security profile that Cisco Unity Connection uses. Default setting: 5060.
SIP Transport Protocol	*(PIMG/TIMG and SIP integrations only)* Select the SIP transport protocol that Cisco Unity Connection uses. Default setting: UDP.
Security Mode	*(SIP integrations only)* Select the applicable security mode that Cisco Unity Connection uses: • Authenticated—The integrity of call-signaling messages is ensured because they are connected to Cisco Unified CM through an authenticated TLS port. However, the privacy of call-signaling messages are not ensured because they are sent as clear (unencrypted) text. • Encrypted—The integrity and privacy of call-signaling messages are ensured on this port because they are connected to Cisco Unified CM through an authenticated TLS port, and the call-signaling messages are encrypted. Default setting: Authenticated.
Secure RTP	*(SIP integrations only)* Check this check box so that the media stream (RTP) is encrypted. **Note** Media stream encryption is supported only with Cisco Unified Communications Manager 5.x or later. Default setting: Check box not checked.
IPv4 Address or Host Name	Enter the IPv4 address (or host name) of the phone system, SIP server, or PIMG/TIMG unit that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv6 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** If you will use Cisco Unified CM authentication and encryption with SCCP ports, enter an IP address or host name in this field. The CTL file used for encryption between Connection and Cisco Unified CM for SCCP ports requires an IPv4 address or host name, even if you are otherwise using IPv6 addressing.
IPv6 Address or Host Name	Enter the IPv6 address (or host name) of the Cisco Unified Communications Manager server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv4 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** This setting is applicable to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified Communications Manager integrations only. IPv6 is not supported with other phone system integrations.
Port	*(Cisco Unified CM SCCP integrations only)* Enter the TCP port of the primary Cisco Unified Communications Manager server that Cisco Unity Connection connects to. We recommend that you use the default setting. Default setting: 2000.

Table 13-7 New Port Group Page (continued)

Field	Description
Port	*(PIMG/TIMG integrations only)* The SIP port on the PIMG/TIMG unit that Cisco Unity Connection connects to. When you configure more than one PIMG/TIMG unit (each PIMG/TIMG unit is in its own port group), increase this setting by 1 for each successive unit. For example, unit 2 will be 5061, unit 3 will be 5062, and so on. Default setting: 5060.
Port	*(SIP integrations only)* The SIP port on the SIP server that Cisco Unity Connection connects to. We recommend that you use the default setting. Default setting: 5060.
TLS Port	*(Cisco Unified CM SCCP integrations only)* Enter the TLS port of the Cisco Unified Communications Manager server that you are integrating with Cisco Unity Connection. Default setting: 2443.

Note The SCCP and SIP port groups support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. The SIP to DMG/PIMG/TIMG port group supports IPv4 address only. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

See Also

Port Group Basics

Table 13-8 Port Group Basics Page

Field	Description
Display Name	Enter a descriptive name for the port group.
Integration Method	*(Display only)* The method of integration that is used to connect Cisco Unity Connection and the phone system.
Device Name Prefix	*(Cisco Unified CM SCCP integrations only)* Enter the prefix that Cisco Unified Communications Manager adds to the device name for voice ports. This prefix must match the prefix used by Cisco Unified CM.
Reset Status	*(Display only)* Indicates whether the port group needs to be reset to assure all functions.
PIMG Settings	
IPv4 Address or Host Name	*(PIMG/TIMG integrations only)* Enter the IP address (or host name) of the PIMG/TIMG unit that the port group connects to.

Table 13-8 Port Group Basics Page (continued)

Field	Description
Port	*(PIMG/TIMG integrations only)* The SIP port on the PIMG/TIMG unit that Cisco Unity Connection connects to. When you configure more than one PIMG/TIMG unit (each PIMG/TIMG unit is in its own port group), increase this setting by 1 for each successive unit. For example, unit 2 will be 5061, unit 3 will be 5062, and so on. Default setting: 5060.
Session Initiation Protocol (SIP) Settings	
Register with SIP Server	*(SIP integrations only)* Check this check box so that Cisco Unity Connection registers with the SIP server.
Authenticate with SIP Server	*(SIP integrations only)* Check this check box so that Cisco Unity Connection authenticates with the SIP server. Default setting: Check box not checked.
Authentication Username	*(SIP integrations only)* Enter the user name that Cisco Unity Connection uses to authenticate with the SIP server.
Authentication Password	*(SIP integrations only)* Enter the password that Cisco Unity Connection uses to authenticate with the SIP server.
Contact Line Name	*(SIP integrations only)* Enter the voice messaging line name (or pilot number) that users use to contact Cisco Unity Connection and that Connection uses to register with the SIP server.
SIP Security Profile	*(PIMG/TIMG and SIP integrations only)* Select the SIP security profile that Cisco Unity Connection uses. Default setting: 5060.
SIP Transport Protocol	*(PIMG/TIMG and SIP integrations only)* Select the SIP transport protocol that Cisco Unity Connection uses. Default setting: UDP.
Security Mode	*(SIP integrations only)* Select the applicable security mode that Cisco Unity Connection uses: • Authenticated—The integrity of call-signaling messages is ensured because they are connected to Cisco Unified CM through an authenticated TLS port. However, the privacy of call-signaling messages are not ensured because they are sent as clear (unencrypted) text. • Encrypted—The integrity and privacy of call-signaling messages are ensured on this port because they are connected to Cisco Unified CM through an authenticated TLS port, and the call-signaling messages are encrypted. Default setting: Authenticated.
Secure RTP	*(SIP integrations only)* Check this check box so that the media stream (RTP) is encrypted. **Note** Media stream encryption is supported only with Cisco Unified Communications Manager 5.x or later. Default setting: Check box not checked.
Advertised Codec Settings	
Change Advertising	*(PIMG/TIMG and SIP integrations only)* Select this button to manage the codecs (audio formatting) that Cisco Unity Connection advertises that it can use when dialing out.

Table 13-8 Port Group Basics Page (continued)

Field	Description
Display Name	*(PIMG/TIMG and SIP integrations only)* The name of the codecs (audio formatting) that Cisco Unity Connection advertises that it can use when dialing out.
Packet Size	*(PIMG/TIMG and SIP integrations only)* Select the packet size, in milliseconds, that you want to use for this codec (audio formatting). Default setting: 20 milliseconds.
Message Waiting Indicator Settings	
Enable Message Waiting Indicators	Check this check box so that voice messaging ports in the port group are enabled to turn message waiting indicators (MWIs) on and off. Only the voice messaging ports that have the Send MWI Requests check box checked turn MWIs on and off. Uncheck this check box so that turning message waiting indicators (MWIs) on and off is disabled for all voice messaging ports in the port group. Even when voice messaging ports have the Send MWI Requests check box checked, they do not turn MWIs on and off. Default setting: Check box checked.
MWI On Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs on.
MWI Off Extension	*(Cisco Unified CM SCCP integrations only)* Enter the extension that you specified in Cisco Unified CM Administration for turning MWIs off.
Delay Between Requests ____ Milliseconds	Enter the minimum length of wait time, in milliseconds, between subsequent MWI requests. Default setting: 0 milliseconds.
Maximum Concurrent Requests	Enter the maximum number of messaging waiting indicator (MWI) requests that are attempted at the same time so that a spike in MWI requests does not demand a large portion of Cisco Unity Connection resources. Default setting: 0 requests.
Retries After Successful Attempt	Enter the number of times an MWI request is retried after success is reported so that MWI success is assured. Default setting: 0 retries.
Retry Interval After Successful Attempt ____ Milliseconds	Enter the wait time, in milliseconds, between MWI retries that occur after success is reported. Default setting: 5 milliseconds.

Note The SCCP and SIP port groups support both the IPv4 and IPv6 addresses. However, the SIP to DMG/PIMG/TIMG port group supports IPv4 address only. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

See Also

- The "Managing Port Groups in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Edit Servers

Table 13-9 Edit Servers Page

Field	Description
Cisco Unified Communications Manager Servers	
Delete Selected	To delete a server, check the check box to the left of the display name, and select Delete Selected. You can delete multiple servers at once.
Add	To add a server, select the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the Cisco Unified Communications Manager server that the port group connects to. The lowest number is the primary Cisco Unified CM server, the higher numbers are the secondary servers.
IPv4 Address or Host Name	Enter the IPv4 address (or host name) of the Cisco Unified Communications Manager server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv6 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** If you will use Cisco Unified CM authentication and encryption with SCCP ports, enter an IP address or host name in this field. The CTL file used for encryption between Connection and Cisco Unified CM for SCCP ports requires an IPv4 address or host name, even if you are otherwise using IPv6 addressing.
IPv6 Address or Host Name	Enter the IPv6 address (or host name) of the Cisco Unified Communications Manager server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv4 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** This setting is applicable to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified Communications Manager integrations only. IPv6 is not supported with other phone system integrations.
Port	Enter the TCP port of the Cisco Unified Communications Manager server that Cisco Unity Connection uses. We recommend that you use the default setting. Default setting: 2000.
TLS Port	Enter the TLS port of the Cisco Unified Communications Manager server. We recommend that you use the default setting. Default setting: 2443.

Table 13-9 Edit Servers Page (continued)

Field	Description
Server Type	Select the type of Cisco Unified Communications Manager server that Cisco Unity Connection is integrating with—Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. Default setting: Cisco Unified Communications Manager.
Reconnect To a Higher-Order Cisco Unified Communications Manager When Available	Check this check box so that Cisco Unity Connection reregisters ports in the port group to a server listed as higher priority in the Cisco Unified Communications Manager Servers table as soon as possible after an outage involving the higher-priority server. The connection between Cisco Unified CM and Connection is maintained by using a keep-alive that is sent on an interval specified by Cisco Unified CM. When this check box is checked, Connection will reconnect with a higher-priority Cisco Unified CM server as soon as the keep-alive indicates that the server is available. Uncheck this check box so that Cisco Unity Connection continues to connect to a lower-priority Cisco Unified CM server after an outage involving a higher-priority server, even when keep-alives indicate that the higher-priority server has become available again.
SIP Servers	
Delete Selected	To delete a SIP server, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SIP servers at once.
Add	To add a server, select the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the SIP server that the port group connects to. The lowest number is the primary SIP server, the higher numbers are the secondary servers.
IPv4 Address or Host Name	Enter the IPv4 address (or host name) of the SIP server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv6 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank.
IPv6 Address or Host Name	Enter the IPv6 address (or host name) of the Cisco Unified Communications Manager server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv4 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** This setting is applicable to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified Communications Manager integrations only. IPv6 is not supported with other phone system integrations.
Port	Enter the IP port number that Cisco Unity Connection uses to connect to the SIP server. We recommend that you use the default setting. Default setting: 5060.
TLS Port	Enter the TLS port of the SIP server. Default setting: 5061.
TFTP Servers	
Delete Selected	To delete a TFTP server, check the check box to the left of the display name, and select Delete Selected. You can delete multiple TFTP servers at once.

Table 13-9 Edit Servers Page (continued)

Field	Description
Add	To add a server, select the Add button. A new row appears, in which you enter data applicable to the new server.
Order	Enter the order of priority for the TFTP server that the port group connects to. The lowest number is the primary TFTP server, the higher numbers are the secondary servers.
IPv4 Address or Host Name	Enter the IPv4 address (or host name) of the TFTP server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv6 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** If you will use Cisco Unified CM authentication and encryption with SCCP ports, enter an IP address or host name in this field. The CTL file used for encryption between Connection and Cisco Unified CM for SCCP ports requires an IPv4 address or host name, even if you are otherwise using IPv6 addressing.
IPv6 Address or Host Name	Enter the IPv6 address (or host name) of the TFTP server that the port group connects to. You must enter an IP address or host name in this field, or an IP address or host name in the IPv4 Address or Host Name field (or, if applicable, enter information in both fields). You cannot leave both fields blank. **Note** This setting is applicable to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified Communications Manager integrations only. IPv6 is not supported with other phone system integrations.
IPv6 Addressing Mode	
Preference for Signaling	This setting determines the call control signaling preference when registering with Cisco Unified Communications Manager via SCCP and when initiating SIP requests. This setting is applicable only when the IP Addressing Mode option on the System Settings > General Configuration page is set to IPv4 and IPv6. Select the option from the list to control how Connection controls out-going traffic: • IPv4 • IPv6 Default Setting: IPv4 **Note** The settings on this page are applicable to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified CM integrations only. IPv6 is not supported with other phone system integrations.

Table 13-9 Edit Servers Page (continued)

Field	Description
Preference for Media	*(SIP integrations only)* This setting determines the preferred addressing mode for media events when communicating with dual-stack (IPv4 and IPv6) devices. This setting is applicable only when the IP Addressing Mode option on the System Settings > General Configuration page is set to IPv4 and IPv6. Select the option from the list to control how Connection handles media traffic: • IPv4 • IPv6 Default Setting: IPv4 **Note** This setting applies to Connection only. IPv6 is not supported in Cisco Unified Communications Manager Business Edition. **Note** This setting is applicable to Cisco Unified Communications Manager integrations only. IPv6 is not supported with other phone system integrations.

Note The SCCP and SIP port groups support both the IPv4 and IPv6 addresses. However, the SIP to DMG/PIMG/TIMG port group supports IPv4 address only. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

See Also

- The "Managing Port Groups in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Edit Advanced Settings

Table 13-10 Edit Advanced Settings Page

Field	Description
Delay After Answer ____ Milliseconds	Enter the wait time, in milliseconds, after a call is connected to Cisco Unity Connection and before Connection plays a greeting. Default setting: 0 milliseconds.
Outgoing Guard Time _____ Milliseconds	Enter the wait time, in milliseconds, that a voice messaging port must be inactive before Cisco Unity Connection uses it for an outgoing call. Default setting: 1,000 milliseconds.
Outgoing Pre-Dial Delay ____ Milliseconds	Enter the wait time, in milliseconds, before Cisco Unity Connection dials an outgoing call. Default setting: 0 milliseconds.

Table 13-10 Edit Advanced Settings Page (continued)

Field	Description
Outgoing Post-Dial Delay ____ Milliseconds	Enter the wait time, in milliseconds, after Cisco Unity Connection dials an outgoing call. Default setting: 0 milliseconds.
DTMF Interdigit Delay ____ Milliseconds	Enter the wait time, in milliseconds, after a caller dials a digit and before Cisco Unity Connection acts on the digits that it has received. Default setting: 300 milliseconds.
Recording DTMF Clip ____ Milliseconds	Enter the amount of time, in milliseconds, to truncate at the end of a recording when a message is terminated with a DTMF touchtone. Default setting: 170 milliseconds.
Recording Tone Extra Clip ____ Milliseconds	Enter the amount of time, in milliseconds, to truncate at the end of a recording when a message is terminated by the caller hanging up, which may cause the phone system to provide a tone (such as a reorder tone). Default setting: 250 milliseconds.
Wait For Call Information ____ Milliseconds	*(PIMG/TIMG integrations only)* The time (in milliseconds) that Cisco Unity Connection waits to receive call information from a PIMG/TIMG unit before playing the greeting. This setting applies to integrations through TIMG units or analog PIMG units only. The setting may vary depending on the phone system configuration. Default setting: 0 milliseconds.
Remote-Party-ID	*(PIMG/TIMG and SIP integrations only)* Enter the text that appears on the phone when the pilot number for the voice messaging ports is dialed. For example, enter "Cisco Unity Connection voicemail."
Use DTMF KPML	*(PIMG/TIMG and SIP integrations only)* Check this check box so that DTMF digits for call control are sent through SIP NOTIFY messages in compliance with RFC 4730. Default setting: Check box checked.
Use DTMF RFC 2833	*(PIMG/TIMG and SIP integrations only)* Check this check box so that DTMF digits for call control are sent through the RTP (audio) stream in compliance with RFC 2833. Default setting: Check box checked.
SIP MWI Requests	*(PIMG/TIMG integrations only)* Select one of the following: • Address to Specific PIMG/TIMG Port—When this option is selected, Cisco Unity Connection turns off an MWI by using the same port that was used to turn it on. • Not Port Specific—When this option is selected, Cisco Unity Connection uses any available dial-out port to turn off an MWI. Default setting: Address to Specific PIMG/TIMG Port.
Enable Audio Normalization	Check this check box so that Cisco Unity Connection automatically adjusts the recording volume of voice messages and user greetings to match the setting of the Target Decibel Level for Recordings and Messages field on the System Settings > General Configuration page. Default setting: Check box checked.

Table 13-10 Edit Advanced Settings Page (continued)

Field	Description
Enable Noise Reduction	Check this check box so that Cisco Unity Connection enables a noise-reduction filter to improve audio quality and voice-recognition accuracy in noisy environments. The filter is applied to all voice utterances entered by users of the voice-recognition conversation and to all audio that is recorded by Connection on calls to voice messaging ports in the port group. Uncheck the check box to disable the filter for all utterances and recorded audio on calls to voice messaging ports in the port group. Default setting: Check box checked.

See Also

Edit Codec Advertising

Table 13-11 Edit Codec Advertising Page

Field	Description
Advertised Codecs	Move to this list the codecs (audio formats) that Cisco Unity Connection advertises that it can use when dialing out. The phone system must transcode if it uses different codecs.
Unadvertised Codecs	Move to this list the codecs (audio formats) that Cisco Unity Connection does not advertise when dialing out.

See Also

- The "Managing Port Groups in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Search Ports

Table 13-12 Search Ports Page

Field	Description
Delete Selected	To delete a port, check the check box to the left of the display name, and select Delete Selected. You can delete multiple ports at once.
Add New	To add a port, select the Add New button. A new page opens, on which you enter data applicable to the new port.
Display Name	*(Display only)* The descriptive name for the voice messaging port. The name is created from the port group display name followed by a hyphen and sequence number of the voice messaging port.
Phone System Display Name	*(Display only)* The phone system that uses the port. Select this name to view and edit the phone system settings.
Extension	*(Display only)* The extension of the voice messaging port, if applicable.

Table 13-12 Search Ports Page (continued)

Field	Description
Server	*(Display only)* The Cisco Unity Connection server (when a Connection cluster is configured) that handles this port.
Enabled	*(Display only)* When the column has an X, the port is enabled during normal operation.
Answer Calls	*(Display only)* When the column has an X, the port is designated for answering calls.
Message Notification	*(Display only)* When the column has an X, the port is designated for notifying users of messages.
Dialout MWI	*(Display only)* When the column has an X, the port is designated for turning MWIs on and off.
TRAP Connection	*(Display only)* When the column has an X, the port enables users to use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Typically, TRAP Connection is assigned to the least busy ports.
Security Mode	*(Display only)* Indicates whether Cisco Unified Communications Manager authentication or encryption is enabled.

See Also

New Port

Table 13-13 New Port Page

Field	Description
Enabled	Check this check box so that the port is enabled during normal operation. Uncheck this check box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. Typically, the port is disabled only by the installer during testing. Default setting: Check box checked.
Number of Ports	Enter the number of voice messaging ports that you want to add. Default setting: 1.
Beginning Extension for a Range	*(PIMG/TIMG integrations only)* Enter the extension of the first voice messaging port. If you are adding multiple ports, the first port will receive this extension number, the next port will receive the next extension in sequence, and so on. **Caution** You must confirm that the extensions are not already assigned to another voice messaging port. Otherwise, the phone system integration may not function correctly.
Phone System	Select the phone system that the voice messaging port uses.
Port Group	Select the port group that the voice messaging ports belong to.
Server	*(Cisco Unified CM SCCP and SIP integrations only)* When a Cisco Unity Connection cluster is configured, select the name of the Connection server that handles the voice messaging port.

Table 13-13 New Port Page (continued)

Field	Description
Answer Calls	Check this check box so that the port is designated for answering calls. These calls can be incoming calls from unidentified callers or from users. Uncheck this check box so that the port does not answer calls. Default setting: Check box checked.
Perform Message Notification	Check this check box so that the port is designated for notifying users of messages. Assign Perform Message Notification to the least busy ports. Default setting: Check box checked.
Send MWI Requests	*(Not used by serial integrations.)* Check this check box so that the port is designated for turning MWIs on and off. We recommend that you assign Send MWI Requests to the least busy ports. Note the following: • This check box is disabled for all ports in the port group if the Enable Message Waiting Indicators check box is not checked on the Port Group Basics page. • The Enable Message Waiting Indicators check box on the Port Group Basics page of the port group must be checked for the voice messaging port to turn MWIs on and off. If the Enable Message Waiting Indicators check box on the Port Group Basics page of the port group is not checked, the voice messaging port does not turn MWIs on or off. Uncheck this check box so that message waiting indicators (MWIs) are not set by voice messaging ports in the port group. When this check box is not checked, even when voice messaging ports are configured to send MWI requests, MWIs are not set. Default setting: Check box checked.
Allow TRAP Connections	Check this check box so that users can use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Assign Allow TRAP Connections to the least busy ports. Default setting: Check box checked.
Security Mode	*(Cisco Unified CM SCCP integrations only)* Select the Cisco Unified Communications Manager security mode that you want to use for the voice messaging port. Default setting: Non-secure.

See Also

Port Basics

Table 13-14 Port Basics Page

Field	Description
Enabled	Check this check box so that the port is enabled during normal operation. Uncheck this check box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. Typically, the port is disabled only by the installer during testing. Default setting: Check box checked.

Table 13-14 Port Basics Page (continued)

Field	Description
Port Name	*(Display only)* The descriptive name for the voice messaging port. The name is created from the port group display name followed by a hyphen and sequence number of the voice messaging port.
Restart	Select this button to restart the voice messaging port. **Caution** Restarting a voice messaging port terminates any call that is in progress on that port. In Cisco Unity Connection Serviceability, you can stop a port from taking new incoming calls on the Tools > Cluster Management page.
Phone System	*(Display only)* The display name for the phone system that uses the voice messaging port.
Port Group	*(Display only)* The port group that the voice messaging ports belong to.
Extension	*(PIMG/TIMG integrations only)* Enter the extension that the phone system uses to connect to the port.
Server	*(Cisco Unified CM SCCP and SIP integrations only)* When a Cisco Unity Connection cluster is configured, select the name of the Connection server that handles the voice messaging port.
Answer Calls	Check this check box so that the port is designated for answering calls. These calls can be incoming calls from unidentified callers or from users. Uncheck this check box so that the port does not answer calls. Default setting: Check box checked.
Perform Message Notification	Check this check box so that the port is designated for notifying users of messages. Assign Perform Message Notification to the least busy ports. Default setting: Check box checked.
Send MWI Requests	*(Not used by serial integrations.)* Check this check box so that the port is designated for turning MWIs on and off. We recommend that you assign Send MWI Requests to the least busy ports. Note the following: • This check box is disabled for all ports in the port group if the Enable Message Waiting Indicators check box is not checked on the Port Group Basics page. • The Enable Message Waiting Indicators check box on the Port Group Basics page of the port group must be checked for the voice messaging port to turn MWIs on and off. If the Enable Message Waiting Indicators check box on the Port Group Basics page of the port group is not checked, the voice messaging port does not turn MWIs on or off. Uncheck this check box so that message waiting indicators (MWIs) are not set by voice messaging ports in the port group. When this check box is not checked, even when voice messaging ports are configured to send MWI requests, MWIs are not set. Default setting: Check box checked.
Allow TRAP Connections	Check this check box so that users can use the phone as a recording and playback device in Cisco Unity Connection web applications and email clients. Assign Allow TRAP Connections to the least busy ports. Default setting: Check box checked.
Outgoing Hunt Order	*(Cisco Unified CM SCCP and PIMG/TIMG integrations only)* Enter the order of priority that the port is used for outgoing calls, if applicable. When available ports have the same hunt order number, Cisco Unity Connection uses the port that has been idle the longest.

Table 13-14 Port Basics Page (continued)

Field	Description
Security Mode	*(Cisco Unified CM SCCP integrations only)* Select the Cisco Unified Communications Manager security mode that you want to use for the voice messaging port. Default setting: Non-secure.
SCCP (Skinny) Device Name	*(Display only)* The device name that Cisco Unified Communications Manager assigned to the voice messaging port. This device name may be helpful for troubleshooting.
View Certificate	*(Cisco Unified CM SCCP integrations only)* Select this button to view the device certificate data for the voice messaging port.

See Also

- The "Managing Ports in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

View Port Certificate

Table 13-15 View Port Certificate Page

Field	Description
Subject	*(Display only)* The content of the Subject field for the port certificate.
Issuer	*(Display only)* The content of the Issuer field for the port certificate.
Valid From	*(Display only)* The date and time of beginning validity for the port certificate.
Valid Until	*(Display only)* The date and time of ending validity for the port certificate.
Version	*(Display only)* The version of the port certificate.
Serial Number	*(Display only)* The serial number of the port certificate.
Certificate Text	*(Display only)* The text content of the port certificate.
Private Key	*(Display only)* The encrypted private key of the port certificate.
Generate New	Select this button to generate a new port certificates for all voice messaging ports.

See Also

- The "Managing Ports in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

Speech Connect Port

Table 13-16 Speech Connect Port Page

Field	Description
Connection Server	Select the name of the Connection server on which you want to configure Speech Connect ports.
Number of Ports	Enter the number of Speech Connect ports that you want to configure. **Note** Make sure that the number of ports that you specify in the **Number of Ports** field is less than or equal to the maximum number of voice ports.

Search Phone System Trunks

Table 13-17 Search Phone System Trunks Page

Field	Description
Delete Selected	To delete a phone system trunk, check the check box to the left of the display name, and select Delete Selected. You can delete multiple phone system trunks at once.
Add New	To add a phone system trunk, select the Add New button. A new page opens, on which you enter data applicable to the new phone system trunk.
From Phone System Display Name	*(Display only)* The phone system from which calls are transferred when Cisco Unity Connection dials the trunk access code for sending calls to another phone system.
To Phone System Display Name	*(Display only)* The phone system that the phone system trunk connects to when the trunk access code is dialed.
Trunk Access Code	*(Display only)* The number that Cisco Unity Connection dials to transfer a call from the phone system in the From Phone System field to the phone system in the To Phone System field.

See Also

New Phone System Trunk

Table 13-18 New Phone System Trunk Page

Field	Description
From Phone System	Select the phone system from which calls are transferred when Cisco Unity Connection dials the trunk access code for sending calls to another phone system.
To Phone System	Select the phone system that the phone system trunk connects to when the trunk access code is dialed.
Trunk Access Code	Enter the trunk access code that Cisco Unity Connection dials to transfer a call from the phone system in the From Phone System field to the phone system in the To Phone System field.

See Also

- The "Managing Phone System Trunks in Cisco Unity Connection 9.x" section in the "Managing Phone System Integrations 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.

View Root Certificate

Table 13-19 View Root Certificate Page

Field	Description
Subject	*(Display only)* The content of the Subject field for the root certificate.
Issuer	*(Display only)* The content of the Issuer field for the root certificate.
Valid From	*(Display only)* The date and time of beginning validity for the root certificate.
Valid Until	*(Display only)* The date and time of ending validity for the root certificate.
Version	*(Display only)* The version of the root certificate.
File Name	*(Display only)* The file name of the root certificate.
Serial Number	*(Display only)* The serial number of the root certificate.
Certificate Text	*(Display only)* The text content of the root certificate.
Private Key	*(Display only)* The encrypted private key of the root certificate.
Right-Click to Save the Certificate as a File	Right-click this link and select Save Target As so that you can save the root certificate as a file at the location that you indicate. Note that the file name must match the name indicated and that the extension must be 0 rather than htm.
Generate New	Select this button to generate a new root certificate and new port certificates for all voice messaging ports.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

Search SIP Certificates

Table 13-20 Search SIP Certificates Page

Field	Description
Delete Selected	To delete a SIP certificate, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SIP certificates at once.

Table 13-20 Search SIP Certificates Page (continued)

Field	Description
Add New	To add an SIP certificate, select the Add New button. A new page opens, on which you enter data applicable to the new SIP certificate.
Display Name	*(Display only)* The name of the SIP certificate.
Subject Name	*(Display only)* The subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

New SIP Certificate

Table 13-21 New SIP Certificate Page

Field	Description
Display Name	Enter a descriptive name for the SIP certificate.
Subject Name	Enter a subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration. **Caution** This subject name must match the subject name of the SIP certificate used by Cisco Unified Communications Manager. Otherwise, Cisco Unified CM authentication and encryption fail.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

Edit SIP Certificate

Table 13-22 Edit SIP Certificate Page

Field	Description
Display Name	Enter a descriptive name for the SIP certificate.

Table 13-22 Edit SIP Certificate Page (continued)

Field	Description
Subject Name	Enter a subject name that matches the subject name of the SIP certificate for the SIP trunk in Cisco Unified CM Administration. **Caution** This subject name must match the subject name of the SIP certificate used by Cisco Unified Communications Manager. Otherwise, Cisco Unified CM authentication and encryption fail.
Subject	*(Display only)* The content of the Subject field for the SIP certificate.
Issuer	*(Display only)* The content of the Issuer field for the SIP certificate.
Valid From	*(Display only)* The date and time of beginning validity for the SIP certificate.
Valid Until	*(Display only)* The date and time of ending validity for the SIP certificate.
Version	*(Display only)* The version of the SIP certificate.
Serial Number	*(Display only)* The serial number of the SIP certificate.
Certificate Text	*(Display only)* The text content of the SIP certificate.
Private Key	*(Display only)* The encrypted private key of the SIP certificate.
Generate New	Select this button to generate a new SIP certificate.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

Search SIP Security Profiles

Table 13-23 Search SIP Security Profiles Page

Field	Description
Delete Selected	To delete a SIP security profile, check the check box to the left of the display name, and select Delete Selected. You can delete multiple SIP security profiles at once.
Add New	To add a SIP security profile, select the Add New button. A new page opens, on which you enter data applicable to the new SIP security profile.
Display Name	*(Display only)* The name of the SIP security profile.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

New SIP Security Profile

Table 13-24 New SIP Security Profile Page

Field	Description
Port	The port that the Cisco Unified Communications Manager server uses for SIP trunk authentication and encryption of the voice messaging ports. **Note** You cannot use the same port for both TLS and non-TLS SIP security.
Do TLS	Check this check box so that call signaling messages are encrypted when sent through the SIP trunk between Cisco Unity Connection and the Cisco Unified Communications Manager server. Uncheck this check box so that call signaling messages are not encrypted when sent through the SIP trunk between Connection and the Cisco Unified CM server. **Caution** When this check box is checked, the Cisco Unified CM server must also enable TLS. Otherwise, SIP security does not function correctly.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

Edit SIP Security Profile

Table 13-25 Edit SIP Security Profile Page

Field	Description
Port	The port that the Cisco Unified Communications Manager server uses for SIP trunk authentication and encryption of the voice messaging ports. **Note** You cannot use the same port for both TLS and non-TLS SIP security.
Do TLS	Check this check box so that call signaling messages are encrypted when sent through the SIP trunk between Cisco Unity Connection and the Cisco Unified Communications Manager server. Uncheck this check box so that call signaling messages are not encrypted when sent through the SIP trunk between Connection and the Cisco Unified CM server. **Caution** When this check box is checked, the Cisco Unified CM server must also enable TLS. Otherwise, SIP security does not function correctly.

See Also

- The "Security in Cisco Unity Connection 9.x (Cisco Unified Communications Manager Integrations Only)" section in the "Managing Phone System Integrations 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.

CHAPTER 14

Cisco Unity Connection 9.x Tool Settings

See the following sections:

- Task Definitions, page 14-1
- Task Definition Basics, page 14-2
- Task Schedule, page 14-2
- Bulk Administration Tool, page 14-3
- Search Custom Keypad Mappings, page 14-5
- Edit Custom Keypad Mapping, page 14-5
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- Grammar Statistics, page 14-7
- Search Objects by SMTP Address, page 14-8
- Show Dependency Results, page 14-8

Task Definitions

Table 14-1 Task Definitions Page

Field	Description
Task Name	The name of the Cisco Unity Connection task. For more information on what a specified task does, how frequently it runs, and the results of the task (for example, whether the task succeeded or failed), select the name of the task.

See Also

- The "Cisco Unity Connection 9.x Task Management Tool" section in the "Administrative Tools 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.

Task Definition Basics

Table 14-2 Task Definition Basics Page

Field	Description
Server	When a Cisco Unity Connection cluster is configured, select the server for which you want to view task information.
Display Name	The name of the task.
Summary	A brief overview of what the task does.
Run Now	*(Applicable only to the Monitor Disk Space and Check System Configuration tasks)* Select the Run Now button to immediately run the task. Note that when you choose to run a task immediately by selecting the Run Now button, it will be in addition to any scheduled task runs that you have set up on the Task Schedule page for the task. When you select the Run Now button, results usually display in the Task Execution Results table very quickly; you may need to wait a short time and then refresh the page to see the results.
Delete Selected	To delete a task definition, check the check box to the left of the display name, and select Delete Selected. You can delete multiple task definitions at once.
Severity	The maximum severity of the issues found by a task.
Time Started	The date and time that the task started running, in the format year-month-day hour:minute:second.thousandths of a second. To display the results for this task, select the link for the applicable date and time.
Time Completed	The date and time that the task finished running, in the format year-month-day hour:minute:second.thousandths of a second.

See Also

- The "Cisco Unity Connection 9.x Task Management Tool" section in the "Administrative Tools 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.

Task Schedule

The default settings and schedules for each task are optimized for functionality and performance. We recommend that you not change the default settings and schedules.

Caution Some tasks are critical to Cisco Unity Connection functionality. Disabling or changing the frequency of critical tasks may adversely affect performance or cause Connection to stop functioning.

Table 14-3 Task Schedule Page

Field	Description
Task Name	The name of the task.

Table 14-3 Task Schedule Page (continued)

Field	Description
Enabled	Check or uncheck the check box to specify whether you want the task to run automatically on the specified schedule.
Run on System Startup After ____ Minutes	Check this check box if you want the task to run every time that you restart the Cisco Unity Connection server in addition to running on a schedule, and then specify the number of minutes after startup that you want the task to run.
Run Task Every ____ Minutes	Select this option if you want the task to run more often than once a day, and then specify the frequency in minutes.
Run Task At	To set up the task to run on a regular schedule, select one of the following options: • Once each day—Specify the time, and select the Every Day option. • Once each week—Specify the time, and select the Every <day of the week> option. • Once each month—Specify the time, and select the Every <date> of Every Month option.
Save	Saves the specified settings.
Set to Defaults	Resets all values on this page to the default values recommended for the current task.

See Also

- The "Cisco Unity Connection 9.x Task Management Tool" section in the "Administrative Tools 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.

Bulk Administration Tool

Table 14-4 Bulk Administration Tool Page

Field	Description
Select Operation	Select the applicable bulk operation: • Create • Update • Delete • Export
Do Not Delete Users With Items in Their Mailboxes	*(Applicable only when the Delete operation is selected)* Check this check box so that users who have messages in their mailboxes are not deleted. Default setting: Check box checked.

Table 14-4 Bulk Administration Tool Page (continued)

Field	Description
Select Object Type	Select the applicable type of objects: • Users (without Voice Mailboxes) • Users with Mailbox • Contacts • Distribution Lists • Distribution List Members • Users from LDAP Directory (Note that this option is available only if you integrated Cisco Unity Connection with an LDAP directory.) • Unified Messaging Accounts • Branches **Note** With Connection 9.1(1), you can now use Bulk Administration Tool (BAT) tool to configure Connection SRSV branches.
User Template	Indicate whether you want to override individual CSV field settings with the setting from a user template: • No • Yes (If you select Yes, also select the template from the list.)
CSV File	Enter the full path of the CSV file. **Note** Bulk Administration Tool supports only UTF-8 and UTF-16 character set encoding for the text in the CSV file.
Failed Objects Filename	Enter the full path to the failed objects report file.
Submit	Select Submit to initiate the bulk operation.
Display Last Operation	Select the Display Last Operation button to bring up a download link for the output file from the previous operation.

See Also

- The "Using the Cisco Unity Connection 9.x Bulk Administration Tool" appendix 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.
- The "Creating User Accounts from LDAP User Data or Integrating Existing Users with LDAP Users 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.

Search Custom Keypad Mappings

Table 14-5 Search Custom Keypad Mappings Page

Field	Description
Conversation Name	Select the applicable custom keypad mapping conversation from the available conversations.

See Also

- The "Custom Keypad Mapping Tool 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.

Edit Custom Keypad Mapping

Table 14-6 Edit Custom Keypad Mapping Page

Field	Description
Menu Tabs	Select the applicable menu tab to customize the conversation for that menu. There are eight conversation menus that can be customized: • Main menu • Message Playback menu (Header Tab, Body Tab, and Footer Tab) • After Message menu • Settings menu • Message Settings menu • Personal Settings menu
Option	The list of options that can be used for the selected menu. For a detailed description of each option, see the "Custom Keypad Mapping Tool 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.
Key Assignment	The key or keys that are assigned to each menu option. Note the following guidelines: • The only characters allowed are: 0 – 9, *, # or blank. • A maximum of 3 digits is allowed for each menu option. • Duplicate key entries are not allowed for any unique menu. (For example, you cannot map the "1" key to both Hear New Messages and Send a Message in the Main menu. However, you can map the "1" key to Hear New Messages in the Main menu and also to Greetings in the Settings menu.) • Leaving a key assignment blank disables that option for the menu. • When changes are saved, all new calls that use that conversation follow the new key mapping settings. • When you leave a key assignment black, uncheck the Option Voiced in Menu check box.

Table 14-6 Edit Custom Keypad Mapping Page (continued)

Field	Description
Option Voiced in Menu	Check or uncheck the check box to indicate whether the option is voiced in the menu. You can use this setting to assign a key or keys to an option but not have it presented in the menu. The option would still be enabled and Cisco Unity Connection would respond appropriately if the assigned key is pressed, but the user would not hear the option in the menu. For example, your users may know that "0" is always mapped to Help and "*" is always mapped to Cancel, but in an effort to keep menus as short as possible, you may not want to have those options voiced in every menu.
Move To	Select a menu option and use the Move To button or the up and down arrows to change the order in which options are voiced in the menu.
Action Description	*(Display only)* Describes the action that is taken for the selected option.
Reset Mappings on All Tabs To	Select the applicable conversation to use as the basis for this Custom Keypad Mapping conversation. You can change the key mappings for all menus to match that of an existing conversation. For example you can have all of the key mappings for the selected custom keypad mapping replaced with the mappings of Optional Conversation 1. This can be useful if you want to make a small number of changes to an existing conversation and do not want to manually remap every option.

See Also

- The "Custom Keypad Mapping Tool 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.

Migrate Users

Table 14-7 Migrate Users Page

Field	Description
Server Name or IP Address	Enter the name or the IP address of the SSH server to which you exported Cisco Unity (version 4.0(1) or later) user data.
Path Name	Enter the path to the directory that contains the user data that you want to import. The format of the path depends on how you configured the SSH server application for access to that directory.
Username	Enter the account name for an account that has the permissions required to access the server and files to which you exported the data.
Password	Enter the password for the account that you entered in the Username field.
User Template	Select the template whose settings you want to apply to all of the users you are creating with the imported data.
Failed Objects Filename	Enter the file name for the log file in which you want Cisco Unity Connection to save information about users whose data could not be imported.
Submit	Select the Submit button to begin to import user data.

Migrate Messages

Table 14-8 Migrate Messages Page

Field	Description
Server Name or IP Address	Enter the name or the IP address of the SSH server to which you exported Cisco Unity (version 4.0(1) or later) messages.
Path Name	Enter the path to the directory that contains the messages that you want to import. The format of the path depends on how you configured the SSH server application for access to that directory.
Username	Enter the account name for an account that has the permissions required to access the server and files to which you exported the data.
Password	Enter the password for the account that you entered in the Username field.
Submit	Select the Submit button to begin to import messages.

Grammar Statistics

Table 14-9 Grammar Statistics Page

Field	Description
Name	*(Display only)* The name of the dynamic voice-recognition grammar.
Last Modified	*(Display only)* The last time the grammar was recompiled.
Number of Items	*(Display only)* The number of items in the grammar.
Pending Updates	*(Display only)* Indicates whether there are updates pending. If items have been added to the grammar (for example, a new name in the name grammar) and it has not been recompiled since the addition, Pending Updates is set to "yes." Otherwise it is set to "no."
Is Rebuilding	*(Display only)* Indicates whether the grammar is currently being recompiled.
Rebuild Grammars	Select the Rebuild Grammars button to force an immediate recompilation of all grammars. This action overrides the Voice Recognition Update Schedule (under System Settings > Schedules in Cisco Unity Connection Administration) if the schedule is currently inactive. (By default, all days and times are active for this schedule.) It also overrides the ten minute wait period after a bulk operation has been initiated.

See Also

- The "Cisco Unity Connection 9.x Grammar Statistics Tool" section in the "Administrative Tools 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.

Search Objects by SMTP Address

Table 14-10 Search Objects by SMTP Address Page

Field	Description
Alias	*(Display only)* The alias of the object that matches the search term. If more than one object is found that matches this SMTP address, Cisco Unity Connection uses the object marked with an asterisk (*) when trying to resolve the address to an object.
Object Type	*(Display only)* The type of the object (user, contact or system distribution list) that matches the search term.
Primary	*(Display only)* Indicates whether the term matches the primary SMTP address of the object. If it is set to no, the term matches an SMTP proxy address for the object.
Location	*(Display only)* The Cisco Unity Connection location on which the object is homed.

Show Dependency Results

Table 14-11 Show Dependencies Page

Field	Description
Display Name	Shows the display name of each object that was found to have a dependency on the selected search object.
Page in Connection Administration	Provides a hyperlink to the object that has a dependency on the selected search object.
Display Previous Results	To view the results of the most recent dependency search, select the Display Previous Results. To initiate a dependency search, browse to the search page for the object type.

See Also

- The "Cisco Unity Connection 9.x Show Dependency Results" section in the "Administrative Tools 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.