



Subscriber Settings

Overview: Subscriber Settings

When a subscriber account is created, it contains the settings defined in the subscriber template upon which it is based. You can customize these default settings by changing individual subscriber pages, or by using the Bulk Edit utility to make changes to multiple subscribers at once. The Bulk Edit utility is available in the Tools Depot, where a wide range of Cisco Unity utilities are gathered in one location. To access Tools Depot, browse to `C:\CommServer\Utilities\ToolsDepot`, and double-click `ToolsDepot.exe`. The left pane of Tools Depot lists all of the available tools by category. To display help for a tool, click the name in the left pane. To run the tool, double-click the name.

To make changes within individual Subscriber pages, refer to the following sections in this chapter for more information.

- [Subscriber Profile Settings, page 13-2](#)—This section provides information about the settings on the Profile page.
- [Subscriber Account Settings, page 13-6](#)—This section provides information about the settings on the Account page.
- [Subscriber Password Settings, page 13-7](#)—This section provides information about the settings on the Phone Password page.
- [Subscriber Private List Settings, page 13-9](#)—This section provides information about the settings on the Private List page.
- [Subscriber Conversation Settings, page 13-10](#)—This section provides information about the settings on the Conversation page.

- [Subscriber Call Transfer Settings, page 13-12](#)—This section provides information about the settings on the Call Transfer page.
- [Subscriber Greetings Settings, page 13-16](#)—This section provides information about the settings on the Greetings page.
- [Subscriber Caller Input Settings, page 13-19](#)—This section provides information about the settings on the Caller Input page.
- [Subscriber Messages Settings, page 13-21](#)—This section provides information about the settings on the Messages page.
- [Subscriber Message Notification Settings, page 13-26](#)—This section provides information about the settings on the Message Notification page.
- [Subscriber Alternate Extension Settings, page 13-34](#)—This section provides information about the settings on the Alternate Extension page.

Subscriber Profile Settings

Profile settings define how Cisco Unity identifies a subscriber. Some of these settings are defined in the subscriber template, but most are defined in the Cisco Unity account for each individual subscriber.

Use the following table to learn more about subscriber profile settings.

Table 13-1 *Subscribers > Subscribers > Profile Page*

Field	Considerations
First Name/Last Name	This displays the first and last names of the subscriber. To change the name of the subscriber, enter a new name here, and then click the Save icon. The names entered here are used for directory assistance.
Display Name	This setting shows the subscriber name as displayed in Exchange and in Cisco Unity. In most cases, only the first 40 characters are displayed.
Class of Service	Select the class of service to which the subscriber is assigned. The class of service defines permissions and restrictions for using Cisco Unity. To view the details of the selected class of service, click the View link. Note that when you click the link, you leave the Subscribers > Subscribers > Profile page, and move to the Subscribers > Class of Service > Profile page.

Table 13-1 *Subscribers > Subscribers > Profile Page (continued)*

Field	Considerations
Extension	<p>Enter the number that callers dial to reach the subscriber. Enter numerals only, according to the extension numbering plan used in your organization.</p> <p>Extensions in the Cisco Unity system must be unique, although a subscriber extension can be the same number as the subscriber Fax ID. With multisite networks, extensions must be unique for the location only.</p>
Fax ID	<p>Enter the number that callers dial to send a fax to the subscriber. This number may be the same as the subscriber extension.</p> <p>The Fax ID value maps to the value in the Fax box on the Phone/Notes Property page in the subscriber Exchange mailbox. When you import subscribers who have Exchange mailboxes, this value is copied from Exchange into Cisco Unity. If you change this value in Cisco Unity, it is copied to the Exchange mailbox.</p>
Fax Delivery Number	<p>Enter the number that Cisco Unity uses to deliver a fax message to a fax machine. The Fax Delivery Number field appears only if the subscriber belongs to a class of service that permits access to FaxMail.</p>
Recorded Voice	<p>This is the recorded name of the subscriber.</p> <p>You can record a name here for the subscriber, or the subscriber can record the name by using the self-enrollment conversation, the setup options, or by using the ActiveAssistant.</p> <p>To record the subscriber name here, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.</p>
Active Schedule	<p>Select a schedule to specify the days and times that the standard and closed subscriber greetings play, as well as the action that Cisco Unity takes after the greeting. To view details of the selected schedule, click the View link. Note that when you click the link, you leave the Profile page, and move to the System > Schedules page.</p>

Table 13-1 *Subscribers > Subscribers > Profile Page (continued)*

Field	Considerations
Time Zone	<p>Select the desired time zone for the subscriber. The default time zone setting is Default, which is the time zone set on the Cisco Unity server. Change this setting only for those subscribers who are located in a different time zone than the Cisco Unity server. The subscriber time zone setting is used for:</p> <ul style="list-style-type: none"> • The Message Received Time—When a subscriber listens to messages over the phone, Cisco Unity announces the time that a message was received by using the local time specified for the subscriber. • The Message Notification Schedule—The schedule displayed on the subscriber Message Notification page and in the ActiveAssistant uses the local time specified for the subscriber. <p>Note that even if you change the time zone setting for a subscriber, the time zone setting on the Cisco Unity server is used to determine when standard and closed greetings are played for callers.</p>
Switch <i>(for dual-switch integrations only)</i>	<p>Select the phone system that the subscriber uses. If this setting is incorrect, Cisco Unity will not be able to:</p> <ul style="list-style-type: none"> • Transfer calls to or from the subscriber. • Turn message waiting indicators (MWIs) on or off. • Dial the extension assigned to the subscriber for Media Master recording by phone. <p>On the System > Ports page, the selected phone system must have an appropriate number of ports set to answer calls and to dial out for MWIs and Media Master recording by phone.</p>
Set Subscriber for Self-Enrollment at Next Login	<p>Check this box so that the subscriber will be asked at the next logon to record a name and a standard greeting, to set a password, and to choose whether to be listed in directory assistance.</p> <p>Once the subscriber has enrolled, the check box is unchecked automatically. This setting is most commonly used for new subscribers.</p>
List in Phone Directory	<p>Check this box to list the subscriber in directory assistance, which callers can use to reach subscribers. When allowed by the class of service, subscribers can change this setting over the phone or by using the ActiveAssistant.</p>

Table 13-1 Subscribers > Subscribers > Profile Page (continued)

Field	Considerations
Phone Security Level	<i>Display only.</i> This setting indicates whether the subscriber belongs to a class of service (COS) that uses regular or enhanced phone security. Regular security indicates that the subscriber uses a password when logging on to Cisco Unity. Enhanced security indicates that the subscriber account uses RSA two-factor user authentication. You select the phone security level for a COS on the Subscribers > Class of Service > Profile page.
Enhanced Security User Alias	Enter the subscriber RSA alias, if you are using enhanced phone security. If this field is left blank, Cisco Unity uses the subscriber Exchange alias as the RSA alias. The RSA alias that Cisco Unity uses for the subscriber must match the RSA alias that is in the corresponding user account on the ACE/Server. If you change the RSA alias here, you must also change it on the ACE/Server by using the Database Administrator program.
Exchange Alias	<i>Display only.</i> This setting shows the subscriber alias on Exchange. To change a subscriber alias, you must make the change in the Exchange Administrator or Active Directory Users and Computers, as appropriate. The change will be visible in the Cisco Unity Administrator after Cisco Unity synchronizes its SQL database with the directory (either Active Directory or the Exchange 5.5 directory), which happens every 15 minutes. After that, to see the change in the Cisco Unity Administrator, refresh your browser.
Exchange Server	<i>Display only.</i> This setting shows the home server where messages for a subscriber are stored.
SMTP Address (for Internet subscribers only)	Enter the e-mail (SMTP) address assigned to the Internet subscriber. Internet subscribers do not have mailboxes. Instead, messages for the Internet subscriber are sent to this e-mail address.
AMIS Disable Outdial (for AMIS subscribers only)	This box is checked to prevent messages from being sent to the AMIS subscriber. When an outbound AMIS call to the delivery phone number for the AMIS subscriber is answered by a person instead of Cisco Unity, the system plays a prompt that instructs the person to prevent further AMIS calls by pressing any touchtone. If the person chooses to disable further calls, Cisco Unity automatically checks this AMIS Disable Outdial box, and any messages that could not be delivered to the subscriber remain in the AMIS outbound queue until the AMIS Disable Outdial box is unchecked.

Table 13-1 Subscribers > Subscribers > Profile Page (continued)

Field	Considerations
AMIS Remote Mailbox Number <i>(for AMIS subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route AMIS messages to the subscriber.
AMIS Location <i>(for AMIS subscribers only)</i>	Select the AMIS location that the AMIS subscriber is associated with. The AMIS location you specify corresponds to the voice messaging system that this AMIS subscriber uses. In installations with multiple Cisco Unity servers, only locations that have been created on this Cisco Unity server are displayed in the list.
Bridge Remote Mailbox Number <i>(for Bridge subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this Bridge subscriber.
Bridge Location <i>(for Bridge subscribers only)</i>	Select the Bridge location that the Bridge subscriber is associated with. The Bridge location you specify corresponds to the Octel system that this Bridge subscriber uses. In installations with multiple Cisco Unity servers, only Bridge delivery locations that have been created on this Cisco Unity server are displayed in the list.

Subscriber Account Settings

Subscriber account settings allow you to lock and unlock Cisco Unity accounts, and to specify billing IDs. Account status information (whether the account is locked) is displayed with the settings.

Use the following table to learn more about subscriber account settings.

Table 13-2 *Subscribers > Subscribers > Account Page*

Field	Considerations
Cisco Unity Account Status	<p>Check this box to lock an account; uncheck it to unlock the account. When an account is locked, no one can access the account by phone, but the subscriber can access it by using the ActiveAssistant.</p> <p>Cisco Unity locks an account automatically if a limit of logon attempts is reached. The number of attempts allowed is set on the Subscribers > Account Policy > Unity Account Lockout page.</p> <p>When Cisco Unity has locked an account because of unsuccessful logon attempts, uncheck the box to allow a subscriber to log on.</p> <p>This field is disabled for Internet subscribers.</p>
Created	<i>Display only.</i> This setting shows the date and time that the Cisco Unity account was created.
Last Phone Contact	<i>Display only.</i> This setting shows the date and time that the subscriber last accessed the account by phone.
Billing ID	Enter organization-specific information, such as accounting information, department names, or project codes. This information can be included in subscriber reports.
Call Handlers Owned	<i>Display only.</i> This setting shows call handlers that the subscriber owns. To view them, click the link on the handler name. Note that when you click the call handler link, you leave this page, and move to the Call Management > Call Handlers > Profile page.
Windows NT Account Status	<i>Display only.</i> This setting shows the status of the Windows account for a subscriber. If the Windows account is locked, the subscriber cannot access the Cisco Unity account with the ActiveAssistant but can access the Cisco Unity account by phone. The Windows account cannot be unlocked from the Cisco Unity Administrator.

Subscriber Password Settings

Password settings define whether subscribers can set and change their own phone passwords. When you set up the account policy to require subscribers to have passwords, you set a default password in the subscriber template and then require

new subscribers to change the password the next time they log on by phone. Note that the phone password is separate from any password a subscriber uses to log on to the operating system.

In many organizations, subscribers maintain their own passwords, changing them as necessary. However, you might set passwords in the following situations:

- When a subscriber forgets a password, you reset the password.
- When more than one subscriber has access to the same account, you can set the password and not allow subscribers to change it.

Use the following table to learn more about subscriber password settings.

Table 13-3 *Subscribers > Subscribers > Phone Password Page*

Field	Considerations
User Cannot Change Password	Check this box to prevent the subscriber from changing the phone password. Use of this setting is most appropriate for accounts that can be accessed by more than one person. When you check this box, also check the Password Never Expires check box.
User Must Change Password at Next Login	Check this box when you have set a temporary phone password, and want the subscriber to set a new password at next logon.
Password Never Expires	Check this box for low-security subscribers or for accounts that can be accessed by more than one person. Uncheck the box to require the subscriber to change the phone password at the interval specified on the Subscribers > Account Policy > Phone Password Restrictions page.
Password	Enter a password by using digits 0 through 9. The minimum length of the password is set on the Subscribers > Account Policy > Phone Password Restrictions page. To have Cisco Unity prompt the subscriber to set a new password, also check the User Must Change Password at Next Login check box.
Confirm Password	Enter the new password again to confirm the entry.
Date of Last Change	<i>Display only.</i> This setting shows the date the password was last changed.

Subscriber Private List Settings

Private distribution lists, like public distribution lists, are used to send voice messages to more than one subscriber at a time. You can set up private lists for a subscriber in the Cisco Unity Administrator, though the subscriber is the only person who can send voice messages to the list. Subscribers can set up private lists by using the ActiveAssistant or by phone. Refer subscribers to the “Changing Private List Settings” chapter in the *Cisco Unity User Guide* for details.

Note that unlike the personal distribution lists in Exchange, which are stored in Outlook on the client, private distribution lists in Cisco Unity are stored on the server with the other subscriber settings. Therefore, subscribers can address messages to private lists only over the phone or by using the Cisco Unity Visual Messaging Interface (VMI), not from ViewMail. For detailed instructions, refer subscribers to the “To Send a Voice Message to a Private List” section in the “Sending Messages” chapter of the *Cisco Unity User Guide*. (The *Cisco Unity User Guide* is available on Cisco.com at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/ug/index.htm.)

If you are using Digital Networking, see the “Cisco Unity Administrator Scope” section in the “Digital Networking” chapter of the *Networking in Cisco Unity* guide. The *Networking in Cisco Unity* guide is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Use the following table to learn more about subscriber private list settings.

Table 13-4 *Subscribers > Subscribers > Private Lists Page*

Field	Considerations
Private Lists	Select the list to which the settings on the rest of the page will apply. You can modify the settings on this page for the selected list. To create a new list, click an empty list and add settings, or click a list that is no longer used and modify the settings.
Name of List	This setting shows the name of the selected list. The name is displayed in the Cisco Unity Visual Messaging Interface (VMI) address book.

Table 13-4 *Subscribers > Subscribers > Private Lists Page (continued)*

Field	Considerations
Recorded Name	<p>This is the recorded name of the list. Since subscribers address messages to private lists by phone only in number mode, Cisco Unity plays the recorded name so that subscribers can verify if they have addressed the message to the correct list.</p> <p>To record a list name, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.</p>
Current Members of <List>	<p>This setting shows the subscribers on the list. There is no limit imposed on the number of subscribers that can be added to a private list. Other private lists cannot be members of a private list; however, a public distribution list can be a member of a private list. To add or remove subscribers from the list, click Change Members.</p>

Subscriber Conversation Settings

The standard subscriber conversation is a set of prerecorded instructions and options that Cisco Unity plays over the phone to subscribers when they listen to, send, and manage messages, and as they change their Cisco Unity settings. Note that Cisco Unity also offers an alternative to the standard conversation messaging menu choices. To set up Optional Conversation 1, see the [“Using Optional Conversation 1” section on page 10-10](#).

For both conversations, the conversation settings define some of what subscribers hear and how they hear it, including the language in which they hear the subscriber conversation and text-to-speech e-mail. For information about subscriber phone language options, see [Chapter 8, “Multiple Languages.”](#)

Use the following table to learn more about subscriber conversation settings.

Table 13-5 *Subscribers > Subscribers > Conversation Page*

Field	Considerations
Greet Subscriber by Name	<p>Check this box to have Cisco Unity play the recorded name of the subscriber when the subscriber accesses Cisco Unity by phone.</p> <p>Uncheck the box to have Cisco Unity go directly to the message count.</p>
Conversation Type	<p>Choose one of these options:</p> <ul style="list-style-type: none"> • Full Menu—Subscribers hear comprehensive instructions; select for a new subscriber. • Brief Menu—Subscribers hear abbreviated versions of the full menus; select for a more experienced subscriber.
Subscriber's Language	<p>Select the language in which the subscriber conversation plays instructions to the subscriber.</p> <p>This setting also controls the language used for text-to-speech e-mail. (Note that to use text-to-speech e-mail, your organization must have purchased text-to-speech e-mail licenses and installed the appropriate TTS languages. Text-to-speech e-mail is controlled by class of service.)</p>
Address Messages to Other Subscribers	<p>Select how subscribers address messages to other subscribers. Subscribers can address messages over the phone by entering recipient extensions, by spelling their first names, or by spelling their last names. Addressing by name requires lettered keypads on subscriber phones.</p> <p>In the subscriber conversation, subscribers can switch between addressing by name and addressing by extension by pressing the # key twice.</p>
Announce Total Number of New Messages	Check this box to have Cisco Unity announce the total number of unopened messages. The number includes voice, e-mail, fax, and return receipt messages.
Announce Total Number of Saved Messages	Check this box to have Cisco Unity announce the total number of messages that have been opened but not deleted. The number includes voice, e-mail, fax, and return receipt messages.
Announce Total Number of New Voice Messages	Check this box to have Cisco Unity announce the number of voice messages that have not been heard.
Announce Total Number of New Fax Messages	Check this box to have Cisco Unity announce the number of unopened fax messages.

Table 13-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
Announce Total Number of New E-Mail Messages	Check this box to have Cisco Unity announce the number of unopened e-mail messages.
Announce Sender	Check this box to have Cisco Unity announce the name of the sender, if the message is from an identified subscriber.
Say Message Number	Check this box to have Cisco Unity announce the sequential number of a message (“Message one is...”). Use with the Announce Total Number of New Messages check box to help the subscriber keep track of the number of unheard messages.
Announce Time Stamp Before Messages	Check this box to have Cisco Unity announce the date and time a message was sent, before playing the message.
Announce Time Stamp After Message	Check this box to have Cisco Unity announce the date and time a message was sent, after playing the message.
Volume Level	Select the volume level at which the subscriber hears the Cisco Unity conversation. Subscribers can also adjust the volume temporarily from their phones.

Subscriber Call Transfer Settings

Call transfer settings specify whether unidentified callers are transferred to a phone or to the greetings of a subscriber or handler. These settings also specify how Cisco Unity handles a transfer: Cisco Unity can either release the call to the phone system, or it can supervise the transfer.

When Cisco Unity is set to supervise transfers, it can provide additional call control with call holding and call screening:

- With call holding, when the phone is busy, Cisco Unity can ask callers to hold. Cisco Unity plays hold music, and approximately every 30 seconds, tells callers on hold how many callers are ahead of them and allows them to continue holding, leave a message, or try another extension. There is no limit to the number of callers that can be holding.

If call holding is not selected, callers are sent to whichever subscriber or handler greeting is enabled—either the busy, standard, closed, or alternate greeting.

- With call screening, Cisco Unity can ask for the name of the caller before connecting to a subscriber. The subscriber can then hear who is calling and, when a phone is shared by more than one subscriber, who the call is for. The subscriber can then accept or refuse the call.

Both primary and alternate extensions utilize the same transfer settings. Use the following table to learn more about subscriber call transfer settings.

Table 13-6 *Subscribers > Subscribers > Call Transfer Page*

Field	Considerations
Transfer Incoming Calls to Subscriber's Phone	<p>Choose one of these options:</p> <ul style="list-style-type: none"> • No (Send Directly)—The extension assigned to the subscriber does not ring for unidentified callers; Cisco Unity plays the subscriber greeting. • Yes, Ring Subscriber's Extension—Cisco Unity sends calls to the extension assigned to the subscriber (displayed in the adjacent box). • Yes, Ring Subscriber at This Number—Cisco Unity sends calls to the number entered in the adjacent box. <p>Note that the restriction tables associated with your class of service may prohibit you from entering certain phone numbers.</p>

Table 13-6 *Subscribers > Subscribers > Call Transfer Page (continued)*

Field	Considerations
Transfer Type	<p>Select how Cisco Unity transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> • Release to Switch—Cisco Unity puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Cisco Unity—forwards the call to the subscriber or handler greeting. This transfer type allows Cisco Unity to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system. • Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. You can use supervised transfer whether or not the phone system forwards calls. <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the No (Send Directly) option.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity plays the subscriber or handler greeting.</p> <p>Set this value to at least 3 to give subscribers a chance to answer. Avoid setting to more than 4, especially if the call may be transferred to another extension, where the caller might have to wait for another four rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>

Table 13-6 *Subscribers > Subscribers > Call Transfer Page (continued)*

Field	Considerations
If the Call Is Busy	<p>Select the action that Cisco Unity performs for unidentified callers when the subscriber phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> • Always Hold—Cisco Unity plays a prompt indicating that the extension is busy. The caller is put on hold. • No Holding—Cisco Unity prompts the caller to leave a message and allows the caller to dial another extension. • Ask Caller—Cisco Unity gives the caller the options of holding, leaving a message, or dialing another extension. <p>These options are unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>
Announce	<p>Check this box to have Cisco Unity say “transferring call” when the subscriber answers the phone, to indicate that the call is from an unidentified caller.</p> <p>This option is unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>
Introduce (Call for Name)	<p>Check this box to have Cisco Unity say “call for <subscriber recorded name>” or “call for <dial extension number>” when the subscriber answers the phone. This setting applies only to calls from unidentified callers. Use this setting when subscribers share a phone or a subscriber takes calls for more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>
Confirm (Call Can Be Accepted or Refused)	<p>Check this box to have Cisco Unity prompt the subscriber to accept or refuse a call from an unidentified caller. If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity plays the appropriate subscriber greeting. You use this setting with the Ask Caller’s Name setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>

Table 13-6 *Subscribers > Subscribers > Call Transfer Page (continued)*

Field	Considerations
Ask Caller's Name	<p>Check this box to have Cisco Unity prompt unidentified callers to say their names. When the phone is answered, the subscriber hears "Call from..." before Cisco Unity transfers the call. You use this setting with the Confirm setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected and when Transfer Incoming Calls is set to the No (Send Directly) option.</p>

Subscriber Greetings Settings

Each subscriber and call handler can have up to five greetings. The greeting settings specify which greetings are enabled and the actions that Cisco Unity takes during and after each greeting. Enabling a greeting makes it available for Cisco Unity to use in appropriate situations.

The greeting that plays when a caller reaches a subscriber or call handler depends on:

- The active schedule.
- The greeting source.
- Whether the call is internal.
- Whether the called extension is busy.

Cisco Unity greetings for subscribers and call handlers are:

Standard Plays at all times unless overridden by another greeting.

Closed Plays during the closed (nonbusiness) hours defined for the active schedule. When in effect, the closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.

- Internal** Plays to internal callers only. It can provide information that only coworkers need to know. (For example, “I will be in the lab all afternoon.”) An internal greeting overrides the standard and closed greetings. Not all phone system integrations provide the support necessary for an internal greeting. Note that the internal greeting must be enabled and recorded from the Cisco Unity Administrator or the ActiveAssistant; subscribers cannot access it over the phone.
- Busy** Plays when the extension is busy. (For example, “All of our operators are with other customers.”) A busy greeting overrides the standard, closed, and internal greetings. Not all phone system integrations provide the support necessary for a busy greeting. Note that the busy greeting must be enabled and recorded from the Cisco Unity Administrator or the ActiveAssistant; subscribers cannot access it over the phone.
- Alternate** Can be used for a variety of special situations, such as vacations or a holiday. (For example, “I will be out of the office until...”) An alternate greeting overrides all other greetings.

Use the following table to learn more about subscriber greeting settings.

Table 13-7 *Subscribers > Subscribers > Greetings Page*

Field	Considerations
Greeting	Select the greeting that you want to specify settings for. This setting does not reflect which of the greetings is active.
Status	Indicate whether the selected greeting is enabled. When a greeting is enabled, Cisco Unity plays it in the appropriate situation. Recording a greeting does not automatically enable it; it must be enabled here.

Table 13-7 *Subscribers > Subscribers > Greetings Page (continued)*

Field	Considerations
Source	<p>Indicate the source for the greeting selected in the Greeting field:</p> <ul style="list-style-type: none"> • System—Select to use the prerecorded system default greeting. • Recording—Select to use a personal recording for the subscriber (or call handler). To record and play recordings here, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files. • Blank—Select to have no recording. When the greeting source is left blank, Cisco Unity immediately performs the after-greeting action.
Allow Caller Input	<p>Check this box to enable settings specified on the Caller Input page. These settings contain actions assigned to caller key presses during the greeting. (For example, “To speak to my assistant, press 3.”)</p> <p>Click the Caller Input link to view the Caller Input page. Note that when you click the link, you leave the Greetings page.</p>
After Greeting	<p>Indicate the action that Cisco Unity performs after the greeting plays:</p> <ul style="list-style-type: none"> • Take Message—Cisco Unity records a message from the caller. Click the Take Message link to view the Messages page. • Say Good-Bye—Cisco Unity plays a brief good-bye, and the call is disconnected. Click the Say Good-Bye link to view the Good-Bye call handler. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Call Handler—Sends the call to the call handler that you select. – Directory Handler—Sends the call to directory assistance. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation. – Subscriber—Sends the call to the subscriber that you select.

Table 13-7 *Subscribers > Subscribers > Greetings Page (continued)*

Field	Considerations
Reprompt the User After This Many Seconds of Silence	Check this box and enter a value in the field on the right to indicate the number of seconds of silence to allow. When Cisco Unity receives no input from a caller within this number of seconds, Cisco Unity prompts the caller again.
Number of Times to Reprompt	Indicate the number of times to reprompt a caller. After the number of times indicated here, Cisco Unity performs the after-greeting action.

Subscriber Caller Input Settings

Caller input settings define actions that Cisco Unity takes in response to touchtone keys pressed by callers. For Cisco Unity to recognize caller input, the Allow Caller Input check box must be checked on the Greetings page.

Caller input settings are available only in the Cisco Unity Administrator; however, the greeting that mentions the key presses can be recorded either by the subscriber 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.”)

Use the following table to learn more about subscriber caller input settings.

Table 13-8 *Subscribers > Subscribers > Caller Input Page*

Field	Considerations
Allow Callers to Dial an Extension During Greeting	<p>Check this box to allow callers to enter an extension while the greeting plays. Use in conjunction with the Lock This Key check box to allow callers to enter some extensions but not others.</p> <p>This option is unavailable if the Allow Caller Input check box is unchecked on the Greetings page.</p>

Table 13-8 *Subscribers > Subscribers > Caller Input Page (continued)*

Field	Considerations
Milliseconds to Wait for Additional Digits	<p>Indicate the amount of time Cisco Unity waits for additional input after callers press a single key that is not locked. If there is no input within this time, Cisco Unity performs the action assigned to the single key.</p> <p>A value of 1500 (one and one-half seconds) is recommended.</p> <p>This option is unavailable if the Allow Callers to Dial check box is unchecked.</p>
Lock This Key to the Action	<p>Check this box to have Cisco Unity ignore additional input after callers press the key; Cisco Unity performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, uncheck the Allow Callers to Dial check box.</p>

Table 13-8 *Subscribers > Subscribers > Caller Input Page (continued)*

Field	Considerations
Action	<p>Indicate the action that Cisco Unity performs after a caller presses the corresponding key. For Cisco Unity to recognize caller input, the Allow Caller Input check box must be checked on the Greetings page.</p> <ul style="list-style-type: none"> • Ignore Key—No action taken. Cisco Unity plays the entire greeting, then performs the after-greeting action. • Skip Greeting—Cisco Unity skips the greeting and performs the after-greeting action. Skip Greeting is assigned to # by default to provide callers a standard way to skip greetings. • Take Message—Cisco Unity records a message from the caller. The greeting should indicate that a message will be recorded. Click the Take Message link to view the associated Messages page. • Say Good-Bye—Cisco Unity plays a brief good-bye, and the call is disconnected. Click the Say Good-Bye link to view the Good-Bye call handler. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Call Handler—Sends the call to the call handler that you select. – Directory Handler—Sends the call to directory assistance. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation. – Subscriber—Sends the call to the subscriber that you select.

Subscriber Messages Settings

Message settings define the following:

- The maximum recording length for messages from unidentified callers.
- What unidentified callers can do when leaving messages.
- The language of the Cisco Unity prompts that callers hear when leaving messages.
- Whether subscribers are notified with message waiting indicators (MWIs) that they have voice messages.

To enable MWIs

Cisco Unity can use the MWI on the phone to alert the subscriber of new voice messages. MWIs are not used to indicate new e-mail, fax, or return receipt messages.

-
- Step 1** In the Cisco Unity Administrator, go to the appropriate **Subscribers > Subscribers > Messages** page.
- Step 2** Confirm that the **Use MWI for Message Notification** check box is checked.
- Step 3** Click the **Add** button located beneath the MWI Extensions table to add a row to the table. By default, one row in the table contains an “X” to indicate the primary extension assigned to a subscriber. If desired, you can also modify this row.
- Step 4** Enter the appropriate number in the Extension field of the table. When entering a number in the MWI Extension table, consider the following:
- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. You can also enter:
 - , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
 - If the number that you enter is intended to light an MWI on a phone that requires a different lamp code than the phone associated with the primary extension, make sure that your phone system is programmed to support multiple lamp codes.
 - MWIs are enabled for all rows in the table; to disable an MWI for an extension, perform the procedure, [To modify or disable MWIs, page 13-23](#).
- Step 5** Click the **Save** icon.
- Step 6** Repeat [Step 3](#) through [Step 5](#) as necessary.
-

To modify or disable MWIs

-
- Step 1** In the Cisco Unity Administrator, go to the appropriate **Subscribers > Subscribers > Messages** page.
- Step 2** Perform either of the following actions:
- To modify a number, change the number in the MWI Extension table as appropriate.
 - To delete a number(s), check the box(es) next the row(s) that you want to delete in the MWI Extension table, and then click the **Delete** button.
- Step 3** Click the **Save** icon.
- Step 4** Repeat [Step 2](#) through [Step 3](#) as necessary.
-

Use the following table to learn more about subscriber message settings.

Table 13-9 *Subscribers > Subscribers > Messages Page*

Field	Considerations
Maximum Message Length in Seconds	Set the recording length allowed for messages left by unidentified callers. Recipients may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.

Table 13-9 *Subscribers > Subscribers > Messages Page (continued)*

Field	Considerations
After Message Action	<p>Indicate the action that Cisco Unity performs after an unidentified caller leaves a message:</p> <ul style="list-style-type: none"> • Say Good-Bye—Cisco Unity plays a brief good-bye, and the call is disconnected. Click the Say Good-Bye link to view the Good-Bye call handler. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Call Handler—Sends the call to the call handler that you select. – Directory Handler—Sends the call to directory assistance. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation. – Subscriber—Sends the call to the subscriber that you select.
Callers Can Edit Messages	<p>Check this box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p>
Mark Messages as Urgent	<p>Indicate the action that Cisco Unity will allow:</p> <ul style="list-style-type: none"> • Always—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support call handlers. • Never—Messages left by unidentified calls are never marked urgent. • Ask Caller for Their Preference—Cisco Unity asks unidentified callers whether to mark their messages urgent. <p>Note that Cisco Unity plays new urgent messages before other messages.</p>

Table 13-9 Subscribers > Subscribers > Messages Page (continued)

Field	Considerations
Language That Callers Hear	<p>Select the language in which system prompts are played to callers. The language setting affects system prompts such as “You may record your message at the tone.”</p> <p>If you choose Inherited, Cisco Unity determines the language to use for system prompts on a per-call basis, depending upon the language set by the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the default phone language.</p> <p>The default phone language and the list of languages shown here are set on the System > Configuration > Phone Languages page.</p>
Use MWI for Message Notification	<p>Check this box to have Cisco Unity use the message waiting indicator (MWI) on the phone to alert the subscriber of new voice messages. MWIs are not used to indicate new e-mail, fax, or return receipt messages.</p>
Indicator Lamps	<p><i>Display only.</i> Indicates whether the subscriber currently has any message waiting indicators (MWIs) on or off.</p>
MWI Extension	<p>When the Use MWI for Message Notification field is enabled, Cisco Unity uses the number or numbers listed in the table to activate message waiting indicators (MWIs).</p> <p>By default, one row in the table contains an “X” to indicate the primary extension assigned to a subscriber. You can change this row or add more rows to the table to have Cisco Unity activate MWIs for another extension or phone number. MWIs are enabled for all rows in the table; to disable an MWI for an extension, delete the row from the table.</p> <p>When entering a number in the MWI Extension table, consider the following:</p> <ul style="list-style-type: none"> • Enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. You can also enter: <ul style="list-style-type: none"> – , (comma) to insert a one-second pause. – # and * to correspond to the # and * keys on the phone. • If the number that you enter is intended to light an MWI on a phone that requires a different lamp code than the phone associated with the primary extension, make sure that your phone system is programmed to support multiple lamp codes.

Table 13-9 Subscribers > Subscribers > Messages Page (continued)

Field	Considerations
Message Storage	<i>Display only.</i> This setting shows the amount of storage space occupied by the messages in a subscriber mailbox.

Subscriber Message Notification Settings

Cisco Unity can notify a subscriber of new messages by calling a phone or pager, or by sending an e-mail. Message notification settings allow you to control how and when Cisco Unity notifies a subscriber of new messages. You can set up notification for subscribers by using the Cisco Unity Administrator, and subscribers can set it up themselves by using the ActiveAssistant, if available. Subscribers can also enter the phone number and status of four of the notification devices—home phone, work phone, spare phone, and pager—in the subscriber phone conversation.

To set up message notification, you select a notification device—phone, pager, or text pager—and enter a phone number or e-mail address, as appropriate. The settings for each device allow you to control when and how notifications are sent to the first and subsequent devices. Generally, you adjust message notification settings on the message notification page of a specific subscriber and not in the subscriber template. However, you may want to enter notification settings in the subscriber template if, for example, you want to set up “chaining” or “cascading” message notification for an entire department of new subscribers. For more information, see the [“Chaining Message Notification”](#) section on page 13-27, and the [“Cascading Message Notification”](#) section on page 13-27.

Additionally, Cisco Unity can send message notifications in the form of text messages to text pagers, text-compatible cell phones, and e-mail addresses. For more information, see the [“Text Message Notifications”](#) section on page 13-28.

Use [Table 13-10](#) to learn more about subscriber message notification settings. Note that any message notification that you set up on the Subscribers > Subscribers > Message Notification Page is in addition to the message waiting indication that you set up on the Subscribers > Subscribers > Messages page. To set up message notification for a subscriber template, see the [“Subscriber Template Message Notification Settings”](#) section on page 10-25.

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.

The Cisco Unity Administrator does not allow pager devices to be used for chaining message notification because notification to these devices does not fail.

To set up chaining message notification

- Step 1** In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Message Notification** page.
 - Step 2** Click a notification device from the Device list, and enter settings for it, as appropriate.
 - Step 3** Click another device in the If Notification Fails, Send Notification To field.
 - Step 4** In the Device list at the top of the page, click the same device that you indicated in [Step 3](#), and enter settings for it as you would normally, with the following exceptions:
 - In the Notify Subscriber Of table, uncheck all types and urgency of messages that should generate notification. If any message types are checked in this table, message notification for this device will commence immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not chain but all trigger at once.
 - In the Send Initial Notification After How Many Minutes field, leave the default setting of **0**.
 - Step 5** Repeat [Step 3](#) and [Step 4](#) for any subsequent devices that you wish to chain for message notification.
-

Cascading Message Notification

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients.

For example, to create a hierarchy 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. The next notification can be sent after a delay of 15 minutes to the pager of the department manager. A third notification can be sent after a delay of 30 minutes to an employee in the Problem Resolution Group.

Notifications continue to cascade according to the options you selected until the message has been saved or deleted by a recipient.

To set up cascading message notification

- Step 1** In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Message Notification** page.
 - Step 2** Select a notification device and enter settings for it, as appropriate.
 - Step 3** Specify the desired delay in the Send Initial Notification After How Many Minutes field. Typically, you will space notifications between the devices at regular intervals, such as every 15 minutes. For example, you might specify **0** as the delay for the first device, **15** as the delay for the second device, **30** for the third device, and so on.
 - Step 4** Select **None** in the If Notification Fails, Send Notification To field.
 - Step 5** Repeat [Step 2](#) through [Step 4](#) for the second and subsequent devices.
-

Text Message Notifications

Cisco Unity can send message notifications in the form of text messages to text pagers, text-compatible cell phones, and e-mail addresses. When a message arrives that matches the criteria selected in the message notification settings, the Cisco Unity Messaging System sends a text message entered by you or the subscriber, such as “Urgent message for Technical Support.”

You can also set up a text message notification so that Cisco Unity VMI subscribers who do not use ViewMail receive an e-mail whenever a new voice message arrives. With Cisco Unity VMI notifications, you can enter the URL for

the Cisco Unity VMI server on the System > Configuration page so that it is automatically included as a link in the notification that is sent to the subscriber via e-mail (see the “[Configuration Settings](#)” section on page 23-2 for details).

Note that to send text message notifications to text pagers, cell phones, or e-mail addresses, a site must have an SMTP gateway. If a site without an SMTP gateway attempts to deliver text message notifications, the notification attempt fails and a non-delivery receipt is sent to the Cisco Unity Messaging System and then routed, by default, to the Unaddressed Messages distribution list.

Use the following table to learn more about subscriber message notification settings.

Table 13-10 *Subscribers > Subscribers > Message Notification Page*

Field	Considerations
Device	<p>Select the device that you want to use for message notification.</p> <p>To set up a text message notification so that Cisco Unity VMI subscribers who do not use ViewMail receive an e-mail whenever a new voice message arrives, select Text for VMI. Enter the URL for the Cisco Unity VMI server on the System > Configuration page so that it is automatically included as a link in the notification that is sent to the subscriber via e-mail.</p>
Phone Number <i>(not available for text pager or Cisco Unity VMI notifications)</i>	<p>Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> • , (comma) to insert a one-second pause. • # and * to correspond to the # and * keys on the phone. <p>Subscribers can change this number over the phone.</p> <p>Note that the restriction tables associated with your class of service may prohibit you from entering certain phone numbers.</p>
Extra Digits <i>(not available for text pager or Cisco Unity VMI notifications)</i>	<p>Enter any extra digits that Cisco Unity will dial after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.</p>

Table 13-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
Dialing Options <i>(not available for text pager or Cisco Unity VMI notifications)</i>	Select the dialing options: <ul style="list-style-type: none"> Try to Detect Connection—Cisco Unity waits until detecting a connection to dial the digits in Extra Digits. Seconds to Wait—Cisco Unity can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable. Examples of poor call progress detection include noisy phone lines and unusual ringing patterns.
To: (E-Mail Address) <i>(for text pager or Cisco Unity VMI notifications only)</i>	Enter the e-mail address of the subscriber text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address). Up to 128 characters can be entered in this field.
From: (Phone Number) <i>(for text pager or Cisco Unity VMI notifications only)</i>	Enter a phone number in this field if the subscriber has a text-compatible cell phone and wants text pager notifications to include a return phone number. Typically, this field contains the number that the subscriber calls to check messages. The From phone number appears in the last line of any text pager notification. A subscriber can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature. Up to 40 characters can be entered in this field.
Send: <i>(for text pager notifications only)</i>	Enter the text message that the subscriber wants to receive in a text pager notification. For example, you might enter “Urgent message for Technical Support” for a subscriber who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, the Cisco Unity Messaging System sends this text message. Up to 64 characters can be entered in this field.

Table 13-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
Include Voice Mail, E-Mail, and Fax Message Counts <i>(for text pager or Cisco Unity VMI notifications only)</i>	Check this box if you want the text pager or Cisco Unity VMI notification to include a count of each voice mail, e-mail, and fax message. When the subscriber receives the notification, the message count appears as a line for each type of message. For example: <ul style="list-style-type: none"> • 9 voice mail • 2 urgent voice mail • 17 urgent e-mail The e-mail count does not include non-delivery receipts or meeting requests.
Status	Indicate whether to turn message notification to this device on or off. Subscribers can change this setting over the phone. <ul style="list-style-type: none"> • Enabled—Cisco Unity calls the device when there are new messages. • Disabled—Cisco Unity does not call the device. Disabling a device does not delete its settings.
Notify Subscriber Of	Select the types of messages and message urgency for which Cisco Unity will call the device. If no message type is selected, Cisco Unity does not call the device. When setting up a chain of message notification devices, select messages in this field only for the first device. If any message types are selected for any device other than the first, message notification for this device will commence immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not chain but all trigger at once.
Notification Schedule	In the grid, click the blocks to change between inactive (no notifications) and active (notifications okay). Note that you can set active and inactive hours for one day, then use Copy Day's Schedule to copy the settings to other days.
Copy Day's Schedule	To avoid clicking the same blocks for more than one day, use the Copy Day's Schedule and >> functions. Select a day to copy, then select which days to copy the schedule setting to.

Table 13-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
Notification Options: Send Initial Notification After How Many Minutes	<p>Specify the delay from the time a message is received until the message notification triggers (if the message matches the criteria selected in the Notify Subscriber Of section). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place.</p> <p>The range for the delay field is 0 to 120 minutes. The default is 0 minutes.</p>
Notification Options: Restart Notification or Repeat Notification	<p>Use to specify the timing of message notification according to subscriber needs. Choose one of these options:</p> <ul style="list-style-type: none"> • Restart Notification Each Time a New Message Arrives—When this option is selected, Cisco Unity begins a notification process immediately upon the arrival of each message that matches the selected criteria. Cisco Unity considers notification successful if the device answers, even if new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message, but the message remains unread in the subscriber Inbox.) <p>Note that if you activate the Restart Notification option and the Send Initial Notification field is set to 0, then Cisco Unity triggers the message notification immediately. However, if you enter a delay in the Send Initial Notification field, then Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.</p> <ul style="list-style-type: none"> • Repeat Notification If There Are Still New Messages After This Many Minutes—When this option is selected and a duration specified, Cisco Unity attempts notification immediately after the first message, and then initiates a notification schedule based on the specified interval. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify the subscriber of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., and so on. The notification schedule is effective for as long as the subscriber has one or more new messages. <p>The range for the redial frequency field is 1 to 100 minutes.</p>

Table 13-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
If Device Does Not Answer <i>(not available for text pager or Cisco Unity VMI notifications)</i>	Indicate settings for the following: <ul style="list-style-type: none"> • Wait for How Many Rings Before Hanging Up—Set to a minimum of 3 rings. Choose a higher number to give a subscriber more time to get to the phone. • Try Again How Many Times—Choose a higher number to reach a subscriber who steps away from the phone briefly. Choose a lower number to avoid disturbing others. • How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who is away from the phone for long periods of time.
If Device Is Busy <i>(not available for text pager or Cisco Unity VMI notifications)</i>	Indicate settings for the following: <ul style="list-style-type: none"> • Try Again How Many Times—Choose a higher number to reach a subscriber who uses the phone frequently. • How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who has long phone conversations.
If Notification Fails, Send Notification To <i>(not available for text pager or Cisco Unity VMI notifications)</i>	Select an option for an additional device to send notification to when the first device does not answer or is busy, and the maximum number of retries has been reached. Cisco Unity calls the next device only if it is enabled and its schedule is current. Cisco Unity considers message notification successful if a device answers, even if, for example, an answering machine answers. Cisco Unity considers that message notification has failed only after all selected no-answer and busy signal retries have been exhausted.
Switch <i>(for dual-switch integrations only)</i>	Select the phone system that Cisco Unity dials out on when notifying the subscriber of new messages. Each notification device (except for text pagers) can be associated with a specific phone system. On the System > Ports page, the selected phone system must have at least one port set to dial out for message notification.

Subscriber Alternate Extension Settings

In addition to the “primary” extension that you assign subscribers, you can also assign subscribers up to nine alternate extensions. (The primary extension is the number that you assign to each subscriber when you create his or her subscriber account; it is listed on the Subscribers > Subscribers > Profile page.) If you have more than one Cisco Unity server that accesses a single, corporate-wide directory, you may want to add alternate extensions so that a subscriber uses the same number when addressing a message to a subscriber associated with another Cisco Unity server and when calling that subscriber directly. For more information on using alternate extensions with Digital Networking, refer to the “Addressing Options for Non-Networked Phone Systems” section in the “Digital Networking” chapter of the *Networking in Cisco Unity* guide. The *Networking in Cisco Unity* guide is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/ind ex.htm.

Even if assigning alternate extensions is not necessary in your situation, you may want to add them as a convenience for subscribers. For example, alternate extensions can be used to:

- Handle multiple line appearances on subscriber phones.
- Offer easy message access on direct calls from a cell phone, home phone, or phone at an alternate work site (assuming that the phone number is passed along to Cisco Unity from these other phone systems). In addition, when such phones are used as alternate extensions, and are set to forward to Cisco Unity, callers can listen to the subscriber greeting, and leave messages for the subscriber just as they would when dialing the primary extension for the subscriber.
- Simplify addressing messages to subscribers at different locations. With alternate extensions, the number that a subscriber uses when addressing a message to someone at another location can be the same number that the subscriber dials when calling.

Alternate extensions utilize the same transfer settings as the primary extension. In many cases, Cisco Unity can activate a message waiting indicator (MWI) for an alternate extension. Note that depending on the phones and phone systems involved, some additional phone system programming may be required to set this up. See the “[Subscriber Messages Settings](#)” section on page 13-21 for more details.

To add alternate extensions

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Alternate Extension** page.
- Step 2** Click the **Add** button.
- Step 3** In the Alternate Extension table, enter a number up to 30 digits in length in the field provided.
- Each alternate extension that you add must be unique; Cisco Unity will not accept an extension that is already assigned to another subscriber (either as a primary or alternate extension), or to a public distribution list, call handler, directory handler, or interview handler. If your site has multiple Cisco Unity servers that are grouped together, this restriction applies to numbers used throughout the dialing domain.
- Step 4** Click the **Save** icon. Alternate extensions are enabled for all rows in the table; to modify or delete an alternate extension, do the procedure, [To modify or delete alternate extension\(s\), page 13-35](#).
- Step 5** Repeat [Step 2](#) through [Step 4](#) as necessary.
- Step 6** To enable MWIs for one or more alternate extensions, do the procedure, [To enable MWIs, page 13-22](#).
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To modify or delete alternate extension(s)

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Alternate Extension** page.
- Step 2** Perform any of the following actions:
- To modify an extension number, change the number as appropriate.
 - To delete an extension or extensions, check the box(es) next the alternate extension(s) that you want to delete, and then click the **Delete** button.
 - To remove all alternate extensions listed in the table, click the **Select All** button, and then click the **Delete** button.
- Step 3** Click the **Save** icon.
- Step 4** Repeat [Step 2](#) through [Step 3](#) as necessary.
-

Use the following table to learn more about subscriber alternate extension settings.

Table 13-11 *Subscribers > Subscribers > Alternate Extensions Page*

Field	Considerations
Alternate Extensions	<p>For each alternate extension that you want to assign, click Add, and then enter the extension in the field provided.</p> <p>You can assign subscribers up to nine alternate extensions. Each must be unique—up to the dialing domain level, if applicable—and no more than 30 digits in length.</p> <p>Use when setting up Digital Networking, when handling multiple line appearances on subscriber phones, or as a convenience for subscribers and callers who want to communicate by using a cell phone, home phone, or phone at an alternate work site in addition to a subscriber phone.</p>
Select All	Click Select All and then click Delete to remove all alternate extensions from the table.
Clear All	Click Clear All to deselect the alternate extensions that you had selected to delete.
Delete	Check the box(es) next to the alternate extension(s) that you want to delete, or click Select All, and then click Delete to remove one or more alternate extensions from the table.
Add	<p>Enter the extension in the field provided for each alternate extension that you want to assign. Click the Save icon to update the subscriber record. Click Add to create another alternate extension.</p> <p>You can assign subscribers up to nine alternate extensions. Each must be unique—up to the dialing domain, if applicable—and no more than 30 digits in length.</p> <p>To activate message waiting indicators (MWIs) for an alternate extension, enter the appropriate number into the MWI Extension table on the Subscribers > Subscribers > Messages page.</p>