



## Subscriber Template Settings

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### Overview: Subscriber Template Settings

When you create subscriber accounts in Cisco Unity, you can base each account on a subscriber template. Subscriber templates contain settings that are appropriate for most subscribers of a particular type (such as a department). Basing new subscribers on a template minimizes the number of settings that must be modified on individual subscriber accounts, making the job of adding subscribers easier.

Some of the settings that you enter on the subscriber pages of the Cisco Unity Administrator can also be changed by subscribers. Subscribers have two ways to customize their settings:

- By accessing the Cisco Unity Assistant website
- By accessing the subscriber conversation by phone

(Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.) For a comprehensive list of the settings that subscribers can change on their own, see the [“Settings That Subscribers Can Change”](#) table in the [“Subscriber and Operator Orientation”](#) chapter.

### Template Setup

Most settings applied by the template can be changed, when necessary, in individual subscriber accounts. However, you will want to take care when setting up a template to make choices that will keep to a minimum any changes that you will need to make after the subscribers are added. If changes are needed in an individual account, subscribers can change some of the settings themselves; other settings must be changed by you. Note that changes to settings in a template do not affect any of the existing subscriber accounts that were based on that template.

### Predefined Templates

Cisco Unity comes with the following predefined subscriber templates:

- {Default Subscriber} Template—The settings on this template are suitable for most subscribers.
- {Default Administrator} Template—The Class of Service setting on this template assigns subscribers to the {Default Administrator} class of service, which gives subscribers access to the Cisco Unity Administrator.

- {Default Bridge Subscriber} Template—The settings on this template are suitable for Cisco Unity Bridge subscribers. For more information about Bridge subscribers, refer to the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_installation_and_configuration_guide_books_list.html).

See the following sections in this chapter for more information:

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## Creating and Modifying Templates

You can modify the predefined templates, but you cannot delete them. You can also create an unlimited number of additional templates.

### To Create a New Template

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscriber Template** page.
  - Step 2** Click the **Add** icon.
  - Step 3** In the Add a Subscriber Template dialog box, enter information as appropriate in the Name field.
  - Step 4** Select **New Template** or **Based on Existing Template**. If you select Based on Existing Template, select the appropriate template in the Based On field.
  - Step 5** Click the **Add** button.
  - Step 6** Enter settings for your new template, and then click the **Save** icon.
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### To Modify a Template

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscriber Template** page.
- Step 2** Click the **Find** icon.
- Step 3** Double-click the template that you want to modify.

**Step 4** Change settings as appropriate, and then click the **Save** icon.

## Subscriber Template 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 template profile settings.

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

Field	Considerations
Name	This displays the name of the template. To change the name of the template, enter a new name here, and then click the Save icon.
Class of Service	Select the class of service to which subscribers are 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 > Subscriber Template > Profile page, and move to the Subscribers > Class of Service > Profile page.
Active Schedule	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.
Time Zones	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: <ul style="list-style-type: none"> <li>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.</li> <li>The Message Notification Schedule—The schedule displayed on the subscriber Message Notification page and in the Cisco Unity Assistant uses the local time specified for the subscriber.</li> </ul> <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 phone system integrations only)</i>	Select the phone system that the subscriber uses. If this setting is incorrect, Cisco Unity will not be able to: <ul style="list-style-type: none"> <li>Transfer calls to or from the subscriber.</li> <li>Turn message waiting indicators (MWIs) on or off.</li> <li>Dial the subscriber extension when the phone is selected as the recording and playback device for the Media Master.</li> </ul> <p>On the System &gt; 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 and playback by phone.</p>

Table 13-1 Subscribers &gt; Subscriber Template &gt; Profile Page (continued)

Field	Considerations
Display Name Generation	<p>Select the format for displaying the names of new subscribers.</p> <p>Choose either First Name Then Last Name (Jessie Smith) or Last Name Then First Name (Smith, Jessie). The format selected here should be consistent with the Exchange name generation rule for existing Exchange mailboxes.</p> <p>If your organization uses a format other than those listed, you must select one of these options anyway, then manually adjust the display name in each subscriber account.</p>
Set Subscriber for Self-Enrollment at Next Login	<p>Check this check 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 check 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 Cisco Unity Assistant.</p>
Exchange Alias Generation	<p>Select a format for new subscriber aliases if you use:</p> <ul style="list-style-type: none"> <li>• The Cisco Unity Bulk Import wizard to import user data from a CSV file to create subscriber accounts and you opt to create new Exchange and Windows domain accounts during import.</li> <li>• The Cisco Unity Administrator to add a new subscriber account, rather than import existing data.</li> </ul> <p>When you use either of the above methods, Cisco Unity also creates an Exchange mailbox and a Windows domain account at the same time that the subscriber account is created and uses the format selected here to create an Exchange alias for the subscriber. Cisco Unity checks that the alias is unique when the subscriber record is saved.</p> <p>Note that the format you select here should be consistent with the Exchange alias rule for existing Exchange mailboxes. If your organization uses a format other than those listed, you can choose None.</p>

# Subscriber Template Account Settings

You can use account settings to lock all subscriber accounts and to provide a billing ID.

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

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

Field	Considerations
Cisco Unity Account Status	<p>Check this check box to lock subscriber accounts that are associated with this template; uncheck it to unlock the account(s).</p> <p>When an account is locked, subscribers associated with this template cannot access Cisco Unity account by phone, but they can access it by using the Cisco Unity Administrator, the Cisco Personal Communications Assistant (PCA), and ViewMail.</p>
Billing ID	Enter organization-specific information, such as accounting information, department names, or project codes. This information can be included in subscriber reports.

## Subscriber Template Passwords Settings

The password settings on the Subscribers > Subscriber Template > Passwords page govern how subscribers initially log on to Cisco Unity by phone. The default phone password is 12345. The password settings also define whether subscribers can set and change their own phone passwords and when they must change their passwords. For increased security, you can prohibit the use of blank phone passwords on the Subscribers > Account Policy > Phone Password Restrictions Page page (see the [“Phone Password Settings” section on page 19-1](#) for details.)

Consider that when you add a subscriber by using the Cisco Unity Administrator, subscriber template settings include initial Windows passwords that subscribers can use to access the Cisco Unity Administrator and the Cisco Personal Communications Assistant (PCA). The password settings include one for the default password for new Windows accounts is 12345678. Before you change this setting, review the Windows password policy for the domain to make sure that the minimum length for passwords does not conflict with the default Windows password specified in the subscriber template. Cisco Unity will not create subscriber accounts when the length of the password on the subscriber template is less than the minimum length for passwords in the Windows domain.

Note that when you create subscriber accounts by importing Exchange user data, Cisco Unity preserves the existing Windows passwords and the Windows password setting is ignored. However, for increased security, you can prohibit the use of blank passwords, even when the Windows account allows them. (See the [“Authentication Settings” section on page 28-11](#) for details.)

Subscribers cannot use the Cisco Unity phone conversation or the Cisco Unity Assistant to change their Cisco Unity Administrator or Cisco PCA passwords, nor can administrators change them in the Cisco Unity Administrator.

Use the following table to learn more about subscriber template passwords settings.

**Table 13-3** *Subscribers > Subscriber Template > Passwords Page*

Field	Considerations
User Cannot Change Password	Check this check 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 check box, also check the Password Never Expires check box.
User Must Change Password at Next Login	Check this check box when a temporary phone password has been created for new employees.
Password Never Expires	Check this check box for low-security subscribers or for accounts that can be accessed by more than one person.  Uncheck the check box to require the subscriber to change the phone password at the interval specified on the Subscribers > Account Policy > Phone Password Restrictions page.
Phone Password for New Subscribers	Enter a password by using digits 0 through 9. All new subscribers who will be based on this template will be assigned this password when added.  The minimum length of the password depends on settings on the Subscribers > Account Policy > Phone Password Restrictions page.  To have Cisco Unity prompt subscribers to create confidential passwords, also check the User Must Change Password at Next Login check box.
Last Phone Password Change	<i>Display only.</i> This setting shows the date that the password was last changed.
Password for New Windows Accounts	If you plan to create a subscriber account and a Windows domain account by using the Cisco Unity Administrator, enter a Windows password for all new subscribers whose accounts will be based on this template. The password gives subscribers initial access to the Cisco Unity Administrator and the Cisco Personal Communications Assistant (PCA).  Before you enter a password here, review the Windows password policy for the domain to make sure that the minimum length for passwords does not conflict with the default Windows password specified in the subscriber template. Cisco Unity will not create subscriber accounts when the length of the password on the subscriber template is less than the minimum length for passwords in the Windows domain.  When you create subscriber accounts by importing Exchange user data, Cisco Unity preserves the existing Windows passwords and this field is ignored.
Last Windows Password Change	<i>Display only.</i> This setting shows the date that the Windows password was last changed.

## Subscriber Template 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 conversation. To set up Optional Conversation 1, see the [“Activating Optional Conversation 1” section on page 6-2](#).

For both conversations, the conversation settings define some of what subscribers hear and how they hear it. In addition, the conversation settings dictate the order in which each subscriber has messages presented over the phone, and whether they hear the Message Type menu so that subscribers can choose the type of messages that they want to hear.

Cisco Unity plays messages according to the time that they are sent—either the newest messages first or the oldest messages first—as specified on the subscriber template, an individual subscriber page, or in the Cisco Unity Assistant. The default order for all new messages, regardless of type, is oldest messages first; the default order for all saved messages, regardless of type, is newest messages first.

Except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent). Also, note that with fax messages, Cisco Unity only plays message properties (for example, the sender, date, and time).

Use the following table to learn more about these settings.

**Table 13-4** *Subscribers > Subscriber Template > Conversation Page*

Field	Considerations
Menu Style	Choose one of these options: <ul style="list-style-type: none"> <li>• Full Menu—Subscribers hear comprehensive instructions; select for a new subscriber.</li> <li>• Brief Menu—Subscribers hear abbreviated versions of the full menus; select for a more experienced subscriber.</li> </ul>
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.
Language	Select the language in which the subscriber conversation plays instructions to the subscriber. 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.)
Time Format	Select the time format used for the message timestamps that subscribers hear when they listen to their messages over the phone: <ul style="list-style-type: none"> <li>• System Default—Subscribers hear message timestamps in the time format specified in the Use 24-Hour Time Format for Conversation and Schedules field on the System &gt; Configuration &gt; Settings page.</li> <li>• 12-Hour Clock—Subscribers hear 1:00 PM when listening to the timestamp for a message left at 1:00 PM.</li> <li>• 24-Hour Clock—Subscribers hear 13:00 when listening to the timestamp for a message left at 1:00 PM.</li> </ul> Subscribers can set their own time format preferences in the Cisco Unity Assistant.

Table 13-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
When Exiting the Conversation, Send Subscriber To	<p>Select the destination that Cisco Unity sends the subscriber when exiting the conversation.</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to the call handler that you select.</li> <li>• Directory Handler—Sends the call to directory assistance.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings over the phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you select.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you select.</li> </ul>
Identify A Subscriber By	<p>Select how subscribers address messages to other subscribers. Subscribers can address messages over the phone by entering subscriber 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. Note that when the Enable Spelled Name Search check box is unchecked on the System &gt; Configuration &gt; Settings page, subscribers can address messages over the phone only by entering subscriber extensions.</p>
Subscriber Recorded Name	<p>Check this check box to have Cisco Unity play the recorded name of the subscriber when the subscriber accesses Cisco Unity by phone.</p> <p>Uncheck the check box to have Cisco Unity go directly to the message count.</p>
Message Count Totals	Check this check box to have Cisco Unity announce the total number of unopened messages. The number includes voice, e-mail, fax, and return receipt messages.
Voice Message Count	Check this check box to have Cisco Unity announce the number of voice messages that have not been heard.
E-Mail Message Count	Check this check box to have Cisco Unity announce the number of unopened e-mail messages.
Fax Count	Check this check box to have Cisco Unity announce the number of unopened fax messages.
Saved Message Count	Check this check 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.
Message Type Menu	<p>Check this check box so that Cisco Unity plays the following menu when subscribers log on to Cisco Unity over the phone:</p> <ul style="list-style-type: none"> <li>– Press 1 to hear voice messages</li> <li>– Press 2 to hear e-mails</li> <li>– Press 3 to hear faxes</li> <li>– Press 4 to receipts</li> <li>– Press # to hear all messages</li> </ul> <p>Note that although the e-mail and fax options are available in the Message Type menu, Cisco Unity plays e-mails and faxes only when the subscriber is assigned to a class of service that has the text-to-speech and FaxMail features enabled.</p> <p>Subscribers can also enable the Message Type menu by using the Cisco Unity Assistant.</p>

**Table 13-4** *Subscribers > Subscriber Template > Conversation Page (continued)*

Field	Considerations
Sort By Message Type	Select a message type, and then click the Move Up and Move Down buttons to reorder the list of message types. Cisco Unity plays messages in the order that you specify here.  Subscribers can also specify the order in which Cisco Unity plays new and saved messages by using the Cisco Unity Assistant.
Then By	Click Newest First or Oldest First to specify the message order for new and saved messages.
Sender's Name	Check this check box to have Cisco Unity announce the name of the sender, if the message is from an identified subscriber.
Message Number	Check this check box to have Cisco Unity announce the sequential number of a message ("Message one is...").  Use with the Message Count Totals check box to help the subscriber keep track of the number of unheard messages.
Time The Message Was Sent	Check this check box to have Cisco Unity announce the date and time a message was sent, before playing the message.
Time The Message Was Sent	Check this check box to have Cisco Unity announce the date and time a message was sent, after playing the message.

## Subscriber Template 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.

If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity plays the appropriate subscriber greeting.

Use the following table to learn more about subscriber template call transfer settings.

**Table 13-5** *Subscribers > Subscriber Template > 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"> <li>• No (Send Directly)—The extension assigned to the subscriber does not ring for unidentified callers; Cisco Unity plays the subscriber greeting.</li> <li>• Yes, Ring Subscriber's Extension—Cisco Unity sends calls to the extension assigned to the subscriber (displayed in the adjacent box). When Supervise Transfer is selected, use in conjunction with Rings to Wait For field to set the number of times the extension rings before Cisco Unity plays the subscriber or handler greeting.</li> <li>• Yes, Ring Subscriber at This Number—Cisco Unity sends calls to the number entered in the adjacent box. When Supervise Transfer is selected, use in conjunction with Rings to Wait For field to set the number of times the extension rings before Cisco Unity plays the subscriber or handler greeting.</li> </ul> <p>Note that the restriction tables associated with your class of service—rather than the subscriber COS—may prohibit you from entering certain phone numbers for subscribers.</p>
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"> <li>• 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.</li> <li>• 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.</li> </ul> <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 Transfer Incoming Calls is set to the No (Send Directly) option and when Release to Switch is selected.</p>

**Table 13-5** *Subscribers > Subscriber Template > 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"> <li>• Always Hold—Cisco Unity plays a prompt indicating that the extension is busy. The caller is put on hold.</li> <li>• No Holding—Cisco Unity prompts the caller to leave a message and allows the caller to dial another extension.</li> <li>• Ask Caller—Cisco Unity gives the caller the options of holding, leaving a message, or dialing another extension.</li> </ul> <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 check 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 check box to have Cisco Unity say “call for &lt;subscriber recorded name&gt;” or “call for &lt;dial extension number&gt;” 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 check 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>
Ask Caller’s Name	<p>Check this check 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 Template 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:

<b>Standard</b>	Plays at all times unless overridden by another greeting.
<b>Closed</b>	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.
<b>Internal</b>	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 Cisco Unity Assistant; subscribers cannot access it over the phone.
<b>Busy</b>	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 Cisco Unity Assistant; subscribers cannot access it over the phone.
<b>Alternate</b>	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.

(Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.)

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

**Table 13-6** *Subscribers > Subscriber Template > Greetings Page*

<b>Field</b>	<b>Considerations</b>
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.
Source	Indicate the source for the greeting selected in the Greeting field: <ul style="list-style-type: none"> <li>• System—Select to use the prerecorded system default greeting.</li> <li>• Recording—Select to use a personal recording for the subscriber (or call handler). To record and play greetings here, use the Media Master control bar. Use the Paste From File option on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording. Note that the Media Master is not available across a firewall.</li> <li>• Blank—Select to have no recording. When the greeting source is left blank, Cisco Unity immediately performs the after-greeting action.</li> </ul>

**Table 13-6** *Subscribers > Subscriber Template > Greetings Page (continued)*

Field	Considerations
Allow Caller Input	<p>Check this check 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"> <li>• <b>Take Message</b>—Cisco Unity records a message from the caller. Click the Take Message link to view the Messages page.</li> <li>• <b>Say Good-Bye</b>—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• <b>Send Caller To</b>—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– <b>Call Handler</b>—Sends the call to the call handler that you select.</li> <li>– <b>Directory Handler</b>—Sends the call to directory assistance.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings over the phone.</li> <li>– <b>Hang Up</b>—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Interview Handler</b>—Sends the call to the interview handler that you select.</li> <li>– <b>Sign-In</b>—Sends the call to the subscriber logon conversation.</li> <li>– <b>Subscriber</b>—Sends the call to the subscriber that you select.</li> </ul> </li> </ul>
Reprompt the User After This Many Seconds of Silence	Check this check 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 Template 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. (See the [“Subscriber Template Greetings Settings”](#) section on page 13-11 for details.)

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.”)

### To Define an Action for a Key

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- Step 1** Select a key from the Caller Input Map or from the keypad.
- Step 2** Select an action.

**Step 3** Indicate whether to lock the key to that action.

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

**Table 13-7** *Subscribers > Subscriber Template > Caller Input Page*

Field	Considerations
Allow Callers to Dial an Extension During Greeting	<p>Check this check 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>
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 an Extension During Greeting check box is unchecked.</p>
Lock This Key to the Action	<p>Check this check 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 an Extension During Greeting check box.</p>

**Table 13-7** *Subscribers > Subscriber Template > 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"> <li>• <b>Ignore Key</b>—No action taken. Cisco Unity plays the entire greeting, then performs the after-greeting action.</li> <li>• <b>Skip Greeting</b>—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.</li> <li>• <b>Take Message</b>—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.</li> <li>• <b>Say Good-Bye</b>—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• <b>Send Caller To</b>—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– <b>Call Handler</b>—Sends the call to the call handler that you select.</li> <li>– <b>Directory Handler</b>—Sends the call to directory assistance.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings over the phone.</li> <li>– <b>Hang Up</b>—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Interview Handler</b>—Sends the call to the interview handler that you select.</li> <li>– <b>Sign-In</b>—Sends the call to the subscriber logon conversation.</li> <li>– <b>Subscriber</b>—Sends the call to the subscriber that you select.</li> </ul> </li> </ul>

## Subscriber Template Messages Settings

Message settings define the following:

- The maximum recording length for messages from unidentified callers. (Note that for some integrations, you can set up Cisco Unity so that as a caller records a message, a warning tone is played before the caller reaches the maximum allowable message length. By default, the warning tone is disabled. To enable it, see the [“Enabling a Warning Tone for End of Recording”](#) section on page 28-19 for details.)
- 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 that they have messages.
- The extension where the message waiting indicator (MWI) will be activated when new messages arrive.

Use the following table to learn more about subscriber template messages settings.

**Table 13-8** *Subscribers > Subscriber Template > Messages Page*

Field	Considerations
Maximum Message Length in Seconds	<p>Set the recording length allowed for messages left by unidentified callers. (Note that an unidentified caller is an outside caller or a caller from inside the organization calling from a phone that is not associated with a subscriber account, such as a conference room.)</p> <p>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.</p> <p>If enabled, a warning tone will sound before the maximum message length is reached.</p>
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"> <li>• Say Good-Bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Call Handler—Sends the call to the call handler that you select.</li> <li>– Directory Handler—Sends the call to directory assistance.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings over the phone.</li> <li>– Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</li> </ul> </li> </ul>
Callers Can Edit Messages	<p>Check this check 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>

**Table 13-8** *Subscribers > Subscriber Template > Messages Page (continued)*

Field	Considerations
Mark Messages as Urgent	<p>Indicate the action that Cisco Unity will allow:</p> <ul style="list-style-type: none"> <li>• Always—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support call handlers.</li> <li>• Never—Messages left by unidentified calls are never marked urgent.</li> <li>• Ask Caller for Their Preference—Cisco Unity asks unidentified callers whether to mark their messages urgent.</li> </ul> <p>Note that Cisco Unity plays new urgent messages before other messages.</p>
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 &gt; Configuration &gt; Phone Languages page.</p>
Use MWI for Message Notification	<p>Check this check 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. Cisco Unity uses the number listed in the table to activate a message waiting indicator (MWI). By default, the table contains an “X” to indicate the primary extension assigned to a subscriber.</p> <p>You can change this to have Cisco Unity activate MWIs for another extension or phone number on each individual subscriber page.</p>

## Subscriber Template Distribution Lists Settings

Distribution list settings allow you to specify which public distribution lists subscribers will be assigned to. For example, you might create different templates for different work groups, and create a public distribution list for each work group.

Cisco Unity automatically creates a public distribution list called All Subscribers. You may want to associate the All Subscribers list with every subscriber template.

Create the public distribution lists before setting up subscriber templates if you plan to associate public distribution lists with templates. After the subscriber accounts are created, you can add or remove subscribers from the lists on the Public Distribution Lists > Profile Page.

Use the following table to learn more about distribution list settings.

**Table 13-9** *Subscribers > Subscriber Template > Distribution Lists*

Field	Considerations
Public Distribution Lists	A list of all public distribution lists that are not currently associated with the selected template. To assign all new subscribers based on this template to a public distribution list, select the list and click >>.
New Subscribers Added To	All public distribution lists to which new subscribers are added. To assign all new subscribers based on this template to a public distribution list, select the list in the Public Distribution Lists box and click >>. To remove a distribution list from those to which new subscribers are added, select the list and click <<.

## Subscriber Template 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 Cisco Unity Assistant, 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. (Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.)

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 notification device allow you to control when and how notifications are sent to the first and subsequent devices. Generally, you adjust these 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 17-19](#), and the [“Cascading Message Notification” section on page 17-19](#).

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 17-20](#).

Use the following table to learn more about subscriber template message notification settings. To set up message notification for individual subscribers, see the [“Subscriber Message Notification Settings” section on page 17-18](#).

**Table 13-10 Subscribers > Subscriber Template > 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 Inbox subscribers receive an e-mail whenever a new voice message arrives, select Text for VMI. Enter the URL for the Cisco Personal Communications Assistant (PCA) on the System &gt; Configuration page so that it is automatically included as a link in the body of the e-mail message that is sent to the subscriber. (Subscribers use the Cisco PCA to access their Cisco Unity Inboxes.)</p>
Phone Number <i>(not available for text pager or Cisco Unity Inbox 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"> <li>• , (comma) to insert a one-second pause.</li> <li>• # and * to correspond to the # and * keys on the phone.</li> </ul> <p>Subscribers can change this number over the phone.</p> <p>Note that the restriction tables associated with your class of service—rather than the subscriber COS—may prohibit you from entering certain phone numbers for subscribers.</p>
Extra Digits <i>(not available for text pager or Cisco Unity Inbox 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>
Dialing Options <i>(not available for text pager or Cisco Unity Inbox notifications)</i>	<p>Select the dialing options:</p> <ul style="list-style-type: none"> <li>• Try to Detect Connection—Cisco Unity waits until detecting a connection to dial the digits in Extra Digits.</li> <li>• 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.</li> </ul>
To: (E-Mail Address) <i>(available for text pager or Cisco Unity Inbox notifications only)</i>	<p>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).</p> <p>Up to 128 characters can be entered in this field.</p>
From: (Phone Number) <i>(available for text pager or Cisco Unity Inbox notifications only)</i>	<p>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.</p> <p>The From phone number appears in the last line of any text pager or Cisco Unity Inbox 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.</p> <p>Up to 40 characters can be entered in this field.</p>

Table 13-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
Send: <i>(for text pager notifications only)</i>	<p>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.</p> <p>Every time a message arrives that matches the criteria selected in the message notification settings, the Cisco Unity Messaging System sends this text message.</p> <p>Up to 64 characters can be entered in this field.</p>
Include Voice Mail, E-Mail, and Fax Message Counts <i>(available for text pager or Cisco Unity Inbox notifications only)</i>	<p>Check this check box if you want the text pager or Cisco Unity Inbox notification to include a count of each voice mail, e-mail, and fax message.</p> <p>When the subscriber receives the notification, the message count appears as a line for each type of message. For example:</p> <ul style="list-style-type: none"> <li>– 9 voice mail</li> <li>– 2 urgent voice mail</li> <li>– 17 urgent e-mail</li> </ul> <p>The e-mail count does not include non-delivery receipts or meeting requests.</p>
Status	<p>Indicate whether to turn message notification to this device on or off. Subscribers can change this setting over the phone.</p> <ul style="list-style-type: none"> <li>• Enabled—Cisco Unity calls the device when there are new messages.</li> <li>• Disabled—Cisco Unity does not call the device. Disabling a device does not delete its settings.</li> </ul>
Notify Subscriber Of	<p>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.</p> <p>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.</p>
Notification Schedule	<p>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.</p>
Copy Day’s Schedule	<p>To avoid clicking the same blocks for more than one day, use the Copy Day’s Schedule and &gt;&gt; functions. Select a day to copy, then select which days to copy the schedule setting to.</p>
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>

Table 13-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
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"> <li>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 e-mail Inbox.)</li> </ul> <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"> <li>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., etc. The notification schedule is effective for as long as the subscriber has one or more new messages.</li> </ul> <p>The range for the redial frequency field is 1 to 100 minutes.</p>
If Device Does Not Answer <i>(not available for text pager or Cisco Unity Inbox notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ul>
If Device Is Busy <i>(not available for text pager or Cisco Unity Inbox notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> <li>Try Again How Many Times—Choose a higher number to reach a subscriber who uses the phone frequently.</li> <li>How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who has long phone conversations.</li> </ul>

Table 13-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
If Notification Fails, Send Notification To <i>(not available for text pager or Cisco Unity Inbox 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 phone system 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.