



# Troubleshooting the Conversation

---

- [Troubleshooting the Conversation, on page 1](#)

## Troubleshooting the Conversation

### Custom Keypad Mapping Not Taking 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.

#### Changing the Conversation Style for a Single User

---

- Step 1** In Cisco Unity Connection Administration, expand **Users** and then select **Users**. On the Search Users page, select the alias of the user.
- Step 2** On the Edit menu, select **Phone Menu**.
- Step 3** In the Touchtone Conversation Menu Style list, select the applicable Custom Keypad Mapping and select **Save**.
- 

#### Specifying a Custom Keypad Mapping Conversation for Multiple User Accounts at Once

---

- Step 1** In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.
- If the users 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** In the Touchtone Conversation Menu Style list, select the applicable Custom Keypad Mapping.
- Step 4** If applicable, set the Bulk Edit Task Scheduling fields to schedule the Bulk Edit operation for a later date and/or time and select **Submit**.
-

## Long Pauses After Listening to Help Menu

After playing a Help menu, 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.

### Determine the WAV File Played

To determine which WAV file is being played off from the hard disk, do the following procedures in the order given.

#### Downloading the Remote Port Status Monitor

---

- Step 1** In a web browser, go to the Cisco Unity Tools website at <http://www.ciscounitytools.com>.
  - Step 2** In the Tool Update Log section, select **Port Status Monitor**.
  - Step 3** On the Cisco Unified Communication Tools page for the Port Status Monitor, select **Download Now**.
  - Step 4** Follow the on-screen instructions to download the Remote Port Status Monitor tool.
- 

#### Configuring Unity Connection for the Remote Port Status Monitor

---

- Step 1** In Cisco Unity Connection Administration, expand **System Settings** > **and** then select **Advanced** > **Conversations**.
- Step 2** On the Conversation Configuration page, check the **Enable Remote Port Status Monitor Output** check box.
- Step 3** In the IP Addresses Allowed To Connect For Port Status Monitor Output field, enter the IP addresses of your workstations and select **Save**.

**Note** You can enter up to 70 IP addresses, separated by commas.

---

#### Enabling the PhraseServerToMonitor Micro Trace and View the WAV Filename

---

- Step 1** In Cisco Unity Connection Serviceability, on the Trace menu, select **Micro Traces**.
  - Step 2** On the Micro Traces page, in the Server field, select the name of the Unity Connection server and select **Go**.
  - Step 3** In the Micro Trace field, select **PhraseServerToMonitor** and select **Go**.
  - Step 4** Check the check boxes for all levels and select **Save**.
  - Step 5** On your workstation, start Remote Port Status Monitor.
  - Step 6** Make a call to Unity Connection so that the WAV file is played.  
The full path of the WAV files being played appears in the Remote Port Status Monitor window.
  - Step 7** In Cisco Unity Connection Serviceability, disable the traces that you enabled in [Step 3](#) and [Step 4](#), then select **Save**.
-