



CHAPTER 5

Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 9.x

In Cisco Unity Connection, some of the features that are available to users with voice mailboxes are controlled by class of service (COS), including features for which you need user licenses. You can update the settings in a COS to enable or disable features and functionality at any time. The changes that you make affect all COS members.



Note

When a COS includes access to a feature that requires individual licenses, you can offer the feature to the members of the COS only if enough licenses are available.

See the following sections for information and procedures for setting up features and functionality that are controlled by COS:

- [Access to Voice Messages in Cisco Unity Connection 9.x from the Cisco Unified Personal Communicator, page 5-2](#)
- [Alternate Extensions in Cisco Unity Connection 9.x, page 5-2](#)
- [Call Screening and Call Holding in Cisco Unity Connection 9.x, page 5-3](#)
- [Cisco Unity Connection 9.x Messaging Assistant, page 5-4](#)
- [Cisco Unity Connection 9.x Web Inbox, Messaging Inbox, and RSS Feeds, page 5-5](#)
- [Deleted Message Access in Cisco Unity Connection 9.x, page 5-7](#)
- [Directory Listing in Cisco Unity Connection 9.x, page 5-8](#)
- [Greeting Length in Cisco Unity Connection 9.x, page 5-8](#)
- [IMAP Client Access to Voice Messages in Cisco Unity Connection 9.x, page 5-9](#)
- [Live Reply in Cisco Unity Connection 9.x, page 5-11](#)
- [Message Recording Length in Cisco Unity Connection 9.x, page 5-12](#)
- [Personal Call Transfer Rules in Cisco Unity Connection 9.x, page 5-13](#)
- [Private Distribution Lists in Cisco Unity Connection 9.x, page 5-15](#)
- [Recorded Name and Length in Cisco Unity Connection 9.x, page 5-17](#)
- [Restriction Tables in Cisco Unity Connection 9.x, page 5-19](#)
- [Secure Messages in Cisco Unity Connection 9.x, page 5-20](#)

- [Sending Messages to System Distribution Lists in Cisco Unity Connection 9.x](#), page 5-21
- [Single Inbox](#), page 5-22
- [SpeechView Transcriptions of Voice Messages in Cisco Unity Connection 9.x](#), page 5-23
- [Voice Recognition in Cisco Unity Connection 9.x](#), page 5-24

Access to Voice Messages in Cisco Unity Connection 9.x from the Cisco Unified Personal Communicator

To enable Cisco Unity Connection users to play, sort, and delete voice messages from within the Cisco Unified Personal Communicator application, complete the following tasks in the order presented:

1. Configure the applicable servers, assign Connection users to a COS in Cisco Unity Connection Administration that offers the feature, and set up the client applications, as described in the *Installation Guide for Cisco Unified Personal Communicator*, available at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html.
2. *Optional but recommended:* Configure the Connection server to provide a secure IMAP connection, as described in the “[Configuring SSL 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.
3. For information on configuring the Cisco Unified Personal Communicator to access Connection voice messages, refer users to the *User Guide for Cisco Unified Personal Communicator* at http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html, or the Cisco Unified Personal Communicator Help.

Alternate Extensions in Cisco Unity Connection 9.x

While you specify alternate extensions for individual users on their account pages, COS settings allow you to determine whether users can view and/or manage alternate extensions, and whether they can use the Cisco Unity Connection Messaging Assistant and phone interface to manage a set of their own alternate extensions. Consider allowing users to specify their own set, so that you can reduce the number of requests to enter extensions for user mobile phones, home phones, and other phones. When you enable users to manage their own alternate extensions, they can specify up to ten alternate extensions in addition to those already specified for them by you.

Do the applicable procedure:

- [To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant](#), page 5-3
- [To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode](#), page 5-3

To learn how alternate extensions work and why you use them, see the “[Alternate Extensions in Cisco Unity Connection 9.x](#)” section on page 4-74.

To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Alternate Extensions, check either or both of the following check boxes:
- **Allow Users to View Administrator-Defined Alternate Extensions**
 - **Allow Users to Manage Their User-Defined Alternate Extensions**
- Step 3** Select **Save**.
-

To Specify Whether COS Members Can View and/or Manage Alternate Extensions in the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Alternate Extensions, check the left-most check box of either or both of the following check boxes to select them, and then check the check boxes:
- **Allow Users to View Administrator-Defined Alternate Extensions**
 - **Allow Users to Manage Their User-Defined Alternate Extensions**
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

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

The Call Transfer settings in a COS specify whether users can use the Cisco Unity Connection Messaging Assistant or the Cisco Unity Connection Personal Call Transfer Rules web tool (as applicable) to change call screening and call holding options. (If users are enabled to use personal call transfer rules, they find screening and holding options in the Cisco Unity Connection Personal Call Transfer Rules web tool, not the Messaging Assistant.)

Screening and holding options allow users to specify how Cisco Unity Connection handles calls that are transferred from the automated attendant or a directory handler to user phones. The options that are potentially available to users differ depending on how you set up call transfers to work for each user account. (See the [“Call Transfer, Call Screening, and Call Holding in Cisco Unity Connection 9.x” section on page 4-8](#) for information on how call transfers work.)

Do the applicable procedure:

- [To Specify Whether COS Members Can Manage Call Screening and Call Holding Options, page 5-4](#)

- [To Specify Whether COS Members Can Manage Call Screening and Call Holding Options for Multiple Classes of Service in Bulk Edit Mode, page 5-4](#)

To Specify Whether COS Members Can Manage Call Screening and Call Holding Options

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Call Transfer, check one or both of the following check boxes:
- **Allow Users to Change Call Screening Options**
 - **Allow Users to Change Call Holding Options**
- Step 3** Select **Save**.
-

To Specify Whether COS Members Can Manage Call Screening and Call Holding Options for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Call Transfer, check the left-most check box of either or both of the following check boxes to select them, and then check the check boxes:
- **Allow Users to Change Call Screening Options**
 - **Allow Users to Change Call Holding Options**
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Cisco Unity Connection 9.x Messaging Assistant

The Cisco Unity Connection Messaging Assistant is a web tool available on the Cisco Personal Communications Assistant (PCA) website. The Messaging Assistant allows users to personalize their Connection settings—including their greetings and message-delivery options—and to set up message-notification devices and to create private lists.

Do the applicable procedure:

- [To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant, page 5-5](#)
- [To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode, page 5-5](#)

For steps on configuring the browsers on user workstations to access any of the Cisco PCA web tools, see the “Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 9.x” section in the “Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 9.x” 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.

To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Features, check the **Allow Users to Use the Messaging Assistant** check box.
- Step 3** Select **Save**.
-

To Enable COS Members to Access the Cisco Unity Connection Messaging Assistant for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Features, check the left-most check box of the **Allow Users to Use the Messaging Assistant** field to select it, and then check the **Allow Users to Use the Messaging Assistant** check box.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Cisco Unity Connection 9.x Web Inbox, Messaging Inbox, and RSS Feeds

As a convenience to users who are not always able to check messages by phone, you can enable users to access the Cisco Unity Connection Web Inbox, Messaging Inbox, or RSS Feeds on their computers.



Note

Web Inbox and RSS Feeds support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

Web Inbox allows users to play, compose, reply to or forward, and manage Connection voice messages by using a web browser. Note that users can address voice messages only to entries within their search scopes.

In Connection, the Messaging Inbox is a web tool available on the Cisco Personal Communications Assistant (PCA) website. For steps on configuring the browsers on user workstations to access any of the Cisco PCA web tools, see the “Configuring a Web Browser to Access the Cisco PCA in Cisco Unity Connection 9.x” section in the “[Setting Up Access to the Cisco Personal Communications Assistant in Cisco Unity Connection 9.x](#)” 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.

RSS Feeds allow users to retrieve voice messages by using an RSS reader. For details on configuring the Connection server for RSS Feeds, see the “Configuring Access to RSS Feeds of Voice Messages in Cisco Unity Connection 9.x” section in the “[Messaging in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at

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

Do the applicable procedure:

- [To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds](#), page 5-6
- [To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds for Multiple Classes of Service in Bulk Edit Mode](#), page 5-6



Note

You can offer the Web Inbox, Messaging Inbox, and RSS Feeds to members of the COS only if enough licenses are available.

To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Use the Web Inbox, Messaging Inbox, and RSS Feeds** check box.
- Step 3** Select **Save**.

To Enable COS Members to Access the Cisco Unity Connection Web Inbox, Messaging Inbox, and RSS Feeds for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Licensed Features, check the left-most check box of the **Allow Users to Use the Messaging Inbox and RSS Feeds** field to select it, and then check the **Allow Users to Use the Messaging Inbox and RSS Feeds** check box.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Deleted Message Access in Cisco Unity Connection 9.x

You specify whether users can access the messages that they delete, or whether messages are permanently deleted at the time that users delete them. If you have concerns about storing deleted messages on the server, you may want to consider preventing users from accessing deleted messages.

Do the applicable procedure:

- [To Enable or Disable Access to Deleted Messages, page 5-7](#)
- [To Enable or Disable Access to Deleted Messages for Multiple Classes of Service in Bulk Edit Mode, page 5-7](#)

To Enable or Disable Access to Deleted Messages

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Message Options, check or uncheck the **Delete Messages Without Saving to Deleted Items Folder** check box, as follows:
- To allow users to access deleted messages, uncheck the check box.
 - If you want messages permanently deleted when users delete them, check the check box.
- Step 3** Select **Save**.
-

To Enable or Disable Access to Deleted Messages for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Message Options, check the left-most check box of the **Delete Messages Without Saving to Deleted Items Folder** field to select it, and then check or uncheck the **Delete Messages Without Saving to Deleted Items Folder** check box, as follows:
- To allow users to access deleted messages, uncheck the check box.
 - If you want messages permanently deleted when users delete them, check the check box.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Directory Listing in Cisco Unity Connection 9.x

You specify whether users in a COS can choose to be listed in the corporate directory. The corporate directory is the audio listing that users and outside callers use to reach users and to leave messages for them.

Do the applicable procedure:

- [To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory, page 5-8](#)
- [To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory for Multiple Classes of Service in Bulk Edit Mode, page 5-8](#)

To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Directory Listing, check the **Allow Users to Choose to Be Listed in the Directory** check box.
- Step 3** Select **Save**.
-

To Allow COS Members to Choose Whether to Be Listed in the Corporate Directory for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Directory Listing, check the left-most check box of the **Allow Users to Choose to Be Listed in the Directory** field to select it, and then check the **Allow Users to Choose to Be Listed in the Directory** check box.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Greeting Length in Cisco Unity Connection 9.x

Do the applicable procedure to specify how long the recorded greeting of a user can be:

- [To Specify the Maximum Length of User Greetings, page 5-9](#)
- [To Specify the Maximum Length of User Greetings for Multiple Classes of Service in Bulk Edit Mode, page 5-9](#)

To Specify the Maximum Length of User Greetings

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Greetings, in the Maximum Length field, enter the maximum length for greetings, in seconds.
- Step 3** Select **Save**.

To Specify the Maximum Length of User Greetings for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Greetings, check the **Maximum Length** field to select it, and then enter the maximum length for greetings, in seconds.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.

IMAP Client Access to Voice Messages in Cisco Unity Connection 9.x

As a convenience to users who are not always able to check messages by phone or from the Cisco Unity Connection Web Inbox or Messaging Inbox, you can enable users to use an IMAP client application on their computers to access their voice messages. Access to messages is limited according to the option you select:

Allow IMAP Users to Access Message Bodies	Users can access the entire voice message.
Allow IMAP Users to Access Message Bodies Except on Private Messages	Users can access the entire voice message, unless the message is marked private. For private messages, they can access only the message header. (Secure messages can never be accessed in an IMAP client.) This option also ensures that private messages are never saved as WAV files to locations outside of the Cisco Unity Connection server.
Allow IMAP Users to Access Message Headers Only	Users can access message headers only.

Do the applicable procedure:

- [To Enable IMAP Client Access to Voice Messages for COS Members, page 5-10](#)

- To Enable IMAP Client Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-10

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 that you can offer IMAP client access to voice messages to members of the COS only if enough licenses are available.

For information on the single inbox functionality, see the “[Single Inbox](#)” section on page 5-22.

To Enable IMAP Client Access to Voice Messages for COS Members

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box, and then select one of the following options:
- **Allow IMAP Users to Access Message Bodies**
 - **Allow IMAP Users to Access Message Bodies Except on Private Messages**
 - **Allow IMAP Users to Access Message Headers Only**



Note In Cisco Unity Connection, the field name is **Allow Users to Access Voicemail Using an IMAP Client**; the single inbox feature is available in Connection.

- Step 3** Select **Save**.
-

To Enable IMAP Client Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** field, and then select one of the following options:
- **Allow IMAP Users to Access Message Bodies**
 - **Allow IMAP Users to Access Message Bodies Except on Private Messages**
 - **Allow IMAP Users to Access Message Headers Only**



Note In Cisco Unity Connection, the field name is **Allow Users to Access Voicemail Using an IMAP Client**; the single inbox feature is available in Connection.

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

Live Reply in Cisco Unity Connection 9.x

When live reply is enabled, users who are listening to messages by phone can reply to a message by having Cisco Unity Connection call the sender. You can use COS settings to specify whether users can live reply only to messages from other users, or to messages from both users and unidentified callers (unidentified callers are outside callers or users who are forwarded to Connection but who cannot be identified by the calling extension).

Users can live reply to a message by using the touchtone conversation or the voice-recognition conversation. Consider informing users when you enable this feature, because even when it is enabled, the live reply option is not mentioned in the main Connection phone menus for some phone conversation types. (It is, however, mentioned in the *User Guide for the Cisco Unity Connection Phone Interface*.)

Note the following considerations for live reply to users:

- Connection dials the extension of the user who left the message only when the Transfer Incoming Calls to User's Phone setting for the user who left the message is set to ring an extension or another number.



Note The Transfer Incoming Calls to User's Phone field is on the Call Transfer page.

- The call transfer settings for the user who left the message dictate what Connection does when the user phone is busy, and whether Connection screens the call.
- If a user attempts to live reply to a message but the sender is unavailable to take the call, a reply message left for the sender is only correctly identified as having been sent by the user if the user called from his or her own extension or an alternate extension. This is because Connection releases the live reply call to the phone system, and the user is no longer signed in to Connection when leaving the reply message.

Note the following considerations for live reply to unidentified callers:

- Connection uses the calling number provided by the phone system in the Automatic Number Identification (ANI) string. To initiate the live reply, Connection checks the ANI digits against the transfer restriction table associated with the class of service of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system.
- You can configure a prefix that Connection prepends to the ANI string, and the minimum length of the ANI string before the prefix is applied; you can use this, for example, to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system. For instructions, see the "Dial Prefix Settings for Live Reply to Unidentified Callers 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.

Do the applicable procedure:

- [To Enable Live Reply for COS Members, page 5-12](#)
- [To Enable Live Reply for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-12](#)

To Enable Live Reply for COS Members

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Message Options, check either or both of the following check boxes:
- **Users Can Reply to Messages from Other Users by Calling Them**
 - **Users Can Reply to Messages from Unidentified Callers by Calling Them**
- Step 3** Select **Save**.
-

To Enable Live Reply for COS Members for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Message Options, check the left-most check box of either or both of the following check boxes to select them, and then check the check box:
- **Users Can Reply to Messages from Other Users by Calling Them**
 - **Users Can Reply to Messages from Unidentified Callers by Calling Them**
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Message Recording Length in Cisco Unity Connection 9.x

You can specify the maximum recording length for messages that users who are assigned to a COS can leave for other users. The default setting is 300 (5 minutes).



Note

The maximum length for messages that are left by outside callers is set on the Message Settings page for each user account. See the [“Outside Caller Options in Cisco Unity Connection 9.x” section on page 4-11](#) for details.

Do the applicable procedure:

- [To Specify the Maximum Recording Length for User Messages, page 5-13](#)

- [To Specify the Maximum Recording Length for User Messages for Multiple Classes of Service in Bulk Edit Mode, page 5-13](#)

To Specify the Maximum Recording Length for User Messages

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Message Length, enter the maximum recording length in seconds.
- Step 3** Select **Save**.
-

To Specify the Maximum Recording Length for User Messages for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Message Length, check the check box to the left of the **Message Length** field to select it, and then enter the maximum recording length in seconds.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Personal Call Transfer Rules in Cisco Unity Connection 9.x

By using the Personal Call Transfer Rules web tool, Cisco Unity Connection users can create call transfer rules that forward and screen direct and indirect calls according to any or all of the following criteria:

- Identity of caller
- Time of day
- Meeting schedule

Connection users can specify that calls are forwarded to voicemail, to another phone number, or to a series of destinations (which must include at least one phone number and which can include SMS and SMTP notification devices).

See the following sections:

- [About the Personal Call Transfer Rules Web Tool, page 5-14](#)
- [Enabling and Disabling the Personal Call Transfer Rules Feature, page 5-14](#)

Optionally, you can configure Connection so that users can base personal call transfer rules on their Exchange calendar and contacts. See the [“Access to Exchange Calendars and Contacts in Cisco Unity Connection 9.x” section on page 4-80](#) for more information and a task list.

About the Personal Call Transfer Rules Web Tool

Personal Call Transfer Rules is a web tool available on the Cisco Personal Communications Assistant (PCA) website. In addition to allowing users to create call transfer rules, it offers the following additional features to Cisco Unity Connection users:

Contacts list	<p>Connection users can set up a directory of contacts that supplements the information in the Connection directory. Connection uses the contacts list to forward incoming calls, and also to place outgoing calls when the Connection user uses the speech recognition conversation.</p> <p>Note Users manage their contacts list in the Connection Messaging Assistant web tool.</p>
Caller groups	<p>Connection users can organize callers into groups so that they can apply one rule to multiple callers without having to recreate the rule multiple times. Caller groups can contain other Connection users, or administrator-defined and user-defined contacts.</p>
Personal destinations	<p>In addition to notification devices, Connection users can create a directory of contact phone numbers to which Connection can direct incoming calls, according to rules that users set up.</p>
Destination groups	<p>Connection users can create groups of personal destinations and notification devices. When transferring a call to a destination group, Connection forwards the call to each destination in the group in the order listed until the phone is answered, the caller hangs up, or the last destination in the group is reached. Connection users can specify the ordering of destinations in the series, and the number of rings that Connection waits for the phone to be answered at each destination.</p>
Call transfer rule tester	<p>The call transfer rule tester is used by users and administrators to see how Connection would forward an incoming call based on an actual rule.</p>
Transfer All rule	<p>The Transfer All rule is a single rule that forwards all calls to a specific destination for a specified time. This rule can be created and turned on only by phone.</p>
Forward all calls to Cisco Unity Connection	<p>Connection users can forward all calls to Connection in order to automatically apply personal call transfer rules to incoming calls, rather than having the call ring the primary extension.</p>

To learn more about how users can use personal call transfer rules and the web tool, see “[The Cisco Unity Personal Call Transfer Rules Web Tool](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/pctr/b_9xcucugpctr.html)” chapter of 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.

Enabling and Disabling the Personal Call Transfer Rules Feature

Do the applicable procedure to enable or disable the personal call transfer rules feature for users in a COS:

- [To Enable or Disable Personal Call Transfer Rules for COS Members, page 5-15](#)

- [To Enable or Disable Personal Call Transfer Rules for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-15](#)

To Enable or Disable Personal Call Transfer Rules for COS Members

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Features, do one of the following:
- To enable personal call transfer rules, check the **Allow Users to Use Personal Call Transfer Rules** check box.
 - To disable personal call transfer rules, uncheck the **Allow Users to Use Personal Call Transfer Rules** check box.
- Step 3** Select **Save**.
-

To Enable or Disable Personal Call Transfer Rules for COS Members for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Features, do one of the following:
- To enable personal call transfer rules, check the left-most check box to select the **Allow Users to Use Personal Call Transfer Rules** field, and then check the check box.
 - To disable personal call transfer rules, check the left-most check box to select the **Allow Users to Use Personal Call Transfer Rules** field, and then uncheck the check box.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Private Distribution Lists in Cisco Unity Connection 9.x

COS settings allow you to specify the maximum number of lists that are available to users, and the maximum number of members that users can add to each list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant to manage their lists.

See the following sections:

- [Maximum Number of Private Lists Available to Users, page 5-16](#)
- [Maximum Number of Members Per Private List, page 5-17](#)

Maximum Number of Private Lists Available to Users

You can set the maximum number of lists—up to 99—available to each user who is assigned to the COS.

While both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this COS setting to determine when a user has reached the maximum number of lists, each application calculates differently the number of lists that a user owns:

- When a user uses the phone to create a new list by adding members, the Cisco Unity Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names or text names.
- When a user uses the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name, or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names or text names.

This means that if a user belongs to a COS that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit:

- When the user uses the Cisco Unity Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted.
- When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists.

Do the applicable procedure:

- [To Change the Maximum Number of Private Lists Available to COS Members, page 5-16](#)
- [To Change the Maximum Number of Private Lists Available to COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-16](#)

To Change the Maximum Number of Private Lists Available to COS Members

-
- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one. |
| Step 2 | On the Edit Class of Service page, under Private Distribution Lists, enter a number from 1 to 99 in the Maximum Lists Per User field. |
| Step 3 | Select Save . |
-

To Change the Maximum Number of Private Lists Available to COS Members for Multiple Classes of Service in Bulk Edit Mode

-
- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select Bulk Edit . |
|---------------|--|

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

- Step 2** On the Edit Class of Service page, under Private Distribution Lists, check the check box to the left of the **Maximum Lists Per User** field to select it, and then enter a number from 1 to 99.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Maximum Number of Members Per Private List

Do the applicable procedure to specify the maximum number of members—up to 999—that users who are assigned to a COS can add to a private list:

- [To Change the Maximum Number of Members Per Private List, page 5-17](#)
- [To Change the Maximum Number of Members Per Private List for Multiple Classes of Service in Bulk Edit Mode, page 5-17](#)

To Change the Maximum Number of Members Per Private List

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Private Distribution Lists, enter a number from 1 to 999 in the **Maximum Members Per List** field.
- Step 3** Select **Save**.
-

To Change the Maximum Number of Members Per Private List for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Private Distribution Lists, check the check box to the left of the **Maximum Members Per List** field to select it, and then enter a number from 1 to 999.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Recorded Name and Length in Cisco Unity Connection 9.x

For each COS, you specify whether users are allowed to record their own names, and how long a recorded name can be.

Hearing a name recorded in the voice of the user can help callers distinguish between users who have similar names. When allowed to record their names, users can use either the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to make the recording, and they are prompted to complete the task during first-time enrollment.

**Note**

Connection does not prevent users from completing the enrollment process if they do not record a name.

When Connection users have no recorded name, Connection uses Text to Speech to play the username (either the display name or the concatenated first and last name, depending on which name is entered in Connection Administration). However, recorded names can give callers an extra level of assurance that they are reaching the person or mailbox they intended to reach. We highly recommend that you have user names recorded at the first time enrolment. This will assist callers in understanding names

Do the applicable procedure:

- [To Specify Whether COS Members Can Record Their Names, and the Length for a Name, page 5-18](#)
- [To Specify Whether COS Members Can Record Their Names, and the Length for a Name for Multiple Classes of Service in Bulk Edit Mode, page 5-18](#)

To Specify Whether COS Members Can Record Their Names, and the Length for a Name

- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Recorded Name, check the **Allow Recording of Voice Name** check box.
- Step 3** In the Maximum Length field, enter the maximum length in seconds.
- Step 4** Select **Save**.
-

To Specify Whether COS Members Can Record Their Names, and the Length for a Name for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Recorded Name, check the left-most check box to select the **Allow Recording of Voice Name** field, and then check the check box.
- Step 3** In the Maximum Length field, enter the maximum length in seconds.
- 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**.
-

Restriction Tables in Cisco Unity Connection 9.x

For each COS, you specify the restriction table that is used for call transfers and message notifications. The restriction table that you specify can be the same for both, or different for each.

To learn more about how restriction tables work, see the “[Managing Restriction Tables 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 specify the restriction tables that control the numbers that users can use for call transfers and message notifications:

- [To Specify a Restriction Table for Call Transfers and Message Notifications, page 5-19](#)
- [To Specify a Restriction Table for Call Transfers and Message Notifications for Multiple Classes of Service in Bulk Edit Mode, page 5-19](#)

To Specify a Restriction Table for Call Transfers and Message Notifications

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Restriction Tables, do the following:
- In the Outcalling list, select the restriction table that you want used for message notifications.
 - In the Transfer list, select the restriction table that you want used for call transfers.
- Step 3** Select **Save**.
-

To Specify a Restriction Table for Call Transfers and Message Notifications for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Restriction Tables, do the following:
- Check the check box to the left of the **Outcalling** field to select it, and then select the restriction table that you want used for message notifications.
 - Check the check box to the left of the **Transfer** field to select it, and then select the restriction table that you want used for call transfers.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.
-

Secure Messages in Cisco Unity Connection 9.x

You determine how Cisco Unity Connection handles message security for messages that are sent by members of the COS. You can specify that:

- Messages are always marked secure.
- Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.
- Messages are never marked secure.
- Messages are marked secure only when users mark them private (this is the default).

Note that users are always able to mark a message private when they send it—regardless of the option you specify. 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 more about the message security options available in Connection. The guide is available at

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

Do the applicable procedure:

- [To Specify Message Security for COS Members, page 5-20](#)
- [To Specify Message Security for COS Members for Multiple Classes of Service in Bulk Edit Mode, page 5-20](#)

To Specify Message Security for COS Members

-
- Step 1** In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.
- Step 2** On the Edit Class of Service page, under Message Options, select from the following options in the **Require Secure Messaging** list:
- **Always**—Messages are always marked secure.
 - **Never**—Messages are never marked secure.
 - **Ask**—Messages are marked secure only when users mark them secure by choosing the secure message option from the Special Delivery Options phone menu.
 - **Private**—Messages are marked secure only when users mark them private from the Special Delivery Options phone menu.
- Step 3** Select **Save**.
-

To Specify Message Security for COS Members for Multiple Classes of Service in Bulk Edit Mode

-
- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Message Options, check the check box to the left of the **Require Secure Messaging** field to select it, and then select from the following options:
- **Always**—Messages are always marked secure.

- **Never**—Messages are never marked secure.
- **Ask**—Messages are marked secure only when users mark them secure by choosing the secure message option from the Special Delivery Options phone menu.
- **Private**—Messages are marked secure only when users mark them private from the Special Delivery Options phone menu.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Sending Messages to System Distribution Lists in Cisco Unity Connection 9.x

Do the applicable procedure to specify whether users can send messages to system distribution lists:

- [To Specify Whether COS Members Can Send Messages to System Distribution Lists, page 5-21](#)
- [To Specify Whether COS Members Can Send Messages to System Distribution Lists for Multiple Classes of Service in Bulk Edit Mode, page 5-21](#)

To Specify Whether COS Members Can Send Messages to System Distribution Lists

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Message Options, check or uncheck the **Allow Users to Send Messages to System Distribution Lists** check box.

Step 3 Select **Save**.

To Specify Whether COS Members Can Send Messages to System Distribution Lists for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

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

Step 2 On the Edit Class of Service page, under Message Options, check the left-most check box to select the **Allow Users to Send Messages to System Distribution Lists** field, and then check or uncheck the check box as applicable.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Single Inbox

The single inbox feature synchronizes voice messages in Cisco Unity Connection and Exchange mailboxes. Voice messages appear in the Outlook Inbox folder of the user, alongside email and faxes; the voice messages also appear in the Connection mailbox of the user.

Enabling single inbox in classes of service is one step in the process of configuring single inbox. For additional information, see the “[Configuring Cisco Unity Connection 9.x and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

Do the applicable procedure:

- [To Enable Single Inbox Access to Voice Messages for COS Members](#), page 5-22
- [To Enable Single Inbox Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode](#), page 5-22

To Enable Single Inbox Access to Voice Messages for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, check the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box.



Note The radio buttons underneath the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box are applicable only to IMAP client access.

Step 3 Select **Save**.

To Enable Single Inbox Access to Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

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

Step 2 On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** field.



Note The radio buttons underneath the **Allow Users to Access Voicemail Using an IMAP Client and/or Single Inbox** check box are applicable only to IMAP client access.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

SpeechView Transcriptions of Voice Messages in Cisco Unity Connection 9.x

When the SpeechView feature is enabled, Connection uses a third-party external transcription service to convert voice messages into text.

To use SpeechView, users must belong to a class of service that provides transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client configured to access their Connection messages. The original voice message is still attached to the transcribed text message. Users can optionally configure an SMS or SMTP notification device so that Connection sends the transcription to a phone or external email address.

See the “[Configuring Transcription \(SpeechView\) 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 to communicate with the external transcription service. The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Do the applicable procedure to enable transcriptions for members of a particular class of service:

- [To Enable SpeechView Transcriptions of Voice Messages for COS Members](#), page 5-23
- [To Enable SpeechView Transcriptions of Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode](#), page 5-24

Note that SpeechView is a licensed feature, so confirm there are enough licenses available for all members of the COS.

To Enable SpeechView Transcriptions of Voice Messages for COS Members

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

Step 2 On the Edit Class of Service page, under Licensed Features, select the **Use Standard SpeechView Transcription Service** option to enable standard transcription service, and then select one of the following options:

- **Do Not Transcribe Secure Messages**—Secure messages are not sent to the external transcription service.
- **Allow Transcriptions of Secure Messages**—Secure messages are sent to the external transcription service. Users can view the transcription by using a client that supports viewing transcriptions of secure messages. However, users cannot configure a notification device to receive transcriptions.
- **Allow Transcriptions of Secure Messages to Be Sent to Notification Devices**—Secure messages are sent to the external transcription service. Users can configure SMS and SMTP notification devices to receive transcriptions. However, users cannot view transcriptions of secure messages by using an IMAP client or ViewMail.

**Note**

Similarly, you can select **Use SpeechView Pro Transcription Service** option to enable Professional transcription service.

Step 3 Select **Save**.

To Enable SpeechView Transcriptions of Voice Messages for COS Members for Multiple Classes of Service in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.

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

Step 2 On the Edit Class of Service page, under Licensed Features, select the **Use Standard SpeechView Transcription Service** option to enable standard transcription service, and then select one of the following:

- **Do Not Transcribe Secure Messages**
- **Allow Transcriptions of Secure Messages**
- **Allow Transcriptions of Secure Messages to Be Sent to Notification Devices**



Note Similarly, you can select the **Use SpeechView Pro Transcription Service** option to enable professional transcription service.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 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 saying commands rather than by using keys on the phone. To enable users to use it, complete the following tasks in the order presented:

1. Assign users or a user template to a class of service that offers a license to access the voice-recognition feature and enables users to use it. Do the applicable procedure:
 - [To Allow COS Members a License to Access and Use the Voice-Recognition Feature, page 5-24](#)
 - [To Allow COS Members a License to Access and Use the Voice-Recognition Feature for Multiple Classes of Service in Bulk Edit Mode, page 5-25](#)
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](#) for instructions.

Note that you can offer voice recognition to members of the COS only if enough licenses are available.

To Allow COS Members a License to Access and Use the Voice-Recognition Feature

Step 1 In Cisco Unity Connection Administration, find the COS that you want to change, or create a new one.

- Step 2** On the Edit Class of Service page, under Licensed Features, check the **Allow Access to Advanced Features** check box, and then check the **Allow Users to Use Voice Recognition** check box.
- Step 3** Select **Save**.
-

To Allow COS Members a License to Access and Use the Voice-Recognition Feature for Multiple Classes of Service in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, on the Search Class of Service page, check the applicable COS check boxes, and select **Bulk Edit**.
- If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.
- Step 2** On the Edit Class of Service page, under Licensed Features, check the left-most check box to select the **Allow Access to Advanced Features** field, and then check the check box.
- Step 3** Check the left-most check box to select the **Allow Users to Use Voice Recognition** field, and then check the 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**.
-

