



CHAPTER 4

Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x

Much of the functionality that affects how users interact with Cisco Unity Connection is controlled on user account pages. This chapter contains information on how to set up the features and functionality found on the account pages for individual users and user templates. As applicable, this chapter also offers information on using Bulk Edit to change user accounts for multiple users at once.

See the following sections:

- [Passwords and PINs in Cisco Unity Connection 9.x, page 4-2](#)
- [Message Waiting Indicators in Cisco Unity Connection 9.x, page 4-5](#)
- [Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 9.x, page 4-8](#)
- [Personal Call Transfer Rules in Cisco Unity Connection 9.x, page 4-10](#)
- [Outside Caller Options in Cisco Unity Connection 9.x, page 4-11](#)
- [Mailbox-Size Quotas in Cisco Unity Connection 9.x, page 4-11](#)
- [Message Aging in Cisco Unity Connection 9.x, page 4-12](#)
- [Message Locator in Cisco Unity Connection 9.x, page 4-13](#)
- [Conversation and Phone Menu Options in Cisco Unity Connection 9.x, page 4-14](#)
- [Phone View in Cisco Unity Connection 9.x, page 4-27](#)
- [Message Playback Options in Cisco Unity Connection 9.x, page 4-29](#)
- [Message Addressing and Sending Options in Cisco Unity Connection 9.x, page 4-42](#)
- [Message Actions in Cisco Unity Connection 9.x, page 4-49](#)
- [Custom Recordings in Cisco Unity Connection 9.x, page 4-52](#)
- [Greetings in Cisco Unity Connection 9.x, page 4-52](#)
- [Notification Devices in Cisco Unity Connection 9.x, page 4-61](#)
- [Transcription Delivery with SpeechView in Cisco Unity Connection 9.x, page 4-74](#)
- [Alternate Extensions in Cisco Unity Connection 9.x, page 4-74](#)
- [Alternate Names in Cisco Unity Connection 9.x, page 4-78](#)
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- [Access to Exchange Calendars and Contacts in Cisco Unity Connection 9.x, page 4-80](#)

- [Cisco Unity Connection 9.x Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express](#), page 4-81
- [User Access to Email in an External Message Store in Cisco Unity Connection 9.0](#), page 4-81
- [User Access to Exchange Email by Using Text to Speech \(TTS\) in Cisco Unity Connection](#), page 4-82
- [SMTP Proxy Addresses in Cisco Unity Connection 9.x](#), page 4-84
- [Voice Recognition in Cisco Unity Connection 9.x](#), page 4-86

For information on functionality that is controlled by class of service settings, see the “[Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 9.x](#)” chapter.

The *System Administration Guide for Cisco Unity Connection* provides information on features and functionality that are available to users systemwide, including many conversation features and customizations. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Passwords and PINs in Cisco Unity Connection 9.x



Note

In Cisco Unified Communications Manager Business Edition (CMBE), you can change user voice mail PINs and web application passwords either from the User Management pages in Cisco Unified CM Administration or from the Edit > Change Password page in Cisco Unity Connection Administration. However, you must use the User Management pages in Cisco Unified CM Administration to change password settings (the authentication rule, lockout and expiration settings, and so on). The Edit > Password Settings page is not available in Connection Administration on Cisco Unified CMBE.



Note

If Cisco Unity Connection is integrated with an LDAP directory, the web application password and password settings (for example, password-complexity settings and whether the password expires) are controlled by the LDAP server.

For each user account, you can change user passwords and PINs and specify password and PIN settings from Cisco Unity Connection Administration. Password and PIN settings for individual users determine:

- Which authentication rule governs the account (authentication rules specify the password, PIN, lockout, and sign-in policies for Connection)
- Whether the user password or PIN was locked by an administrator, and if so, the time of the lockout
- Whether the user is allowed to change the password or PIN, or must change the password or PIN the next time he or she signs in
- Whether the password or PIN ever expires
- The last time a password or PIN was changed
- The number of failed sign-in attempts, the time of the last failed sign-in attempt, and the time period that the lockout is enforced

You can change password and PIN settings on the Edit > Password Settings page for the applicable user or template.

To change a phone PIN or web password for a user, see the following sections:

- [Securing and Changing User Phone PINs, page 4-3](#)
- [Securing and Changing the Web Application \(Cisco PCA\) Password, page 4-4](#)

Users can also use the Connection Messaging Assistant to change their passwords and PINs.

To learn about security implications when using default password and PIN settings, see the “[Password and PIN Security Considerations for Template Defaults in Cisco Unity Connection 9.x](#)” section on page 7-2.

Securing and Changing User Phone PINs

To help protect Cisco Unity Connection from unauthorized access and toll fraud, every user should be assigned a unique phone PIN. Additionally, each PIN should be six or more characters long and non-trivial.

Do the applicable procedure:

- [To Change a Phone PIN for an Individual User or Template, page 4-3](#)
- [To Change a Phone PIN for Multiple User Accounts in Bulk Edit Mode, page 4-3](#)



Note When you follow this procedure, you will assign an identical PIN to all of the user accounts. To assign unique PINs to Connection end user accounts (users with mailboxes) after they have been created, use the Bulk Password Edit tool along with a CSV file that contains unique strings for the PINs to apply PINs in bulk. The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at <http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html>.

To Change a Phone PIN for an Individual User or Template

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, select **Change Password**.
 - Step 3** On the Change Password page, in the Choose Password list, select **Voicemail**.
 - Step 4** In the Password field, enter the new PIN, and then reenter it in the Confirm Password field.
 - Step 5** Select **Save**.
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To Change a Phone PIN for Multiple User Accounts in Bulk Edit Mode

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- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Change Password**.
 - Step 3** On the Change Password page, in the Choose Password field, select **Voicemail**.

- Step 4** In the Password field, enter the new PIN, and then reenter it in the Confirm Password field.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Securing and Changing the Web Application (Cisco PCA) Password

Users must enter a password to sign in to the Cisco PCA. The Cisco PCA password is referred to as the “Web Application Password” in Cisco Unity Connection Administration.

Each user should be assigned a unique password. We recommend that you specify a long—eight or more characters—and nontrivial password. For the Cisco PCA, a nontrivial password has the following attributes:

- The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol.
- The password cannot contain the user alias or its reverse.
- The password cannot contain the primary extension or any alternate extensions.
- A character cannot be used more than three times consecutively (for example, !Coooo).
- The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Depending on how you set up user accounts, you can require users to change their Cisco PCA passwords the first time that they sign in. Encourage users to enter secure passwords whenever they change their Cisco PCA passwords, or set your secure password policy for the Cisco PCA to require them to do so. Sign-in, password, and lockout policies are defined on the Edit Authentication Rules page in Connection Administration.

Finally, when instructing users to secure their Cisco PCA passwords, convey the following:

- Users can change the Cisco PCA password only in the Connection Messaging Assistant; they cannot change it by using the Connection conversation.
- The Cisco PCA password is not related to the Cisco Unity Connection phone PIN, and the two are not synchronized. Users may assume that their phone PIN and Cisco PCA passwords are the same. As a result, they may think that they are changing both their PIN and password when the Connection conversation prompts them to change their phone PIN during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.
- For users who are able to access voice messages in an IMAP client, make sure that they understand that whenever they change their Cisco PCA password in the Connection Messaging Assistant, they also must update the password in their IMAP client. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client after having updated their Cisco PCA password in both applications, see the “Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 9.x” 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html.

Do the applicable procedure:

- [To Change a Web Application \(Cisco PCA\) Password for an Individual User or Template, page 4-5](#)
- [To Change a Web Application \(Cisco PCA\) Password for Multiple User Accounts in Bulk Edit Mode, page 4-5](#)



Note When you follow this procedure, you will assign an identical password to all of the user accounts. To assign unique passwords to Connection end user accounts (users with mailboxes) after they have been created, use the Bulk Password Edit tool along with a CSV file that contains unique strings for the passwords to apply passwords in bulk. The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at <http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html>.

To Change a Web Application (Cisco PCA) Password for an Individual User or Template

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Change Password**.
- Step 3** On the Change Password page, in the Choose Password list, select **Web Application**.
- Step 4** In the Password field, enter the new password, and then reenter it in the Confirm Password field.
- Step 5** Select **Save**.
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To Change a Web Application (Cisco PCA) Password for Multiple User Accounts in Bulk Edit Mode

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- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Change Password**.
- Step 3** On the Change Password page, in the Choose Password field, select **Web Application**.
- Step 4** In the Password field, enter the new password, and then reenter it in the Confirm Password field.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
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Message Waiting Indicators in Cisco Unity Connection 9.x

Cisco Unity Connection can set message waiting indicators (MWIs) at up to 10 extensions for a user when new voice messages arrive.

When a user account is added, Connection automatically enables the MWI at the primary extension for the user.

You can change MWI settings, and add or delete MWI extensions in Cisco Unity Connection Administration on the Message Waiting Indicators page for a user.

**Note**

Depending on the phones and phone systems, some additional phone system programming may be necessary. Refer to the manufacturer documentation for the phone system.

Connection can also send message counts to supported Cisco IP phones in a SCCP integration with Cisco Unified Communications Manager, or in a SIP trunk integration with Cisco Unified CM 7.1 and later.

Do the applicable procedure to change MWI settings, or add or delete MWIs:

- [To Add MWIs for Other Extensions, page 4-6](#)
- [To Change MWI Settings, page 4-6](#)
- [To Change MWI Settings for Multiple User Accounts in Bulk Edit Mode, page 4-7](#)
- [To Delete an MWI, page 4-7](#)
- [To Enable Message Counts, page 4-7](#)

To Add MWIs for Other Extensions

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- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to add another MWI.
- Step 2** On the Edit menu, select **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, select **Add New**.
- Step 4** On the New Message Waiting Indicator page, check the **Enabled** check box.
- Step 5** In the Display Name field, enter a description for the MWI.
- Step 6** Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.
- Step 7** In the Extension field, enter the extension for the MWI. When entering characters, consider the following:
- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
 - Enter , (comma) to insert a one-second pause.
 - Enter # and * to correspond to the # and * keys on the phone.
- Step 8** In the Phone System field, select the name of the phone system that the extension is assigned to.
- Step 9** Select **Save**.
- Step 10** Repeat [Step 2](#) through [Step 9](#) as necessary.
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To Change MWI Settings

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- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to change the MWI settings.
- Step 2** On the Edit menu, select **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, select the MWI for which you want to change the settings.
- Step 4** On the Edit Message Waiting Indicator page, check or uncheck the **Enabled** check box, as applicable.
- Step 5** In the Display Name field, revise the description for the MWI.

- Step 6** Optionally, check the **Inherit User's Extension** check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) appears.
- Step 7** In the Extension field, revise the extension for the MWI. When entering characters, consider the following:
- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
 - Enter , (comma) to insert a one-second pause.
 - Enter # and * to correspond to the # and * keys on the phone.
- Step 8** In the Phone System field, select the name of the phone system that the extension is assigned to.
- Step 9** Select **Save**.
- Step 10** Repeat [Step 2](#) through [Step 9](#) as necessary.
-

To Change MWI Settings for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Message Waiting Indicators**.
- Step 3** On the Edit Message Waiting Indicator page, check the left-most check box to select the **Enabled** field, and then check or uncheck the **Enabled** check box, as applicable.
- Step 4** Optionally, check the left-most check box to select the **Inherit User's Extension** field, and then check the **Inherit User's Extension** check box to use the primary extension for each user as the extension on which the message waiting indicator appears.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
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To Delete an MWI

- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to delete an MWI.
- Step 2** On the Edit menu, select **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, check the check boxes next to the MWIs that you want to delete.
- Step 4** Select **Delete Selected**.
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To Enable Message Counts

- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to enable message counts.

- Step 2** On the Edit menu, select **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, select the applicable MWI.
- Step 4** On the Edit Message Waiting Indicator page, check the **Send Message Counts** check box.
- Step 5** Select **Save**.
-

Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 9.x

Call Transfer settings specify how Cisco Unity Connection handles calls that are transferred from the automated attendant or a directory handler to user phones. These settings also specify the mechanism that Connection uses to transfer the call: Connection can either release the call to the phone system, or it can supervise the transfer.

When Connection is set to supervise transfers, it can provide additional call control with call holding and call screening for indirect calls:

- With call holding, when the phone is busy, Connection can ask callers to hold. Each caller on hold uses a Connection port and a phone system port, so the total number of callers that can be holding in the queue at one time is limited by the number of available ports.

The wait time in the call holding queue for the first caller in the queue defaults to 25 seconds. If the caller is still on hold after this amount of time, Connection asks if the caller wants to continue holding, leave a message, or try another extension. If the caller does not press 1 to continue holding, or press 2 to leave a message, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options.

If call holding is not selected, callers are sent to whichever user greeting is enabled—the busy, standard, closed, or alternate greeting.

- With call screening, Connection can ask for the name of the caller before connecting to a user. The user can then hear who is calling and, when a phone is shared by more than one user, who the call is for. The user can then accept or refuse the call.

If the call is accepted, it is transferred to the user phone. If the call is refused, Connection plays the applicable user greeting.



Note

Transfer, screening, and holding settings do not apply when an outside caller or another user dials a user extension directly. Refer to your phone system documentation for information on how it handles direct calls to user extensions. User desk phones may also offer similar features.

To control how Connection handles indirect calls at different times of the day or for specified periods of time, you can define Standard, Closed, and Alternate transfer rules. The Standard transfer rule is always enabled and cannot be turned off; you determine when the Closed and Alternate transfer rules are enabled and for how long.

Do the applicable procedure:

- [To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template, page 4-9](#)

- [To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts in Bulk Edit Mode, page 4-9](#)

If users are assigned to a class of service that allows it, they can change their call screening and holding options in the Connection Messaging Assistant web tool. To learn more, see the [“Call Screening and Call Holding in Cisco Unity Connection 9.x” section on page 5-3](#).

To Edit Standard, Closed, or Alternate Call Transfer Rules for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Transfer Rules**.
- Step 3** On the Transfer Rules page, select the applicable link to change Standard, Closed, or Alternate transfer rules.
- Step 4** If the When This Basic Rule Is Active field is displayed at the top of page, select the applicable option:

Apply Basic Settings on This Page	Connection applies the settings on this page when this transfer rule is active.
Apply Personal Call Transfer Rules	<p>Connection ignores the settings on this page and applies personal call transfer rules when this transfer rule is active.</p> <p>Note This option is available only if the user has access to the Personal Call Transfer Rules web tool.</p> <p>When using this option, you must also configure 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 of the user.</p>

- Step 5** If you selected Apply Basic Settings on This Page, or if the When This Basic Rule Is Active field was not displayed at the top of page, change the remaining settings on the page, as applicable.



Note You can specify how you want Closed and Alternate transfer rules to work without enabling them.

- Step 6** Select **Save**.
- Step 7** Repeat [Step 3](#) through [Step 6](#) for the remaining transfer rules, as needed.

To Edit Standard, Closed, or Alternate Call Transfer Rules for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Transfer Rules**.
- Step 3** On the Transfer Rules page, select the applicable link to change Standard, Closed, or Alternate transfer rules.

- Step 4** On the Edit Transfer Rules page, change settings as applicable.
 - Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
 - Step 6** Select **Submit**.
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Personal Call Transfer Rules in Cisco Unity Connection 9.x

Personal call transfer rules are available only to users who are assigned to a class of service for which the feature is enabled. Personal call transfer rules are used only if the active basic rule—the standard, alternate or closed transfer rule—is set to apply personal call transfer rules instead of the basic settings.

To turn on and modify personal call transfer rules for a user, do the following procedure.

To Turn On and Modify Personal Call Transfer Rules for an Individual User

- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, select **Transfer Rules**.
- Step 3** On the Transfer Rules page, in the Transfer Rule table, select the basic transfer rule that you want to use with personal call transfer rules.
- Step 4** Select **Apply Personal Call Transfer Rules**.
- Step 5** Select **Save**.
- Step 6** Repeat [Step 2](#) through [Step 5](#) for each additional basic transfer rule that you want to use with personal call transfer rules.
- Step 7** On the Edit Transfer Rule page, select the link to the Cisco Unity Connection Personal Call Transfer Rules web tool.

This launches the Personal Call Transfer Rules web tool for the user.
- Step 8** Change the applicable settings.



Note For detailed information about the available settings, see the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/pctr/b_9xcucugpctr.html.

- Step 9** Select **Save**.
-

Outside Caller Options in Cisco Unity Connection 9.x

The options on the Edit Message Settings page control the experience that outside (unidentified) callers have when leaving messages for a user. For example, you can specify:

- The maximum recording length for messages left for a user by outside callers. (Note that for some integrations, you can set Cisco Unity Connection so that when a caller records a message, a warning tone is played before the caller reaches the maximum allowable message length.)
- What outside callers can do when leaving messages for a user—for example, mark messages urgent or private, or rerecord their messages.
- Whether messages left by outside callers are secure. (See the “[Securing User Messages in Cisco Unity Connection 9.x](#)” chapter of the *Security Guide for Cisco Unity Connection Release 9.x* to learn how Connection handles secure messages. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/security/guide/9xcucsecx.html.)
- The language of the Connection prompts that callers hear when leaving messages for a user.

You specify message settings for a specific user on the Edit Message Settings page for the user or for a template that you can use to create user accounts.

Mailbox-Size Quotas in Cisco Unity Connection 9.x

Cisco Unity Connection lets you specify the maximum size, or quota, for every mailbox in a Connection system. You can configure quotas so that Connection:

- Issues a warning when a mailbox reaches a specified size.
- Prevents a user from sending messages when the mailbox reaches a larger size.
- Prevents a user from sending or receiving messages when the mailbox reaches the largest size that you want to allow.

To handle the varying needs of users in your organization, you can override the systemwide quotas for individual mailboxes and for user templates. For example, you may want to allow employees in the sales department to have larger mailboxes than other employees. If you create user accounts for all sales employees by using the same template, you can specify higher quotas for the template. Or you can specify higher quotas for individual user accounts.



Caution

Quotas are not enforced for messages left by outside callers if the “Full Mailbox Check for Outside Caller Messages” check box is not checked. This check box appears on the System Settings > Advanced > Conversations page. For more information, see the Help for that page.

Do the applicable procedure:

- [To Specify Custom Mailbox Size Quotas for an Individual User or Template, page 4-12](#)
- [To Specify Custom Mailbox Size Quotas for Multiple User Accounts in Bulk Edit Mode, page 4-12](#)

For details on how each quota works, and on how to change quotas for the entire system, see the “Specifying Mailbox Size Quotas 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Specify Custom Mailbox Size Quotas for an Individual User or Template

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Mailbox**.
- Step 3** On the Edit Mailbox page, set values for the applicable settings by selecting **Custom** and then entering a value (in megabytes) in the adjacent field:
- **Warning Quota**
 - **Send Quota**
 - **Send/Receive Quota**
- Note that 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.
- Step 4** Select **Save**.
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To Specify Custom Mailbox Size Quotas for Multiple User Accounts in Bulk Edit Mode

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- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Mailbox**.
- Step 3** On the Edit Mailbox page, check the check box to the left of the **Custom** field to select it. Select **Custom**, and then enter a value (in megabytes) in the adjacent field:
- **Warning Quota**
 - **Send Quota**
 - **Send/Receive Quota**
- Note that 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.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
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Message Aging in Cisco Unity Connection 9.x

To help ensure that the hard disk where voice messages are stored does not fill up, you can configure Cisco Unity Connection message aging rules to automatically move read messages to the Deleted Items folder after a specified number of days and to permanently delete messages in the Deleted Items folder after a specified number of days.

To help enforce a message retention policy, you can configure Connection message aging rules to permanently delete secure messages that are older than a specified number of days based on whether or not users have touched the messages in some way.

For more information on how message aging policies work, how to add policies, change policy settings, and delete policies, see 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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Do the applicable procedure:

- [To Select a Message Aging Policy for Users or Templates, page 4-13](#)
- [To Select a Message Aging Policy for Multiple User Accounts in Bulk Edit Mode, page 4-13](#)

To Select a Message Aging Policy for Users or Templates

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Mailbox**.
- Step 3** On the Edit Mailbox page, in the **Message Aging Policy** list, select a policy.
- Step 4** Select **Save**.
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To Select a Message Aging Policy for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Mailbox**.
- Step 3** On the Edit Mailbox page, check the check box to the left of the **Message Aging Policy** field to select it, and then select a policy from the list.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
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Message Locator in Cisco Unity Connection 9.x

The Message Locator feature allows users to find voice messages from other users and outside callers when they check messages by phone. When the feature is enabled, Connection users can search their new and saved messages for messages from a particular user, extension, or phone number (ANI or caller ID information).

Note that when you enable Message Locator for an individual user account or a template, you can also specify playback order for messages found by Message Locator.

Do the applicable procedure.

- [To Enable Message Locator and Specify Playback Order for an Individual User or Template, page 4-14](#)
- [To Enable Message Locator for Multiple User Accounts in Bulk Edit Mode, page 4-14](#)

To Enable Message Locator and Specify Playback Order for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under Finding Messages with Message Locator, check the **Enable** check box.
- Step 4** In the Message Locator Sort Order list, select **Last In, First Out** or **First In, Last Out** to specify the playback order.
- Step 5** Select **Save**.
-

To Enable Message Locator for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under Finding Messages with Message Locator, check the left-most check box to select the **Enable** field, and then check the **Enable** check box.
- Step 4** Check the check box to the left of the Message Locator Sort Order field to select it, and then select **Last In, First Out** or **First In, Last Out** to specify the playback order.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Conversation and Phone Menu Options in Cisco Unity Connection 9.x

In addition to the basics of specifying how loudly or quickly Cisco Unity Connection plays prompts, there are several other ways that you can customize the Connection conversation and its menus.

See the following topics for details and procedures:

- [Allowing Users to Access Cisco Unity Connection by Phone Without Entering a PIN, page 4-15](#)

- [Touchtone and Voice-Recognition Conversations, page 4-16](#)
- [Full or Brief Menu Style for Touchtone Conversations, page 4-17](#)
- [How Long Cisco Unity Connection Waits for User Responses, page 4-19](#)
- [Phone Language That Users and Callers Hear, page 4-21](#)
- [Selecting a Destination When Cisco Unity Connection Exits the Conversation, page 4-23](#)
- [Speed and Volume for the Conversation, page 4-24](#)
- [Greeting Users By Name Upon Sign-In, page 4-25](#)
- [Playing New Messages Automatically, page 4-26](#)

Users can also use the Connection Messaging Assistant to change many conversation and phone menu options for themselves.

Allowing Users to Access Cisco Unity Connection by Phone Without Entering a PIN

By default, users are prompted for a PIN before they can sign in to Cisco Unity Connection to check messages or change their personal settings. As a convenience to users who often access Connection from a mobile phone, home phone, or phone in a secured office within your organization, you may consider specifying that Connection should not prompt them to enter a PIN when they call Connection to access their mailbox from their primary extension or alternate devices. (When they call Connection from an unknown extension, Connection prompts them for their PINs as usual.)

For security reasons, it may not be appropriate to allow users who work in shared workspaces, cubicles, or other public areas in your organization (such as a lobby or reception area) to access Connection by phone without first entering a PIN.

Users who do not have to enter a PIN to sign in to Connection are still prompted to renew their phone PINs when they expire.

To Allow Users to Access Cisco Unity Connection By Phone Without Entering a PIN

-
- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, find the user account or template that you want to edit. |
| Step 2 | On the Edit User Basics or User Template Basics page (as applicable), check the Skip PIN When Calling From a Known Extension check box. |
| Step 3 | Select Save . |
-

Touchtone and Voice-Recognition Conversations

Cisco Unity Connection offers several versions of the phone conversation that users hear and use. The version you select determines whether Connection responds only to phone keypad input or also uses voice recognition to interpret spoken commands:

Touchtone Conversations	Users press keys to tell Connection what they want to do. There are several touchtone conversations to choose from. Each one offers a unique keypad mapping for the message retrieval menus. For some, the keys assigned to options in the Main menu are also unique.
Voice-Recognition Conversation	<p>Users say voice commands to interact with Connection.</p> <p>Even when assigned to the voice-recognition conversation, users can also press keys on the phone to tell Connection what they want to do; in this case, the touchtone conversation setting is used to determine which keys are mapped to which options. This allows the touchtone conversation setting to serve as a backup if the voice-recognition services are unavailable, and also when users simply choose to use the keypad instead of voice commands to interact with Connection.</p> <p>Note In order to assign users to the voice-recognition conversation, the user account or template must be assigned to a class of service that enables a license and the voice-recognition feature. See the “Voice Recognition in Cisco Unity Connection 9.x” section on page 5-24.</p>

For those in your organization who use a touchtone conversation, you can provide an easier transition from a former voice messaging system by choosing the version that offers the keypad mapping and menu options that they are already familiar with. Alternatively, choosing an unfamiliar touchtone conversation may offer an improved user experience and an opportunity to increase user productivity after a short transition period. If you choose the latter approach, provide users with a list of the phone menu differences between Connection and the former voice messaging system.

For information on routing users to either the touchtone or voice-recognition conversations, see the “Routing Users to the Voice-Recognition or Touchtone Conversation Style” 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.

Do the applicable procedure:

- [To Specify the Conversation Version for an Individual User or Template, page 4-16](#)
- [To Specify the Conversation Version for Multiple User Accounts in Bulk Edit Mode, page 4-17](#)

In the Connection Messaging Assistant, users can specify whether they hear a voice-recognition conversation or the touchtone conversation that you specify. (They cannot choose the touchtone conversation that they hear.)

To Specify the Conversation Version for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Phone Menu**.

- Step 3** On the Phone Menu page, do the following to enable the voice-recognition conversation (when allowed by class of service):
- Check the **Use Voice Recognition Input Style** check box.
 - In the Touchtone Conversation list, select the touchtone conversation that Connection offers in the event that voice-recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the voice-recognition conversation.)
- Step 4** To enable the touchtone conversation, do the following:
- Confirm that the **Use Voice Recognition Input Style** check box is not checked.
 - In the Touchtone Conversation list, select the touchtone conversation with the keypad mapping that you want users to hear.
- Step 5** Select **Save**.
-

To Specify the Conversation Version for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, do the following to enable the voice-recognition conversation (when allowed by class of service):
- Check the left-most check box to select the **Use Voice Recognition Input Style** field, and then check the **Use Voice Recognition Input Style** check box.
 - Check the check box to the left of the **Touchtone Conversation** field to select it, and then select the touchtone conversation that Connection offers in the event that voice-recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the voice-recognition conversation.)
- Step 4** To enable the touchtone conversation, do the following:
- Check the left-most check box to select the **Use Voice Recognition Input Style** field, and then uncheck the **Use Voice Recognition Input Style** check box.
 - Check the check box to the left of the **Touchtone Conversation** field to select it, and then select the touchtone conversation with the keypad mapping that you want users to hear.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Full or Brief Menu Style for Touchtone Conversations

You can specify that users hear either full or brief menus when they use a touchtone conversation:

Full	Users hear comprehensive instructions. Consider selecting for a new user. This is the default selection.
Brief	Users hear abbreviated versions of the full menus. Select for a more experienced user.

Do the applicable procedure:

- [To Specify the Touchtone Conversation Menu Style for an Individual User or Template, page 4-18](#)
- [To Specify the Touchtone Conversation Menu Style for Multiple User Accounts in Bulk Edit Mode, page 4-18](#)

Users can also use the Connection Messaging Assistant to change the menu style for touchtone conversations.

To Specify the Touchtone Conversation Menu Style for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, in the Touchtone Conversation Menu Style list, select **Full** or **Brief**.
- Step 4** Select **Save**.
-

To Specify the Touchtone Conversation Menu Style for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, check the check box to the left of the **Touchtone Conversation Menu Style** field to select it, and then select **Full** or **Brief**.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

How Long Cisco Unity Connection Waits for User Responses

For each user, you can specify the amount of time that Cisco Unity Connection waits after a user response (or non-response) before taking an action:

Times to Repeat Menu When User Does Not Respond	Specify how many times Connection repeats a menu if a user has not responded to a menu. Note This setting is not available for the voice-recognition conversation.
Wait for First Touchtone or Voice Command	Specify how long Connection waits for a user to press a first key or say a voice command after playing a menu.
Wait for Additional Key Presses When Entering Names, Extensions, and PINs	Specify how long Connection waits for additional key presses after the user has pressed a key when entering user names or extensions to address a message, update PINs, change call transfer or message notification numbers, and so on.
Wait for Additional Key Presses When Entering Multiple Digit Menu Options	Specify how long 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, users can press 4 to reply to a message, 42 to reply to all, or 44 to call the user.) This also applies when using ## to switch addressing modes. If there is no input within the time that you specify, Connection performs the action assigned to the single key.
Wait Between Words in Voice Commands (Phrase Incomplete Timeout)	Specify how long 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.
Voice Recognition Confirmation Confidence Threshold	Specify the likelihood that Connection will prompt the voice-recognition user to confirm their intentions. For example, if users complain that the system mistakenly hears them say “cancel” or “hang up,” you may want to try increasing 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 default value for this setting should reliably filter out most errors and provide confirmation when necessary for most systems. If you decide to change the value for this setting, consider that: <ul style="list-style-type: none"> • A realistic range of values for this setting is 30 to 90, as setting this value to 0 always disables confirmation and setting it to 100 always enables it. • If the value is set too low, the system may improperly recognize and act on commands, resulting in the accidental deletion of messages or exiting users from the system before they are ready to hang up.

Voice Recognition Speech Sensitivity	Use this setting to compensate for potential background noise. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event.
---	--

Note that you cannot use Bulk Edit to change the Time to Wait Between Spoken Words and the Voice Recognition Confirmation Confidence Threshold settings. However, users can adjust both voice-recognition settings in the Connection Messaging Assistant.

Do the applicable procedure:

- [To Set Conversation Response Times for an Individual User or a Template, page 4-20](#)
- [To Set Conversation Response Times for Multiple User Accounts in Bulk Edit Mode, page 4-20](#)

Users can also use the Connection Messaging Assistant to change the response times for the voice-recognition conversation.

To Set Conversation Response Times for an Individual User or a Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under When Responding to Menus, update the applicable settings:
- In the Times to Repeat Menu When User Does Not Respond field, enter a value between 0 and 10.
 - In the Wait for First Touchtone or Voice Command field, enter a value between 500 and 10,000 milliseconds.
 - In the Wait for Additional Key Presses When Entering Names, Extensions, and PINs field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
 - In the Wait for Additional Key Presses When Entering Multiple Digit Menu Options field, enter a value between 250 and 5,000 milliseconds. We recommend a value of 1,500 (one and a half seconds).
 - In the Wait Between Words in Voice Commands (Phrase Incomplete Timeout) field, enter a value between 300 and 10,000 milliseconds.
 - In the Voice Recognition Confirmation Confidence Threshold field, enter a value between 0 and 100 percent. A value of 0 always disables confirmation and 100 always enables it.
 - In the Voice Recognition Speech Sensitivity field, enter a value between 0 and 100. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event. We recommend a value of 50.
- Step 4** Select **Save**.
-

To Set Conversation Response Times for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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 On the Edit menu, select **Phone Menu**.

Step 3 On the Phone Menu page, under When Responding to Menus, update the applicable settings:

- Check the check box to the left of the **Times to Repeat Menu When User Does Not Respond** field to select it, and then enter a value between 0 and 10.
- Check the check box to the left of the **Wait for First Touchtone or Voice Command** field to select it, and then enter a value between 500 and 10,000 milliseconds.
- Check the check box to the left of the **Wait for Additional Key Presses When Entering Names, Extensions, and PINs** field to select it, and then enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- Check the check box to the left of the **Wait for Additional Key Presses When Entering Multiple Digit Menu Options** field to select it, and then enter a value between 250 and 5,000 milliseconds. We recommend a value of 1,500 (one and a half seconds).
- Check the check box to the left of the **Wait Between Words in Voice Commands (Phrase Incomplete Timeout)** field to select it, and then enter a value between 300 and 10,000 milliseconds.
- Check the check box to the left of the **Voice Recognition Confirmation Confidence Threshold** field to select it, and then enter a value between 0 and 100 percent. A value of 0 always disables confirmation and 100 always enables it.
- Check the check box to the left of the **Voice Recognition Speech Sensitivity** field to select it, and then enter a value between 0 and 100. A value of 0 indicates that the speech engine is not very sensitive and the user has to yell to be understood. A value of 100 means that the speech engine is very sensitive and any noise at all is considered a speech event. We recommend a value of 50.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Phone Language That Users and Callers Hear

Phone languages are the languages in which Cisco Unity Connection can play system prompts to users and callers. For each user account, you can specify the language in which system prompts are played to callers (this affects prompts such as “Record your message at the tone”), and you can change the language that users hear when listening to the user conversation.

Consider that if the class of service for a user offers Text to Speech (TTS), the language you select also controls the language that the TTS email reader uses. Before changing the phone and TTS language for a user, verify that you have the applicable languages installed.



Note

Depending on your license settings, U.S. English may not be available.

Do the applicable procedure:

- [To Change the Phone Language Settings for an Individual User or Template, page 4-22](#)
- [To Change the Phone Language Settings for Multiple User Accounts in Bulk Edit Mode, page 4-22](#)

Users can also use the Connection Messaging Assistant to select the language that they hear when they sign in to Connection by phone.

**Note**

Customizing the phone language setting for Connection users and their callers does not change the default language settings for the rest of the system. The System Default Language is specified on the System Settings > General Configuration page.

To Change the Phone Language Settings for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** To change the phone language that users hear, on the Edit User Basics or User Template Basics page (as applicable), in the Language field, select either the **Use System Default Language** option, or select a language in the list of language options.
 - Step 3** Select **Save**.
 - Step 4** To change the phone language that callers hear, on the Edit menu, select **Message Settings**.
 - Step 5** On the Edit Message Settings page, in the Language That Callers Hear field, select **Use System Default Language** or **Inherit Language from Caller**, or select the language list and select one of the listed languages.
 - Step 6** Select **Save**.
 - Step 7** If applicable, ask the user to rerecord the greeting in the new language.
-

To Change the Phone Language Settings for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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 change the phone language that users hear, on the Edit User Basics page, check the check box to the left of the **Language** field to select it, and then select either the **Use System Default Language** option, or select a language in the list of language options.
 - Step 3** To change the phone language that callers hear, on the Edit menu, select **Message Settings**.
 - Step 4** On the Edit Message Settings page, check the check box to the left of the **Language That Callers Hear** field to select it, and then select **Use System Default Language** or **Inherit Language from Caller**, or select the language list and select one of the listed languages.
 - Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
 - Step 6** Select **Submit**.
-

Selecting a Destination When Cisco Unity Connection Exits the Conversation

You can select the destination to which Cisco Unity Connection sends the user when exiting the conversation. For example, you can tell Connection to hang up, or send the user to another call handler or to another Connection user.

Do the applicable procedure:

- [To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template, page 4-23](#)
- [To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts in Bulk Edit Mode, page 4-23](#)

To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under When Exiting the Conversation, 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 the user exits the conversation.
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 handler greeting.
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.
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.

- Step 4** Select **Save**.

To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, check the check box to the left of the **When Exiting the Conversation** field to select it, and then 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 the user exits the conversation.
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 handler greeting.
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.
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.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Speed and Volume for the Conversation

You can specify the speed and volume at which Cisco Unity Connection plays prompts, recorded names, receipts, and user greetings.

Do the applicable procedure:

- [To Change Conversation Speed or Volume Settings for an Individual User or Template, page 4-24](#)
- [To Change Conversation Speed or Volume Settings for Multiple User Accounts in Bulk Edit Mode, page 4-25](#)

Users can also use the Connection Messaging Assistant to specify speed and volume levels, and they can use voice commands to change the speed and volume of the Connection conversation at any point while Connection is playing prompts. The voice-recognition conversation is the only conversation that allows users to change the Connection conversation speed or volume by phone; users cannot use the phone keypad to adjust the conversation speed.

Note that changes users make by phone are in effect only until they hang up the phone. The next time that they call Connection, the speed and volume are reset to the default setting. However, if you want changes that users make by phone to be saved as their default conversation speed or volume, see the “Saving Speed and Volume Changes Made by Users 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Change Conversation Speed or Volume Settings for an Individual User or Template

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, select **Phone Menu**.

- Step 3** On the Phone Menu page, in the Conversation Volume list, select the volume level at which users hear the Connection conversation:
- **Low**
 - **Medium**
 - **High**
- Step 4** In the Conversation Speed list, select the speed at which Connection plays prompts to users:
- **Fastest**
 - **Fast**
 - **Normal**
 - **Slow**
- Step 5** Select **Save**.
-

To Change Conversation Speed or Volume Settings for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, check the check box to the left of the **Conversation Volume** field to select it, and then select the volume level at which users hear the Connection conversation:
- **Low**
 - **Medium**
 - **High**
- Step 4** Check the check box to the left of the **Conversation Speed** field to select it, and then select the speed at which Connection plays prompts to users:
- **Fastest**
 - **Fast**
 - **Normal**
 - **Slow**
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Greeting Users By Name Upon Sign-In

You can choose whether Cisco Unity Connection plays the recorded name of the user after a user signs in by phone. By default, Connection does not play the recorded name.

Do the applicable procedure:

- [To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template, page 4-26](#)
- [To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts in Bulk Edit Mode, page 4-26](#)

Users can also use the Connection Messaging Assistant to choose whether they want to hear their recorded name upon sign-in.

To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under After Sign-In Play, check the **User's Recorded Name** check box.
- Step 4** Select **Save**.
-

To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under After Sign-In Play, check the left-most check box to select the **User's Recorded Name** field, and then check the **User's Recorded Name** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Playing New Messages Automatically

By default, users hear the Main Menu after they sign in to Cisco Unity Connection. You can customize the conversation so that Connection plays new messages instead. When you do, users no longer have to press a key to play new messages because Cisco Unity Connection begins playing them automatically.

Otherwise, the conversation that users hear sounds and acts as usual:

- Connection plays the recorded name of the user, alternate greeting notification, new message counts, and the Message Type menu as specified.
- System broadcast messages, full mailbox warnings, reminders to reset PINs, and other such prompts are likewise played before Connection begins playing new messages.
- Users must indicate whether they want to save or delete a message before Connection plays the next new message.

- Users can exit message playback to hear the Main menu at any time. If users have no new messages, the Main menu is played as usual.

Do the applicable procedure:

- [To Specify That Cisco Unity Connection Plays New Messages Automatically, page 4-27](#)
- [To Specify That Cisco Unity Connection Plays New Messages Automatically for Multiple User Accounts in Bulk Edit Mode, page 4-27](#)

To Specify That Cisco Unity Connection Plays New Messages Automatically

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under After Sign-In Play, check the **User's New Messages Automatically** check box.
- Step 4** Select **Save**.
-

To Specify That Cisco Unity Connection Plays New Messages Automatically for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under After Sign-In Play, check the left-most check box to select the **User's New Messages Automatically** field, and then check the **User's New Messages Automatically** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Phone View in Cisco Unity Connection 9.x

The Phone View feature allows users to see search results on the LCD screens of their Cisco IP phones when they use the Find Message or the Display Message menu. When it is enabled, Cisco Unity Connection users can search for the following types of messages:

- All new voice messages
- All voice messages
- Messages from a particular user
- Messages from all outside callers

- Messages from a particular outside caller

Phone View can be used with either the touchtone or the voice-recognition conversation. For use with voice recognition, the voice-recognition feature must be enabled, and users must be assigned to a class of service that allows them to use it. For details on setting up voice recognition for users, see the “[Voice Recognition in Cisco Unity Connection 9.x](#)” section on page 5-24.

Use the following Task List to enable Phone View for users:

1. First create an application CTI user in Cisco Unified Communications Manager and associate the applicable subscriber devices with this user. Then enable Phone View for the phone system. For details, see the “[Setting Up Phone View in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.
2. Do the applicable procedure. When you enable Phone View for users who use the touchtone conversation version, you can also specify playback order for messages found by Message Locator searches.
 - [To Enable Phone View and Specify Playback Order for an Individual User or Template \(Touchtone Conversation\)](#), page 4-28
 - [To Enable Phone View for an Individual User or Template \(Voice-Recognition Conversation\)](#), page 4-28

To Enable Phone View and Specify Playback Order for an Individual User or Template (Touchtone Conversation)

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under Finding Messages with Message Locator, check the **Enable** check box.
- Step 4** In the Message Locator Sort Order list, select **Last In, First Out** or **First In, Last Out** to specify the playback order.
- Step 5** Check the **Enable Phone View** check box.



Note The Enable Phone View check box will not appear unless the CTI application user for Phone View has been created in Cisco Unified CM Administration.

- Step 6** Select **Save**.
-

To Enable Phone View for an Individual User or Template (Voice-Recognition Conversation)

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, under Conversation Style, check the **Use Voice Recognition Input Style** check box.
- Step 4** Under Finding Messages with Message Locator, check the **Enable** check box.

Step 5 Select **Save**.

Message Playback Options in Cisco Unity Connection 9.x

You can dictate how messages are presented to users by phone. For example, you can specify whether users hear the Message Type menu, message counts, and time stamps when they check messages, and you can specify the order in which Connection plays messages.

See the following sections:

- [Including External Messages in Message Counts, page 4-29](#)
- [Time Format Used for Message Time Stamps, page 4-30](#)
- [Message Playback Speed and Volume, page 4-31](#)
- [Message Counts, page 4-32](#)
- [Message Playback Order, page 4-34](#)
- [What Cisco Unity Connection Plays Before and After Each Message, page 4-36](#)
- [Mark Messages Saved When Users Hang Up or Are Disconnected, page 4-38](#)
- [Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages, page 4-39](#)
- [Automatically Moves to the Next Message, page 4-40](#)
- [Confirm Deletions of New and Saved Messages, page 4-41](#)

Including External Messages in Message Counts

All of the settings on the Playback Message Settings 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.

To ensure that external messages are included in message counts, do the following tasks:

1. Configure Connection and Exchange for unified messaging or external services, and configure user accounts to enable access to the applicable features:
 - Follow the instructions (as applicable) in the “Task List for Configuring Cisco Unity Connection and Exchange for Unified Messaging” section in the “[Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.
 - Follow the instructions (as applicable) in the “Configuring Text-to-Speech Access to Exchange 2007 Emails in Cisco Unity Connection 9.x” section or the “Configuring Text-to-Speech Access to Exchange 2003 Emails in Cisco Unity Connection 9.x” section in the “[Configuring Text-to-Speech Access to Exchange Emails 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/9xcucumsgx.html.
2. Do the “[To Include External Messages in User Message Counts](#)” procedure on page 4-30.

3. Instruct users how they can hear message counts for external messages (from the main conversation, users can press 7, or if using voice recognition, say “play external messages”). Refer users to the “Cisco Unity Connection Phone Menus and Voice Commands” chapter of the *User Guide for the Cisco Unity Connection Phone Interface (Release 9.x)*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/phone/b_9xcucugphone.html.

To Include External Messages in User Message Counts

-
- Step 1** In Cisco Unity Connection Administration, on the Search Users page, select the applicable user accounts, and select **Bulk Edit**.
 - Step 2** On the Edit User Basics page, verify that the users are assigned to an applicable class of service:
 - A class of service for which the **Allow Access to Exchange Email by Using Text to Speech (TTS)** check box is checked.
 - A class of service for which the **Allow Access to Email in Third-Party Message Stores** check box is checked.
 - Step 3** Select **Submit**.
 - Step 4** On the Edit menu, select **Playback Message Settings**.
 - Step 5** Check the check box to the left of the **Email Message Count** field to select it, and then check the check box.
 - Step 6** Select **Submit**.
-

Time Format Used for Message Time Stamps

By default, users hear message time stamps in a 12-hour clock format when they listen to their messages by phone. For example, they hear “1:00 p.m.” when listening to the time stamp for a message left at 1:00 p.m.

Alternatively, you can change the time format setting so that users hear message time stamps in a 24-hour clock format. For example, they hear “13:00” when listening to the time stamp for a message left at 1:00 p.m.

Do the applicable procedure.

- [To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template, page 4-30](#)
- [To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts in Bulk Edit Mode, page 4-31](#)

Users can also use the Connection Messaging Assistant to set their own time format preferences.

To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit Menu, select **Phone Menu**.
 - Step 3** On the Phone Menu page, under Time Format, select either **12-Hour Clock** or **24-Hour Clock**.

- Step 4** Select **Save**.

To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Phone Menu page, check the check box to the left of the **Time Format** field to select it, and then select either **12-Hour Clock** or **24-Hour Clock**.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Message Playback Speed and Volume

You can specify the speed and volume at which Cisco Unity Connection plays messages.

Users can also use the Connection Messaging Assistant to specify speed and volume levels, and they can adjust the volume from their phones. Changes in playback speed or volume that a user makes by phone while playing messages are saved as the new default playback settings for the user. To disable this behavior, see the “Saving Speed and Volume Changes Made by Users in Cisco Unity Connection 9.x” section in the “[Changing Conversation Settings for All Users in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Do the applicable procedure. Note that when you update an individual user account or template, you can also adjust conversation speed and volume.

- [To Change Message Playback Speed or Volume for an Individual User Account or Template, page 4-31](#)
- [To Change Message Playback Speed or Volume for Multiple User Accounts in Bulk Edit Mode, page 4-32](#)

To Change Message Playback Speed or Volume for an Individual User Account or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, in the Message Volume list, select the volume level at which users hear the Connection conversation:
- **Low**
 - **Medium**

- **High**

Step 4 In the Message Speed list, select the speed at which Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 Select **Save**.

To Change Message Playback Speed or Volume for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, 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 On the Edit menu, select **Playback Message Settings**.

Step 3 On the Playback Message Settings page, check the check box to the left of the **Message Volume** field to select it, and then select the volume level at which users hear the Connection conversation:

- **Low**
- **Medium**
- **High**

Step 4 Check the check box to the left of the **Message Speed** field to select it, and then select the speed at which Connection plays prompts to users:

- **Fastest**
- **Fast**
- **Normal**
- **Slow**

Step 5 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 6 Select **Submit**.

Message Counts

You can specify the types of messages for which Cisco Unity Connection announces count totals when users check messages by phone.

Do the applicable procedure.

- [To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template, page 4-33](#)

- [To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts in Bulk Edit Mode, page 4-33](#)

Users can also use the Connection Messaging Assistant to specify the message counts that they want to hear.

To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under For New Messages Play, check any or all of the following check boxes to specify which message counts Connection plays before each new message:

Total of All Message Count	Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Count	Connection announces the number of voice messages.
Email Message Count	Connection announces the number of email messages.
Fax Message Count	Connection announces the number of fax messages.
Receipt Message Count	Connection announces the number of receipts.

- Step 4** In the For Saved Messages Play section, check the **Saved Message Count** check box to have Connection announce the total number of all saved messages (voice, email, and receipt messages).
- Step 5** Select **Save**.

To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under For New Messages Play, check any or all of the left-most check boxes of these settings to select them, and then check the check box of the field to specify which message counts Connection plays before each new message:

Total of All Message Count	Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Count	Connection announces the number of voice messages.
Email Message Count	Connection announces the number of email messages.
Fax Message Count	Connection announces the number of fax messages.
Receipt Message Count	Connection announces the number of receipts.

- Step 4** In the For Saved Messages Play section, check the left-most check box to select the **Saved Message Count** field, and then check the **Saved Message Count** check box to have Connection announce the total number of all saved messages (voice, email, and receipt messages).
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Message Playback Order

You can customize the order in which messages are played for new, saved, and deleted messages. For new and saved messages, you use the playback settings to sort messages in order by message type (for example, voice or email) and by message urgency. In this way, you can specify that Cisco Unity Connection plays urgent voice messages first, followed by normal voice messages.

By default, new and saved messages are sorted by type in the following order:

- Urgent voice messages
- Normal voice messages
- Urgent emails
- Normal emails
- Receipts and notices

Note that except for receipts, messages are sorted so that Connection plays urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

For each message type, Connection plays the messages according to the time a message was sent, so that either the newest or oldest messages are presented first. Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

[Table 4-1](#) lists the default order for new, saved, and deleted messages, regardless of message type.

Table 4-1 *Message Playback Order*

Message State	Default Order
New	Oldest message first
Saved	Newest message first
Deleted	Newest message first

Do the applicable procedure.

- [To Change Message Playback Order for an Individual User Account or Template, page 4-34](#)
- [To Change Message Playback Order for Multiple User Accounts in Bulk Edit Mode, page 4-35](#)

Users can also use the Connection Messaging Assistant to customize message playback order.

To Change Message Playback Order for an Individual User Account or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.

- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under New Message Play Order, use the **Move Up** and **Move Down** arrows to put the Sort by Message Type list in the order in which you want the messages played.
- Step 4** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
- Step 5** Under Saved Message Play Order, use the **Move Up** and **Move Down** arrows to put the Sort by Message Type list in the order in which you want the messages played.
- Step 6** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 7** In the Deleted Message Play Order list, select **Newest First** or **Oldest First** to specify the message order for deleted messages.
- Step 8** Select **Save**.
-

To Change Message Playback Order for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under New Message Play Order, check the check box to the left of the **Sort by Message Type** field to select it, and then use the **Move Up** and **Move Down** arrows to put the list in the order in which you want the messages played.
- Step 4** Check the check box to the left of the **Then By** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
- Step 5** Under Saved Message Play Order, check the check box to the left of the **Sort by Message Type** field to select it, and then use the **Move Up** and **Move Down** arrows to put the list in the order in which you want the messages played.
- Step 6** Check the check box to the left of the **Then By** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 7** Check the check box to the left of the **Deleted Message Play Order** field to select it, and then select **Newest First** or **Oldest First** to specify the message order for deleted messages.
- Step 8** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 9** Select **Submit**.
-

What Cisco Unity Connection Plays Before and After Each Message

Before playing each message, you can specify whether you want Cisco Unity Connection to play information about the message and the message sender, including the recorded name and/or extension of a user, the phone number (ANI or caller ID) of an outside caller, a time stamp, the message number and the message duration. After playing each message, you can specify whether Connection plays the time stamp. Connection can play all, none, or a combination of the available information about a message and its sender before and after each message.

In Cisco Unity Connection, you may configure the same options after playing each message as you may configure before playing each message. You can specify whether Connection can play information about the message and the message sender, including the recorded name and/or extension of a user, the phone number (ANI or caller ID) of an outside caller, a time stamp, the message number, and the message duration.

For receipts, you cannot modify what Connection plays, and the information that Connection plays differs slightly. Whether Connection plays the time stamp and reason for a receipt before or after the list of recipients depends on how many recipients are associated with the receipt, as follows:

One recipient	Time stamp and reason are played after the recipient name.
More than one recipient	Time stamp and reason are played before the recipient list.

Do the applicable procedure. Note that when you update an individual user account or a template, you can also specify what Connection plays after a message.

- [To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template, page 4-36](#)
- [To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts in Bulk Edit Mode, page 4-37](#)

Users can also use the Connection Messaging Assistant to specify what Connection plays before and after a message.

To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under Before Playing Each Message Play, check or uncheck any or all of the following check boxes:

Sender's Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension that is associated with the user instead.
Include Extension	Check this check box to have Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message... Message 2, a voice message....")

Time the Message Was Sent	Check this check box to have Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside 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.

Step 4 Under After Playing Each Message Play, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.

In Connection, under After Playing Each Message, Play, check or uncheck any or all of the following check boxes:

- Sender Information
- Include Extension
- Message Number
- Time the Message was sent
- Sender's ANI
- Message Duration

Step 5 Select **Save**.

To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, 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 On the Edit menu, select **Playback Message Settings**.

Step 3 On the Playback Message Settings page, under Before Playing Each Message Play, check the left-most check boxes to select any or all of the following fields, and then check the check box of the field to specify what Connection plays before a message:

Sender's Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension that is associated with the user instead.
Include Extension	Check this check box to have Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message... Message 2, a voice message....")

Time the Message Was Sent	Check this check box to have Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside 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.

- Step 4** Under After Playing Each Message Play, check the left-most check box to select the **Time the Message Was Sent** field, and then check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.

In Connection, under After Playing Each Message, Play, check or uncheck any or all of the following check boxes:

- Sender Information
- Include Extension
- Message Number
- Time the Message was sent
- Sender's ANI
- Message Duration

- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

- Step 6** Select **Submit**.

Mark Messages Saved When Users Hang Up or Are Disconnected

By default, when users listen to a message by phone, Cisco Unity Connection retains the message as-is—either as a new or saved message—unless users indicate otherwise before hanging up or being disconnected. However, some users may prefer that Connection marks all messages saved as soon as they access the message.

Do the applicable procedure:

- [To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected, page 4-38](#)
- [To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected in Bulk Edit Mode, page 4-39](#)

To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under While Playing Each Message, change the value of the When a Call Is Disconnected or the User Hangs Up field to **Save Message**.

Step 4 Select **Save**.

To Specify That Messages Are Marked Saved When Users Hang Up or Are Disconnected in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under While Playing Each Message, check the check box to the left of the **When a Call Is Disconnected or the User Hangs Up** field to select it, and then change the value to **Save Message**.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

By default, when users are listening to messages and they rewind or fast-forward a message, Cisco Unity Connection skips back or ahead in the message by five seconds. To change the number of seconds that Connection skips back or ahead in a message, do the following procedure.

Users can also use the Phone Menu Preferences page in the Connection Messaging Assistant to enable and adjust the settings themselves.

Do the applicable procedure:

- [To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages, page 4-39](#)
- [To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages in Bulk Edit Mode, page 4-40](#)

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under While Playing Each Message, change the value of the **Fast Forward Message By** and the **Rewind Message By** fields, depending on the desired behavior.
- Step 4** Select **Save**.
-

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under While Playing Each Message, check the check box to the left of the **Fast Forward Message By** and the **Rewind Message By** fields to select them, and then change the value, depending on the desired behavior.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Automatically Moves to the Next Message

In Cisco Unity Connection, you may configure users to quickly listen to their messages without responding to the After Message Menu options.

To set Connection to automatically move to the next message for an individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select Playback Message Settings.
- Step 3** On the Playback Message Settings page, under After Playing the After Message Menu, check or uncheck the following check box.

Automatically Advance to the Next Message	<p>Check this check box to set Connection to automatically play the next message in the message stack without requiring the user to perform any action in the After Message Menu options, such as Save or Delete. When this settings is enabled and invoked, Connection waits for the user response, however, if there is a response timeout, Connection marks the read message as Saved and moves to the next message.</p> <p>Default Setting is not checked.</p>
--	--



Note

- When the Automatically Advance to the Next Message setting is enabled, Connection still uses the Wait for First Touchtone or Voice Command setting on the Phone Menu page to follow how long to wait before playing the next message.
- The Times to Repeat Menu When User Does Not Respond setting on the Phone Menu page for menu retries will not apply.

- Both touchtone and voice recognition users can use this option only for the New, Saved, and Deleted message stacks.

Step 4 Select **Save**.

Confirm Deletions of New and Saved Messages

By default, when users delete new and saved messages by phone, Cisco Unity Connection does not ask them to confirm the deletion. Some users may prefer that Connection ask them to confirm the choice before deleting the messages. Confirming the deletion of messages is particularly useful to those users who do not have access to deleted messages.

Do the applicable procedure:

- [To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages, page 4-41](#)
- [To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages in Bulk Edit Mode, page 4-41](#)

To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under When Deleting a Message, check the **Confirm Deletions of New and Saved Messages** check box.
- Step 4** Select **Save**.
-

To Specify That Cisco Unity Connection Asks Users to Confirm Deletions of New and Saved Messages in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Playback Message Settings**.
- Step 3** On the Playback Message Settings page, under When Deleting a Message, check the left-most check box to select the **Confirm Deletions of New and Saved Messages** field, and then check the **Confirm Deletions of New and Saved Messages** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Message Addressing and Sending Options in Cisco Unity Connection 9.x

There are several settings that customize how users address and send messages to other users. See the following sections:

- [Broadcast Messages, page 4-42](#)
- [Addressing by Spelling Name or Entering Extension With Touchtone Conversations, page 4-43](#)
- [Prompting Users to Confirm Recipients by Name, page 4-45](#)
- [Prompting Users to Continue Addressing, page 4-45](#)
- [Specifying Whether Messages Are Sent Upon Hang-Up, page 4-47](#)
- [Adding Recipients to the Message Addressing Priority List, page 4-48](#)

Broadcast Messages

System broadcast messages are recorded announcements that are sent to everyone in an organization. You specify whether users can send system broadcast messages to all users on the local Cisco Unity Connection server, and whether users can update system broadcast messages stored on the local Connection server. (By default, Connection users are not enabled to send or update broadcast messages.)

To determine which Connection users can send and/or update system broadcast messages, consider how users in your organization might use system broadcast messaging. For example, you may want to enable Connection administrators to send a welcome message to users on a new system or to remind all Connection users to change their phone PINs. Administrators may also want to use system broadcast messages as a way to train users on how to use Connection features or to summarize changes to Connection after an upgrade. Other Connection users—such as network administrators, managers, Human Resources personnel, and facilities managers—may need to send system broadcast messages to announce planned network outages, organization-wide goals and personnel changes, branch office closures for holidays, security alerts, and the like.

After you have set up a way for users to access the Broadcast Message Administrator, you can enable users to use it to send or update system broadcast messages. Do the applicable procedure:

- [To Enable Sending and Updating of Broadcast Messages for an Individual User or Template, page 4-42](#)
- [To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts in Bulk Edit Mode, page 4-43](#)

For more information on broadcast messages, and to learn how to enable users to access the Broadcast Administrator, see the “[Setting Up Broadcast Messaging in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Enable Sending and Updating of Broadcast Messages for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, under Broadcast Messages, check the applicable check boxes:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 4 Select **Save**.

To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, 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 On the Edit menu, select **Send Message Settings**.

Step 3 On the Send Message Settings page, under Broadcast Messages, check the left-most check box to select a field, and then check the check box of the field:

User Can Send Broadcast Messages to Users on This Server	Check this check box to allow users to send system broadcast messages to all users on the local Connection server.
User Can Update Broadcast Messages Stored on This Server	Check this check box to allow users to edit system broadcast messages stored on the local Connection server.

We recommend that you check both check boxes so that the sender of a broadcast message is also able to update the message.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Addressing by Spelling Name or Entering Extension With Touchtone Conversations

Cisco Unity Connection provides two ways for users to address messages to other users when they are using phone keypad keys:

- Spell a user name.
- Enter a user extension.

As they address messages by phone, users can always switch between addressing by name and addressing by extension by pressing the # key twice, unless spelled name searches are disabled for the system. 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.

Do the applicable procedure:

- [To Change Message Addressing Settings, page 4-44](#)
- [To Change Message Addressing Settings for Multiple User Accounts in Bulk Edit Mode, page 4-44](#)

Users can also use the Connection Messaging Assistant to change message addressing settings.

To Change Message Addressing Settings

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, under Message Addressing and Sending, select a setting in the Enter a Recipient By list to specify 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**
- Step 4** Select **Save**.
-

To Change Message Addressing Settings for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, under Message Addressing and Sending, check the check box to the left of the **Enter a Recipient By** field to select it, and then select a setting from the list to specify 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**
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Prompting Users to Confirm Recipients by Name

By default, when users send, forward, or reply to messages by phone, Cisco Unity Connection does not ask them to confirm each recipient that they add—even when they address a message by entering user extensions. For users who prefer that Connection confirm each recipient by name (regardless of how they add the recipient), you can specify that Connection announces “<user name> added” after each recipient is added.

Do the applicable procedure:

- [To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name, page 4-45](#)
- [To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name for Multiple User Accounts in Bulk Edit Mode, page 4-45](#)

To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the **Confirm Recipient by Name** check box.
- Step 4** Select **Save**.
-

To Specify That Cisco Unity Connection Prompts Users to Confirm Recipients by Name for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the left-most check box to select the **Confirm Recipient by Name** field, and then check the **Confirm Recipient by Name** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Prompting Users to Continue Addressing

By default, when users address messages by phone (or when forwarding a message), Cisco Unity Connection allows them to add a single recipient and then prompts them to indicate what they want to do next (“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. If this is an issue for users in your organization, you can

specify that Connection instead allows users to continue adding names after each recipient. In this way, you can streamline the addressing process when users send and forward messages to multiple recipients, which may be a welcome change for those who routinely send messages to more than one recipient.

However, if you make the change, consider that when users address messages to single recipients, they are now required to press an additional key to send a message in the following situations:

- When users forward messages to single recipients rather than multiple recipients, they are required to press one additional key.
- When users send messages to single recipients and Connection is set up to prompt them to record messages before addressing them, they are required to press one additional key.

Do the applicable procedure:

- [To Specify That Cisco Unity Connection Prompts Users to Continue Addressing, page 4-46](#)
- [To Specify That Cisco Unity Connection Prompts Users to Continue Addressing for Multiple User Accounts in Bulk Edit Mode, page 4-46](#)

To Specify That Cisco Unity Connection Prompts Users to Continue Addressing

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check or uncheck the **Continue Adding Names After Each Recipient** check box, depending on how you want to change the setting, as shown in the following table.

Check Box Not Checked	When addressing messages, Connection prompts users to indicate with a key press what they want to do next after adding a recipient. This is the default setting.
Check Box Checked	Streamlined message addressing is enabled. Users are able to enter recipient names or extensions (as applicable) until they indicate that they have completed addressing.

- Step 4** Select **Save**.

To Specify That Cisco Unity Connection Prompts Users to Continue Addressing for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the left-most check box to select the **Continue Adding Names After Each Recipient** field, and then either check or uncheck the **Continue Adding Names After Each Recipient** check box, depending on how you want to change the setting, as shown in the following table.

Check Box Not Checked	When addressing messages, Connection prompts users to indicate with a key press what they want to do next after adding a recipient. This is the default setting.
Check Box Checked	Streamlined message addressing is enabled. Users are able to enter recipient names or extensions (as applicable) until they indicate that they have completed addressing.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Specifying Whether Messages Are Sent Upon Hang-Up

You can change how Cisco Unity Connection handles messages that are interrupted by disconnected calls while users are in the process of sending, replying to, or forwarding messages.

By default, Connection sends a message when 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.

By adjusting the default value of the setting, you can alter Connection behavior so that Connection does not send messages unless users have pressed # to confirm that they are ready to send the message. Thus, if the call is disconnected before a user has a chance to confirm, Connection deletes the message rather than sending it.

Do the applicable procedure:

- [To Specify Whether Messages Are Sent Upon Hang-Up, page 4-47](#)
- [To Specify Whether Messages Are Sent Upon Hang-Up for Multiple User Accounts in Bulk Edit Mode, page 4-48](#)



Note

This setting does not apply to messages left by outside callers.

To Specify Whether Messages Are Sent Upon Hang-Up

Step 1 In Cisco Unity Connection Administration, find the user account or template that you want to edit.

Step 2 On the Edit Menu, select **Send Message Settings**.

Step 3 On the Send Message Settings page, in the When a Call Is Disconnected or the User Hangs Up field, select **Send Message**, **Discard Message**, or **Save Message as Draft**, depending on the desired behavior.

Step 4 Select **Save**.

To Specify Whether Messages Are Sent Upon Hang-Up for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the check box to the left of the **When a Call Is Disconnected or the User Hangs Up** field to select it, and then select **Send Message**, **Discard Message**, or **Save Message as Draft**, depending on the desired behavior.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Adding Recipients to the Message Addressing Priority List

When a user attempts to address a message to a recipient by saying a name or spelling part of a name, Cisco Unity Connection may find multiple matching names. You can configure two mechanisms that direct Connection to prioritize certain recipients, sorting the results and offering the names with higher weights first in the search results. Both mechanisms—a user-configurable “buddy list,” and an automatic weighting of names based on usage—contribute to a single addressing priority list for the user. A user may have one or both mechanisms enabled at the same time. If neither mechanism is enabled for a user, or if the matches do not appear in the addressing priority list, Connection sorts spelled name matches by last name (for users) or display name (for distribution lists) and presents them in alphabetical order; or Connection sorts spoken name matches by the voice-recognition confidence level of the match.

Note that there are systemwide settings that determine how many names are stored in the addressing priority list for each user (the default value is 100 names) and how many days before a name is automatically removed from the list if the user has not recently addressed a message to the user (the default value is 90 days). For instructions, see the “Addressing Priority Lists 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To enable users to access a setup conversation that allows them to review their addressing priority list and add or remove names, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Addressing Priority List conversation to a key in the Message Settings menu for that conversation. For instructions on assigning users to a custom conversation, see the “[Touchtone and Voice-Recognition Conversations](#)” section on page 4-16. For more information on using the Custom Keypad Mapping tool, 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To enable automatic usage-based weighting of names, do the applicable procedure:

- [To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template, page 4-49](#)
- [To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts in Bulk Edit Mode, page 4-49](#)

To Enable Automatically Adding Recipients to the Message Addressing Priority List for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the **Automatically Add Recipients to Addressing Priority List** check box.
- Step 4** Select **Save**.
-

To Enable Automatically Adding Recipients to the Message Addressing Priority List for Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Send Message Settings**.
- Step 3** On the Send Message Settings page, check the left-most check box to select the **Automatically Add Recipients to Addressing Priority List** field, and then check the **Automatically Add Recipients to Addressing Priority List** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Message Actions in Cisco Unity Connection 9.x

Message actions determine how Cisco Unity Connection handles different types of messages that it receives for a user. Connection applies the configured action for all messages of a given type that are addressed to the user. For example, if the message action for voice messages is set to relay these types of messages to a user at an alternate SMTP address, Connection relays all voice messages including VPIM messages, messages that are sent from an IMAP client, and messages that are recorded and sent by phone. By default, Connection is configured to accept each type of message, meaning that it delivers the message to the user mailbox.

If you choose to relay voice messages to another address, you should consider the following:

- When messages are set to be relayed, users are no longer able to access relayed messages from the Connection phone interface, from the Connection Web Inbox or Messaging Inbox, or from other clients such as Phone View or Cisco Unified Personal Communicator. However, you can use the Accept and Relay the Message action to have Connection save a copy of the message in the local user mailbox (where it is accessible by Connection user interfaces) and also relay a copy to another address.
- Connection relays dispatch messages as regular messages.
- Connection does not relay broadcast messages.
- You can configure whether Connection relays private messages and secure messages on the System Settings > Advanced > Messaging page. Private messages, if allowed, are relayed as regular messages with the private flag; secure messages, if allowed, are relayed as regular messages.
- If user accounts are configured to relay voice messages to an alternate SMTP address, their voice messages cannot be transcribed. If users want transcriptions as well as the relay feature, you can instead configure user accounts to accept and relay voice messages. This allows the copy of the message that is stored on the Connection server to be transcribed. Configure SMTP notification devices for users so that the transcription is sent to their SMTP address. This means that users will receive two emails at their SMTP address. The first one is the relayed copy of the message WAV file. The second is the notification that includes the transcription. If users do not want two emails for each message, consider setting their account to accept messages so that they receive only the email with the transcription. If they need to access the original recording, users can call to Connection or use an IMAP client to access their Connection account.

To configure message actions, do the applicable procedure:

- [To Configure Message Actions for an Individual User or Template, page 4-50](#)
- [To Configure Message Actions for Multiple User Accounts in Bulk Edit Mode, page 4-51](#)

To Configure Message Actions for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Message Actions**.
- Step 3** On the Edit Message Actions page, select an action for each message type:
- **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 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 you specify in the Relay Address field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Connection message store. If the user does not regularly manage new messages in the Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.



Note

Connection does not allow you to save the page with a relay option (either Relay the Message or Accept and Relay the Message) selected for any message type unless you have already configured an SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

- Step 4** If you chose a relay option for any message type in [Step 3](#), in the Relay Address field, enter an SMTP address (for an individual user) or an SMTP address pattern (for a user template).
- If you are configuring a user template, you can enter a combination of text and tokens that Connection replaces with a value entered for the user profile when creating a user from the template. 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.
- Step 5** Select **Save**.
-

To Configure Message Actions for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Message Actions**.
- Step 3** On the Edit Message Actions page, check the check box to the left of the message type field (**Voice mail**, **Email**, **Fax**, or **Delivery Receipt**) to select it, and then select an action for each message type:
- **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 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 you specify in the Relay Address field. Note that any actions the user takes on the relayed copy are not reflected on the message in the Connection message store. If the user does not regularly manage new messages in the Connection message store, the user mailbox may quickly exceed the mailbox quota because new messages are not subject to message-aging policies.



Note Connection does not allow you to save the page with a relay option (either Relay the Message or Accept and Relay the Message) selected for any message type unless you have already configured an SMTP smart host on the System Settings > SMTP Configuration > Smart Host page.

- Step 4** If you chose a relay option for any message type in [Step 3](#), in the Relay Address field, enter an SMTP address pattern.
- You can enter a combination of text and tokens that Connection replaces with a value entered for the user profile. 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.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Custom Recordings in Cisco Unity Connection 9.x

Cisco Unity Connection allows you to play customized recordings after a message has been sent. You can also play customized recordings after a greeting has been played. A greeting is before callers are allowed to leave a message for a user or call handler.

Connection allows you to add a new custom recording, modify the existing recording, and delete the existing recording. In addition, you can record multiple custom recordings in various languages that can be played after a message has been sent and after a greeting has been played. For more information on Custom Recordings, see “Managing Custom Recordings in Cisco Unity Connection 9.x” chapter in *System Administration Guide for Cisco Unity Connection*:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsag180.html.

Greetings in Cisco Unity Connection 9.x

Users can have up to seven greetings, which they can enable and record in the Cisco Unity Connection Messaging Assistant and by phone. The greeting settings in Cisco Unity Connection Administration for the user account allow you to specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Cisco Unity Connection takes during and after each greeting.

When a greeting is enabled, Connection plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely, which is useful for busy or closed greetings, or when an alternate greeting is enabled by a user during a leave of absence. Note that schedules affect when some greetings play and some greetings override other greetings when they are enabled.

To learn more about user greetings and options you can specify, see the following sections:

- [Types of User Greetings, page 4-52](#)
- [Allowing Caller Input During Greetings, page 4-53](#)
- [Enabling Callers to Transfer From User Greetings to an Alternate Contact Number, page 4-56](#)
- [Alternate Greeting Notification Prompt, page 4-58](#)
- [Enabling a User Greeting, page 4-59](#)
- [Managing Calls to Users Who Have the Alternate Greeting Enabled, page 4-59](#)
- [Recording Greetings in Multiple Languages, page 4-60](#)

Class of service settings allow you to specify the maximum recording length for user greetings. See the “[Greeting Length in Cisco Unity Connection 9.x](#)” section on [page 5-8](#) for details.

Types of User Greetings

Cisco Unity Connection offers the following greetings:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting. Standard greetings play according to the days and times that you specify for the standard schedule.
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Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule. Closed user greetings play according to the days and times that you specify for the closed schedule.
Holiday	Plays during the dates and times specified in the schedule of holidays that is associated with the active schedule. A holiday greeting overrides the standard and closed greetings. Holiday greetings play according to the dates and times you specify for holiday schedules.
Internal	Plays to internal callers only. It can provide information that only coworkers need to know. (For example, “I will be in the lab all afternoon.”) An internal greeting overrides the standard, closed, and holiday greetings. Not all phone system integrations provide the support necessary for an internal greeting.
Busy	Plays when the extension is busy. (For example, “All of our operators are with other customers.”) A busy greeting overrides the standard, closed, internal, and holiday greetings. Not all phone system integrations provide the support necessary for a busy greeting.
Alternate	Can be used for a variety of special situations, such as vacations or a leave of absence. (For example, “I will be out of the office until....”) An alternate greeting overrides all other greetings.
Error	Plays if the caller enters invalid digits. You cannot disable the error greeting. The system default error recording is, “I did not recognize that as a valid entry.” By default, after the error greeting plays, Connection replays the greeting that was playing when the caller entered the invalid digits.

Allowing Caller Input During Greetings

Caller input settings define actions that Cisco Unity Connection takes in response to phone keypad keys pressed by callers during a user greeting. For each greeting that allows caller input, you can specify whether callers can skip the greeting, record a message, exit the greeting, transfer to numbers that are not associated with users or call handlers, or transfer to an alternate contact number, call handler, directory handler, or interview handler of your choice. You also use caller input settings to specify which keys users can press to interrupt a user greeting so that they can sign in to Connection.

Only administrators can change caller input settings; users cannot change caller input for a greeting, nor can they specify what Connection does when callers press specific keys; however, the greeting that mentions the key presses that are available to callers can be recorded either by the user or the administrator. (For example, “I am unable to take your call right now. To speak to my assistant, press 3. To leave a message, press 4. To speak to a sales representative, press 5.”)

By default, for each user greeting, Connection acts on certain keys and ignores others. [Table 4-2](#) lists the default actions assigned to phone keypad keys.

Table 4-2 *Default Actions Assigned to Phone Keypad Keys*

When Callers Press This Key	Cisco Unity Connection Does This
#	Skips the greeting.
*	Prompts the caller to sign in.
0	Sends the caller to the Operator call handler.
1 through 9	Ignores the caller.

Do the applicable procedure:

- [To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template, page 4-54](#)
- [To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts in Bulk Edit Mode, page 4-55](#)

**Note**

Assigning a key to transfer to an alternate contact number involves additional considerations. For instructions on setting user greetings to allow callers to transfer to an alternate contact number, see the [“Enabling Callers to Transfer From User Greetings to an Alternate Contact Number”](#) section on page 4-56.

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Caller Input**.
- Step 3** On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.
- Step 4** On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.

**Note**

Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

- Step 5** Select the action that Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
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.

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.
--------------------------	---

Step 6 Repeat [Step 3](#) through [Step 5](#) for additional keys, as needed.

Step 7 Select **Save**.

Step 8 On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for Multiple User Accounts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, 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 On the Edit menu, select **Caller Input**.

Step 3 On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.

Step 4 On the Edit Caller Input page for the key that you have selected, check the left-most check box to select the **Ignore Additional Input (Locked)** field, and then check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.



Note Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

Step 5 Check the **Action** check box to select it, and then select the action that Connection takes when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when the caller presses the applicable key.
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.
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.

Step 6 Repeat [Step 3](#) through [Step 5](#) for additional keys, as needed.

- Step 7** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 8** Select **Submit**.
- Step 9** On each applicable Greetings page for each user, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)
-

Enabling Callers to Transfer From User Greetings to an Alternate Contact Number

As a convenience to callers, you can set up Cisco Unity Connection so that callers can transfer to an alternate contact number by pressing a key during the greetings for a particular user or a group of users. An alternate contact number can be the extension for an operator or another user (such as a supervisor or coworker), or any other number where the user or another person can be reached. For each user, you can configure up to 12 alternate contact numbers (one for each key on the phone keypad). When transferring a caller to an alternate contact number, Connection can either supervise the transfer or release the call to the phone system.

You can use Cisco Unity Connection Administration or Bulk Edit to specify the keys that callers press to transfer and the numbers that they transfer to. You can use Bulk Edit to specify the same key for multiple users at the same time (for example, to route calls to a phone in a lab or meeting room). Users can review and specify the alternate contact numbers by using the Connection setup options conversation. (Note that Connection presents the option to review alternate contact numbers only if you have configured at least one key with the Transfer to Alternate Contact Number option.) The alternate contact number is limited to the numbers allowed by the restriction table for transfers that is associated with the user who specifies the number.

When you enable the feature, you may want to specify the keys that can be used to make the transfer and leave the alternate contact number unspecified, so that users can specify the number themselves. Until an alternate contact number is specified, Connection ignores the key set to transfer the call if callers happen to press it during a user greeting. Let users know if there are trunk access codes or special number formatting that they should use when configuring alternate contact numbers.

Do the applicable procedure:

- [To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template, page 4-56](#)
- [To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for Multiple User Accounts in Bulk Edit Mode, page 4-57](#)

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Caller Input**.
- Step 3** On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.
- Step 4** On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.

**Note**

Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

- Step 5** In the action section, select **Call Action** and then select **Transfer to Alternate Contact Number**.
- Step 6** In the Extension field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.
- Step 7** Enter a description for the alternate contact number, if applicable.
- Step 8** Repeat [Step 3](#) through [Step 7](#) for additional keys, as needed.
- Step 9** Select **Save**.
- Step 10** On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

To Enable Callers to Transfer From User Greetings to an Alternate Contact Number for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Caller Input**.
- Step 3** On the Caller Input page, select the applicable phone keypad key in the Caller Input Keys table.
- Step 4** On the Edit Caller Input page for the key that you have selected, check the left-most check box to select the **Ignore Additional Input (Locked)** field, and then check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.

**Note**

Verify that the phone keypad key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension.

- Step 5** In the action section, check the **Action** check box to select it, select the **Call Action** field, and then select **Transfer to Alternate Contact Number** from the list.
- Step 6** Check the check box to the left of the **Extension** field to select it, and then enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with an access code if one is needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

- Step 7** Optionally, check the check box to the left of the **Description** field to select it, and then enter a description for the alternate contact number.
- Step 8** Repeat [Step 3](#) through [Step 7](#) for additional keys, as needed.
- Step 9** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 10** Select **Submit**.
- Step 11** On each applicable Greetings page for each user, confirm that the **Ignore Caller Input** check box is not checked. (By default, the Ignore Caller Input check box is not checked.)

Alternate Greeting Notification Prompt

You can enable Cisco Unity Connection to play a prompt to remind the user when an alternate greeting is enabled. The prompt plays immediately after the user sign in by phone. After playing the reminder, Connection then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it.



Note

The Cisco Personal Communications Assistant automatically displays a reminder when users have their alternate greeting turned on, and indicates which caller options you enabled for them.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to do the procedures.

- [To Enable the Alternate Greeting Notification Prompt for an Individual User or Template, page 4-58](#)
- [To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts in Bulk Edit Mode, page 4-58](#)

To Enable the Alternate Greeting Notification Prompt for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Phone Menu**.
- Step 3** On the Edit Phone Menu page, under After Sign-In Play, check the **Alternate Greeting Notification** check box.
- Step 4** Select **Save**.

To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Phone Menu**.
- Step 3** On the Edit Phone Menu page, under After Sign-In Play, check the left-most check box to select the **Alternate Greeting Notification** field, and then check the **Alternate Greeting Notification** check box.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Enabling a User Greeting

You enable user greetings by checking the applicable check box on the Greetings page for the user account or template. Alternatively, in the Bulk Edit utility, you can enable greetings for multiple users at once on the applicable Greeting tab.

Note that you can record a greeting and set up greeting options without enabling the greeting.

Managing Calls to Users Who Have the Alternate Greeting Enabled

You can customize how Cisco Unity Connection handles calls to a user who has enabled the alternate greeting. For example, you can specify that for as long as the alternate greeting is enabled, Connection:

- Transfers callers to the greeting without ringing the user extension when calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Connection user dials a user extension directly.) This option is particularly well-received by users who share a phone.
- Prevents all callers from skipping the greeting. In this way, you can increase caller awareness of a user absence.
- Prevents all callers from leaving messages. By specifying that Connection prevents all callers from leaving messages, you can help reduce mailbox size when a user is out of the office and does not plan to check messages regularly.



Note

None of the above options apply when other Connection users use the Connection conversation (“Press 2 to send a message”) or another Connection client application to send a message to a user.

As applicable, do the procedures in this section for user accounts, or for a template that you can use to create user accounts. Note that the alternate greeting does not have to be enabled to set caller options.

- [To Specify Alternate Greeting Caller Options for an Individual User or Template, page 4-59](#)
- [To Specify Alternate Greeting Caller Options for Multiple User Accounts in Bulk Edit Mode, page 4-60](#)

To Specify Alternate Greeting Caller Options for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Greetings**.
- Step 3** On the Greetings page, select **Alternate**.

- Step 4** On the Edit Alternate Greetings page, under Caller Options, check or uncheck any or all of the following check boxes to specify how Connection handles calls to a user who has enabled the alternate greeting:
- **Transfer Callers to Greeting Without Ringing User's Phone**
 - **Prevent Callers From Skipping the User's Greeting**
 - **Prevent Callers From Leaving Messages**
- Step 5** Select **Save**.
-

To Specify Alternate Greeting Caller Options for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Greetings**.
- Step 3** On the Greetings page, select **Alternate**.
- Step 4** On the Edit Alternate Greetings page, under Caller Options, check or uncheck the left-most check boxes for any or all of the following fields to select them, and then check the check box to specify how Connection handles calls to a user who has enabled the alternate greeting:
- **Transfer Callers to Greeting Without Ringing User's Phone**
 - **Prevent Callers From Skipping the User's Greeting**
 - **Prevent Callers From Leaving Messages**
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Recording Greetings in Multiple Languages

With a Cisco Unity Connection multilingual system, you can give users the option of providing greetings in multiple languages when the greeting language for the primary call handler of the user is inherited. For example, if Connection is set up to provide prompts in French and Spanish, it is possible to record the standard greeting in both languages so that Spanish- and French-speaking callers can hear the greeting in their own language.

To enable this option for an individual user or a template, select the Language Callers Hear: Inherit Language From Caller setting on the Edit Message Settings page.

If a greeting is not recorded in a language that the system provides, Connection plays the system default greeting for calls that are associated with that greeting. Note that this feature is not available with the voice-recognition conversation.

Notification Devices in Cisco Unity Connection 9.x

Cisco Unity Connection can be configured to call a phone or a pager or send text, or SMS messages to notify users of new messages and calendar events. You can configure the parameters for the call or notification message, the events that trigger the notification, and the schedule on which the notification occurs by setting up notification devices.

Connection can also be configured with the SMTP settings to send the HTML notifications to email client from Connection Administration.

Connection has the number of default notification devices that includes Pager, Work Phone, Home Phone, Mobile Phone, SMTP, and HTML. The administrators can add, configure, or delete notification devices by using Cisco Unity Connection Administration. The default notification devices cannot be deleted. Users can enable or disable notification devices and configure some of the device settings, the events that trigger the notification, and the schedule for the notification in Connection Messaging Assistant. The administrators and users can also configure multiple notification devices to work together to either cascade or chain message notifications.

Note that the default notification device can be enabled or disabled by the administrator and the user. The user has the flexibility to override the settings through Cisco PCA.

See the following topics for details and procedures:

- [Phone and Pager Notification Devices, page 4-61](#)
- [SMS-Compatible Notification Devices, page 4-64](#)
- [SMTP-Compatible Notification Devices, page 4-66](#)
- [HTML-Compatible Notification Devices, page 4-69](#)
- [Chaining Message Notification, page 4-73](#)

Phone and Pager Notification Devices

Cisco Unity Connection can notify a user of new messages by calling a phone or pager. Message notification settings for each user account allow you to control how and when Connection notifies a user of new messages.

By default, users and user templates include notification devices for a home phone, mobile phone, work phone, and one pager. You can modify the default devices and enable or disable them, but you cannot delete them. You can also add, modify, or delete additional notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template; later, you can use Bulk Edit to enable or disable a device and/or to change some settings for multiple users.

- [To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template, page 4-62](#)
- [To Change Phone or Pager Notification Devices for Multiple User Accounts in Bulk Edit Mode, page 4-63](#)

Users can also use the Connection Messaging Assistant to set up phones and pagers to receive message notifications.

To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, select the applicable device in the Display Name list.
- Step 4** On the Edit Notification Device page, check the **Enabled** check box.
- Step 5** Under Notify Me Of, check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection calls this device when any new fax message is received.

- Step 6** For each event type that you chose in [Step 5](#), check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 7** In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Depending on how Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.
- Step 8** In the Extra Digits field, enter any extra digits that Connection dials after the phone number.
- 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.
- Step 9** In the Duration to Wait Before Dialing Extra Digits field, enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try six seconds, then increase or decrease the time as needed.)
- Step 10** Enter other settings, as applicable.
- Step 11** Select **Save**.
- Step 12** Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Connection Messaging Assistant.

**Note**

The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change Phone or Pager Notification Devices for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, select the applicable device in the Display Name list.
- Step 4** On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.
- Step 5** Under Notify Me Of, check the check box to select the **Event Type** field, and then check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection calls this device when any new fax message is received.

- Step 6** For each event type that you chose in [Step 5](#), check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 7** Check the **Phone Number** check box to select it, and then enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Depending on how Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.
- Step 8** Check the **Extra Digits** check box to select it, and then enter any extra digits that Connection dials after the phone number.
- 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.

- Step 9** Check the **Duration to Wait Before Dialing Extra Digits** check box to select it, and then enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try six seconds, then increase or decrease the time as needed.)
 - Step 10** Enter other settings, as applicable.
 - Step 11** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
 - Step 12** Select **Submit**.
-

SMS-Compatible Notification Devices

When you have enabled Cisco Unity Connection to use SMPP for message notifications, you can enable users to receive the notifications on their mobile phones and other SMS-compatible devices when they receive a new voice, email, or fax message. Message notification settings for each user account allow you to control how and when Connection notifies a user of new messages. When a message arrives that matches the criteria selected in the message notification settings, the Connection Messaging System sends a text message entered by you or the user, such as “Urgent message for Technical Support.”

To enable users to receive SMS message notifications, first do the [“To Set Up an SMS \(SMPP\) Message Notification Device” procedure on page 4-64](#). After you set up an SMS device to communicate with Connection, you can enable the device to receive notifications by doing the [“To Enable an SMS-Compatible Device to Receive Message Notifications” procedure on page 4-65](#), or you can tell users to do so in the Connection Messaging Assistant.

To learn how to enable Connection to use SMPP for message notification, see 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*](#), at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Set Up an SMS (SMPP) Message Notification Device

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, if an SMS device exists, select the name of the device and skip to [Step 5](#).
If an SMS device is not listed, select **Add New**, then continue with [Step 4](#).
- Step 4** On the New Notification Device page, in the Notification Device Type list, select **SMS**. Note that SMS is not listed as a device type until at least one SMPP provider has been configured.
- Step 5** Enter or modify the display name for the device, as applicable.
- Step 6** In the SMPP Provider field, select the name of the service provider.
- Step 7** In the To field, enter the phone number of the SMS-compatible device.



Note Most SMSCs require that the phone number be entered in international format, which means omitting the + and 00, but including the country code and area code. For example, in the United States, 1 206 555 1234 would be formatted correctly.

- Step 8** Enter additional settings, as applicable.
- Step 9** Select **Save**.
- Step 10** Continue with the following [“To Enable an SMS-Compatible Device to Receive Message Notifications”](#) procedure to enable SMS (SMPP) notifications for the user.
- Alternatively, users can set up devices themselves in the Connection Messaging Assistant.

To Enable an SMS-Compatible Device to Receive Message Notifications

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, select the display name of the SMS Device you set up in the preceding [“To Set Up an SMS \(SMPP\) Message Notification Device”](#) procedure.
- Step 4** On the Edit Notification Device page, check the **Enabled** check box.
- Step 5** Under Notification Rule Events, check the applicable check boxes for each type of message or event that should trigger the notification:

All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 6** For each message type that you chose in [Step 5](#), check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 7** Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.
- This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.
- Step 8** If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.

- Step 9** Check the **Limit the Number of SMS Messages Per Transcription To** check box and enter the maximum number of SMS messages you want for each message transcription.
- This setting is useful for reducing costs if your mobile phone carrier or SMS service provider charges for each SMS message that you receive.
- Step 10** Change other settings on the page, as applicable. Note that the Send Transcriptions of Voice Messages settings will be disabled if you check the Repeat Notification if There Are Still New Messages check box.
- Step 11** Select **Save**.
- Step 12** Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.



Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

SMTP-Compatible Notification Devices

When you have enabled Cisco Unity Connection to use SMTP for message notifications, you can enable users to receive message notifications at an email address, on their text pagers and on text-compatible mobile phones by using SMTP. Message notification settings for each user account allow you to control how and when Connection notifies a user of new messages. When a message arrives that matches the criteria set in the message notification settings, the Connection Messaging System sends a text message entered by you or the user, such as “Urgent message for Technical Support.”

To learn how to enable Connection to use SMTP for message notification, see the “[Setting Up HTML, SMTP, and SMS \(SMPP\) Message Notifications in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.



Note If the Connection server has not been properly enabled to use SMTP for message notification, Connection places SMTP notification messages in the Connection SMTP server badmail folder.

By default, users and user templates include a single SMTP notification device. You can modify the default device, including enabling or disabling it, but you cannot delete it. You can also add, modify, or delete additional SMTP notification devices.

Do the procedures in this section for user accounts, or for a template that you can use to create user accounts. You must set up notification devices to receive notifications individually for a user or template. After setting up the default SMTP notification device, you can use Bulk Edit to enable or disable this device or to change some settings on this device for multiple users.

- [To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template, page 4-67](#)

- [To Change the Default SMTP Notification Device for Multiple User Accounts in Bulk Edit Mode, page 4-68](#)

Users can also use the Connection Messaging Assistant to set up SMTP devices to receive message notifications.

To Enable an SMTP-Compatible Device to Receive Message Notifications for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, in the Display Name list, select **SMTP**.
- Step 4** On the Edit Notification Device (SMTP) page, check the **Enabled** check box.
- Step 5** Under Notify Me Of, check the applicable check boxes for each type of message or event that should trigger the notification:

All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.

- Step 6** For each message type that you chose in [Step 5](#), check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 7** Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.
- This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.
- Step 8** If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.
- Step 9** In the To field, enter the email address of the user text pager, mobile device, or other email address.
- Step 10** In the From field, enter the phone number that the user calls to check messages.
- Step 11** In the Message Header field, enter any text you want to be included at the top of every notification message.
- Step 12** In the Message Text field, enter any text you want to be included with every transcription (for example, "You have voicemail").
- Step 13** In the Message Footer field, enter any text you want to be included at the bottom of every notification message. For example, you might enter a legal disclaimer that you want to be sent with every message.

- Step 14** Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message. This information can include caller name and caller ID (if available) and the time that the message was received.



Tip If users have a text-compatible mobile phone, they may be able to initiate a callback function when the caller ID is included with the message.

- Step 15** If the notifications will be delivered to a device that supports web browsing, check the **Include a Link to Full Inbox in Message Text** check box so that the user can select the link to open the Connection Web Inbox and listen to the message.

- Step 16** Enter other settings, as applicable.

- Step 17** Select **Save**.

- Step 18** Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to **Edit Notification Device Details**. The Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.



Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change the Default SMTP Notification Device for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Notification Devices**.

- Step 3** On the Notification Devices page, in the Display Name list, select **SMTP**.

- Step 4** On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.

- Step 5** Under Notify Me Of, check the check box to select the **Event Type** field, and then check the applicable check boxes for each type of message that should trigger the notification:

All Messages	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection calls this device when any new fax message is received.

Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace meeting.

- Step 6** For each event type that you chose in [Step 5](#), check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 7** Under Send Transcriptions of Voice Messages, check the **Voice Messages** check box so that users will receive transcriptions of voice messages to this device.
- This is applicable only if the user belongs to a class of service that includes SpeechView transcriptions of voice messages.
- Step 8** If you want users to receive transcriptions only of urgent voice messages, check the **Urgent Only** check box.
- Step 9** Check the **To** check box to select it, and then enter the email address of the user text pager, mobile device, or other email address.
- Step 10** Check the **From** check box to select it, and then enter the phone number that the user calls to check messages.
- Step 11** If the notifications will be delivered to a device that supports web browsing, check the left-most check box to select the **Include a Link to Full Inbox in Message Text** field, and then check the **Include a Link to Full Inbox in Message Text** check box so that the user can select the link to open the Connection Web Inbox and listen to the message.
- Step 12** Enter other settings, as applicable.
- Step 13** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 14** Select **Submit**.

HTML-Compatible Notification Devices

When a Connection user receives a new voice message, the user is notified using the HTML-based notification. The HTML notification is triggered based on the HTML notification device settings and is received on the configured email address using SMTP.

The HTML notifications augments the display of template within an email. The message notification settings for each user account allow you to control how and when Connection notifies a user about new voice messages. When a message that matches the criteria set in the HTML notification device settings arrives, the Connection Messaging System sends a notification to the user.

To configure your Connection server for SMTP in order to receive the HTML notifications, see the “[Setting Up HTML, 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.



Note

If the SMTP smart host settings within the Connection server has not been configured, Connection places HTML notification messages in the Connection SMTP server badmail folder.

By default, the users and user templates includes a single HTML notification device. You can modify the default HTML device, including enabling or disabling it, but you cannot delete it. You can also add, modify, or delete additional HTML notification devices.

Do the procedures in this section to configure the HTML notification devices for user accounts, or for an user template (which can be applied to users). You must set up an HTML notification device to receive notifications individually for a user. After setting up the default HTML notification device, you can also use bulk edit to enable or disable this device or to change some settings on this device for multiple users. Along with Cisco Unity Connection Administration, the CUPI APIs can also be used to create, update, and delete an HTML notification device.

For more information on using CUPI API for updating the HTML notification devices, refer to the [Notification Devices](#) section of DocWiki.

- [To Enable an HTML-Compatible Device to Receive Message Notifications for an Individual User or Template, page 4-70](#)
- [To Change the Default HTML Notification Device for Multiple User Accounts in Bulk Edit Mode, page 4-71](#)

The users can also use the Connection Messaging Assistant to set up the HTML devices to receive message notifications. Along with Connection Messaging Assistant, the user can also use the CUPI APIs to create, update, and delete an HTML notification device.

For more information if the user wants to use CUPI API for updating the HTML notification devices, refer to the [“HTML Notification Devices”](#) section in doc wiki,

To Enable an HTML-Compatible Device to Receive Message Notifications for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or user template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, in the Display Name list, select **HTML**
- Step 4** On the Edit Notification Device (HTML) page, check the **Enabled** check box.



Note

The HTML notification device can be enabled or disabled by the administrator and the user. The user has the flexibility to override the settings through Cisco PCA.

- Step 5** In the **Display Name** field, enter the name for a notification device.
- Step 6** In the **Notify Me Of** field under the **Event Type** section, check the **Urgent Only** check box to enable Connection to send the notification only when the new voice message of that type is marked urgent.
- The **All Voice Messages** read-only option given under the **Notify Me Of** field under the **Event Type** section is selected by default as the HTML notifications are applicable only for voice messages.
- Step 7** In the **To** field under the **HTML Template Mail Format** section, enter a valid email address.
- Note** You can add multiple email addresses that are separated by a comma.
- Step 8** In the **Select HTML Template** drop down list, select a default or customized template.

- Step 9** In the **Outdial Number** field, 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 compliance. For more information on the restriction rules refer to http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsag110.html.
- Step 10** Check the **Disable Outdial Number Change from Cisco PCA** option to disallow the users to change the outdial number from Cisco PCA and Connection Mini Web Inbox.
- Step 11** Check the **Disable HTML Template selection from Cisco PCA** option to disallow the users to change the HTML template from Cisco PCA. In this case, the administrator can assign a template for a user , thereby, restricting user to change the template from Cisco PCA.
- Step 12** Select **Save**.
- Step 13** Optionally, to configure additional settings for the device for an individual user, use the **Related Links** field to navigate to Edit Notification Device Details. The Connection Messaging Assistant opens in another browser window, allowing you to change the notification schedule or limit the notification to messages sent by specific callers or phone numbers. The user can also change these settings by signing in to the Messaging Assistant.



Note The **Related Links** field appears in the upper right corner of the Administration window. Select the applicable link name, and then select **Go**.

To Change the Default HTML Notification Device for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit User Basics page, select **Edit > Notification Devices**.
- Step 3** On the Edit Notification Device page, check the left-most check box to select the **Enabled** field, and then check the **Enabled** check box.
- Step 4** Under **Notify Me Of**, check the check box to select the **Event Type** field.
- Step 5** In the **Notify Me Of** field under the **Event Type** section, check the **Urgent Only** check box to enable Connection to send the notification only when the new voice message of that type is marked urgent.
- Step 6** In the **Select HTML Template** drop down list, select a default or customized template.
- Step 7** Check the **Disable Outdial Number Change from Cisco PCA** option to disallow the users to change the outdial number from Cisco PCA and Connection Mini Web Inbox.
- Step 8** Check the **Disable HTML Template selection from Cisco PCA** option to disallow the users to change the HTML template from Cisco PCA.
- Step 9** Select **Save**.
- Step 10** Enter other settings, as applicable.
- Step 11** If applicable, set the Bulk Edit Task Scheduling fields to schedule the bulk edit operation for a later date and/or time.

Step 12 Select **Submit**.

The administrator can also bulk edit by selecting the **Bulk Edit By CSV** option given under the **Related Links** drop down list given on the upper right hand corner. For more information refer to the “Using the Cisco Unity Connection 9.x Bulk Administration Tool to Manage User Accounts and Contacts” section of the “[Managing Cisco Unity Connection 9.x User Accounts in Bulk](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

Cascading Message Notification

Cascading message notification allows you to send notifications to a widening circle of recipients. Cisco Unity Connection continues to send notifications according to the devices you selected until the message has been saved or deleted by a recipient.

For example, to create a cascade of message notifications for your Technical Support department, set the first message notification to be sent immediately to the pager of the front-line technical support representative. If the message that triggered the first notification has not been saved or deleted after a delay of 15 minutes, the next notification can be sent to the pager of the department manager. A third notification can be set up to call an employee in the Problem Resolution Group if the message is not saved or deleted after 30 minutes, and so on.

Note that when a user receives a notification as part of the cascade, the notification prompts the user to sign in to the mailbox that is being monitored by the cascade.

An alternative to cascading message notification is to use dispatch messaging. For details, see 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Set Up Cascading Message Notification

- Step 1** In Cisco Unity Connection Administration, find the user account whose mailbox you want to monitor with a cascading notification.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, select a notification device and enter the applicable settings so that it notifies a person in the recipient list for the cascading notification. For example, for the first recipient, you would enter the phone number for the pager that belongs to the front-line technical support representative.
- Step 4** In the Delay Before First Notification Attempt field, enter the desired delay for the device, in minutes.
Space notifications between each device at regular intervals, such as every 15 minutes. For the first device you set up, consider specifying 0 as the delay so that the first recipient receives the notification immediately. For the device of the second recipient, specify 15 minutes. Specify 30 minutes for the device of the next recipient, and so on.
- Step 5** If the notification device is a pager or phone, select a value for the Phone System field such that Connection can dial out to the phone number of the user who receives the notification; this is not necessarily the same phone system used by the user whose mailbox is being monitored as part of the cascade.

- Step 6** Select **Save**.
- Step 7** Repeat [Step 2](#) through [Step 6](#) to set up another device for the next person on the recipient list for the cascading notification. Note that in order for the cascading notification to work properly, the same Notification Rule Events check boxes must be checked on all of the devices in the cascade.
-

Chaining Message Notification

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. The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.

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.

To Set Up Chaining Message Notification

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Notification Devices**.
- Step 3** On the Notification Devices page, select the notification device that you want Connection to contact first.
- Step 4** Enter settings for this device, as applicable. For On Notification Failure, select **Send To**, and select the device that you want Connection to notify next if notification to this device fails.
- Step 5** On the Edit menu, select **Notification Devices** again.
- Step 6** Select the device that you specified for Send To in [Step 4](#). Enter settings for this device, as applicable. Note the following:
- 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 will not chain, they will all trigger at once.
 - If you want to chain to a third device if notification to this device fails, select **Send To**, and select the device that you want Connection to notify next if notification to this device fails. If not, select **Do Nothing**.
- Step 7** If you want to chain additional devices:
- a. On the Edit menu, select **Notification Devices** again.
 - b. Select the device that you specified for Send To for the previous device.
 - c. Enter settings for that device as described in [Step 6](#).
- Step 8** Select **Save**.
-

Transcription Delivery with SpeechView in Cisco Unity Connection 9.x

When you are licensed to use the SpeechView feature, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text.

To use SpeechView, users must belong to a class of service that includes SpeechView transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client that is configured to access their Connection messages. The original voice message is attached to the transcribed text message.

To learn how to enable Connection to use the SpeechView feature, see the “[Configuring Transcription \(SpeechView\) in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Connection can be configured to deliver transcriptions to an SMS device as a text message or to an SMTP address as an email message. The fields to turn on transcription delivery are located on the SMTP and SMS Notification Device pages where you set up message notification. For more details on notification devices, see the “[Notification Devices in Cisco Unity Connection 9.x](#)” section on page 4-61.

Note the following considerations for the most effective use of transcription delivery:

- In the From field, enter the number users dial to reach Connection when they are not dialing from their desk phone. If users have a text-compatible mobile phone, they may be able to initiate a callback to Connection in the event that they want to listen to the message.
- Check the Include Message Information in Message Text check box to include call information such as caller name and caller ID (if available) and the time that the message was received. Otherwise, there will be no indication in the message of when it was received.

In addition, if they have a text-compatible mobile phone, they may be able to initiate a callback when the caller ID is included with the transcription.

- In the Notify Me Of section, if you turn on notification for voice or dispatch messages, users will be notified when a message arrives. The transcription will soon follow. If you do not want notification before the transcription arrives, do not select the voice or dispatch message options.
- Email messages that contain transcriptions have a subject line that is identical to notification messages. So if you have notification for voice or dispatch messages turned on, users will have to open the messages to determine which one contains the transcription.

Alternate Extensions in Cisco Unity Connection 9.x

In addition to the primary extension for each user, you can set up alternate extensions. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can also 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.

If users set an alternate device to forward to Connection, callers can hear the user greeting and leave messages for the user, just as they would when dialing the primary extension of the user. (Callers can also be transferred to the alternate extension for a user from the automated attendant.) Users need to set forwarding from the device itself, not in Connection. Note that the phone number must be passed to Connection for the system to recognize the device.

Users can also address messages to an alternate extension that is associated with another user.

Alternate extensions are grouped into two categories: administrator-defined alternate extensions and user-defined alternate extensions. Administrators can add up to 9 alternate extensions. Users can add up to 10 alternate extensions if they belong to a class of service that allows them to manage user-defined alternate extensions. Administrators can view and edit both administrator-defined and user-defined alternate extensions. Users can view administrator-defined alternate extensions if they belong to a class of service that allows them to.

Class of service settings allow you to determine whether users can view or manage alternate extensions and whether they can use the Connection Messaging Assistant to manage a set of their own alternate extensions. See the “[Alternate Extensions in Cisco Unity Connection 9.x](#)” section on page 5-2 for details.

Users who belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled will be offered the option to automatically add alternate extensions. To learn more about this feature, see the “Automatically Adding Alternate Extensions 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*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

By using the Custom Keypad Mapping tool in Cisco Unity Connection Administration, you can provide users with the option to edit their alternate extensions from the Preferences menu in the phone interface. When a user selects the option to edit their alternate devices, Connection will offer to list or delete the existing alternate extensions. If the user signs in from a phone number that is not their primary extension or an existing alternate extension or in the Excluded Extensions for Automatically Added Alternate Extensions restriction table, when they select the option to edit their alternate devices, Connection will offer to add the phone number as a new alternate extension.

See the following sections for additional details:

- [Adding Alternate Extensions, page 4-75](#)
- [Editing Alternate Extensions, page 4-76](#)
- [Deleting Alternate Extensions, page 4-77](#)
- [Alternate Extension Custom Settings, page 4-78](#)

Adding Alternate Extensions

You can add alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. Do the applicable procedure. Note that you cannot add alternate extensions on a user template.

- [To Add an Alternate Extension to an Individual User Account, page 4-76](#)
- [To Add Alternate Extensions to Multiple User Accounts in Bulk Edit Mode, page 4-76](#)

To Add an Alternate Extension to an Individual User Account

-
- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to add an alternate extension.
- Step 2** On the Edit menu, select **Alternate Extensions**.
- Step 3** On the Alternate Extensions page, select **Add New**.
- Step 4** On the New Alternate Extension page, in the Phone Type list, select the applicable phone.
- Step 5** In the Display Name field, enter a description of the alternate extension.
- Step 6** In the Phone Number field, enter the phone number of the alternate extension.
- Step 7** Select **Save**.
-

To Add Alternate Extensions to Multiple User Accounts in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Alternate Extensions**.
- Step 3** On the Edit Alternate Extension page, select **Add or Modify Alternate Extension**, and then select the applicable phone from the list.
- Step 4** Enter additional settings as applicable to set the value for the alternate extensions.
- Step 5** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 6** Select **Submit**.
-

Editing Alternate Extensions

You can edit existing alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. Do the applicable procedure. Note that you cannot edit alternate extensions on a user template.

- [To Edit an Alternate Extension for an Individual User Account, page 4-76](#)
- [To Edit Alternate Extensions for Multiple User Accounts in Bulk Edit Mode, page 4-77](#)

To Edit an Alternate Extension for an Individual User Account

-
- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.
- Step 2** On the Edit menu, select **Alternate Extensions**.
- Step 3** On the Alternate Extensions page, select the alternate extension that you want to edit.

- Step 4** On the Edit Alternate Extensions page, change the applicable settings.
- Step 5** Select **Save**.
-

To Edit Alternate Extensions for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Alternate Extensions**.
- Step 3** On the Edit Alternate Extension page, change the applicable settings.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
-

Deleting Alternate Extensions

You can delete alternate extensions by updating user accounts one at a time. Or you can update multiple user accounts at once. As applicable, do the procedures in this section.

- [To Delete an Alternate Extension for an Individual User Account, page 4-77](#)
- [To Delete Alternate Extensions for Multiple User Accounts in Bulk Edit Mode, page 4-77](#)

To Delete an Alternate Extension for an Individual User Account

- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to delete an alternate extension.
- Step 2** On the Edit menu, select **Alternate Extensions**.
- Step 3** On the Alternate Extensions page, check the check boxes next to the alternate extensions that you want to delete.
- Step 4** Select **Delete Selected**.
-

To Delete Alternate Extensions for Multiple User Accounts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **Alternate Extensions**.

- Step 3** On the Edit Alternate Extension page, select **Delete Alternate Extension**.
 - Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
 - Step 5** Select **Submit**.
-

Alternate Extension Custom 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. You can use custom settings for alternate extensions to base conversation settings on the phone number that the user is calling from. For example, a user calling from a mobile phone may want to use the voice-recognition input style and not be asked for a PIN. But a user calling from a work phone may want to use the touchtone input style and be required to enter a PIN.

To Customize Conversation Settings for an Alternate Extension

- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.
 - Step 2** On the Edit menu, select **Alternate Extensions**.
 - Step 3** On the Alternate Extensions page, select the alternate extension that you want to edit.
 - Step 4** On the Edit Alternate Extensions page, select **Show Advanced Settings**.
 - Step 5** In the Setting column, check the check boxes to the left of the settings that you want to customize.
 - Step 6** In the Alternate Extension Value column, modify the value of the settings to the desired behavior for this alternate extension. Select **Help > This Page** to see descriptions of each setting.
 - Step 7** Select **Save**.
-

Alternate Names in Cisco Unity Connection 9.x

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Connection can reference this information and connect the caller to the correct user.

In addition to recognizing alternate names when users and outside callers use voice recognition to place a call, Connection recognizes alternate names when callers and users use voice recognition to address voice messages. Alternate names can be created for users, VPIM contacts, administrator-defined contacts, system distribution lists, private lists, and user-defined contacts.

While Connection already recognizes hundreds of common shortened names (Bill in place of William, for example), you might want to add another version of an uncommon name, unusual nicknames, or maiden names. You could also use alternate names to add phonetic spellings of hard-to-pronounce names. For example, you could add “Goolay” as an alternate name for the last name “Goulet.”

From the Cisco PCA, Connection users can edit or change their alternate names, and can also create alternate names for customers, suppliers, family members, and friends who are not included in the Connection directory, or for private lists. Doing so makes it easier for them to dial these contacts or address to these lists when using voice commands.

See the following procedures:

- [To Add Alternate Names a User, page 4-79](#)
- [To Edit Alternate Names for a User, page 4-79](#)

Note that you cannot add or edit alternate names on a user template, nor can you use the Bulk Edit utility to add or edit alternate names for multiple user accounts.

To Add Alternate Names a User

- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, select **Alternate Names**.
- Step 3** In the First Name and Last Name fields, enter the alternate names.
- Step 4** Select **Add New**.
- Step 5** Repeat [Step 3](#) and [Step 4](#) until all alternate names have been added.
- Step 6** Select **Save**.
-

To Edit Alternate Names for a User

- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, select **Alternate Names**.
- Step 3** Do any of the following:
- In the Edit Alternate Names fields, enter changes to the already-existing alternate names.
 - If you want to delete an alternate name, check the check box next to the name, and select **Delete Selected**.
 - If you want to add another alternate name, in the Add New Alternate Names fields, enter an alternate name for the user and select **Add New**.
- Step 4** Select **Save**.
-

Private Distribution Lists in Cisco Unity Connection 9.x

Users can use the private distribution lists that are associated with their accounts to send voice messages to more than one user at a time. They can set up and manage their private lists by using the Cisco Unity Connection Messaging Assistant or the phone. While you can also set up, manage, and delete private lists for users, the user who owns a private list is the only person who can send voice messages to it.

Class of service settings allow you to specify the maximum number of lists available to users and the maximum number of members that users can add to each list. See the [“Private Distribution Lists in Cisco Unity Connection 9.x” section on page 5-15](#) for details.

Do the procedure in this section to manage a private list for a user. Note that you cannot specify private lists on a user template, or for multiple user accounts at once.

To Manage a Private Distribution List for an Individual User Account

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- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to change private distribution list settings.
 - Step 2** On the Edit menu, select **Private Distribution List**. (This launches the Connection Messaging Assistant web tool for the user.)
 - Step 3** On the Private List page, select the applicable icon to create a new list or to change an existing one. See Help for detailed procedures for creating a private list, changing the name of a private list, changing members of a private list, and deleting a private list.
 - Step 4** Select **Save**.
-

Access to Exchange Calendars and Contacts in Cisco Unity Connection 9.x

You can integrate Cisco Unity Connection with Exchange 2010, Exchange 2007, or Exchange 2003 so that users can review upcoming meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA). Users can also use the Connection Messaging Assistant web tool to import their Exchange contacts. The contact information can then be used in rules that users create in the Cisco Unity Connection Personal Call Transfer Rules web tool and when users place outgoing calls by using voice commands.

To learn how to set up Connection 9.0 and user accounts for the feature, see the “[Creating Calendar and Contact Integrations in Cisco Unity Connection 9.0](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To learn how to set up Connection and user accounts for the feature, see the “Task List for Configuring Cisco Unity Connection and Exchange for Unified Messaging” section in the “[Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

To learn how to assign the user account or the template to a class of service that enables them to use the personal call transfer rules feature, see the “[Personal Call Transfer Rules in Cisco Unity Connection 9.x](#)” section on page 5-13.

Cisco Unity Connection 9.x Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

If you have Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express installed, you can integrate Cisco Unity Connection with MeetingPlace or MeetingPlace Express so that users can review upcoming meetings and join active meetings while on the phone or while using the Cisco Personal Communications Assistant (PCA).

To learn how to set up Connection 9.0 and user accounts for the feature, see the “[Creating Calendar and Contact Integrations in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To learn how to set up Connection and user accounts for the feature, see the “[Configuring Cisco Unity Connection and Cisco Unified MeetingPlace for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

User Access to Email in an External Message Store in Cisco Unity Connection 9.0

When integrated with an external message store, Cisco Unity Connection allows touchtone and voice-recognition conversation users to hear their emails read to them when they sign in to Cisco Unity Connection by phone. Text to Speech (TTS) playback is available provided that the text portion of the message does not exceed 1 MB in size and the text format of the message is supported by Connection. Supported formats include plain text, quoted-printable text, HTML, and XML.

Connection does not offer users the ability to send, reply to, or forward email messages.

To enable users to access email in an external message store, complete the following tasks in the order presented:

1. Configure the Connection server to access email messages that are stored on the external message store, as described in the “[Configuring Access to Emails in an External Message Store in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.
2. For each user, create an external service account in Connection that specifies the external message store on which the mailbox for the user is stored. This enables users to access their email when they sign in to Connection by phone. Do the following “[To Add an External Service Account for an Individual User to Access Email in an External Message Store](#)” procedure.

Note that when there is no recorded name for a user, Connection uses TTS to say the user name. This is default functionality, and does not need to be set up or enabled.

For information on setting up user access to Exchange email by using TTS in Connection see the “[User Access to Exchange Email by Using Text to Speech \(TTS\) in Cisco Unity Connection](#)” section on page 4-82.

To Add an External Service Account for an Individual User to Access Email in an External Message Store

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **External Service Accounts**.
- Step 3** On the External Service Accounts page, select **Add New**.
- Step 4** On the New External Service Accounts page, in the External Service list, select the display name of the external service that you set up for accessing email in an external message store.
- Step 5** In the Email Address field, enter the email address for the user.
- Step 6** In the Sign-In Type field, select the applicable option:
- **Use Connection Alias**—This option is useful when the User ID setting in Exchange is the same as the Connection user alias. Connection signs in the user with the Connection user alias.
 - **Use User ID Provided Below**—Enter the User ID setting from Exchange (useful when the User ID setting is different from the Connection user alias). Connection signs in the user with the setting in this field.
- Step 7** *(Only when the Use User ID Provided Below option is selected)* In the User ID field, enter the User ID of the Exchange alias (often the same as the Active Directory user sign-in name) for the Exchange mailbox that you want this Connection user to be able to access.
- Enter only the Exchange alias; do not prefix the alias with the Windows domain name.
- Step 8** *(Only for Exchange 2007)* In the Password field, enter the password from Exchange. Connection signs in the user with the setting in this field.
- Step 9** Under Service Capabilities, check the **User Access to Email in Third-Party Message Store** check box.
- Step 10** Select **Save**.
- Step 11** To check the Exchange configuration for the user, select **Test**. The Task Execution Results window appears with the test results.
- If any part of the test fails, verify the configuration for Exchange, Connection, and the user.
- Step 12** Repeat [Step 2](#) through [Step 11](#) for each user for whom you want to enable access to email in an external message store.
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User Access to Exchange Email by Using Text to Speech (TTS) in Cisco Unity Connection

When integrated with Exchange, Cisco Unity Connection allows touchtone and voice-recognition conversation users to hear their emails read to them when they sign in to Cisco Unity Connection by phone. Text to Speech (TTS) playback is available provided that the text portion of the message does not exceed 1 MB in size and the text format of the message is supported by Connection. Supported formats include plain text, quoted-printable text, HTML, and XML.

**Note**

Text to Speech (TTS) over Exchange 2007 and 2010 supports 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.

Connection does not offer users the ability to send, reply to, or forward email messages.

To enable users to access email in Exchange, configure unified messaging and select the options applicable to text to speech. For more information, see the “[Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release*, at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

For information on setting up user access to an external message store in Connection 9.x, see the “[User Access to Email in an External Message Store in Cisco Unity Connection 9.0](#)” section on page 4-81.

To Add a Unified Messaging Account for an Individual User to Access Exchange Email by Using Text to Speech

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, select **Unified Messaging Accounts**.
- Step 3** On the Unified Messaging Accounts page, select **Add New**.
- Step 4** On the New Unified Messaging Accounts page, in the Unified Messaging Service list, select the display name of the service that you set up for accessing email in Exchange.
- Step 5** In the Use This Email Address field, enter the email address for the user.
- Step 6** (*Only for Exchange 2003*) In the Sign-In Type field, select the applicable option:
 - **Use Connection Alias**—This option is useful when the User ID setting in Exchange is the same as the Connection user alias. Connection signs in the user with the Connection user alias.
 - **Use User ID Provided Below**—Enter the User ID setting from Exchange (useful when the User ID setting is different from the Connection user alias). Connection signs in the user with the setting in this field.
- Step 7** (*Only when the Use User ID Provided Below option is selected*) In the User ID field, enter the User ID of the Exchange alias (often the same as the Active Directory user sign-in name) for the Exchange mailbox that you want this Connection user to be able to access.
Enter only the Exchange alias; do not prefix the alias with the Windows domain name.
- Step 8** Under Service Capabilities, check the **Access Exchange Email by Using Text to Speech (TTS)** check box.
- Step 9** Select **Save**.
- Step 10** To check the Exchange configuration for the user, select **Test**. The Task Execution Results window appears with the test results.
If any part of the test fails, verify the configuration for Exchange, Connection, and the user.
- Step 11** Repeat [Step 2](#) through [Step 11](#) for each user for whom you want to enable TTS access to Exchange email.

SMTP Proxy Addresses in Cisco Unity Connection 9.x

You can send SMTP messages to Cisco Unity Connection by using an IMAP email client. For Connection, when single inbox is configured, you also can send messages from a Microsoft Outlook profile that accesses Connection voice messages in Exchange and for which the reply-to address is an Exchange email address.

Connection uses SMTP proxy addresses to map the sender of an SMTP message that is sent from an IMAP client to the appropriate Connection user, and to map each recipient to the appropriate Connection user or VPIM contact. For Connection, when single inbox is configured, Connection uses SMTP proxy addresses to map the sender of a message that is sent from Cisco Unity Connection ViewMail for Microsoft Outlook to the appropriate Connection user, and to map recipients to Connection users or VPIM contacts.

For example, when Robin Smith, whose email client is configured to access Connection with the email address robin.smith@example.com, records a voice message in ViewMail for Outlook and sends it to chris.jones@example.com, Connection searches the list of SMTP proxy addresses for robin.smith@example.com and chris.jones@example.com. If these addresses are defined as SMTP proxy addresses for the Connection users Robin Smith and Chris Jones respectively, Connection delivers the message as a voice message from the Connection user Robin Smith to the Connection user Chris Jones.

See the “[Configuring IMAP Settings in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x* for instructions on configuring the Connection server, user accounts, and user workstations for IMAP client access. (The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.)



Note

At a minimum, we recommend that you configure each user with an SMTP proxy address for the corporate email address of the Connection user.

You can add proxy addresses in several ways:

- For a small number of users, you can add proxy addresses one at a time by using Cisco Unity Connection Administration.
- When you create Connection users, if you include a value for the Corporate Email Address field, you can have Connection automatically create an SMTP proxy address by checking the Generate SMTP Proxy Address From Corporate Email Address check box on the User Template Basics page.
- To add proxy addresses for a larger number of users:
 - If all user addresses follow a consistent pattern (for example, firstname.lastname@domain) you can use Bulk Edit to generate the address for each user by using rules that you define with text and tokens that Connection replaces with values from the user profile.
 - If user addresses do not follow a consistent format, you can use the Cisco Unity Connection Bulk Administration Tool to create proxy addresses from a comma separated value (CSV) file.

Do one or more of the following procedures, depending on whether you want to configure users individually or in bulk.

- [To Configure SMTP Proxy Addresses For an Individual User, page 4-85](#)
- [To Configure SMTP Proxy Addresses for Multiple Users in Bulk Edit Mode, page 4-85](#)

For information on using the Bulk Administration Tool to update multiple user accounts, see [Appendix A, “Using the Cisco Unity Connection 9.x Bulk Administration Tool.”](#)

You cannot configure proxy addresses for user templates.

To Configure SMTP Proxy Addresses For an Individual User

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- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, select **SMTP Proxy Addresses**.
- Step 3** On the SMTP Proxy Addresses page, select **Add New**.
- Step 4** Enter an address in the SMTP Proxy Address field.
- Step 5** Repeat [Step 3](#) and [Step 4](#) for each address that you want to add.



Note If the user has a relay address configured on the Message Actions page, you should add that relay address as an SMTP proxy address for the user.

- Step 6** When you are done adding addresses, select **Save**.
-

To Configure SMTP Proxy Addresses for Multiple Users in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, 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** On the Edit menu, select **SMTP Proxy Addresses**.
- Step 3** To add one or more SMTP proxy addresses to the addresses that are already configured for the users you are editing, select **Append SMTP Proxy Addresses**; to delete all existing proxy addresses and replace them with one or more new addresses, select **Override SMTP Proxy Addresses**.
- Step 4** Select **Add New**.
- Step 5** In the SMTP Proxy Address field that opens, enter a pattern for the SMTP proxy address. You can 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.) The available tokens are:
- %FirstName%
 - %LastName%
 - %Alias%
 - %Extension%
- Step 6** Repeat [Step 4](#) and [Step 5](#) for each SMTP proxy address pattern you want to add.
- Step 7** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 8 Select **Submit**.

Voice Recognition in Cisco Unity Connection 9.x

Access to the voice-recognition conversation allows users to interact with Cisco Unity Connection by speaking commands rather than by using keys on the phone.

To enable users to use the voice-recognition conversation, complete the following tasks in the order presented:

1. Assign users or the template to a class of service that offers a license to access the voice-recognition feature, and enables users to use it. See the [“Voice Recognition in Cisco Unity Connection 9.x” section on page 5-24](#).
2. Specify that each user account or template is assigned to the voice-recognition conversation. See the [“Touchtone and Voice-Recognition Conversations” section on page 4-16](#).

Once enabled to use voice-recognition conversation, users can use the Connection Messaging Assistant to turn the feature on and off.