Setting Up Features and Functionality That Are Controlled by User Account Settings

In Cisco Unity Connection, much of the functionality that affects how users interact with Connection is controlled by settings on individual user account pages, while some functionality is instead controlled by class of service. In this chapter, you will find information about functionality that can be controlled per user. 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" chapter.

See the following sections in this chapter:

Message Notification

Cisco Unity Connection can send message notifications in the form of text messages to e-mail addresses, and also to text pagers and text-compatible cell phones by using SMTP, or in the form of SMS messages to wireless devices by using SMPP. 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."

Message notification settings allow you to control how and when Connection notifies a user of new messages.

By default, if Connection sends a notification of a new message to a device (such as a cell phone) and the device forwards the call back to Connection because the device did not answer, Connection will reject the forwarded message notification call. As a result, the user mailbox will not be filled with forwarded message notification announcements. Because Connection rejects the forwarded message notification call, the call does not create a new message for the user and does not trigger a new message notification call.

To set up message notification for a user, you select a notification device and enter information that allows Connection to communicate with the device. The settings for each notification device allow you to control when and how notifications are sent to the first and subsequent devices.

For instructions on setting up and enabling message notifications, see the "Setting Up Message Notification" chapter of the *Cisco Unity Connection System Administration Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Passwords

User with Voice Mailbox Accounts

Default voice mail and web application passwords are applied to each user account that you create. These passwords are either the defaults set for the default Voice Mail User Template during installation (set on the Set Default User Template Password page of the Cisco Unity Connection Configuration Assistant), or defaults that are set on the Change Password page for the user template that you select when creating the accounts. You will need to give these passwords to users so that they can log on to the Connection conversation and to the Cisco Personal Communications Assistant. To increase system security, we recommend that you instruct users to change both passwords as soon as possible, and that you enforce password complexity rules.

User Without Voice Mailbox Accounts

A default web application password is applied to each administrative account that you create. If you base the new account on the default Administrator Template, keep in mind that the default password associated with that account is a randomly-generated string. Therefore, if you base new administrative accounts on the default Administrator Template, be sure to first enter a new default password for the template to replace the randomly-generated string, or make sure that you change the password for each new account as you create it. To increase system security, we recommend that you instruct administrators to change the password as soon as possible, and that you enforce password complexity rules.

To Change a User Password

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Change Password**.

Step 4 In the Choose Password list, click **Voice Mail** or **Web Application**, as applicable.

Step 5 In the Password field, enter the new password.

Step 6 In the Confirm Password field, reenter the password to confirm.

Step 7 Click **Save**.

Call Transfer

Call transfer settings specify how Cisco Unity Connection handles calls transferred from the automated attendant or a directory handler to user phones. (Note that transfer options do not apply when an outside caller or another user dials a user extension directly.)

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 will be transferred back to the Opening Greeting. Subsequent callers in the holding queue will be 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.

Refer to your phone system documentation for information on transfer, screening, and holding options for direct calls to user extensions. User desk phones may also offer similar features.

You set call transfer options for a specific user on the Edit Transfer Options page for the user.

Personal Call Transfer Rules

The Cisco Unity Personal Call Transfer Rules web tool is included for voice messaging users who belong to a class of service for which the feature is enabled.

Caution Depending on your license settings, personal call transfer rules may not be available.

By using the Personal Call Transfer Rules web tool, Connection users are able to set up call transfer rules to forward and screen incoming calls according to any or all of the following criteria:

- identity of caller
- time of day
- meeting schedule

It is important to note that if Connection users have Personal Call Transfer Rules, call screening, and call holding options enabled for their class of service, the call holding and call screening options in the Cisco Personal Communications Assistant appear in the Cisco Unity Personal Call Transfer Rules web tool, not the Cisco Unity Assistant. Similarly, in order for an administrator to modify the call transfer options for a user, instead of going to the Transfer Options page in Cisco Unity Connection Administration, go to the Call Transfer Rules page, which will launch the Personal Call Transfer Rules web tool for the user.

See the "Personal Call Transfer Rules" section on page 4-1 for procedures and additional information about Personal Call Transfer Rules.

Message Waiting Indicators

Cisco Unity Connection will 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.

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

- To Add MWIs for Other Extensions, page 3-4
- To Change MWI Settings, page 3-5
- To Delete an MWI, page 3-6

To Add MWIs for Other Extensions

Step 1 In Cisco Unity Connection Administration, expand **Users**, then click **Users**.

Step 2 On the Search Users page, click the user for whom you want to add another MWI.

Step 3 On the Edit menu, click **Message Waiting Indicators**.

Step 4 On the Message Waiting Indicators page, click **Add New**.

Step 5 Enter the following settings.

Table 3-1 Settings for the New Message Waiting Indicator Page

Field	Setting
Enabled	Check the check box.
Display Name	Enter a description of the MWI.

Table 3-1 Settings for the New Message Waiting Indicator Page (continued)

Field	Setting
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) will appear.
Extension	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.
Phone System	Click the name of the phone system that the extension is assigned to.
Current Status	*(Display only)* The indication whether the MWI is currently on or off.

Step 6 Click **Save**.

Step 7 Repeat Step 3 through Step 6 as necessary.

To Change MWI Settings

Step 1 In Cisco Unity Connection Administration, expand **Users**, then click **Users**.

Step 2 On the Search Users page, click the user for whom you want to change the settings for an MWI.

Step 3 On the Edit menu, click **Message Waiting Indicators**.

Step 4 On the Message Waiting Indicators page, click the MWI for which you want to change the settings.

Step 5 On the Edit Message Waiting Indicator page, change the applicable settings.

Table 3-2 Settings for the Edit Message Waiting Indicator Page

Field	Setting
Enabled	Check or uncheck the check box as applicable.
Display Name	Revise a description of the MWI.
Inherit User's Extension	Check this check box to use the primary extension for the user as the extension on which the message waiting indicator (MWI) will appear.
Extension	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.
Phone System	Click the name of the phone system that the extension is assigned to.
Current Status	*(Display only)* The indication whether the MWI is currently on or off.

Step 6 Click **Save**.

Step 7 Repeat Step 3 through Step 6 as necessary.

To Delete an MWI

Step 1 In Cisco Unity Connection Administration, expand **Users**, then click **Users**.

Step 2 On the Search Users page, click the user for whom you want to delete an MWI.

Step 3 On the Edit menu, click **Message Waiting Indicators**.

Step 4 On the Message Waiting Indicators page, check the check boxes next to the MWIs that you want to delete.

Step 5 Click **Delete Selected**.

Message Settings

Message settings control the experience that callers will have when leaving messages for a user. For example, you can specify:

- The maximum recording length for messages left for a user by unidentified callers. (Note that for some integrations, you can set up 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 unidentified callers can do when leaving messages for a user.
- The language of the Connection prompts that callers hear when leaving messages for a user.

Mailbox Size Quotas

Cisco Unity Connection is set up with system-wide default mailbox size quotas. You can also configure per-user custom quotas that override the default quotas. For example, members of the sales department may save more (and larger) messages than other employees, and thus may need adjustments to the maximum mailbox size associated with their accounts.

Quotas control the following:

- Warning Quota—When a user mailbox reaches the size specified in the warning quota, the user is warned that the mailbox is reaching the maximum size allowed.

  The system-wide default Warning Quota is 12,000,000 bytes. This translates to approximately 200 minutes of recording with the G729a codec, and approximately 25 minutes of recording with the G711 codec.

- Send Quota—When the mailbox reaches the size specified in the send quota, the user is prevented from sending any more voice messages.

  The system-wide default Send Quota is 13,000,000 bytes. This translates to approximately 217 minutes of recording with the G729a codec, and approximately 27 minutes of recording with the G711 codec.

- Send/Receive Quota—When the mailbox reaches the size specified in the send/receive quota field, the user is prevented from sending or receiving any more voice messages.

The system-wide default Send/Receive Quota is 14,745,600 bytes. This translates to approximately 245 minutes of recording with the G729a codec, and approximately 30 minutes of recording with the G711 codec.

Custom quotas can be configured for an existing user. You can also configure custom quotas in a user template, so that any new user accounts you create based on the template will include the custom settings. Do the following procedures, as applicable.

To Set Up Custom Mailbox Size Quotas for an Individual User

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Voice Mailbox**.

Step 4 Under Voice Mailbox Quotas, click **Custom**.

Step 5 Set values for the following, as applicable, by clicking **Custom** and then entering a value (in bytes) in the adjacent field:

- Warning Quota
- Send Quota
- Send/Receive Quota

Note that the value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.

Step 6 Click **Save**.

To Set up Custom Mailbox Size Quotas on a User Template

Keep in mind that changes you make to settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, expand Templates, then click **User Templates**.

Step 2 On the Search User Templates page, in the Search Results table, click the alias of the applicable template.

Note If the template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the User Template Basics page, on the Edit menu, click **Voice Mailbox**.

Step 4 Under Voice Mailbox Quotas, click **Custom**.

Step 5 Set values for the following, as applicable, by clicking **Custom** and then entering a value (in bytes) in the adjacent field:

- Warning Quota

- Send Quota
- Send/Receive Quota

Note that the value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.

Step 6 Click **Save**.

Text to Speech

In Cisco Unity Connection, Text to Speech (TTS) is used to read e-mail. In order to use this feature, users must belong to a class of service that includes access to the feature. In addition, during installation of Connection, the installer must have set up the Connection server to point to an applicable Exchange server. For setup details, see the "Configuring Access to Exchange E-Mails Through TTS" chapter of the *Cisco Unity Connection Installation Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Also note that when there is no recorded name for a user and when the user is using a user speech recognition conversation, TTS is used to say the user name. This is default functionality, and does not need to be set up or enabled.

See the "Text to Speech Access to Exchange E-Mail" section on page 4-4 for procedures for enabling the TTS feature for users.

Conversation Settings

The Cisco Unity Connection conversation is a set of prerecorded instructions and options that Connection plays over the phone to users when they listen to, send, and manage messages, and when they change their Connection settings. Conversation settings define some of what users hear and how they hear it.

Some of the conversation customizations that you can make for a user or group of users include:

Phone Menu Settings

- Selecting the language, as well as setting the speed and volume level in which Connection plays instructions to the user.
- Specifying how long Connection waits for a user to press a first key after playing a menu, how long Connection waits for additional key presses after the user has pressed a key, and how many times Connection repeats a menu if the user has not yet responded to a menu.
- Choosing which conversation version users hear. User conversation versions differ only in the keypad mappings for the message-retrieval menus. Other menus—those that outside callers and Connection users use to send and manage messages, as well as the menus that users use to change their Connection settings—are the same for each conversation version. Review the "Connection Phone Menus and Shortcuts" chapter of the *Cisco Unity Connection User Guide* to choose the version that users in your organization are most familiar with.
- You can also specify whether users hear the comprehensive instructions offered by the full menus, or brief menus for each conversation version.

- Enabling Connection to play a prompt that reminds users when their alternate greeting is turned on. (Note that you can also customize how Connection handles calls to users who have their alternate greeting enabled. For example, you can specify that Connection will transfer callers to the user greeting without ringing the phone; prevent callers from skipping the user greeting; and even prevent callers from leaving messages at all. See the "Greetings" section on page 3-20 for more information.) For procedures for setting up the alternate greeting reminder, see the "About Alternate Conversation Versions" section in the "Cisco Unity Connection Conversation" chapter of the *Cisco Unity Connection System Administration Guide*. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- Selecting the destination—such as a call handler, interview handler, subscriber, or directory assistance—that Connection sends users to when they exit the user conversation.

Playback Message Settings

- Determining whether users address messages to other users by entering extensions, by spelling first names, or by spelling last names.
- Dictating how messages are presented to users over the phone. For example, you can specify whether users hear the Message Type menu, message counts, and timestamps when they check messages, and you can specify the order in which Connection plays messages.

Send Message Settings

- Determine whether a user can encrypt private messages for additional privacy
- Determine whether a user can send broadcast messages to other users, or update broadcast messages
- Decide if the user can use the Message Locator feature to find specific voice messages by phone.

See the following sections for additional information and procedures related to conversation settings:

- Changing Phone Language Settings for Users, page 3-10
- Changing the Conversation Menu Style, page 3-10
- Changing Conversation Speed and Volume, page 3-11
- Changing the Time Format Used for Message Time Stamps, page 3-12
- Changing the Conversation Version, page 3-12
- Changing Conversation Menu Responses, page 3-13
- Selecting a Destination When Cisco Unity Connection Exits the Conversation, page 3-14
- Changing What Cisco Unity Connection Plays After Users Log On, page 3-15
- Enabling the Message Type Menu, page 3-16
- Changing Message Addressing Settings, page 3-16
- Changing Which Message Counts Cisco Unity Connection Plays, page 3-17
- Changing What Cisco Unity Connection Plays Before and After a Message, page 3-18
- Changing Message Playback Order, page 3-19

Changing Phone Language Settings for Users

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.

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

Note that if the class of service to which a user belongs is set up to enable Text to Speech (TTS), the language you select on the Edit User Basics page or the User Template Basics page also controls the language that the TTS e-mail reader uses. Before changing the phone and TTS language for a user, verify that you have the applicable languages installed.

Note that users can use the Cisco Unity Assistant to select the language that they hear when they log on to Connection by phone.

To Change the Phone Language Settings for a User

Note that you can also set the phone language settings on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, select either the **Use System Default Language** option, or a language from the list of language options.

Step 4 Click **Save**.

Step 5 To change the phone language for callers, on the Edit menu, click **Message Settings**.

Step 6 On the Edit Message Settings page, in the Language field, click **Use System Default Language** or **Inherit Language from Caller**, or click the language list and select one of the languages listed.

Step 7 Click **Save**.

Step 8 If applicable, ask the user to rerecord the greeting in the new language.

Changing the Conversation Menu Style

You can specify that users hear either full or brief menus when they access Cisco Unity Connection by phone. Note that users can use the Cisco Unity Assistant to change the conversation menu style that they hear when they log on to Connection by phone.

To Change the Conversation Menu Style

Note that you can also change the conversation menu style on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Phone Menu**.

Step 4 On the Phone Menu page, choose one of the following from the Phone Menu Style list:

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.

Step 5 Click **Save**.

Changing Conversation Speed and Volume

Users can also adjust the volume temporarily from their phones. In addition, users can adjust the playback speed of their messages by phone or on the Media Master. (Note that not all phone system integrations support speed control by phone.)

To adjust the speed or volume permanently, do the following procedure.

To Change the Conversation Speed and Volume

Note that you can also change the conversation speed and volume on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Phone Menu**.

Step 4 On the Phone Menu page, choose the volume level at which users hear the Connection conversation:

- Medium
- Quieter
- Louder

Step 5 Choose the speed at which Connection plays prompts to users.

Note that the speed you specify here does not affect the speed of recorded voice names, user messages or greetings.

Step 6 Click **Save**.

Changing the Time Format Used for Message Time Stamps

By default, users will hear message timestamps in a 12-hour clock format when they listen to their messages over the phone. For example, users hear "1:00 p.m." when listening to the timestamp for a message left at 1:00 p.m.

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

Users can also set their own time format preferences in the Cisco Unity Assistant.

To Enable Message Timestamps in a 24-Hour Clock Format

Note that you can also set the timestamp setting on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Phone Menu**.

Step 4 On the Phone Menu page, click either **12-Hour Clock** or **24-Hour Clock**.

Step 5 Click **Save**.

Changing the Conversation Version

You can specify the conversation version for a single user, or for groups of users. You can choose the Voice Recognition conversation style, where users speak voice commands to Cisco Unity Connection, or one of several touchtone conversation styles, where users press keys on the phone to tell Connection what they want to do.

To enable voice recognition, users must belong to the correct class of service. If you choose the Voice Recognition conversation, you must also choose an appropriate touchtone conversation for Connection to play in the event that the voice recognition system becomes unavailable or if the user chooses to use the touchtone input version.

Note that users can also change the conversation input style from the Cisco Unity Assistant.

To Set the Conversation Version

Note that you can also set the conversation version on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

The user account or user template must be associated with a class of service that enables user speech recognition features, or you will not see the fields applicable to user speech recognition on the page.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Phone Menu**.

Step 4 To enable the user speech recognition conversation, do the following sub-steps:

a. Check the **Use Voice Recognition Input Style** check box.

b. On the Voice Recognition Conversation list, click **Voice Recognition**.

c. On the Touchtone Conversation list, select the touchtone conversation that will be used in the event that voice recognition sessions are not available, or if the user chooses to switch to the touchtone input version.

Step 5 To enable the touchtone conversation, do the following sub-steps:

a. Confirm that the **Use Voice Recognition Input Style** check box is unchecked.

b. On the Touchtone Conversation list, choose a touchtone conversation version that users hear when they listen to and manage their messages over the phone.

Step 6 Click **Save**.

Changing Conversation Menu 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.

To Set the Amount of Time that Cisco Unity Connection Waits For a User Response:

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Phone Menu**.

Step 4 On the Phone Menu page, under Responses to Menus, for either a user or user template, you can enter settings in the following fields, as applicable:

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. This setting applies to the Touchtone conversation only.
Time to Wait for the First Touchtone	Specify how long Connection waits for a user to press a first key after playing a menu. This setting is also known as the "First Digit Timeout."
Time to Wait for Additional Touchtones	Specify how long Connection waits for additional key presses. This setting is also known as the "Interdigit Timeout." If there is no input within the specified time, Connection performs the action assigned to the single key.

Step 5 Click **Save**.

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.

To Select a Destination When Cisco Unity Connection Exits the Conversation

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Phone Menu**.

Step 4 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 will immediately terminate 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 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 Voice 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 5 Click **Save**.

Changing What Cisco Unity Connection Plays After Users Log On

You can choose what Cisco Unity Connection plays after a user logs on by phone:

- The recorded name of the user
- A message notifying users when they have their alternate greeting turned on

Users can also use the Cisco Unity Assistant to choose these settings.

To Change What Cisco Unity Connection Plays After Users Log On

Note that you can also change these settings on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Phone Menu**.

Step 4 On the Phone Menu page, under After Logging On Play, check the following check boxes to indicate what Connection will play after a user logs on:

User's Recorded Name	Connection will play the recorded name of the user. Default setting: Check box not checked.
Alternate Greeting Notification	Check this check box to have Connection notify users when they have their alternate greeting turned on. Connection plays the notification immediately after users log on to Connection by phone, and then plays a menu from which users can choose to leave their alternate greeting on, turn it off, or play it. This check box controls only whether users are notified that their alternate greeting is enabled when they access Connection by phone; users are always notified when their alternate greeting is enabled in the Cisco PCA, even when this box is unchecked. Default setting: Check box checked.

Step 5 Click **Save**.

Enabling the Message Type Menu

When the Message Type menu is enabled for users who use the keypress conversation input version, Cisco Unity Connection plays the Message Type menu before it plays new and saved messages so that users can choose which messages they want to hear by type.

When it is enabled, Connection plays the following menu when users log on to Connection by phone:

- Press 1 to hear voice messages
- Press 2 to hear e-mails
- Press 4 to hear receipts

Note that although the e-mail option is available in the Message Type Menu, Connection plays e-mails only when the user is assigned to a class of service that has the Text to Speech (TTS) feature enabled.

To Enable the Message Type Menu

Note that you can also enable the message type menu on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Conversation Settings**.

Step 4 On the Conversations Settings page, under Before Playing Messages Play, check the **Message Type Menu** check box.

Step 5 Click **Save**.

Changing Message Addressing Settings

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

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

Regardless of the option you choose here, as users address a message by phone, they can switch between addressing by name and addressing by extension by pressing the # key twice. However, when the Disable Spelled Name Searches check box is checked on the System Settings > Advanced > Conversations page, users can address messages over the phone only by entering user extensions.

Users can also change the message addressing setting that Connection uses by default only in the Cisco Unity Assistant, not by phone.

To Change Your Message Addressing Setting

Note that you can also change message addressing settings on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Playback Message Settings**.

Step 4 On the Playback Message Settings page, under Message Addressing, select 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 5 Click **Save**.

Changing Which Message Counts Cisco Unity Connection Plays

You can specify the types of messages for which Cisco Unity Connection announces count totals when users check messages by phone. Users can also specify which message counts they want to hear from the Cisco Unity Assistant.

To Specify Which Message Counts Cisco Unity Connection Plays

Note that you can also change message counts on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Playback Message Settings**.

Step 4 On the Playback Message Settings page, under For New Messages Play, check or uncheck any or all of the following check boxes to specify which message counts Connection plays before each new message:

Message Count Totals	Connection announces the total number of all messages (voice, e-mail, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
E-mail Message Counts	Connection announces the number of e-mail messages.

Step 5 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, e-mail, and receipt messages).

Step 6 Click **Save**.

Changing What Cisco Unity Connection Plays Before and After a Message

By default, Cisco Unity Connection plays information about a message and the message sender before and after playing the message. You can specify whether you want Connection to play all, none, or a combination of the following information before each message:

Sender's Information	Connection plays the recorded name of the user who sent a message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Message Number	Connection announces the sequential number of a message. (For example, "Message 1, a voice message… Message 2, a voice message…")
Time the Message Was Sent	Connection announces the day, date, and time that a message was sent. You can also specify whether you want Connection to play the time that a message was sent after each message.

For receipts, 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:

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.

Users can also use the Cisco Unity Assistant to change what Connection plays before and after a message.

To Change What Cisco Unity Connection Plays Before and After a Message

Note that you can also change these settings on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Playback Message Settings**.

Step 4 On the Playback Message Settings page, under Before Playing Each Message Play, check or uncheck any or all of the following check boxes to specify what information Connection plays before each message:

Sender's Information	Check this check box so that Connection plays caller information about a message sender before playing the message. The information played depends on how Connection is set up. By default, Connection plays the following information when the Sender's Information check box is checked: • For messages left by an identified user, Connection plays the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead. • For messages left by an unidentified caller, Connection does not provide the phone number (ANI or caller ID) information before playing the message.
Include Extension	Use in conjunction with the Sender's Information check box. Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name, before playing the message.
Time the Message Was Sent	Check this check box to have Connection announce the time that the message was recorded by the caller.
Sender's ANI	For messages left by an unidentified caller, check this box to have Connection provide the phone number (ANI or caller ID) information before playing the message.

Step 5 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.

Step 6 Click **Save**.

Changing 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 e-mail) 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 e-mails
- Normal e-mails
- 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.

Note You cannot change the playback order for Message Locator. When Connection finds messages based on the criteria that you enter, they are presented in order of oldest to newest messages.

Table 3-3 lists the default order for new, saved, and deleted messages, regardless of message type.

Table 3-3 Message Playback Order

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

Users can also customize message playback order from the Cisco Unity Assistant.

To Change Message Playback Order

Note that you can also change message playback order on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit Menu, click **Playback Message Settings**.

Step 4 On the Playback Message Settings page, under New Message Play Order, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.

Step 5 In the Then By list, click **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 6 In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.

Step 7 In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 8 In the Deleted Message Play Order, click **Newest First** or **Oldest First** to specify the message order for deleted messages.

Step 9 Click **Save**.

Greetings

Users can have up to six greetings. The greeting settings for the user account 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 will play 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.

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

- Transfer callers directly to the greeting without ringing the user extension whenever calls are transferred from the automated attendant or a directory handler to the user extension. (The phone will ring 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.
- Prevent all callers from skipping the greeting. In this way, you can increase caller awareness of a user absence.
- Prevent all callers from leaving messages. By specifying that Connection will prevent 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.

None of the options listed above apply when other Connection users use the Connection conversation or another Connection client application to send a message to a user.

Note that Connection plays the greetings that you enable for the applicable situation; however, some greetings override other greetings when they are enabled:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
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.
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 and closed greetings. Not all phone system integrations provide the support necessary for an internal greeting.
Holiday	Plays during the specific dates and times specified in the schedule of holidays associated with the active schedule. A holiday greeting overrides the standard, closed, and internal greetings.
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.

Tip By checking the Alternate Greeting Notification check box on the Users > Phone Menu page for a user in Cisco Unity Connection Administration, you can enable Connection to play a prompt to remind the user when the alternate greeting is enabled. The prompt plays after the user logs on by phone. Note that 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.

Recording Greetings in Multiple Languages

With a Cisco Unity Connection multilingual system, you can provide users with 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, select the Language Callers Hear: Inherit Language From Caller setting on the User > Edit Message Settings page.

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

Alternate Extensions

On the Alternate Extensions page for a user account, you can enter phone numbers to set up alternate extensions in addition to the primary extension of the user. 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 cell 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 will prompt the user to enter their password and log on.

Alternate Names

Alternate names are different versions of a user 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 asked Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Connection could reference this information and connect the caller to this user.

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.”

Connection users can edit or change their alternate names from the Cisco PCA. If they are configured to use Cisco Unity Personal Call Transfer Rules, users can also create alternate names for personal contacts to make it easier to dial these contacts when using voice commands.

See the following procedures:

- To Add Alternate Names, page 3-23
- To Edit Alternate Names, page 3-23

To Add Alternate Names

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Alternate Names**.

Step 4 On the Edit Alternate Names page, click **Add New** to add an alternate name for the user.

Step 5 In the Alternate Names fields, enter the alternate names.

Step 6 Repeat Step 4 and Step 5 until all alternate names have been added.

Step 7 Click **Save**.

To Edit Alternate Names

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit User Basics page, on the Edit menu, click **Alternate Names**.

Step 4 Do any of the following:

- In the 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 click **Delete Selected**.
- Click **Add New** to add an alternate name for the user. See the "To Add Alternate Names" procedure on page 3-23.

Step 5 Click **Save**.

Caller Input

Caller input settings define actions that Cisco Unity Connection takes in response to touchtone keys pressed by callers. For each user greeting that allows caller input, you can use caller input settings to allow callers to skip the user greeting, to record a message, to exit the greeting, or to transfer to a call handler, directory handler, or interview handler of your choice.

For Connection to recognize caller input during a user greeting, the Ignore Caller Input check box must be unchecked on each applicable Greetings page.

Note By default, the Ignore Caller Input check box is unchecked.

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.")

You also use caller input settings to specify which keys users can press to interrupt a user greeting so that they can log on to Connection.

Use the following procedure to specify caller input settings.

To Define an Action for a Key

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the User Basics page, on the Edit menu, click **Caller Input**.

Step 4 In the Caller Input Keys table, click the applicable touchtone key.

Step 5 On the Edit Caller Input page for the key you have selected, check the **Ignore Additional Input (Locked)** check box.

Note Ensure that the touchtone key you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key will prevent callers from dialing an extension. Instead, select a key that is not the first digit of any extension.

Step 6 Choose an action that will occur when the caller presses the applicable key.

Step 7 Click **Save**.

Private and Secure Messaging

In Cisco Unity Connection, messages that are marked private cannot be forwarded by phone or from the Cisco Unity Inbox. All users are able to mark a message private when they send it. In addition, when a message is marked private, the Save Recording As option is disabled on the Options menu on the Media Master in the Cisco Unity Inbox.

For users who require more security, consider setting up secure messaging and enabling users to use it. Secure messaging provides security through the use of public/private key encryption for voice messages that users record when they log on to Connection by phone. Voice messages that are encrypted by being marked secure cannot be heard by anyone other than a Connection user who is homed on the Connection server.

See the "Setting Up Private and Secure Messaging" chapter of the *Cisco Unity Connection System Administration Guide* for a detailed discussion and instructions for setting up private and secure messaging for Cisco Unity Connection.

In order to allow users to send secure messages by using the Cisco Unity Connection conversation, you must enable it for them. You can enable secure messaging for all users systemwide, or for a limited number of users. See the following "To Enable Secure Messaging for an Individual User" procedure to set up secure messaging for an individual user.

Enabling secure messaging only for certain users may make system administration, troubleshooting, and training more labor-intensive than when the feature is enabled systemwide for all users. For example, a user who receives a secure message may try to send a secure message even if not enabled to do so, and may then believe that Connection is not behaving as expected.

Note that users are automatically able to receive and listen to secure messages. However, you must specifically enable users to send secure messages.

To Enable Secure Messaging for an Individual User

Note that you can also set secure messaging on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, expand **System Settings > Advanced**, then click **Secure Messaging**.

Step 2 On the Secure Messaging Configuration page, ensure that the **Encrypt All Private Messages from Users** and the **Encrypt All Messages from Users** check boxes are not checked.

Step 3 Click **Users**.

Step 4 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 5 On the Edit User Basics page, on the Edit menu, click **Send Message Settings**.

Step 6 On the Send Message Settings page, check the **Encrypt Private Messages** check box.

Step 7 Click **Save**.

Step 8 Repeat Step 3 through Step 7 for each user.

Broadcast Messages

System broadcast messages are recorded announcements sent to everyone in an organization. You determine whether users can use the Cisco Unity Connection Broadcast Message Administrator to send and/or update broadcast messages. (By default, Cisco Unity Connection users are not enabled to use the Broadcast Message Administrator.)

Because system broadcast messages are designed to convey important and often time-sensitive information to a large number of users at once, Cisco Unity Connection users can use the Broadcast Message Administrator only if they are enabled to do so in Cisco Unity Connection Administration. By default, Connection users are not enabled to use the Broadcast Message Administrator to send or update system broadcast messages.

See the "Setting Up Broadcast Messaging" chapter of the *Cisco Unity Connection System Administration Guide* for a detailed discussion and instructions for setting up broadcast messaging.

In Connection Administration, you can specify whether users can send system broadcast messages to all users on the local Connection server, and whether users can update system broadcast messages stored on the local Connection server. If you want to enable an existing group of users to send system broadcast messages, you can use the Bulk Edit tool available in Tools Depot.

Do the following "To Enable an Existing User to Send and Update System Broadcast Messages" procedure to allow an existing user to send and update system broadcast messages. Alternatively, you can use the Bulk Edit utility in Tools Depot to modify multiple user accounts at once. See Bulk Edit Help for details.

To Enable an Existing User to Send and Update System Broadcast Messages

Note that you can also set broadcast messages on a user template. Keep in mind that settings on a user template apply only to accounts that are subsequently created from that template.

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click the alias of the applicable user.

Note If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the User Basics page, on the Edit menu, click **Send Message Settings**.

Step 4 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.

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

Step 5 Click **Save**.