



CHAPTER 4

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

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

See the following sections:

- [Access to Exchange Calendars and Contacts for Personal Call Transfer Rules, page 4-2](#)
- [Alternate Extensions, page 4-3](#)
- [Alternate Names, page 4-5](#)
- [Broadcast Messages, page 4-6](#)
- [Call Transfer, Call Screening, and Call Holding, page 4-8](#)
- [Cascading Message Notification, page 4-9](#)
- [Chaining Message Notification, page 4-10](#)
- [Cisco Unified MeetingPlace Express, page 4-11](#)
- [Conversation and Phone Menu Options, page 4-11](#)
- [Greetings, page 4-21](#)
- [Mailbox Size Quotas, page 4-27](#)
- [Message Aging, page 4-28](#)
- [Message Locator, page 4-28](#)
- [Message Playback Options, page 4-29](#)
- [Message Waiting Indicators, page 4-36](#)
- [Passwords, page 4-38](#)
- [Personal Call Transfer Rules, page 4-40](#)
- [Phone and Pager Notification Devices, page 4-40](#)
- [Phone View, page 4-42](#)
- [Private Distribution Lists, page 4-43](#)
- [SMTP-Compatible Notification Devices, page 4-45](#)
- [Text to Speech Access to Exchange E-Mail, page 4-46](#)

- [Outside Caller Options](#), page 4-47
- [Voice Recognition](#), page 4-47

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.

The *System Administration Guide for Cisco Unity Connection* offers information on features and functionality that are available to users system-wide, including many conversation features and customizations. The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Access to Exchange Calendars and Contacts for Personal Call Transfer Rules

The users whose class of service allows them to use Cisco Unity Personal Call Transfer Rules may also benefit from having access to their Exchange calendars and contacts. This allows users to create rules based on the appointments in their calendars and on who is calling. They would also be able to quickly update their personal contacts list with the names, phone numbers, and e-mail addresses of their Exchange contacts.

To allow users to access Exchange calendars and contacts for use with Personal Call Transfer Rules, do the following tasks in the order presented:

1. Make sure that the user account or the template is associated with a class of service that enables them to use the Cisco Unity Personal Call Transfer Rules feature. See the “[Personal Call Transfer Rules](#)” section on page 5-7.
2. Configure access to Exchange servers, as described in the “[Configuring Access to Exchange Calendars and Contacts for Personal Call Transfer Rules](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
3. For each user, create a Connection external service account that specifies the Exchange server on which the mailbox for the user is stored. This enables the user to access their calendar and contacts when they use the Personal Call Transfer Rules web tool. Do the “[To Enable Access to Microsoft Exchange Calendars and Contacts for an Individual User or Template](#)” procedure on page 4-2.
4. To teach users how to access their Exchange calendars and contacts for Personal Call Transfer Rules, refer them to the “[Managing Personal Call Transfer Rules to Handle Incoming Calls](#)” and the “[Managing Your Personal Contacts List](#)” chapters of the *User Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.

To Enable Access to Microsoft Exchange Calendars and Contacts for an Individual User or Template

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, click **External Service Accounts**.
 - Step 3** On the External Service Accounts page, click **Add New**.
 - Step 4** In the Account Login field, enter the Active Directory user logon name for the user.
Enter only the Active directory account alias; do not prefix the alias with the Windows domain name.
 - Step 5** In the Service Type list, select **Calendar and Personal Contacts**.
 - Step 6** In the Remote Server list, select the name of the Calendar and Personal Contacts service.

- Step 7** In the Server URL Suffix field, enter the Exchange mailbox alias for the user.
- Step 8** If the Exchange mailbox for the user is homed in Exchange 2007, enter the password for the Active Directory account that you specified in [Step 4](#).
If the Exchange mailbox for the user is homed in Exchange 2000 or Exchange 2003, skip to [Step 9](#).
- Step 9** Click **Save**.
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Alternate Extensions

In addition to the primary extension for each user, you can set up alternate extensions. Alternate extensions can be used for various reasons, such as handling multiple line appearances on user phones. Alternate extensions can also make calling Cisco Unity Connection from an alternate device—such as a 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.

Note that you cannot specify alternate extensions on a user template.

See the following sections:

- [Adding Alternate Extensions, page 4-3](#)
- [Editing Alternate Extensions, page 4-4](#)
- [Deleting Alternate Extensions, page 4-5](#)

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

Adding Alternate Extensions

You can add alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. As applicable, do the procedures in this section. Note that you cannot add alternate names on a user template.

- [To Add an Alternate Extension to an Individual User Account, page 4-3](#)
- [To Add Alternate Extensions to Multiple User Accounts at Once, page 4-4](#)

To Add an Alternate Extension to an Individual User Account

- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to add an alternate extension.
- Step 2** On the Edit menu, click **Alternate Extensions**.
- Step 3** On the Alternate Extensions page, click **Add New** to add an alternate extension for the user.
- Step 4** On the New Alternate Extension fields, enter the following settings.

Phone Type	Click the applicable phone.
Display Name	Enter a description of the alternate extension.
Phone Number	Enter the phone number of the alternate extension.

Step 5 Click **Save**.

To Add Alternate Extensions to Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Alternate Extensions** tab.
- Step 5** From the Select an Alternate Extension to Modify list, click the device for which you want to add an alternate extension.
- Step 6** Follow the onscreen instructions to change the settings as applicable.
- Step 7** Click **Next**, and then click **Finish**.
-

Editing Alternate Extensions

You can edit existing alternate extensions by updating user accounts one at a time, or you can update multiple user accounts at once. As applicable, do the procedures in this section. Note that you cannot edit alternate names on a user template.

- [To Edit an Alternate Extension for an Individual User Account, page 4-4](#)
- [To Edit Alternate Extensions for Multiple User Accounts at Once, page 4-4](#)

To Edit an Alternate Extension for an Individual User Account

- Step 1** In Cisco Unity Connection Administration, find the user account for which you want to edit an alternate extension.
- Step 2** On the Edit menu, click **Alternate Extensions**.
- Step 3** On the Alternate Extensions page, click the alternate extension that you want to edit.
- Step 4** On the Edit Alternate Extensions page, change the applicable settings.
- Step 5** Click **Save**.
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To Edit Alternate Extensions for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.

- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Alternate Extensions** tab.
- Step 5** From the Select An Alternate Extension to Modify list, click the device for which you want to change the alternate extension.
- Step 6** Follow the onscreen instructions to change the applicable settings.
- Step 7** Click **Next**, and then click **Finish**.
-

Deleting Alternate Extensions

You can delete alternate extensions by updating user accounts one at a time. Do the following procedure.

To Delete an Alternate Extension for an Individual User Account

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

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.”

In addition, Connection may have trouble recognizing users who have names that are pronounced identically, but spelled differently (for example, Peterson, Petersen, Pederson, or McCloud, MacLeod, MacCloud). This potential problem can be mitigated by creating alternate names.

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 customers, suppliers, family members, and friends who are not included in the Connection directory. Doing so makes it easier for them to dial these contacts when using voice commands.

See the following procedures:

- [To Add Alternate Names, page 4-6](#)

- [To Edit Alternate Names, page 4-6](#)

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

To Add Alternate Names

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- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, click **Alternate Names**.
- Step 3** On the Edit Alternate Names page, click **Add New** to add an alternate name for the user.
- Step 4** In the Alternate Names fields, enter the alternate names.
- Step 5** Repeat [Step 3](#) and [Step 4](#) until all alternate names have been added.
- Step 6** Click **Save**.
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To Edit Alternate Names

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- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, click **Alternate Names**.
- Step 3** 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.
- Step 4** Click **Save**.
-

Broadcast Messages

System broadcast messages are recorded announcements sent to everyone in an organization. You 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. (By default, Cisco Unity Connection users are not enabled to use the Broadcast Message Administrator.)

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

Once you have set up a way for users to access the Broadcast Message Administrator, you can enable users to use it to send and/or update system broadcast messages by doing the applicable procedure in this section.

- [To Enable Sending and Updating of Broadcast Messages for an Individual User or Template, page 4-7](#)
- [To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts at Once, page 4-7](#)

(For more information on broadcast messages, and to learn how to enable users to access the Broadcast Administrator, see the “[Setting Up Broadcast Messaging](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)

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

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

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

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

- Step 4** Click **Save**.

To Enable Sending and Updating of Broadcast Messages for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Message Send** tab.
- Step 5** Check the applicable check boxes, and then select **Yes** from the adjacent lists:

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

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

Step 6 Click **Next**, and then click **Finish**.

Call Transfer, Call Screening, and Call Holding

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

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

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

The wait time in the call holding queue for the first caller in the queue defaults to 25 seconds. If the caller is still on hold after this amount of time, Connection asks if the caller wants to continue holding, leave a message, or try another extension. If the caller does not press 1 to continue holding, or press 2 to leave a message, the caller 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.



Note

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

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts.

- [To Edit Standard, Off Hours, or Alternate Call Transfer Options for an Individual User or Template, page 4-9](#)
- [To Edit Standard, Off Hours, or Alternate Call Transfer Options for Multiple User Accounts at Once, page 4-9](#)

If they are associated with a class of service that allows them to do so, users can change their call screening and holding options in the Cisco Personal Communications Assistant (PCA). To learn more, see the “[Call Screening and Call Holding](#)” section on page 5-3.

To Edit Standard, Off Hours, or Alternate Call Transfer Options for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** If the user or template is associated with a class of service that has Cisco Unity Personal Call Transfer Rules enabled, on the Edit menu, click **Call Transfer Rules**. (This will launch the Personal Call Transfer Rules web tool for the user.)
- If the user or template is associated with a class of service that does not have the Cisco Unity Personal Call Transfer Rules enabled, on the Edit menu, click **Transfer Options**.
- Step 3** Click the applicable link to change Standard, Off Hours, or Alternate transfer options.
- Step 4** Change the settings on the page, as applicable. (Note that you can specify how you want Off Hours and Alternate transfer options to work without enabling them.)
- Step 5** Click **Save**.
- Step 6** Repeat [Step 3](#) through [Step 5](#) for the remaining transfer options, as needed.
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To Edit Standard, Off Hours, or Alternate Call Transfer Options for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Transfer** tab.
- Step 5** Click the applicable transfer tab, and update the settings.
- Step 6** Repeat [Step 5](#) for the remaining transfer tabs, as needed.
- Step 7** Click **Next**, and then click **Finish**.
-

Cascading Message Notification

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

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

To Set Up Cascading Message Notification

- Step 1** In Cisco Unity Connection Administration, find the user account whose mailbox you want to monitor with a cascading notification.
- Step 2** On the Edit menu, click **Notification Devices**.

- Step 3** On the Notification Devices page, select a notification device and enter the applicable settings so that it notifies a person in the recipient list for the cascading notification. For example, for the first recipient, you would enter the phone number for the pager that belongs to the front-line technical support representative.
- Step 4** In the Delay Before First Notification Attempt field, enter the desired delay for the device, in minutes. Space notifications between each device at regular intervals, such as every 15 minutes. For the first device you set up, consider specifying 0 as the delay so that the first recipient receives the notification immediately. For the device of the second recipient, specify 15 minutes. Specify 30 minutes for the device of the next recipient, and so on.
- Step 5** Click **Save**.
- Step 6** Repeat [Step 2](#) through [Step 5](#) to set up another device for the next person on the recipient list for the cascading notification.
-

Chaining Message Notification

Message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.

You cannot use SMTP, SMS, or pager devices for chaining message notification because notifications to these devices do not fail.

To Set Up Chaining Message Notification

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Notification Devices**.
- Step 3** On the Notification Devices page, click the notification device that you want Connection to contact first.
- Step 4** Enter settings for this device, as applicable. For On Notification Failure, click **Send To**, and click the device that you want Connection to notify next if notification to this device fails.
- Step 5** On the Edit menu, click **Notification Devices** again.
- Step 6** Click the device that you specified for Send To in [Step 4](#).
- Step 7** Enter settings for this device, as applicable. Note the following:
- Change Notification Event to **None**. If you choose any other value, message notification for this device will start immediately and will not wait for the notification failure of the previous device. Your notifications will not chain, they will all trigger at once.
 - If you want to chain to a third device if notification to this device fails, click **Send To**, and click the device that you want Connection to notify next if notification to this device fails. If not, click **Do Nothing**.
- Step 8** If you want to chain additional devices:
- a. On the Edit menu, click **Notification Devices** again.
 - b. Click the device that you specified for Send To for the previous device.
 - c. Enter settings for that device as described in [Step 7](#).

Step 9 Click **Save**.

Cisco Unified MeetingPlace Express

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

To learn how to set up both Connection and user accounts for the feature, see the “[Integrating with Cisco Unified MeetingPlace Express](#)” chapter in the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Conversation and Phone Menu Options

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

See the following topics for details and procedures:

- [Addressing by Spelling Name or Entering Extension With Touchtone Conversations](#), page 4-11
- [Touchtone and Voice Recognition Conversations](#), page 4-12
- [Full or Brief Menu Style for Touchtone Conversations](#), page 4-13
- [How Long Cisco Unity Connection Waits for User Responses](#), page 4-14
- [Phone Language That Users and Callers Hear](#), page 4-16
- [Selecting a Destination When Cisco Unity Connection Exits the Conversation](#), page 4-17
- [Send Message Menu Style](#), page 4-18
- [Speed and Volume for the Conversation](#), page 4-20
- [Greet Users By Name Upon Logon](#), page 4-20

Users can also change many conversation and phone menu options in the Cisco Unity Assistant.

Addressing by Spelling Name or Entering Extension With Touchtone Conversations

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

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

As they address messages by phone, users can always switch between addressing by name and addressing by extension by pressing the # key twice, unless spelled name searches are disabled for the system. When the **Disable Spelled Name Searches** check box is checked on the **System Settings > Advanced > Conversations** page, users can address messages over the phone only by entering user extensions.

Do the following procedure for user accounts, or for a template that you will use to create user accounts. Users can also change message addressing settings in the Cisco Unity Assistant.

To Change Message Addressing Settings

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Send Message Settings**.
- Step 3** On the Send 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 4** Click **Save**.
-

Touchtone and Voice Recognition Conversations

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

Touchtone Conversations	Users can only press keys to tell Connection what they want to do. There are several touchtone conversations to choose from. Each one offers a unique keypad mapping for the message retrieval menus. For some, the keys assigned to options in the Main menu are also unique.
Voice Recognition Conversation	Users speak voice commands and/or press keys on the phone to interact with Connection. You cannot choose the keypad mapping offered in the Voice Recognition conversation. Note In order to assign users to the Voice Recognition conversation, the user account or template must be associated with a class of service that enables a license and the voice recognition feature. See the “Voice Recognition” section on page 5-14 .

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts. When you modify multiple accounts at once, you can select a touchtone conversation, but you cannot specify whether users hear the voice recognition conversation.

- [To Specify the Conversation Version for an Individual User or Template, page 4-13](#)
- [To Specify a Touchtone Conversation for Multiple User Accounts at Once, page 4-13](#)

In the Cisco Unity Assistant, users can specify whether they hear a Voice Recognition conversation or the touchtone conversation that you specify. (They cannot choose the touchtone conversation that they hear.)

To Specify the Conversation Version for an Individual User or Template

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Phone Menu**.
- Step 3** To enable the Voice Recognition conversation (when allowed by class of service), do the following:
- a. Check the **Use Voice Recognition Input Style** check box.
 - b. On the Touchtone Conversation list, select the touchtone conversation that Connection will offer in the event that voice recognition sessions are not available. (The selection here does not affect the keypad mapping offered by the Voice Recognition conversation.)
- Step 4** To enable the touchtone conversation, do the following:
- a. Confirm that the **Use Voice Recognition Input Style** check box is unchecked.
 - b. On the Touchtone Conversation list, select the touchtone conversation with the keypad mapping that you want users to hear.
- Step 5** Click **Save**.
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To Specify a Touchtone Conversation for Multiple User Accounts at Once

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- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab, and then click the **Message Review** tab.
- Step 5** Check the **Subscriber Conversation Style** check box, and then select the touchtone conversation with the keypad mapping that you want users to hear.
- Step 6** Click **Next**, and then click **Finish**.
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Full or Brief Menu Style for Touchtone Conversations

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

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts.

- [To Specify the Touchtone Conversation Menu Style for an Individual User or Template, page 4-14](#)

- [To Specify the Touchtone Conversation Menu Style for Multiple User Accounts at Once, page 4-14](#)

Users can also change the menu style for touchtone conversations in the Cisco Unity Assistant.

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

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, choose **Full** or **Brief** from the Touchtone Conversation Menu Style list.
- Step 4** Click **Save**.
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To Specify the Touchtone Conversation Menu Style for Multiple User Accounts at Once

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- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check the **Prompt Style** check box, and then select **Full** or **Brief** from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.
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How Long Cisco Unity Connection Waits for User Responses

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

Times to Repeat Menu When User Does Not Respond	Specify how many times Connection repeats a menu if a user has not responded to a menu. Note This setting is not available for the voice recognition conversation.
Time to Wait for the First Touchtone or Spoken Word	Specify how long Connection waits for a user to press a first key or say a voice command 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 time that you specify, Connection performs the action assigned to the single key.

Time to Wait Between Spoken Words (Phrase Incomplete Timeout)	Specify how long Connection waits for a user to say additional words before acting on the words already spoken. For example, a user might say “Play new messages,” pause for a moment, and then add, “from Harriet Smith.” In such cases, the value you enter here determines how long Connection waits for the user to finish speaking before playing new messages.
Voice Recognition Confirmation Confidence Threshold	<p>Specify the likelihood that Connection will prompt the voice recognition user to confirm their intentions. For example, if users complain that the system mistakenly hears them say “cancel” or “hang up,” you may want to try increasing this setting to prevent users from accidentally committing actions they did not intend. Alternatively, if users complain that the system prompts for confirmation too frequently, try adjusting this setting to a lower value.</p> <p>The default value for this setting should reliably filter out most errors and provide confirmation when necessary for most systems. If you decide to change the value for this setting, consider that:</p> <ul style="list-style-type: none"> • A realistic range of values for this setting is 30 to 90, as setting this value to 0 will always disable confirmation and setting it to 100 will always enable it. • If the value is set too low, the system may improperly recognize and act on commands, resulting in the accidental deletion of messages or exiting users from the system before they are ready to hang up.

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Note that you cannot use Bulk Edit to change the Time to Wait Between Spoken Words and the Voice Recognition Confirmation Confidence Threshold settings. However, users can adjust both voice-recognition settings in the Cisco Unity Assistant.

- [To Set Conversation Response Times for an Individual User or a Template, page 4-15](#)
- [To Set Conversation Response Times for Multiple User Accounts at Once, page 4-16](#)

Users can also change the response times for the voice recognition conversation from the Cisco Unity Assistant.

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

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, under Responses to Menus, update the applicable settings:
- In the **Times to Repeat Menu When User Does Not Respond** field, enter a value between 0 and 10.
 - In the **Time to Wait for First Touchtone or Spoken Word** field, enter a value between 500 and 10,000 milliseconds.
 - In the **Time to Wait for Additional Touchtones** field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
 - In the **Time to Wait Between Spoken Words (Phrase Incomplete Timeout)** field, enter a value between 300 and 10,000 milliseconds.

- In the **Voice Recognition Confirmation Confidence Threshold** field, enter a value between 0 and 100 percent. A value of 0 will always disable confirmation and 100 will always enable it.

Step 4 Click **Save**.

To Set Conversation Response Times for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab.

Step 5 On the General Conversation tab, check the applicable check boxes, and then enter the appropriate values in the adjacent fields:

- In the **Milliseconds to Wait for User Input After a Menu Plays** field, enter a value between 500 and 10,000 milliseconds.
- In the **Milliseconds to Wait for More Input After a User Presses a Key** field, enter a value between 1,000 and 10,000 milliseconds. We recommend a value of 3,000 (three seconds).
- In the **Times to Repeat the Menu If the User Does Not Respond** field, enter a value between 1 and 10.

Step 6 Click **Next**, and then click **Finish**.

Phone Language That Users and Callers Hear

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

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



Note

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Users can also 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 an Individual User or Template, page 4-17](#)
- [To Change the Phone Language Settings for Multiple User Accounts at Once, page 4-17](#)



Note

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

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

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

To Change the Phone Language Settings for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Profile** tab.
- Step 5** To change the phone language that users hear, check the **Language Users Hear** check box, and then select either the **Use System Default Language** option, or a language from the adjacent list of language options.
- Step 6** To change the phone language that callers hear, check the **Language Callers Hear** check box, and then select either the **Use System Default Language** option, or a language from the adjacent list of language options.
- Step 7** Click **Next**, and then click **Finish**.
-

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.

As applicable, do the procedures in this section for user accounts, or for the template that you will use to create user accounts.

- [To Specify Where Cisco Unity Connection Sends an Exiting User for an Individual User or Template, page 4-18](#)
- [To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts at Once, page 4-18](#)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On Edit menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, under When Exiting the Conversation, select one of the following:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection 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 4** Click **Save**.

To Specify Where Cisco Unity Connection Sends an Exiting User for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab, and then click the **Exit Destination** tab.
- Step 5** Check the **Make Changes to Conversation Exit Destination** check box.
- Step 6** Follow the onscreen instructions to change the settings as applicable.
- Step 7** Click **Next**, and then click **Finish**.

Send Message Menu Style

The send menu style affects what users hear after they have recorded and addressed a message. The menu also affects what users hear when they reply to and forward messages by phone.

By default, users hear the Streamlined Send menu. Compared to the tiered menus that are offered with the Standard send menu, the Streamlined Send menu is designed so that users use fewer keystrokes to mark messages urgent, request receipts, and perform other tasks after they have addressed and recorded a message.

The following table compares the two send menu styles offered in Cisco Unity Connection:

Standard Send Menus	Streamlined Send Menus
# - Send message 1 - Message options 1 - Change address 1 - Add name 2 - Hear all names 3 - Remove name 2 - Change recording 1 - Hear recording 2 - Save recording 3 - Re-record 4 - Add to recording 3 - Set special delivery 1 - Urgent 2 - Return receipt 3 - Private 4 - Review message # - Send message	# - Send message 1 - Urgent 2 - Return receipt 3 - Private 4 - Future delivery* 5 - Review message 6 - Re-record 7 - Add to recording 91 - Add name 92 - Hear all names (and delete names)

Streamlined Send menus also offer easier navigation of lists when users address messages:

List Navigation with Standard Send Menus	List Navigation with Streamlined Send Menus
Connection presents six names at a time when users select addressees from a list of names. When users hear the name they want, they select the name by pressing the number (from 1 to 6) that corresponds to the name; if they do not make a selection, Connection presents the next set of six names.	Connection offers a “skip and scan” method of selecting names from lists. Connection presents the entire list of matches, and when users hear the name they want, they press # to select it. (Users press 3 to delete a name when reviewing lists.) They can also press 7 or 9 to skip to the previous or next name in the list, respectively, and can press 7-7 or 9-9 to skip to the beginning or end of the list. In this way, users can navigate and select names from long lists more quickly and efficiently, which may reduce the time that they spend addressing messages.

Do the following procedure for user accounts, or for a template that you will use to create user accounts.

To Specify a Send Menu Style for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Send Message Settings**.
- Step 3** Under Conversation Style, choose the style you want users to hear from the Send Message Style list.
- Step 4** Click **Save**.
-

Speed and Volume for the Conversation

You can specify the speed and volume at which Connection plays prompts, recorded voice names, receipts, message headers and footers, and user greetings.

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts.

- [To Change Speed or Volume Settings for an Individual User or Template, page 4-20](#)
- [To Change Speed Settings for Multiple User Accounts at Once, page 4-20](#)

Users can also specify speed and volume levels in the Cisco Unity Assistant, or they can adjust the conversation volume temporarily from their phones. (Note that not all phone system integrations support speed control by phone.)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, choose the volume level at which users hear the Connection conversation:
- Medium
 - Quieter
 - Louder
- Step 4** From the Speed list, choose the speed at which Connection plays prompts to users.
- Step 5** Click **Save**.
-

To Change Speed Settings for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check the **Prompt Speed** check box, and then select the speed level from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.
-

Greet Users By Name Upon Logon

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts.

- [To Specify That Cisco Unity Connection Greets User by Name for an Individual User or Template, page 4-21](#)
- [To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts at Once, page 4-21](#)

Users can also use the Cisco Unity Assistant to choose whether they want to hear their recorded name upon logon.

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

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

To Specify That Cisco Unity Connection Greets Users by Name for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check the **Greet User by Name** check box, and then select **Yes** from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.
-

Greetings

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

When a greeting is enabled, Connection 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. Note that schedules affect when some greetings play and some greetings override other greetings when they are enabled.

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

- [Types of User Greetings, page 4-22](#)
- [Allowing Caller Input During Greetings, page 4-23](#)

- [Alternate Greeting Notification Prompt, page 4-25](#)
- [Enabling a User Greeting, page 4-26](#)
- [Managing Calls to Users Who Have the Alternate Greeting Enabled, page 4-26](#)
- [Recording Greetings in Multiple Languages, page 4-27](#)

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

Types of User Greetings

Connection offers the following greetings:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting. Standard greetings play according to the days and times that you specify for the standard schedule.
Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule. Closed user greetings play according to the days and times that you specify for the closed schedule.
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. Holiday greetings play according to the dates and times you specify for holiday schedules.
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.

Allowing Caller Input During Greetings

Caller input settings define actions that Cisco Unity Connection takes in response to touchtone keys pressed by callers during a user greeting. For each greeting that allows caller input, you can specify whether callers can skip the greeting, record a message, exit the greeting, or transfer to a call handler, directory handler, or interview handler of your choice. You also use caller input settings to specify which keys users can press to interrupt a user greeting so that they can log on to Connection.

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

By default, for each user greeting, Connection acts on certain keys and ignores others. [Table 4-1](#) lists the default actions assigned to touchtone keys.

Table 4-1 Default Actions Assigned to Touchtone Keys

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts.

- [To Specify What Cisco Unity Connection Does When Callers Press Keys During a Greeting for an Individual User or Template, page 4-23](#)
- [To Specify What Cisco Unity Connection Does When Callers Press Key\(s\) During a Greeting for Multiple User Accounts at Once, page 4-24](#)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Caller Input**.
- Step 3** In the Caller Input Keys table, click the applicable touchtone key.
- Step 4** On the Edit Caller Input page for the key that 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 5** Choose the action that Connection will take when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection will immediately terminate the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.
Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with 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 6** Repeat [Step 3](#) through [Step 5](#) for additional keys you want to define.
- Step 7** Click **Save**.
- Step 8** On each applicable Greetings page for the user or template, confirm that the **Ignore Caller Input** check box is unchecked. (By default, the Ignore Caller Input check box is unchecked.)

To Specify What Cisco Unity Connection Does When Callers Press Key(s) During a Greeting for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Caller Input** tab.
- Step 5** Click the applicable touchtone key tab.
- Step 6** Check the **Ignore Additional Input (Locked)** check box, and then select **Yes** from the adjacent list.



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 7** Check the **Make Changes to Menu Entry Action** check box.
- Step 8** Choose the action that Connection will take when the caller presses the applicable key:

Call Action	Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection will immediately terminate the call when the caller presses the applicable key.
Call Handler	Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
Interview Handler	Sends the call to the interview handler that you specify.

Directory Handler	Sends the call to the directory handler that you specify.
Conversation	Sends the call to the conversation that you specify.
User with 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 9** Repeat [Step 5](#) through [Step 8](#) for additional keys you want to define.
- Step 10** On each applicable Greetings tab, check the **Ignore Caller Input** check box, and then select **No** from the adjacent list.
- Step 11** Click **Next**, and then click **Finish**.

Alternate Greeting Notification Prompt

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



Note

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

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

- [To Enable the Alternate Greeting Notification Prompt for an Individual User or Template, page 4-25](#)
- [To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts at Once, page 4-25](#)

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

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

To Enable the Alternate Greeting Notification Prompt for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Profile** tab.

- Step 5** On the Profile tab, check the **Warn User That Alternate Greeting Is Enabled** check box, and then select **Yes** from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.

Enabling a User Greeting

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

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

Managing Calls to Users Who Have the Alternate Greeting Enabled

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

- Transfer callers 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.



Note

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

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

- [To Specify Alternate Greeting Caller Options for an Individual User or Template, page 4-26](#)
- [To Specify Alternate Greeting Caller Options for Multiple User Accounts at Once, page 4-27](#)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Greetings**.
- Step 3** On the Greetings page, click **Alternate**.
- Step 4** On the Edit Alternate Greetings page, under Caller Options, check or uncheck any or all of the following check boxes to specify how Connection handles calls to a user who has enabled the alternate greeting:
- **Transfer Callers to Greeting Without Ringing User’s Phone**
 - **Prevent Callers From Skipping the User's Greeting**

- **Prevent Callers From Leaving Messages**

Step 5 Click **Save**.

To Specify Alternate Greeting Caller Options for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Greetings** tab.

Step 5 On the Alternate tab, check or uncheck any or all of the following check boxes and select **Yes** or **No** (as applicable) from the adjacent lists:

- **Transfer Callers to Greeting Without Ringing User's Phone**
- **Prevent Callers From Skipping the User's Greeting**
- **Prevent Callers From Leaving Messages**

Step 6 Click **Next**, and then click **Finish**.

Recording Greetings in Multiple Languages

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

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

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

Mailbox Size Quotas

Cisco Unity Connection is set up with a set of system-wide mailbox size quotas: a warning quota, a send quota, and a send/receive quota. To handle the varying mailbox size needs of users in your organization, you can override the system-level quotas for existing user accounts or on a user template. For example, you might decide that members of the sales department should be able to save more (and larger) messages than other employees, and thus need adjustments to the maximum mailbox size associated with their accounts.

Do the following procedures for user accounts, or for a template that you will use to create user accounts. (For details on how each quota works, see the “[Specifying Mailbox Size Quotas](#)” chapter in the *System Administration Guide for Cisco Unity Connection*. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Voice Mailbox**.
- Step 3** Under Voice Mailbox Quotas, click **Custom**.
- Step 4** 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 5** Click **Save**.
-

Message Aging

Do the following procedures to enable or disable the message aging policy for user accounts, or for a template that you will use to create user accounts.

To Enable or Disable the Message Aging Policy

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit menu, click **Voice Mailbox**.
- Step 3** Check or uncheck the **Enable Message Aging Policy** check box, as applicable.
- Step 4** Click **Save**.
-

Message Locator

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

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts. When you enable Message Locator for an individual user account or a template, you can also specify playback order for messages found by Message Locator.

- [To Enable Message Locator and Specify Playback Order for an Individual User or Template, page 4-29](#)
- [To Enable Message Locator for Multiple User Accounts at Once, page 4-29](#)

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

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

To Enable Message Locator for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check the **Enable Message Locator** check box, and then select **Yes** from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.
-

Message Playback Options

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

See the following sections:

- [Message Counts, page 4-29](#)
- [Message Type Menu, page 4-31](#)
- [Message Playback Order, page 4-31](#)
- [Time Format Used for Message Time Stamps, page 4-33](#)
- [What Cisco Unity Connection Plays Before and After Each Message, page 4-34](#)

Message Counts

You can specify the types of messages for which Cisco Unity Connection announces count totals when users check messages by phone. (Note that although there is an option to specify fax message counts, fax-related features are not available in this release of Connection).

As applicable, do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Users can also specify the message counts they want to hear from the Cisco Unity Assistant.

- [To Specify Which Message Counts Cisco Unity Connection Plays for an Individual User or Template, page 4-30](#)
- [To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts at Once, page 4-30](#)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Playback Message Settings**.
- Step 3** 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 4** In the For Saved Messages Play section, check the Saved Message Count check box to have Connection announce the total number of all saved messages (voice, e-mail, and receipt messages).
- Step 5** Click **Save**.

To Specify Which Message Counts Cisco Unity Connection Plays for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check any or all of the following check boxes, and then select **Yes** from the adjacent lists:
- **Announce Total Number of New Messages**
 - **Announce Total Number of Saved Messages**
 - **Announce Total Number of New Voice Messages**
 - **Announce Total Number of New E-Mail Messages**
- Step 6** Click **Next**, and then click **Finish**.

Message Type Menu

When the Message Type menu is enabled for users who use the touchtone conversation, 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, users hear the following menu after they log on to Connection:

- 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.

Do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Users can also enable the menu in the Cisco Unity Assistant.

- [To Enable the Message Type Menu for an Individual User or Template, page 4-31](#)
- [To Enable the Message Type Menu for Multiple User Accounts at Once, page 4-31](#)

To Enable the Message Type Menu for an Individual User or Template

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Conversation Settings**.
- Step 3** On the Conversations Settings page, under Before Playing Messages Play, check the **Message Type Menu** check box.
- Step 4** Click **Save**.
-

To Enable the Message Type Menu for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab, and then click the **Flex Stack** tab.
- Step 5** Check the **Make Changes to Message Play Order Options** check box.
- Step 6** Check the **Before Playing Messages, Play the Message Type Menu** check box.
- Step 7** Click **Next**, and then click **Finish**.
-

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 that although there is an option to sort fax messages, fax-related features are not available in this release of Connection).

[Table 4-2](#) lists the default order for new, saved, and deleted messages, regardless of message type.

Table 4-2 *Message Playback Order*

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

Do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Users can also customize message playback order from the Cisco Unity Assistant.

- [To Change Message Playback Order for an Individual User Account or Template, page 4-32](#)
- [To Change Message Playback Order for Multiple User Accounts at Once, page 4-33](#)

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

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
- Step 2** On the Edit Menu, click **Playback Message Settings**.
- Step 3** 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 4** 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 5** 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 6** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 7** In the Deleted Message Play Order, click **Newest First** or **Oldest First** to specify the message order for deleted messages.
- Step 8** Click **Save**.
-

To Change Message Playback Order for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
 - Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
 - Step 3** Click **Next**.
 - Step 4** Click the **Conversation** tab, and then click the **Flex Stack** tab.
 - Step 5** Check the **Make Changes to Message Play Order Options** check box.
 - Step 6** 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 7** 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 8** 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 9** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.
 - Step 10** In the Deleted Message Play Order list, click **Newest First** or **Oldest First** to specify the message order for deleted messages.
 - Step 11** Click **Next**, and then click **Finish**.
-

Time Format Used for Message Time Stamps

By default, users will hear message time stamps 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 time stamp for a message left at 1:00 p.m.

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

Do the procedures in this section for user accounts, or for a template that you will use to create user accounts. Users can also set their own time format preferences in the Cisco Unity Assistant.

- [To Specify a 12- or 24-Hour Clock Time Stamp Format for an Individual User Account or Template, page 4-33](#)
- [To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts at Once, page 4-34](#)

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

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit Menu, click **Phone Menu**.
 - Step 3** On the Phone Menu page, click either **12-Hour Clock** or **24-Hour Clock**.
 - Step 4** Click **Save**.
-

To Specify a 12- or 24-Hour Clock Time Stamp Format for Multiple User Accounts at Once

-
- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab, and then click the **Message Review** tab.
- Step 5** Check the **Time Format** check box, and then click either **12-Hour Clock** or **24-Hour Clock** from the adjacent list.
- Step 6** Click **Next**, and then click **Finish**.
-

What Cisco Unity Connection Plays Before and After Each Message

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

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

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

Do the procedures in this section for user accounts, or for a template that you will use to create user accounts. When you update an individual user account or a template, you can also specify what Connection plays after a message.

- [To Change What Cisco Unity Connection Plays Before and After a Message for an Individual User or Template, page 4-34](#)
- [To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts at Once, page 4-35](#)

Users can specify what Connection plays before and after a message from the Cisco Unity Assistant.

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

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

Sender's Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead.
Include Extension	Check this check box to have Connection include the extension of the identified user who left the message, in addition to the recorded name.
Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message... Message 2, a voice message...")
Time the Message Was Sent	Check this check box to have Connection announce the time that the message was sent by the caller.
Sender's ANI	For messages left by an outside caller, check this check box to have Connection provide the phone number (ANI or caller ID) information before playing the message.

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

Step 5 Click **Save**.

To Change What Cisco Unity Connection Plays Before a Message for Multiple User Accounts at Once

Step 1 In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.

Step 2 In the Bulk Edit utility, find the user accounts that you want to edit.

Step 3 Click **Next**.

Step 4 Click the **Conversation** tab, and then click the **Message Review** tab.

Step 5 On the Message Review tab, check or uncheck any or all of the following check boxes and select **Yes** or **No** (as applicable) from the adjacent lists:

Announce Sender Information	For messages left by an identified user, check this check box to have Connection play the recorded name of the user. If the user does not have a recorded name, Connection plays the primary extension associated with the user instead.
Announce Time Before Playing Each Message	Check this check box to have Connection announce the time that the message was sent by the caller.
Announce Sender Extension for Messages from Subscribers	Check this check box to have Connection include the extension of the user who left the message, in addition to the recorded name.
Announce ANI for Messages from Unidentified Callers	For messages left by an outside (unidentified) caller, check this box to have Connection provide the phone number (ANI or caller ID) information before playing the message.
Say Message Number	Check this check box to have Connection announce the sequential number of a message. (For example, "Message 1, a voice message... Message 2, a voice message...")

Step 6 Click **Next**, and then click **Finish**.

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 4-36](#)
- [To Change MWI Settings, page 4-37](#)
- [To Delete an MWI, page 4-37](#)

To Add MWIs for Other Extensions

- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to add another MWI.
- Step 2** On the Edit menu, click **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, click **Add New**.
- Step 4** Enter the following settings.

Table 4-3 Settings for the New Message Waiting Indicator Page

Field	Setting
Enabled	Check the check box.
Display Name	Enter 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	Enter the extension for the MWI. When entering characters, consider the following: <ul style="list-style-type: none"> • 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	<i>(Display only)</i> Indicates whether the MWI is currently on or off.

- Step 5** Click **Save**.
- Step 6** Repeat [Step 2](#) through [Step 5](#) as necessary.

To Change MWI Settings

- Step 1** In Cisco Unity Connection Administration, find the user for whom you want to change the settings for an MWI.
- Step 2** On the Edit menu, click **Message Waiting Indicators**.
- Step 3** On the Message Waiting Indicators page, click the MWI for which you want to change the settings.
- Step 4** On the Edit Message Waiting Indicator page, change the applicable settings:

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: <ul style="list-style-type: none"> • 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	<i>(Display only)</i> The indication whether the MWI is currently on or off.

- Step 5** Click **Save**.
- Step 6** Repeat [Step 2](#) through [Step 5](#) as necessary.

To Delete an MWI

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

Passwords

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

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

To change password settings, go to the Edit > Password Settings page for the applicable user or template.

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

- [Securing and Changing User Phone Passwords, page 4-38](#)
- [Securing and Changing the Web Application \(Cisco PCA\) Password, page 4-39](#)

Users can also change their passwords in the Cisco Unity Assistant.

To learn about security implications when using default password settings, see the [“Password Security Considerations for Template Defaults” section on page 7-1](#).

Securing and Changing User Phone Passwords

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

Do the following procedure for user accounts, or for a template that you will use to create user accounts.

To Change a Phone (PIN) Password for an Individual User or Template

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, click **Change Password**.
 - Step 3** In the Choose Password list, click **Voice Mail**.
 - Step 4** In the Password field, enter the new password.
 - Step 5** In the Confirm Password field, reenter the password to confirm.
 - Step 6** Click **Save**.
-

Securing and Changing the Web Application (Cisco PCA) Password

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

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

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

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

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

- Users can change the Cisco PCA password only in the Cisco Unity Assistant; they cannot change it by using the Connection conversation.
- The Cisco PCA password is not related to the Cisco Unity Connection phone password, and the two are not synchronized. Users may assume that their phone and Cisco PCA passwords are the same. As a result, they may think that they are changing both passwords when the Connection conversation prompts them to change their phone password during first-time enrollment. For this reason, you may find that many users do not consider securing their Cisco PCA passwords, even though you request that they do so.
- For users who are able to access voice messages in an IMAP client, make sure that they understand that whenever they change their Cisco PCA in the Cisco Unity Assistant, they also must update the password in their IMAP client. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client after having updated their Cisco PCA password in both applications, see the “[Troubleshooting IMAP Client Logon Problems](#)” section in the “[Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages](#)” chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

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

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, click **Change Password**.
 - Step 3** In the Choose Password list, click **Web Application**.
 - Step 4** In the Password field, enter the new password.
 - Step 5** In the Confirm Password field, reenter the password to confirm.

Step 6 Click **Save**.

Personal Call Transfer Rules

Personal Call Transfer Rules are available only to users who belong to a class of service for which the feature is enabled.

To modify Personal Call Transfer Rules for a user, do the following procedure.

To Modify Personal Call Transfer Rules for an Individual User

- Step 1** In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2** On the Edit menu, click **Call Transfer Rules**. This launches the Personal Call Transfer Rules web tool for the user.
- Step 3** Change the applicable settings.



Note For detailed information about the available settings, see the “Managing Personal Call Transfer Rules to Handle Incoming Calls” chapter of the *User Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html.

Step 4 Click **Save**.

Phone and Pager Notification Devices

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

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

- [To Set Up a Phone and/or Pager to Receive Message Notifications for an Individual User or Template, page 4-40](#)
- [To Change Phone or Pager Notification Devices for Multiple User Accounts at Once, page 4-41](#)

Users can also set up phones and pagers to receive message notifications in the Cisco Unity Assistant.

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

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

- Step 3** On the Notification Devices page, in the Display Name list, click the applicable device.
- Step 4** On the Edit Notification Device page, check the **Enabled** check box.
- Step 5** In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Depending on how Connection is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters.
- Step 6** Check the Try to Detect Connection check box if you want Connection to automatically try to detect a connection to the phone or pager before dialing extra digits.
- Step 7** In the Dial Extra Digits field, enter any extra digits that Connection will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- Step 8** In the Dial After field, enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try six seconds, then increase or decrease the time as needed.)
- Step 9** Enter other settings, as applicable.
- Step 10** Click **Save**.
-

To Change Phone or Pager Notification Devices for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Notification** tab.
- Step 5** Click the applicable tab for the device you want to change.
- Step 6** Check or uncheck the **Disable Device** check box as applicable.
- Step 7** Check the **Phone System** check box, and then select the phone system from the adjacent list.
- Step 8** Check the **Voice Mail Notification Event** check box, and then select the applicable option from the adjacent list.
- Step 9** Repeat [Step 5](#) through [Step 8](#) for any additional devices.
- Step 10** Click **Next**, and then click **Finish**.
-

Phone View

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

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

Phone View can be used with either the touchtone or the voice recognition version of the phone conversation. For use with voice recognition, the voice recognition feature must be enabled, and users must be associated with a class of service that allows them to use it. For details on setting up voice recognition for users, see the [“Voice Recognition” section on page 5-14](#).

Before you can enable Phone View for users, you first create an application CTI user in Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager) and associate the applicable subscriber devices with this user. Then, you enable Phone View for the phone system. For details, see the [“Setting Up Phone View” chapter of the *System Administration Guide for Cisco Unity Connection*, available at \[http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html\]\(http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html\)](#).

Do the procedures in this section for user accounts, or for a template that you will use to create user accounts. When you enable Phone View for an individual user account or a template with the touchtone conversation version, you can also specify playback order for messages found by Message Locator searches.

- [To Enable Phone View and Specify Playback Order for an Individual User or Template \(Touchtone Conversation\), page 4-42](#)
- [To Enable Phone View for an Individual User or Template \(Voice Recognition Conversation\), page 4-42](#)
- [To Enable Phone View for Multiple User Accounts at Once, page 4-43](#)

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

-
- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit Menu, click **Phone Menu**.
 - Step 3** On the Phone Menu page, under Finding Messages with Message Locator, check the **Enable** check box.
 - Step 4** In the Message Locator Sort Order list, click **Last In, First Out** or **First In, Last Out** to specify the playback order.
 - Step 5** Check the **Enable Phone View** check box.
 - Step 6** Click **Save**.
-

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

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

- Step 2** On the Edit Menu, click **Phone Menu**.
 - Step 3** On the Phone Menu page, under Conversation Style, check the **Use Voice Recognition Input Style** check box.
 - Step 4** Check the **Enable Phone View** check box.
 - Step 5** Click **Save**.
-

To Enable Phone View for Multiple User Accounts at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, and then click **Bulk Edit**.
- Step 2** In the Bulk Edit utility, find the user accounts that you want to edit.
- Step 3** Click **Next**.
- Step 4** Click the **Conversation** tab.
- Step 5** On the General Conversation tab, check the **Enable Phone View** check box, and then select **Yes** from the adjacent list.



Note For this setting to be saved, the applicable feature—Message Locator or Voice Recognition—must already be enabled for the user(s).

- Step 6** Click **Next**, and then click **Finish**.
-

Private Distribution Lists

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

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

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

To Manage a Private Distribution List for an Individual User Account

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

Step 4 Click **Save**.

SMS-Compatible Notification Devices

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

To enable users to receive SMS message notifications, first do the “[To Set Up an SMS \(SMPP\) Message Notification Device](#)” procedure on page 4-44. Once you set up an SMS device to communicate with Connection, you can enable the device to receive notifications by doing the “[To Enable an SMS-Compatible Device to Receive Message Notifications](#)” procedure on page 4-45, or you can tell users to do so in the Cisco Unity Assistant.

(To learn how to enable Connection to use SMPP for message notification, see the “[Setting Up SMTP Message Notifications](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)

To Set Up an SMS (SMPP) Message Notification Device

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

Step 2 On the Edit menu, click **Notification Devices**.

Step 3 On the Notification Devices page, if an SMS device exists, click the name of the device and skip to [Step 5](#).

If an SMS device is not listed, click **Add New**, then continue with [Step 4](#).

Step 4 On the New Notification Device page, in the Notification Device Type list, click **SMS**.

Step 5 Enter or modify the display name for the device, as applicable.

Step 6 In the Phone Number field, enter the phone number of the SMS-compatible device.



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

Step 7 In the SMPP Provider field, click the name of the service provider.

Step 8 Enter additional settings, as applicable.

Step 9 Click **Save**.

Step 10 Continue with the following “[To Enable an SMS-Compatible Device to Receive Message Notifications](#)” procedure to enable SMS (SMPP) notifications for the user.

Alternatively, users can set up devices themselves in the Cisco Unity Assistant.

To Enable an SMS-Compatible Device to Receive Message Notifications

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, click **Notification Devices**.
 - Step 3** On the Notification Devices page, click the display name of the SMS Device you set up in the preceding “[To Set Up an SMS \(SMPP\) Message Notification Device](#)” procedure.
 - Step 4** On the Edit Notification Device page, check the **Enabled** check box.
 - Step 5** Change other settings on the page, as applicable. For example, you may want to set parameters to control whether and how often a notification is repeated.
 - Step 6** Click **Save**.
-

SMTP-Compatible Notification Devices

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

(To learn how to enable the Connection server to use SMTP for message notifications, see the “[Setting Up SMTP Message Notifications](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)

To Enable an SMTP-Compatible Device to Receive Message Notifications

- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit menu, click **Notification Devices**.
 - Step 3** On the Notification Devices page, in the Display Name list, click **SMTP**.
 - Step 4** On the Edit Notification Device (SMTP) page, check the **Enabled** check box.
 - Step 5** In the To field, enter the e-mail address of the user text pager, mobile device, or other e-mail address.
 - Step 6** In the From field, enter the phone number that the user will call to check messages.
 - Step 7** If the notifications will be delivered to a device that supports web browsing, check the **Include a Link to Cisco PCA in Text Message** check box so that the user can click the link to open the Cisco PCA and listen to the message.
 - Step 8** Enter other settings, as applicable.
 - Step 9** Click **Save**.
-

Text to Speech Access to Exchange E-Mail

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

Connection does not offer users the ability to send, reply to, or forward e-mail messages.

To enable users to use TTS, complete the following tasks in the order presented:

1. Configure the Connection server to access e-mail messages that are stored on the Exchange server, as described in the “[Configuring Access to Exchange E-Mails Through TTS](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html. By default, Exchange is not configured to allow IMAP access to messages.
2. Associate users with a class of service that offers a license to access the TTS feature, and enables them to use it. See the “[Text to Speech Access to Exchange E-Mail](#)” section on page 5-13.
3. For each user, create an external service account in Connection that specifies the Exchange server on which the mailbox for the user is stored. This enables the user to access their e-mail when they log on to Connection by phone. Do the “[To Create an External Service Account to Offer TTS to an Individual User](#)” procedure on page 4-46.
4. If you have users who access their e-mail messages on a Microsoft Exchange server by using Outlook (with MAPI) or Outlook Web Access, and who will also use Connection to manage e-mail messages, make sure that they understand how each application handles deleted messages. See the “[Potential User Concerns and Misconceptions](#)” section in the “[Operator and Support Desk Orientation](#)” chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Once users are set up to use the TTS feature, they can enable and disable it from the Cisco Unity Assistant. Also note that when there is no recorded name for a user and when the user is using a voice recognition conversation, TTS is used to say the user name. This is default functionality, and does not need to be set up or enabled.

To Create an External Service Account to Offer TTS to an Individual User

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- Step 1** In Cisco Unity Connection Administration, find the user account or template that you want to edit.
 - Step 2** On the Edit User Basics page, on the Edit menu, click **External Service Accounts**.
 - Step 3** Click **Add New**.
 - Step 4** On the New External Service Account page, in the Account Login field, enter the Exchange alias (often the same as the Active Directory user logon name) for the Exchange mailbox that you want this Cisco Unity Connection user to be able to access.

Enter only the Exchange alias; do not prefix the alias with the Windows domain name.
 - Step 5** In the Message Store Type list, select **IMAP**.
 - Step 6** In the Remote Server field, click the name of the external service that is associated with the Exchange server on which the Exchange mailbox of this user is homed.
 - Step 7** If the Exchange mailbox for this user is homed on an Exchange 2007 server, enter the password for the alias you specified in [Step 4](#).

If the Exchange mailbox for this user is homed on an Exchange 2000 or Exchange 2003 server, skip to [Step 8](#).

Step 8 Click **Save**.

Step 9 Repeat [Step 2](#) through [Step 8](#) for each user for whom you want to enable TTS.

Outside Caller Options

The options on the Edit Message Settings page control the experience that outside (unidentified) 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 outside 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 outside callers can do when leaving messages for a user—including whether they can mark messages urgent and re-record their messages.
- Whether messages left by outside callers are secure. (See the “[Securing User Messages: Controlling Access, Distribution, and Longevity](#)” chapter in the *System Administration Guide for Cisco Unity Connection* to learn how Connection handles secure messages. The guide is available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)
- The language of the Connection prompts that callers hear when leaving messages for a user.

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

Voice Recognition

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

To enable users to use it, complete the following tasks in the order presented:

1. Associate users or the template with a class of service that offers a license to access the voice recognition feature, and enables users to use it. See the “[Voice Recognition](#)” section on page 5-14.
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 4-12.

Once enabled to use voice recognition conversation, users can turn the feature on and off from the Cisco Unity Assistant.

