Cisco Unity System Administration Guide

This chapter should be used in conjunction with the *Cisco Unity System Administration Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity System Administration Guide, Release 4.0(5)*—either because Cisco Unity functionality changed or because the information is incorrect—is described in the "Errors" section at the end of the chapter.

This chapter contains the following sections:

Allowing Subscribers to Access Cisco Unity by Phone Without Entering a Password

By default, subscribers are prompted for their password before they can log on to Cisco Unity to check messages or change their personal settings. As a convenience to subscribers who often access Cisco Unity from a mobile phone, home phone, or phone in a secured office within your organization, you may consider specifying that Cisco Unity should not prompt them to enter their password when they access their mailbox from their primary extension or alternate devices. (When they call Cisco Unity from an unknown extension, Cisco Unity will prompt them for their password as usual.)

Note For security reasons, it may not be appropriate to allow subscribers who work in shared workspaces, cubicles, or other public areas in your organization (such as a lobby or reception area) to access Cisco Unity by phone without first entering a password.

Do the following procedure to allow an individual subscriber to access messages by phone without entering their password when they call from their primary extension or an alternate device. (To allow a group of subscribers to access Cisco Unity by phone without entering their password, use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

Subscribers who do not have to enter their password to log on to Cisco Unity are still prompted to renew their password when it expires.

To Allow Subscribers to Access Cisco Unity by Phone Without Entering a Password

Step 1 In the Cisco Unity Administrator, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Phone Password** page.

Step 2 In the Prompt for Phone Password section, check the **Only When User Calls From Unknown Extension** check box.

Step 3 Click the **Save** icon.

Changing How Cisco Unity Handles Messages That Contain Text (Cisco Unity with Exchange)

If your organization has both Voice Messaging and Unified Messaging subscribers, messaging between the two types of subscribers can be problematic. This is because Voice Messaging subscribers cannot use the Cisco Unity conversation or the Cisco Unity Inbox to access text in e-mail messages. In addition, when a message contains both a voice recording and a text message—as may be the case when a Unified Messaging subscriber uses Cisco Unity ViewMail for Microsoft Outlook to send, reply, and forward messages to Voice Messaging subscribers, the Cisco Unity conversation and the Cisco Unity Inbox present only the voice portion of the message. Moreover, Cisco Unity informs neither the sender nor the recipient that all or a portion of a message is unavailable to the recipient.

You can set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text. In this way, you can ensure that Voice Messaging subscribers receive only those messages that they can play in their entirety. At the same time, when Cisco Unity rejects messages that contain text, Unified Messaging subscribers receive a nondelivery receipt (NDR) and can learn to adjust their messaging habits accordingly.

For more information see the following sections:

- Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text, page 6-3
- Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them, page 6-4
- Task List for Setting Up Cisco Unity to Reject Messages Sent to Voice Messaging Subscribers If the Messages Contain Text, page 6-7

Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text

The Message Store Manager utility allows you to set up agents that perform the task that you assign them to do. You specify which subscriber mailboxes are members of an agent; only the mailboxes that you specify are impacted by the task performed by the agent. To set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text, you need to create two agents:

- One agent applies a rule that rejects messages that contain text. The agent applies the rule to the subscriber mailboxes that you specify as agent members. You use a Cisco Unity distribution list, class of service, an extension range, or an imported CSV file to specify agent members. To specify Voice Messaging subscribers as agent members, we recommend that you use a distribution list or class of service. In this way, as you add members to a distribution list or a class of service, membership in the agent is automatically updated at the same time and the rule is applied to the mailboxes associated with the updated list or class of service.
- A second agent removes the rule that was applied by the first agent. Once the first agent applies the rule to reject messages that contain text, the rule continues to do so until the second agent removes it. Thus, even after you remove a subscriber from the distribution list or class of service that you specified as a member of the first agent, the rule continues to reject messages from the subscriber mailbox if the messages contain text. As a convenience, we recommend that you set up a second agent to remove the rule from all subscriber mailboxes on the server, except those associated with Voice Messaging subscribers. By doing so, you will not have to create a new agent to remove the rule from a single mailbox whenever a Voice Messaging subscriber is removed from the distribution list or class of service that you specified for the first agent.

You schedule how often you want each agent to run. For example, you may choose to run the agents nightly, weekly, or at some other interval, depending on how often you add or remove subscribers from the class of service or distribution list that you use to specify agent membership. As you determine how often to run the agents and when, also consider that if Voice Messaging subscribers do not appear in the Outlook address books, agents will take longer to run. Note that as an agent runs, the previously hidden mailboxes appear in address books, and then, when the agent completes its task, the mailboxes are hidden once again. For this reason, you may want to schedule the agents to run when subscribers are not likely to use the system. (Voice Messaging subscribers are often prevented from appearing in the Outlook address book as way to discourage people from inadvertently sending e-mail messages to a Voice Messaging account.)

When you set up the agents, you can activate the Subscriber Message Store Status report, or you can schedule the report to run at a certain time. The report is a CSV file that contains detailed data about each subscriber mailbox that is a member of the agent. When the value of the VM Mailbox Rule column equals one (1), the rule associated with the first agent has been applied; when the value equals zero (0), the rule has not been applied to the mailbox.

For more information working with Message Store Manager to set up agents and run reports, refer to Help.

Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them

When you set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text, Voice Messaging subscribers continue to receive receipts, faxes, and voice messages as before, but many other types of messages are no longer delivered. Knowing how Cisco Unity handles messages differently can help you prepare both Voice Messaging and Unified Messaging subscribers for the change.

Table 6-1 compares how Cisco Unity handles messages by default to how messages are handled after you set up Cisco Unity to reject messages sent to Voice Messaging subscribers if the messages contain text. Consider that when Cisco Unity rejects a message, it does so when the Voice Messaging subscriber is the sole recipient of the message and when the subscribers is one of many recipients, as may be the case when a message containing text is sent to a distribution list. Note that in a few cases, Cisco Unity does not reject certain types of messages that you may expect, while it rejects others that you may not expect.

Table 6-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Voice message with text in subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Voice message with text in subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Voice message with a non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.

Table 6-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Reply to voice message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with no voice recording, no change to subject line, and no text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Reply to voice and text message with voice recording and deletion of all text	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to voice and text message with voice recording	Cisco Unity conversation	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice and text message with voice recording	Cisco Unity Inbox or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to e-mail message with voice recording	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Table 6-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Forwarded voice message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Forwarded voice and text message with or without voice introduction	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded voice and text message with or without voice introduction	Cisco Unity conversation or the Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice and text message with deletion of all text	ViewMail	Delivers message as voice message.	Same as default.
Forwarded e-mail with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded e-mail message with no change to subject line or additional text	Cisco Unity conversation or ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Table 6-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
E-mail message with WAV attachment	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
E-mail message	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Task List for Setting Up Cisco Unity to Reject Messages Sent to Voice Messaging Subscribers If the Messages Contain Text

Complete the following tasks to set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text:

1. Identify the Voice Messaging subscribers on your Cisco Unity server. For example, create a class of service or public distribution list for Voice Messaging subscribers, and then use the Cisco Unity Administrator or Bulk Edit to assign the appropriate subscribers to it. (Note that how you identify Voice Messaging subscribers from Unified Messaging subscribers is up to you; neither the way in which you created them, nor how they are licensed, identifies them as Voice Messaging or Unified Messaging subscribers for this feature.)
2. Set up the two agents that will enable Cisco Unity to reject messages sent to Voice Messaging subscribers if the messages contain text without changing how messages are handled for other subscribers. See the "To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers" procedure on page 6-8 and the "To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text" procedure on page 6-9.
3. Customize ViewMail for Outlook version 4.1(1) so that when it is installed on subscriber workstations, messages that are sent to Voice Messaging subscribers are checked for text. Then install the customized version of ViewMail on all subscriber workstations. See the "To Customize ViewMail for Outlook Version 4.1(1) to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers" procedure on page 6-9 and the "To Install the Customized Version of ViewMail 4.1(1) on All Subscriber Workstations" procedure on page 6-10.

Note If you already installed the standard version of ViewMail 4.1(1), you cannot simply install the customized version of ViewMail to enable the feature. You also cannot repair the existing installation to enable the feature. To enable the feature if you already installed the standard version of ViewMail 4.1(1), you must change the value of a registry key to 1 on all subscriber workstations. The registry key is HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\NoTextToVM. It is a DWORD key. You can edit the registry on each subscriber workstation, or you can use a software publishing tool to update the key value on all subscriber workstations at once.

4. Subscribers who use Microsoft Outlook 2002 and later will get a Microsoft Outlook security alert when they use the customized version of ViewMail. Tell subscribers that they can safely click Yes in response. The standard text for the security alert informs users that an application is attempting to access the Outlook Address Book, and asks them if they want to allow it. (In fact, ViewMail does not access the Address Book, but it does check for text in each message that triggers the alert.) To learn more about the Microsoft Outlook Security feature—as well as how to customize or disable it, refer to the Microsoft Office Assistance topic, "Customizing the Outlook Security Features Administrative Package," in the "Administering Outlook Security" chapter of the *Messaging Deployment Guide* on the Microsoft website.
5. Consider letting subscribers know what to expect now that Cisco Unity rejects messages sent to Voice Messaging subscribers if the messages contain text. Give everyone a list of Voice Messaging subscribers so that they know which subscribers cannot receive messages that contain text. In addition, tell Unified Messaging subscribers that if they receive an NDR in response to a message that they sent to a Voice Messaging subscriber, they should remove all text before attempting to resend the message. Remind them that NDRs can also be triggered when a recipient has a full mailbox.

Note When you move a Voice Messaging subscriber mailbox from one Exchange server to another, the rules associated with the mailbox continue to work after the move. The same is true when you move a Voice Messaging subscriber from one Cisco Unity server to another. If the other Cisco Unity server is not already set up to reject messages that contain text, consider enabling it to do so. In this way, messages to Voice Messaging subscribers on that server are handled consistently. Alternatively, you can create a new agent to remove the rule from the individual mailbox before moving the subscriber to the other Cisco Unity server.

To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers

Step 1 On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.

Step 2 In the left pane, under Administrative Tools, double-click **Message Store Manager**.

Step 3 From the File menu, click **New Agent**.

Step 4 Enter a name for the agent, then click **OK**. For example, consider naming the agent, "Reject Text to VM Subscribers."

Step 5 Right-click the **Included** folder, and click the option that allows you to specify that only Voice Messaging subscribers are members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers from everyone else on your server, click Add Class of Service.

Step 6 Click the applicable class of service or distribution list that you created to identify Voice Messaging subscribers from everyone else on your server, then click **OK**.

Step 7 Click the **Scripts** directory.

Step 8 From the list displayed in the right pane, right-click **Add VM Mailbox Rules** and click **Activate**.

Step 9 In the MSM Script dialog box, click the **Schedule** tab. Specify how often you want the agent to run.

Note The agent takes longer to run if any members are currently hidden from Outlook address books.

Step 10 Click **OK** to close the MSM Script dialog box.

To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text

Step 1 From the File menu, click **New Agent**.

Step 2 Enter a name for the agent, then click **OK**. For example, consider naming the agent, "Remove VM Subscribers Rule."

Step 3 Right-click the **Included** folder, and click the option that allows you to specify all subscribers as members of the agent. For example, if you have an All Subscribers distribution list, click Add Distribution List.

Step 4 Click the applicable class of service or distribution list that contains all subscribers on the server, then click **OK**.

Step 5 Right-click the **Excluded** folder, and click the option that allows you to specify that Voice Messaging subscribers are excluded as members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers from everyone else on your server, click Add Class of Service.

Step 6 Click the applicable class of service or distribution list that you created to identify Voice Messaging subscribers from everyone else on your server, then click **OK**.

Step 7 Click the **Scripts** directory.

Step 8 From the list displayed in the right pane, right-click **Delete VM Mailbox Rules** and click **Activate**.

Step 9 In the MSM Script dialog box, click the **Schedule** tab and specify how often you want the agent to run.

Note The agent takes longer to run if any members are currently hidden from Outlook address books.

Step 10 Click **OK** to close the MSM Script dialog box.

To Customize ViewMail for Outlook Version 4.1(1) to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers

Step 1 Download ViewMail 4.1(1) from the ViewMail for Microsoft Outlook Software Download page. Refer to the procedure, "To Download ViewMail 4.1(1)" in the "Downloading ViewMail 4.1(1)" topic in the *Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.1(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/vmo/vmo411rn.htm.

(ViewMail 4.1(1) will be available soon from the ViewMail for Microsoft Outlook Software Download page. It is not available with the Cisco Unity software.)

Step 2 Browse to the ViewMail directory on the network drive where you downloaded the ViewMail files. If you do not have rights to write to the directory, move the files to a directory that allows you to do so.

Step 3 In the ViewMail directory, browse to the ENU language folder.

Step 4 Open the **VMOInit.VBS** file in a text editor such as Notepad.

Step 5 Enter **Session.Property("NOTEXTTOVM") = "1"** immediately before the End Function line, as shown below:

```
Function VMOInitFn()
rem Session.Property("EXTENSION") = ""
rem Session.Property("UNITYSERVER") = ""
Session.Property("NOTEXTTOVM") = "1"
End Function
```

Step 6 Save the script file and close the text editor.

Step 7 Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt**.)

Step 8 Change to the ViewMail > ENU directory.

Step 9 Enter **vmaddbin ViewMail.MSI VMOInit.VBS**, and press **Enter**. (When the script completes, your cursor returns to the command line.)

Step 10 Close the Command Prompt window.

To Install the Customized Version of ViewMail 4.1(1) on All Subscriber Workstations

Step 1 Review the *Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.1(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/vmo/vmo411rn.htm for requirements, installation instructions, and other important information.

Step 2 Using the ViewMail.msi file that you customized in the "To Customize ViewMail for Outlook Version 4.1(1) to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers" procedure on page 6-9, install ViewMail 4.1(1) on all subscriber workstations.

You can install ViewMail by using any of the methods described in the "Installing ViewMail 4.1(1)" topic in the *Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.1(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/vmo/vmo411rn.htm.

Disabling Delete Confirmations in the Cisco Unity Inbox (Cisco Unity with Exchange Only)

You can use the Advanced Settings Tool to change the registry so that the Cisco Unity Inbox either never asks subscribers to confirm a deletion, or asks them to confirm a deletion only when deleting an item will delete it permanently. By default, when subscribers delete messages and other items from the Cisco Unity Inbox, they are asked to confirm the deletion. This is true when subscribers delete new and saved items, as well as when they delete items in the Deleted Items folder (as applicable).

For details on setting up this functionality, refer to Advanced Settings Tool Help. The setting is called Unity Inbox—Confirm Deletes.

Disabling the "Record Your Message at the Tone" Prompt

By default, Cisco Unity plays the "Record your message at the tone" prompt after playing a subscriber or call handler greeting. Because some subscribers instruct callers when to record their messages in their greetings, callers hear the instruction twice. For this reason, you may want to specify that Cisco Unity does not play the prompt after some or all greetings when callers leave messages for particular subscribers or call handlers in your organization.

Do the following procedure to disable the "Record your message at the tone" prompt for subscriber templates, individual subscribers, or call handlers. (To disable the prompt for a group of subscribers, use the Bulk Edit tool available in Tools Depot.)

To Disable the "Record Your Message at the Tone" Prompt in a Subscriber Template, for an Individual Subscriber, or Call Handler

Step 1 In the Cisco Unity Administrator, go to the applicable page:

- To modify the template you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Greetings** page.
- To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Greetings** page.
- To modify an existing call handler, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Greetings** page.

Step 2 Check the **Do Not Play the "Record Your Message At The Tone" Prompt** check box.

Step 3 Click the **Save** icon.

Disabling the "Wait While I Transfer Your Call" Prompt

By default, Cisco Unity plays the "Wait While I Transfer Your Call" prompt when it transfers a call to an extension. Some callers do not like hearing the prompt, and for this reason, you may want to specify that Cisco Unity does not play it.

Do the following procedure to disable the "Wait While I Transfer Your Call" prompt for subscriber templates, individual subscribers, or call handlers. (To disable the prompt for a group of subscribers, use the Bulk Edit tool available in Tools Depot.) Note that when you disable the prompt, callers still hear the transfer tones from Cisco CallManager, as applicable.

To Disable the "Wait While I Transfer Your Call" Prompt in a Subscriber Template, for an Individual Subscriber, or Call Handler

Step 1 In the Cisco Unity Administrator, go to the applicable page:

- To modify the template you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Call Transfer** page.
- To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Call Transfer** page.
- To modify an existing call handler, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Call Transfer** page.

Step 2 In the While Transferring Notify Caller section, check the **Do Not Play the "Wait While I Transfer Your Call" Prompt** check box.

Step 3 Click the **Save** icon.

Enabling Alternate Greeting Notices (Cisco Unity Voice Messaging with Microsoft Exchange 2003/2000 Only)

Because subscribers never hear the greetings of their message recipients when they send, reply to, and forward messages, consider enabling "alternate greeting notices" for the Cisco Unity server so that subscribers are alerted when a message recipient has the alternate greeting enabled. Alternate greeting notices are a type of message receipt and work as follows: whenever a subscriber leaves or sends a message to a subscriber who has the alternate greeting enabled, Cisco Unity delivers the message and also sends the sender an alternate greeting notice. The alternate greeting notice says:

> "The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it." (Alternatively, Cisco Unity will indicate when the greeting is set to play indefinitely, rather than playing the expiration date.)

(Subscribers "send" messages by using the Cisco Unity conversation, ViewMail, or the Cisco Unity Inbox; they "leave" messages after transferring to a subscriber greeting and then recording a message as prompted.)

An alternate greeting notice is sent in response to the first message that a subscriber leaves or sends to a recipient within the time period that the recipient has the alternate greeting enabled. If the subscriber leaves or sends subsequent messages to the same recipient, Cisco Unity do not respond with additional notices (unless the recipient turns off the alternate greeting and then enables it again).

When the feature is enable, subscribers can play notices by phone or they can view the text from the Cisco Unity Inbox, assuming that they can access receipts (you can disable receipts per server in the Advanced Settings Tool). Though alternate greeting notices are automated responses, they are from the message recipient. Thus, subscribers can use the Message Locator to find both messages and notices from a particular subscriber. Note that like other types of receipts, alternate greeting notices do not trigger message waiting indicators (MWIs).

Cisco Unity does not send notices in response to system broadcast messages, nor does it sent notices to unidentified callers. Cisco Unity sends a notice to the sender when the message is addressed to an individual subscriber or to a distribution list of which the recipient is a member. The same is also true regardless of whether the sender and recipient are homed on the same Cisco Unity server or separate servers that are digitally networked (assuming the feature is enabled for each server). When other networking features (AMIS, Bridge, VPIM) are used, subscribers do not receive notices in response to messages left for or sent to remote Cisco Unity or Cisco Unity Express subscribers, nor do they receive notices in response to messages left for or sent to remote users on a another voice messaging system—even when the recipients have their alternate greeting or similar type of greeting (such as an extended absence greeting) enabled.

Alternate greeting notices are disabled by default. Enabling alternate greeting notices can only be done per server; you cannot specify that notices are sent in response to messages sent to individual subscribers or to a specific group of subscribers, nor that only certain subscribers can receive them. In digitally networked environments, the feature should be enabled for all Cisco Unity servers in the network.

To set up the Cisco Unity server to send a notice to subscribers when they leave, send to, reply to, or forward messages to other subscribers who have their alternate greeting enabled, do the procedure in this section. After you do the following procedure, when subscribers associated with the Cisco Unity server enable their alternate greeting, Cisco Unity will send an alternate greeting notice to any subscriber who sends a message to them. (Cisco Unity will not send notices in response to messages sent to subscribers who already had their alternate greeting enabled before notices were turned on.)

Consider providing subscribers with the information in the "Alternate Greeting Notices (Cisco Unity Voice Messaging with Microsoft Exchange 2003/2000 Only)" section on page 8-1 so that they understand how to notices work.

If you later choose to disable alternate greeting notices, any existing notices in subscriber mailboxes are no longer available to subscribers until you enable the feature again and subscribers will no longer receive notices—even if other Cisco Unity servers in the network have the feature enabled.

Note Alternate greeting notices cannot be enabled for Cisco Unity with Exchange 5.5 systems. In addition, due to conflicts with the "Out of Office" rule in Outlook, enabling alternate greeting notices for Unified Messaging systems is not supported.

To Enable Alternate Greeting Notices for a Cisco Unity Server

Step 1 On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.

Step 2 In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.

Step 3 In the Unity Settings pane, click **Conversation—Alternate Greeting Notices**.

Step 4 In the New Value list, click **1** and click **Set**.

Step 5 When prompted, click **OK**.

Step 6 Click **Exit**.

Step 7 Restart the Cisco Unity software.

Note If you do not restart the Cisco Unity software whenever you enable or disable the feature, notices do not behave as expected.

Step 8 As applicable, repeat the procedure for each Cisco Unity server at your site.

Note For Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated.

Enabling a Post-Greeting Recording

You can use the settings on the applicable Subscribers > Class of Service > Greetings page in the Cisco Unity Administrator to specify whether Cisco Unity plays a recording before allowing callers to leave a message for subscribers assigned to a class of service (COS). For each COS, you use the Media Master control bar on the page to record what you want callers to hear, and you indicate whether all callers hear the recording or only unidentified callers. Though callers can press # to skip a subscriber or call handler greeting, callers cannot skip a post-greeting recording.

When Cisco Unity is enabled to play it, callers hear the recording immediately after a subscriber greeting, regardless of which personal greeting is enabled for the subscriber. The post-greeting recording also plays after a call handler greeting when the call handler is configured to take a message and the

message recipient for the call handler is a subscriber who is assigned to a COS that has the recording enabled. (The COS assigned to the owner of a call handler has no effect on whether the recording is played.)

By default, the post-greeting recording feature is disabled for all COSes. Depending on your organization and the type of subscribers assigned to each COS, you may want to consider enabling it for some COSes, so that those who call certain groups of subscribers—such as a sales team, technical support group, or a Human Resources department—hear the recording. For each COS, you can create a different recording tailored to those callers and as applicable, in the appropriate language(s). The recording can be up to 90 seconds in length.

For example, you may want to enable a post-greeting recording for a particular COS to convey a confidentiality policy or to let callers know when they can expect a response to the You can also use the feature to remind callers to include contact information, invoice or policy numbers, and other such information when they leave messages. Conversely, due to legal or security concerns, you may want to advise callers of what information not to include in messages—information like passwords, financial transaction requests, and so on.

Note that a post-greeting recording does not play when:

- The message recipient for a call handler is assigned to a distribution list.
- Subscribers send, reply to, or forward messages to other subscribers, and when subscribers call a subscriber extension, log on to Cisco Unity during the subscriber greeting, and then leave a message.

Note When you create a new COS based on an existing one, the new COS inherits the post-greeting recording settings but not the recording itself.

Do the following procedure to enable a post-greeting recording for a class of service. Whether you plan to enable the feature for a new COS or an existing one, consider testing the feature by enabling it for a new COS that has a test subscriber account assigned to it. In this way, you can call the test subscriber to hear how your recording will sound after the greeting and can adjust what you plan to say accordingly.

Enabling a Post-greeting Recording for a Class of Service

Step 1 In the Cisco Unity Administrator, go to the applicable Subscribers > Class of Service > Greetings page.

Step 2 In the **After Greeting, Play Recording Before Taking Messages** section, select one of the following options to enable the feature and indicate which callers will hear the recording:

- **Play Recording Only for Unidentified Callers—**Before they leave a message, outside callers and subscribers who did not log on to Cisco Unity before calling from an external phone or from a phone that is not associated with a subscriber account hear the subscriber or call handler greeting and then the recording.
- **Play Recording to All Callers**—Before they leave a message, subscribers and outside callers hear subscriber or call handler greeting and then the recording.

Step 3 Use the Media Master control bar to record what you want callers to hear, or specify an existing WAV file as the recording.

(You use the Copy/Paste From File options on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording.)

Step 4 Click the **Save** icon.

FAQ Available in the Cisco Unity Administrator and on the Cisco Unity Server Desktop

An FAQ is available in the Cisco Unity Administrator and on the desktop of the Cisco Unity server. The FAQ addresses questions often asked by Cisco Unity administrators.

To Display the Cisco Unity Administrator FAQ

Step 1 Click the **Cisco Unity Administrator FAQ** link at the bottom of the navigation bar. Cisco Unity displays the FAQ in a separate window.

Or, from the Cisco Unity desktop, click the **Cisco Unity Administrator FAQ** shortcut.

Step 2 Click the available links to review questions and answers.

Including Receipts in Message Locator Searches (Cisco Unity with Exchange)

You can specify whether to include new and saved receipts in Message Locator searches on the applicable Features page for a subscriber template or an individual subscriber in the Cisco Unity Administrator or by using the Bulk Edit utility. By default, receipts are not included in Message Locator searches.

When subscribers search for messages from a particular subscriber and Message Locator is set to include receipts, the following receipts are included in search results, in addition to voice messages: nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices. Note that receipts are included in the search results regardless of whether subscribers can access receipts when they check messages by phone or in the Cisco Unity Inbox. (You can use the Advanced Settings Tool in Tools Depot to prevent subscribers from accessing receipts.)

Do the following procedure to include receipts in Message Locator searches in a subscriber template or for an individual subscriber. (To do so for a group of subscribers, use the Bulk Edit tool available in Tools Depot.) Consider providing the applicable subscribers with the information in the "Message Locator Searches Include Receipts (Cisco Unity with Exchange)" section on page 8-3 so that they understand what to expect when they use the Message Locator.

To Include Receipts in Message Locator Searches in a Subscriber Template or for an Individual Subscriber

Step 1 In the Cisco Unity Administrator, go to the applicable page:

- To modify the template you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Features** page.
- To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Features** page.

Step 2 Check the **Include Receipts in Searches** check box.

Step 3 Click the **Save** icon.

Live Record

Live record allows subscribers to record conversations while they talk to callers. The recorded conversation is stored as a message in the subscriber mailbox, and the subscriber can review it later or redirect it to another subscriber or group of subscribers. Operators in your organization may find live record particularly useful.

Live record is supported only when Cisco Unity is integrated with a Cisco CallManager phone system. In addition, live record does not work for subscribers who have full mailboxes. When a subscriber who has a full mailbox records a call, the feature seems to work normally, but the recorded conversation is not stored as a message in the subscriber mailbox.

The Advanced Settings Tool allows you to specify how often Cisco Unity plays a beep as a call is recorded and how long the beep plays. To set up live record—including the beep, refer to the Cisco Unity Tools website at http://www.ciscounitytools.com/App_LiveRecord_405.htm.

Consider providing the applicable subscribers with the information in the "Live Record" section on page 8-2 so that they understand how to use the feature and can review the following disclaimer.

DISCLAIMER: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco/Unity phone system provides a user with the option of activating "the beep." Prior to activating Cisco/Unity's call record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS UNITY PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS UNITY PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND LOCAL LAWS.

Live Reply ("Call the Subscriber") Behavior When Used to Leave Messages

When subscribers use the live reply feature to return a call from a subscriber and then leave a message for the subscriber whom they called, Cisco Unity uses the calling number to identify who the message is from. This means that Cisco Unity can correctly identify who the message is from only when a subscriber uses live reply from his or her own extension.

When a subscriber uses another phone to use live reply and leave a message for a subscriber, Cisco Unity does not correctly identify who the message is from. Instead, Cisco Unity may indicate that the message is from an "unidentified caller" even though the subscriber who left the message was logged on to Cisco Unity at the time.

Setting Up Mobile Message Access for BlackBerry (Cisco Unity Unified Messaging with Exchange Only)

The Mobile Message Access for BlackBerry is not a licensed feature, nor does it require that you give subscribers special class of service (COS) privileges. As long as their Blackberry devices are connected to a Blackberry server that has a Mobile Message Access for BlackBerry plug-in installed and the devices are configured properly, subscribers can use their Blackberry devices to access Cisco Unity voice messages on a Cisco Unity server that is set up for Unified Messaging.

Voice messages appear along with other messages in the BlackBerry Inbox. To play a Cisco Unity voice message, subscribers use their BlackBerry device to open the message and click the associated link. Cisco Unity calls the phone number specified for message playback, and when the subscriber answers the call, the message begins to play. (Note that the restriction tables associated with the subscriber class of service may prohibit them from specifying certain phone numbers for message playback.)

The menu options available during and after message playback are the same as those available when subscribers log onto Cisco Unity to play messages over phone. After saving or deleting a message, subscribers can select another message from the BlackBerry Inbox to play, or they can press * to log on to Cisco Unity to perform other tasks.

Task List for Setting Up Mobile Message Access for BlackBerry

Do the following tasks to set up Mobile Message Access for BlackBerry for subscribers:

1. *Optional:* Set up Cisco Unity to use the Secure Sockets Layer (SSL) protocol in its communications with the BlackBerry server so that the data exchanged between the Cisco Unity server and the BlackBerry server is sent over an encrypted HTTPS connection. In addition, consider preventing the BlackBerry device from displaying the resulting security alert.

   To do so, refer to the task list in the "Manually Setting Up the System to Use SSL" section of the "Using SSL to Secure Client/Server Connections" chapter in the *Cisco Unity Security Guide, Release 4.0*, available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/usg/ex/index.htm.

2. To allow subscribers to use the phone as a recording and playback device, specify that Cisco Unity has at least one voice messaging port designated for this purpose.

   Refer to the "Voice Messaging Port Settings" section in the "System Settings" of the *Cisco Unity System Administration Guide, Release 4.0(5)* for more information. The guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag405/ex/index.htm.

3. Install the Mobile Message Access for BlackBerry plug-in on the BlackBerry server. Refer to *Release Notes for Cisco Unity Mobile Message Access for BlackBerry Release 1.0(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bb/bb101rn.htm. The document specifies the requirements and procedures for installing the Mobile Message Access for BlackBerry plug-in.

4. Provide subscribers with the procedures in the "Using Mobile Message Access for BlackBerry (Cisco Unity with Exchange)" section on page 8-3 so that they can set up their devices to use the BlackBerry browser. In addition, the first time that they use the BlackBerry device to access Cisco Unity voice messages, they will need to specify the phone number that Cisco Unity calls to play messages.

Specifying That Cisco Unity Play New Messages Automatically

By default, subscribers hear the Main menu after they log on to Cisco Unity. You can customize the conversation so that Cisco Unity plays new messages instead. When you do, subscribers no longer have to press a key to play new messages ("Press 1 for new messages") because Cisco Unity begins playing them automatically.

Otherwise, the conversation that subscribers hear sounds and acts the same:

- Cisco Unity plays the subscriber recorded name, alternate greeting notification, new message counts, and the Message Type menu as specified.
- System broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts are likewise played before Cisco Unity begins playing new messages.
- Subscribers must indicate whether they want to save or delete the message before Cisco Unity plays the next new message.
- Subscribers can exit message playback to hear the Main menu at any time.
- If subscribers have no new messages, the Main menu is played as usual.

To specify that Cisco Unity plays new messages automatically in a template or for an individual subscriber, do the following procedure. (To do so for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

After you enable the feature, consider providing the information in the "Checking Messages by Phone When Cisco Unity Plays New Messages Automatically" section on page 8-2 to applicable subscribers so they understand what to expect when they log on to Cisco Unity to check messages by phone.

To Specify That Cisco Unity Play New Messages Automatically in a Subscriber Template or for an Individual Subscriber

Step 1 In the Cisco Unity Administrator, go to the applicable page:

- To modify the template you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
- To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.

Step 2 Check the **New Messages Automatically** check box.

Step 3 Click the **Save** icon.

Subscriber Address Book Settings (Cisco Unity with IBM Lotus Domino)

The DUC for Cisco Help file, which contains instructions for manually installing csAdmin (the DUC administration component for Cisco) when adding a secondary subscriber address book, is named csUCAdminGuide.nsf and is included in the DUC for Cisco installation media. To access the Help file, open the csUCAdminGuide.nsf database in the Domino Administrator.

Before adding a secondary subscriber address book to Cisco Unity, in addition to the steps listed in the *Cisco Unity System Administration Guide, Release 4.0(5),* you may need to add a Server document to the secondary address book database (for example, contacts.nsf) in order for the Cisco Unity server to correlate the address book with the Domino domain used to import subscribers. The Server document must be added to the $Servers view of the secondary address book. The Server document added to the secondary address book must be for the same Domino server to which Cisco Unity is partnered as its primary mail server. If this step is required but has not been done, Cisco Unity will display the following error when you attempt to add the address book as a secondary subscriber address book:

"The subscriber address book <name> could not be added because the address book must reside in the same domain as the Unity server account."

Subscribers Can Press ## or 00 to Switch Search Modes

When subscribers use Cisco Unity to address messages, edit private lists, or find messages by phone, they search for a subscriber either by spelling the name or by entering the extension. Subscribers can switch search modes by pressing ## or 00. By default, Cisco Unity responds to either key combination. You do not need to configure it to do so.

It is important to note, however, that when subscribers press 00 to switch search modes, they will experience a delay before Cisco Unity responds accordingly. To avoid the delay, subscribers can press ## instead of 00. Alternatively, you can reduce the amount of time that Cisco Unity waits for key presses so that subscribers no longer experience the delay.

Reducing the amount of time that Cisco Unity waits for more key presses can eliminate the delay when subscribers press 00 to switch search modes, but the change may adversely affect how subscribers interact with the Cisco Unity conversation when they perform other tasks. For this reason, we recommend that you reduce the value specified for the How Long Cisco Unity Waits For Additional Key Presses After Subscriber Has Pressed A Key field (also known as the Interdigit Timeout setting) only for individual subscribers who are likely to use 00, rather than for all subscribers associated with a Cisco Unity server.

The How Long Cisco Unity Waits For Additional Key Presses After Subscriber Has Pressed A Key field is on the Conversation pages for individual subscribers in the Cisco Unity Administrator. By default, Cisco Unity waits 3000 milliseconds for additional key presses before it acts.

Errors

The following sections apply to the *Cisco Unity System Administration Guide (With IBM Lotus Domino), Release 4.0(5)* at
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag405/dom/index.htm

and to the *Cisco Unity System Administration Guide (With Microsoft Exchange), Release 4.0(5)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag405/ex/index.htm, unless otherwise noted:

Languages

Disregard the "Languages" chapter of the *Cisco Unity System Administration Guide*, *Release 4.0(5)*. Cisco Unity 4.1(1) is available only in U.S. English. You can install Cisco Unity 4.1(1) only on a server on which the U.S. English version of Windows 2000 Server or Windows Server 2003 is installed; you cannot change the locale of Windows to a setting other than English (United States); and you cannot upgrade an existing Cisco Unity system that is using a language other than U.S. English to version 4.1(1).

Managing Security Alerts When Using SSL Connections

The "Managing Security Alerts When Using SSL Connections" section in the "Setting Up Cisco Unity Applications on Subscriber Workstations" chapter of the *Cisco Unity System Administration Guide, Release 4.0(5)* should have been removed.

Updated conceptual information and procedures are available in the "Using SSL to Secure Client/Server Connections" chapter of the *Cisco Unity Security Guide*. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/usg/ex/index.htm. The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/usg/dom/index.htm.

Maximum Recording Length for System Broadcast Messaging

The "Sending System Broadcast Messages" section of the "Cisco Unity Conversation" chapter in the *Cisco Unity System Administration Guide, Release 4.0(5)* incorrectly indicates that the Advanced Settings tool only allows you to specify up to 360,000 milliseconds for the maximum recording length of system broadcast messages. In fact, you can use the tool to specify up to 3,600,000 milliseconds (60 minutes) for the maximum recording length.

The Advanced Settings Tool is available in the Tools Depot. The setting is called Conversation—System Broadcast Message Maximum Recording Length. Note that the error has been corrected in Advanced Settings Tool Help.

Message Locator

The *Cisco Unity System Administration Guide, Release 4.0(5)* incorrectly indicates that when Message Locator is enabled, Cisco Unity prompts the subscriber to "Press 5 to find messages" from the Main menu for all conversation styles. In fact, for Alternate Keypad Mapping X and Alternate Keypad Mapping S, Cisco Unity prompts subscribers to press 8 instead.

Note that the error has been corrected in the Cisco Unity Administrator Help.

Phone Menu Response Settings

The *Cisco Unity System Administration Guide, Release 4.0(5)* incorrectly indicates that the values that you specify for the Phone Menu Response fields in the Cisco Unity Administrator only control some of the Cisco Unity phone menus heard by outside callers and subscribers. With the release of Cisco Unity version 4.1(1), all of the menus are affected by the values you enter in the Phone Menu Response fields.

Note that the Cisco Unity Administrator Help on the Conversation pages for subscribers and templates, and on the System > Configuration page has been updated to reflect the changes made in Cisco Unity version 4.1(1).