



Cisco Unity Connection Conversation

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Custom Keypad Mapping Does Not Seem to Take Effect

When you use the Custom Key Map tool to customize the key mappings for the Cisco Unity Connection conversation, you must also assign the Custom Keypad Mapping conversation to a user or group of users.

To change the conversation version for a single user, go to the Edit User Basics page. On the Edit menu, click Conversation Settings. To change the conversation style for multiple users, you can use the Bulk Edit utility found in Cisco Unity Tools Depot.

Long Pauses After Listening to the Help Menu

After playing a Help menu, Cisco Unity Connection waits for a key press. Users can press a key for the command they want, or press 0 to hear the Help menu of command options again.

Determining Which WAV File Is Being Played

To determine which WAV file is being played off the hard disk, turn on Phraseserver to Monitor diagnostics in the Cisco Unity Diagnostic Tool, then run Port Status Monitor and make a call to Cisco Unity Connection. Port Status Monitor gives the full path of the WAV files being played. It also provides other technical information that may be helpful in diagnosing conversation issues.

Future Message Delivery

Cisco Unity Connection version 1.x does not support future message delivery.

