



# CHAPTER 16

## Cisco Unity Connection SRSV Tool Settings

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See the following sections:

- [Search Custom Keypad Mappings, page 16-1](#)
- [Edit Custom Keypad Mapping, page 16-2](#)

### Search Custom Keypad Mappings

The Search Custom Keypad Mappings page displays the status with the total number of custom keypad mappings.

The search results, by default, return all keypad mappings. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the conversation name field using the following options:

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

**Table 16-1**      *Search Custom Keypad Mappings Page*

Field	Description
Conversation Name	Select the applicable custom keypad mapping conversation from the available conversations.

# Edit Custom Keypad Mapping

**Table 16-2** Edit Custom Keypad Mapping Page

Field	Description
Menu Tabs	<p>Select the applicable menu tab to customize the conversation for that menu. There are eight conversation menus that can be customized:</p> <ul style="list-style-type: none"> <li>• Main menu</li> <li>• Message Header</li> <li>• Message Body</li> <li>• Message Footer</li> <li>• After Message menu</li> </ul>
Option	<p>The list of options that can be used for the selected menu. For a detailed description of each option, see the “<a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html">Custom Keypad Mapping Tool in Cisco Unity Connection 9.x</a>” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html</a>.</p>
Key Assignment	<p>The key or keys that are assigned to each menu option. Note the following guidelines:</p> <ul style="list-style-type: none"> <li>• The only characters allowed are: 0 – 9, *, # or blank.</li> <li>• A maximum of 3 digits is allowed for each menu option.</li> <li>• 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.)</li> <li>• Leaving a key assignment blank disables that option for the menu.</li> <li>• When changes are saved, all new calls that use that conversation follow the new key mapping settings.</li> <li>• When you leave a key assignment blank, uncheck the Option Voiced in Menu check box.</li> </ul>
Option Voiced in Menu	<p>Check or uncheck the check box to indicate whether the option is voiced in the menu.</p> <p>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.</p>
Move To	<p>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.</p>
Action Description	<p>(Display only) Describes the action that is taken for the selected option.</p>

# Using the Custom Keypad Mapping Tool in Cisco Unity Connection SRSV

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

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

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

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- Step 1** In Cisco Unity Connection SRSV Administration, expand **Tools**, then select **Custom Keypad Mapping**.
- Step 2** On the Search Custom Keypad Mappings page, select the applicable custom keypad mapping conversation.
- Step 3** On the Edit Custom Keypad Mapping page, select the applicable tab to select the menu for which you would like to change key assignments.
- Step 4** Change key assignments as applicable. (For guidelines on allowed entries, see the [Guidelines for Assigning Keys to Menu Options, page 16-3](#).)
- Step 5** Select **Save**.
- When changes are saved, all new calls that use this conversation follow the new key mapping settings.
- Step 6** Repeat [Step 3](#) through [Step 5](#) for each menu that you want to customize.
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## Guidelines for Assigning Keys to Menu Options

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

# Conversation Menus That Can Be Customized in Cisco Unity Connection SRSV

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

The following menus can be customized:

- [Main Menu Tab, page 16-4](#)
- [Message Playback Menu Tabs \(Message Header Tab, Message Body Tab, and Message Footer Tab\), page 16-4](#)
- [After Message Menu Tab, page 16-7](#)

## Main Menu Tab

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

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

**Table 16-3**      *Main Menu Tab*

Option	Description
Play New Messages	Takes users to the new (unread) message stack.
Review Old Messages	Takes users to the saved message stack. If applicable, users are also offered an opportunity to review deleted messages.
Cancel or Back Up	Exits the user mailbox.  By default, when users exit their mailboxes they are sent to the Opening Greeting call handler. However, you can customize the exit behavior by changing the When Exiting the Conversation setting on the Phone Menu page for each user.
Help	Plays the Main menu Help.
Repeat Menu Options	Plays the Main menu again.
Call a Number	Allows users to access the User System Transfer conversation and dial any number that is allowed by their transfer restriction table.

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

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

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

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

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

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

See [Table 16-4](#) for a list of options that can be mapped.

**Table 16-4** Message Playback Menu Tabs

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

**Table 16-4** Message Playback Menu Tabs (continued)

Option	Description
Fast Playback	Speeds up the message that is currently being played. Pressing the mapped key speeds the message playback by 50 percent. Pressing the key again speeds the message playback by 100 percent.  <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback speed is saved as the default playback speed for the user.
Rewind	Jumps backward in the message that is currently being played.  By default, the message rewinds five seconds. You can adjust the rewind time on the Playback Message Settings page.
Pause/Resume	Pauses playback of the message, or resumes playback when the message is already paused.
Fast-Forward	Jumps forward in the message that is currently being played.  By default, the message fast-forwards five seconds. You can adjust the fast-forward time on the Playback Message Settings page.
Skip to After Message Menu	Jumps directly to the After Message menu.
Skip Message, Save As Is	Skips to the next message in the stack and leaves the message in the state it was in. When a new message is skipped, it is saved as unread; when a saved message is skipped, it remains saved; and when a deleted message is skipped, it remains deleted.
Play Message By Number	Asks the user to enter the number of a message in the current stack (new, saved, or deleted messages) and then takes the user directly to that message. For users who have large numbers of messages, this is a useful way to jump ahead or back in the stacks.  This option is offered only when the Enable Go to Message setting is enabled on the System Settings > Advanced > Conversation page.
Go to Previous Message	Takes the user to the previous message in the stack.
Go to Next Message	Takes the user to the next message in the stack. The message the user was listening to is left in the state it was in (new, saved, or deleted). Go to Next Message functions the same as the Skip Message, Save As Is option.
Cancel or Back Up	Terminates message playback and goes up a menu level. Users who are listening to new or saved messages go to the Main menu. Users who are listening to deleted messages go to the Deleted Message Option menu.
Operator	Signs users out of their mailboxes and sends them to the Operator call handler. The message is left in the state that it was in.
Play Message Properties	Plays the properties of the message that is currently being played. This includes the sender information (including ANI if it is provided for outside callers) and the time that the message was sent.
Go to First Message	Jumps to the first message of the message stack. Connection plays the “First message” prompt as an audible cue to the user.
Help	Plays Help for all of the options that are mapped to a key, and for which the Option Voiced in Help check box is checked.

**Table 16-4** Message Playback Menu Tabs (continued)

Option	Description
Go to Last Message	Jumps to the last message of the message stack. Connection plays the “Last message” prompt as an audible cue to the user.
List Message Recipients	Lists all recipients of the current message.
Reset Volume to Default	Resets the volume of the message that is currently being played to the default message playback volume setting for the user. <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Save as New	Skips to the next message in the stack and marks the message as new. When this option is selected, if a user skips messages when listening to saved or deleted messages, the messages are marked as unread and are moved to the new message stack.
Louder Playback	Increases the volume of the message that is currently being played. <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Reset Speed to Default	Resets the speed of the message that is currently being played to the default message playback speed setting for the user. <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback speed is saved as the default playback speed for the user.
Quieter Playback	Decreases the volume of the message that is currently being played. <b>Note</b> If the Save Speed and Volume Changes Made by User setting is enabled on the System Settings > Advanced > Conversation Configuration page, the last change made to playback volume is saved as the default playback volume for the user.
Skip to End	Jumps to the beginning of the message footer. When the After Playing Each Message, Play options are not enabled for the user on the Playback Message Settings page, these options effectively skips to the end of the message and goes directly to the After Message menu.
Forward Message	Allows the user to forward the message to another user or distribution list.
Replay Message	Jumps to the beginning of the message body, effectively repeating the message. If you assign a key to this option for the message header, it allows users to skip the header and jump right to the message.

## After Message Menu Tab

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

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

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

Option	Description
Repeat Message	Plays the message again, starting with the header.
Save	Marks the message as saved (read) and moves to the next message in the stack. When the user is listening to a deleted message, this option moves the message to the saved message stack.
Delete	Deletes the message that is currently being played.  The user class of service determines whether the message is moved to the deleted items folder or is deleted permanently.
Reply	Replies to the sender of the message. Only the sender receives the reply; other recipients of the original message do not receive the reply.  This option is available only when the message is from another user; users cannot reply to outside caller messages.
Save as New	Marks the message as new (unread) and moves to the next message in the stack. When the user is listening to a saved or deleted message, this option moves the message to the new message stack.
Rewind	Jumps backward into the message.  By default, the message rewinds five seconds. You can adjust the rewind time on the Playback Message Settings page.
Play Message Properties	Plays the properties of the current message. This includes the sender information (including ANI if it is provided for outside callers) and the time that the message was sent.
Cancel or Back Up	Exits the After Message menu and goes up a menu level. Users who are listening to new or saved messages go to the Main menu. Users who are listening to deleted messages go to the Deleted Message Option menu.
Help	Plays the After Message menu Help.
Play Message By Number	Asks the user to enter the number of a message in the current stack (new, saved, or deleted messages) and then takes the user directly to that message. For users who have large numbers of messages, this is a useful way to jump ahead or back in the stacks.  This option is available only when the Enable Go to Message setting is enabled on the System Settings > Advanced > Conversations page.
List Message Recipients	Lists all recipients of the current message.
Go to Previous Message	Takes the user to the previous message in the stack.
Go to Next Message	Takes the user to the next message in the stack. The message the user was listening to is left in the state that it was in (new, saved, or deleted). Go to Next Message functions the same as the Skip Message, Save As Is option.
Save As Is	Goes to the next message in the stack and leaves the message in the state that it was in. New messages are saved as unread; saved messages remain saved; and deleted messages remain deleted.
Go to First Message	Jumps to the first message of the message stack. Connection plays the “First message” prompt as an audible cue to the user.

**Table 16-5** *After Message Menu Tab (continued)*

<b>Option</b>	<b>Description</b>
Go to Last Message	Jumps to the last message of the message stack. Connection plays the “Last message” prompt as an audible cue to the user.
Operator	Signs users out of their mailboxes and sends them to the operator call handler. The message is left in the state it was in.
Skip Message, Save As Is	Skips to the next message in the stack and leaves the message in the state it was in. When a new message is skipped, it is saved as unread; when a saved message is skipped, it remains saved; and when a deleted message is skipped, it remains deleted.

