



CHAPTER 15

Managing System-Wide Conversation Settings

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About System Prompts

System prompts are standard recordings that come with the Cisco Unity system. The prompts are played in different combinations in multiple places in the phone conversation. All system prompts are located in the `CommServer\Localize\Prompts` directory and subdirectories.

You can specify the default language in which system prompts are played to all subscribers and callers. See the [“Phone Language Settings” section on page 10-6](#).

You cannot change what the system prompts say by using the Cisco Unity Administrator, the Cisco Unity Assistant, or the phone conversation. Customizing system prompts is not supported. Do not delete system prompts, as this can cause system errors. All system prompts are automatically deleted and replaced when you upgrade Cisco Unity (including maintenance upgrades).

Changing How Cisco Unity Saves New Messages That Subscribers Skip During Message Playback (Optional Conversation 1)

You can customize Optional Conversation 1 to change how Cisco Unity handles new messages that subscribers skip during message playback. By default, when subscribers press # to skip a new message during message playback, Cisco Unity saves the message as new. This means that when subscribers call Cisco Unity to check messages, the skipped message remains in the list of new messages that Cisco Unity plays. In addition, message waiting indicators (MWI) on subscriber phones remain lit as long as there are new messages.

By using the Advanced Settings Tool to change the registry, you can customize Optional Conversation 1 so that Cisco Unity saves new messages that subscribers skip by pressing # during message playback as saved messages rather than as new messages. Subscribers in your organization may prefer this so that when they call Cisco Unity to check for new messages, they hear only newly arrived messages, and not the messages that they skipped earlier. Likewise, subscribers can then rely on their MWIs to determine when a new message arrives.

How Cisco Unity saves new messages that subscribers skip depends on the registry value you set:

0	Cisco Unity saves skipped messages as new messages.
1	Cisco Unity saves skipped messages as saved messages.

The registry change is applied system-wide to all subscribers who are associated with the Cisco Unity server and who use Optional Conversation 1. You cannot make the change for an individual subscriber or a specific group of subscribers who use Optional Conversation 1. The change does not affect subscribers who use the standard conversation.



Note

If Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated

Do the following procedure if you would like Cisco Unity to save new messages as saved messages when subscribers skip them by pressing # during message playback. Note that the procedure does not change how Cisco Unity saves messages when subscribers press 9 or # after message playback.

To Change How Cisco Unity Handles Messages That Subscribers Skip By Pressing # During Message Playback

- 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 Cisco Unity Settings pane, click **Optional Conversation 1: Customize Skipped Message State**.
- Step 4** In the New Value list, click the applicable value, and click **Set**.
- Step 5** When prompted, click **OK**.
- Step 6** Click **Exit**.

You do not need to restart the Cisco Unity software for the registry change to take effect.

Changing How Subscribers Confirm Message Addressing

The Cisco Unity subscriber conversation can be customized to alter how Cisco Unity prompts a subscriber to confirm message addressing. By default, when a subscriber addresses a message, Cisco Unity plays the recorded name and extension of the intended recipient (or, when there is no recorded name, Cisco Unity plays the extension instead) and asks the subscriber to confirm that the recipient is correct.

By using the Advanced Settings Tool to change the registry, you can customize how Cisco Unity prompts subscribers to confirm message addressing. Table 15-1 shows the confirmation prompts that subscribers hear during message addressing, depending on the registry value you set.


Note

The Advanced Settings Tool also allows you to customize other aspects of the subscriber conversation. The Cisco Unity prompts listed in Table 15-1 assume that all other registry settings related to the subscriber conversation are set to their default values. Changes to some registry settings—such as the Directory List Selection Style setting—affect what the subscriber hears when you customize message addressing.

Table 15-1 Confirmation Prompts During Message Addressing

Registry Value	When There Is an Exact Match	When There Is More Than One Matching Name
0	“For <recipient name> at <extension>, press #. To cancel, press *.”	“There are <x> matching names; choose by number. For Alex Campbell at extension 2015, press 1. For Li Campbell at extension 2003, press 2. For Terry Campbell at extension 2078, press 3...”
1	“For <recipient name>, press #. To cancel, press *.”	“There are <x> matching names; choose by number. For Alex Campbell, press 1. For Li Campbell, press 2. For Terry Campbell, press 3...”
2	“Added.”	“There are <x> matching names; choose by number. For Alex Campbell at extension 2015, press 1. For Li Campbell at extension 2003, press 2. For Terry Campbell at extension 2078, press 3...”

The registry change is applied system-wide to all subscribers associated with the Cisco Unity server. You cannot change how Cisco Unity prompts an individual subscriber or a specific group of subscribers to confirm message addressing.


Note

If the Cisco Unity system is configured for failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated.

Do the following procedure to change how subscribers confirm message addressing.

To Change How Subscribers Confirm Message Addressing

- 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—Subscriber Addressing Confirm Match Mode**.

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

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

Step 6 Click **Exit**.

You do not need to restart the Cisco Unity software for the registry change to take effect.

Changing How Subscribers Skip Messages During Message Playback (Standard Conversation)

You can customize the standard conversation to change how subscribers skip messages. By default, subscribers can press the # key to fast-forward to the end of a message, and press ## to skip to the next message as they play messages. You may want to consider changing the Cisco Unity conversation so that subscribers can press a single # key to skip a message during message playback.

By using the Advanced Settings tool to change the registry, you can specify what action Cisco Unity takes when subscribers press the # key while playing new and saved messages. The applicable registry values are:

0	When subscribers press the # key during message playback, Cisco Unity fast-forwards to the end of the message and then plays the After Message menu. Subscribers press ## to skip to the next message during message playback. (Default)
1	When subscribers press the # key during message playback, Cisco Unity skips to the next message. Cisco Unity skips two messages when subscribers press ## during message playback. Subscribers no longer have a way to fast-forward to the end of the message.

The registry change is applied system-wide to all subscribers who are associated with the Cisco Unity server and who use the standard conversation. You cannot use the Advanced Settings tool to make the change for an individual subscriber or a specific group of subscribers who use the standard conversation.

Before you set # to skip to the next message for all subscribers, carefully consider that subscribers will no longer have a way to fast-forward to the end of the message once you do. Changing whether subscribers press # or ## to skip a message during message playback also affects the shortcuts that subscribers can use while listening to a message. The changes to all keys are summarized in [Table 15-2](#).

For this reason, we recommend that you use the Custom Keypad Map utility to adjust how # behaves during message playback so that you can map a key to allow subscribers to fast-forward to the end of the message at the same time. (You assign subscribers to a Custom Keypad Mapping conversation on the Subscribers > Subscriber > Conversation page in the Cisco Unity Administrator.) For additional information on using the utility, see the [“Using the Custom Keypad Mapping Utility to Customize the Conversation”](#) section on page 14-14.

Table 15-2 *Shortcut Keys Affected by Changing How # Behaves During Message Playback*

Task	Key(s) Subscribers Press When Registry Value Is 0 ¹	Key(s) Subscribers Press When Registry Value Is 1
Skip message and save as is	##	#

Table 15-2 *Shortcut Keys Affected by Changing How # Behaves During Message Playback*

Task	Key(s) Subscribers Press When Registry Value Is 0¹	Key(s) Subscribers Press When Registry Value Is 1
Fast-forward to end of message (Cisco Unity plays After Message menu)	#	<no keys mapped>
Fast-forward to end of message and restore as saved	#2	<no keys mapped>
Fast-forward to end of message and reply	#4	<no keys mapped>
Fast-forward to end of message and reply to all	#42	<no keys mapped>
Fast-forward to end of message and forward message	#5	<no keys mapped>
Fast-forward to end of message and save as new	#6	<no keys mapped>
Fast-forward to end of message and deliver e-mail/fax to fax	#8	<no keys mapped>
Fast-forward to end of message and play message properties	#9	<no keys mapped>

1. Note that the *Cisco Unity at a Glance*, *Cisco Unity Phone Menus and Shortcuts*, and the *Cisco Unity User Guide* reflect the key mapping that subscribers use when the registry value is set to 0.

Finally, if subscribers in your organization are already accustomed to pressing ## to skip to the next message, review the “[Support Desk Orientation](#)” section on page 29-7 before you make the change. It is important that you understand the potential problems that may arise when subscribers do not readily adapt to the new key mappings.

**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

Do the following procedure if you would like to change the action that Cisco Unity takes when subscribers press the # key during message playback.

To Change How Subscribers Skip Messages During Message Playback

- 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—Set # to Skip to Next Message (Standard Conversation Only)**.
- Step 4** In the New Value list, click the applicable value, and click **Set**.
- Step 5** When prompted, click **OK**.
- Step 6** Click **Exit**.

Step 7 Restart the Cisco Unity software for the registry change to take effect.

Changing What Subscribers Hear When They Manage Deleted Messages

By default, when subscribers delete a new or saved message, Cisco Unity does not ask them to confirm the deletion. You may want to enable Cisco Unity to request confirmation from subscribers before proceeding with the deletion, especially if subscribers frequently delete messages by mistake.

Configuring Call Waiting Hold Time

With call holding, when the phone is busy, Cisco Unity can ask callers to hold. Cisco Unity manages each caller in the queue, according to the settings you configure. You can configure call waiting hold time, as described below. You can also customize the music that callers hear while on hold, as described in the [“Working With Cisco Unity Music on Hold”](#) section on page 11-7.

The call holding wait time for the first caller in the queue can be configured by making changes in the following registry keys:

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\CallTransfer\1.0\WaitTimeSec

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\CallTransfer\1.0\Attempts

The default value for each key is 5. To obtain the call holding queue wait time for the first caller in the queue, Cisco Unity multiplies the values of the keys. For example, the default value of 25 seconds is a WaitTimeSec of 5 seconds x 5 Attempts. If both keys were set to a value of 10, the call holding queue wait time would be 100 seconds (a WaitTimeSec of 10 x 10 Attempts), and so on.

The WaitTimeSec setting controls how long Cisco Unity waits between attempts to connect the caller. We recommend a value between 5 and 15. A value outside of this range could prevent Cisco Unity from functioning as designed.

The Attempts setting controls how many times Cisco Unity tries the subscriber extension before asking whether the caller wants to continue to hold. We recommend a value between 2 and 10. Increasing this setting will decrease the frequency at which Cisco Unity asks whether the caller wants to continue to hold.

If these registry keys are not present on your system, you can add them as DWORD values. You do not need to restart Cisco Unity for the changes to take effect.

Do the following procedure to add or change call holding wait time registry keys.

To Add or Change Call Holding Wait Time Registry Keys

Step 1 On the Cisco Unity server, on the Windows Start Menu, click **Run**.

Step 2 Start **Regedit**.

**Caution**

Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (See the “Restoring” topics in Registry Editor Help.) Note that when Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

- Step 3** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.
- Step 4** Expand the registry key
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\CallTransfer\1.0
If the registry key does not exist, continue with [Step 5](#); otherwise, skip to [Step 12](#).
- Step 5** On the Edit menu, click **New Key**.
- Step 6** Name the new key **CallTransfer**.
- Step 7** Click the new **CallTransfer** key, then on the Edit menu, click **New Key**.
- Step 8** Name the new key **1.0**.
- Step 9** Click the new **1.0** key, then on the Edit menu, click **New DWORD Value**.
- Step 10** Double-click the new **DWORD**.
- Step 11** In the Edit DWORD Value window, name the new DWORD **WaitTimeSec**, and then click **Decimal**.
- Step 12** Set the WaitTimeSec Value Data to a number between 5 and 15.
- Step 13** Click **OK**.
- Step 14** Expand the registry key
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\CallTransfer\1.0
If the Attempts setting for the registry key does not exist, continue with [Step 15](#); otherwise, skip to [Step 18](#).
- Step 15** Click the **1.0** key, then on the Edit menu, click **New DWORD Value**.
- Step 16** Double-click the new **DWORD**.
- Step 17** In the Edit DWORD Value window, name the new DWORD **Attempts**, and then click **Decimal**.
- Step 18** Set the Attempts Value Data to a number between 2 and 10.
- Step 19** Click **OK**.
- Step 20** Close the Registry Editor.
- Step 21** If the Cisco Unity system is configured for failover, repeat this procedure to apply the registry setting on the secondary server.

Enabling a Warning Tone for End of Recording

**Note**

This feature does not apply to phone system integrations that use voice cards.

Cisco Unity can be set to sound a warning tone before reaching the maximum allowable message length while callers record their messages. By default, the warning tone is disabled. There are two settings that can be customized:

- The number of milliseconds before reaching the maximum message length when the warning tone will sound. Any setting greater than 0 enables the warning tone.
- The maximum recording length in milliseconds for which no warning tone will sound. This setting prevents the warning tone from sounding for shorter recordings such as voice names.

For example, if the maximum message length is set for 300 seconds and the first setting is set for 10 seconds, the warning tone will sound after 290 seconds of recording—10 seconds before the recording limit is reached and the recording session is terminated.

You can also customize the warning tone by recording a WAV file with another tone or a brief message. See the [“Customizing the Warning Tone for End of Recording”](#) section on page 15-8.

**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

To enable the warning tone, do the following procedure.

To Enable the Warning Tone for the End of Recording

- 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—Record Termination Warning: Record Termination Warning Time**. Information about this setting appears in the Description box.
 - Step 4** In the New Value field, enter a number of milliseconds to indicate when the warning tone will sound. The tone sounds this number of milliseconds prior to the end of the allowed recording time. We recommend entering **10000**.
 - Step 5** Click **Set**.
 - Step 6** In the Unity Settings pane, click **Conversation—Record Termination Warning: Minimum Recording Length for Termination Warning**.
 - Step 7** In the New Value field, enter the maximum recording length in milliseconds for which no warning tone will sound. We recommend entering **30000**.
 - Step 8** Click **Set**.
 - Step 9** Click **Exit**.
 - Step 10** For the settings to take effect, exit and restart the Cisco Unity software.
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Customizing the Warning Tone for End of Recording

When enabled, a recording beep sounds as the warning tone. You can customize the warning tone by recording another tone or a brief message as a WAV file and specifying the location of the WAV file.

**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

To Specify the Location of a Customized Warning Tone

- 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—Record Termination Warning: Warning WAV File Location**.
- Step 4** In the New Value field, enter the full path of the WAV file that you want to use as the warning tone.
- Step 5** Click **Set**.
- Step 6** Click **Exit**.
- Step 7** For the settings to take effect, exit and restart the Cisco Unity software.

Configuring Cisco Unity Behavior for Replying to All Recipients of a Message

When a message is sent to multiple subscribers and/or distribution lists, the recipients have the option to reply to all recipients. The following default behavior should be noted:

- If the original message was sent to just one subscriber and he or she attempts to reply-all, Cisco Unity warns that the message has only one recipient and then plays the after-message menu again. Subscribers will hear “Reply-to-all is not available because the message has only one recipient.”
- If the number of recipients on the original message is more than 50, Cisco Unity does not allow recipients to reply-all. Subscribers will hear “this message has too many recipients.”
- If the original message includes at least one public distribution list, and the subscriber who is attempting to reply-all belongs to a COS that does not allow sending messages to public distribution lists, the subscriber will hear “This message has at least one distribution list as a recipient. You are not allowed to send messages to distribution lists.”
- If a subscriber attempts to reply-all to a message that was from a remote subscriber or included some remote recipients, they will hear the prompt “Some recipients of the original message may not receive this reply.”

By default, when a subscriber replies to all recipients of a message, Cisco Unity does not indicate to the subscriber how large the recipient list is. You can configure Cisco Unity to warn subscribers when the recipient list is greater than a certain number. See the following [“To Configure Cisco Unity to Warn Subscribers When the Recipient List is Large”](#) procedure. When the original message includes at least one public distribution list or if the number of recipients is equal to or greater than the number you specify, subscribers will hear “This reply-to-all contains many recipients. To continue recording, press 1. To review the original recipient list, 2. To cancel, press *.”

To Configure Cisco Unity to Warn Subscribers When the Recipient List is Large

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- 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—Reply-to-All Warning**.
 - Step 4** In the New Value field, enter a number between 1 and 50. (If the number is set to zero, Cisco Unity will not warn subscribers.)
 - Step 5** Click **Set**.
 - Step 6** Click **Exit**.
-

Offering 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 Unified Communications Manager (CM) (formerly known as Cisco Unified 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, see the Cisco Unity Tools website at http://www.ciscounitytools.com/App_LiveRecord_405.htm.

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.**

Setting Up System Transfers

In your organization, you may find that callers want to be able to dial numbers that are not typically listed in directory assistance. For example, subscribers and outside callers may find it convenient to be able to call Cisco Unity and transfer from the Opening Greeting or another call handler to a lobby extension, conference room extension, or an extension assigned to someone in the organization who is not a Cisco Unity subscriber, such as an employee who is visiting from another site and is using a guest office. In addition, some subscribers may want to be able to call Cisco Unity and then transfer to phone numbers outside of the organization—such as frequently called customers or vendors—so that they do not have to hang up after checking messages to place another call, or so that they will not incur long-distance charges while on business travel.

You can route callers to one of two “system transfer” conversations, both of which offer callers the ability to transfer to numbers that are not associated with Cisco Unity subscribers:

Caller System Transfer	<p>This conversation prompts callers to enter the number that they want to transfer to.</p> <p>To protect Cisco Unity from toll fraud and unauthorized use, Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</p>
Subscriber System Transfer	<p>This conversation prompts callers to log on to Cisco Unity. After callers enter their Cisco Unity IDs and passwords, Cisco Unity prompts them to enter the number that they want to transfer to.</p> <p>To protect Cisco Unity from toll fraud and unauthorized use, Cisco Unity performs the transfer only when permitted by the transfer restriction table that is associated with the class of service for the subscriber who logged on.</p>

You can route callers to either system transfer conversation in several ways, including:

- By offering a system transfer as a “one-key dialing” option. You can specify either system transfer (on the Caller Input page for any call handler or subscriber greeting) as the action that Cisco Unity performs when a caller presses a particular key during the greeting.
For example, to allow all callers to transfer to a lobby phone, guest office, or a conference room from the Opening Greeting, you could specify that Cisco Unity will offer Caller System Transfers when callers press 3. To offer system transfers to a particular subscriber, you could specify that Cisco Unity will offer Subscriber System Transfers when the subscriber presses a particular key during the Opening Greeting or even during his or her own greeting.
- By creating a new phone number and a corresponding routing rule to send callers to either system transfer conversation. In this way, when callers dial the number, Cisco Unity sends calls to the system transfer conversation you specify.
- By creating a Custom Keypad Mapping conversation that maps a key to Subscriber System Transfers and offers it to subscribers in the main menu.



Note

Regardless of how you offer callers either type of system transfer, Cisco Unity releases calls to the phone system, which handles the transfer to the specified number.

Follow the applicable task list in this section to set up Caller and Subscriber System Transfers. For both types of transfers, Cisco Unity prompts subscribers and callers to confirm the number that they enter before performing the transfer. To disable the confirmation prompt, use the Advanced Settings tool to change the Conversation—Confirm Number Before System Transfer Conversation setting. See Advanced Settings Help for details. (The Advanced Settings tool is available in Tools Depot.)

Task List: Offering Caller System Transfers

1. Modify the CS_Default_System_Transfer restriction table so that callers can dial numbers that you want to allow. See the [“Managing Restriction Tables”](#) chapter for details on how restriction tables work and how to modify them.
2. Set up a one-key dialing option or a new phone number that callers can use for system transfers:
 - **Setting Up a One-Key Dialing Option**—Use caller input settings for a call handler to send callers to the Caller System Transfer conversation when they press the key that you specify during a call handler greeting. Then, enable caller input for the applicable greeting and re-record the greeting to mention the key that callers can press in the call handler greeting. (For example, “...to reach a conference room, press 3.”) See the [“Routing Callers by Using One-Key Dialing”](#) section on page 3-2.
 - **Setting Up a “System Transfers” Phone Number**—Refer to the documentation for the phone system to set up a new phone number. Then, on the Call Management > Call Routing > Direct Calls page in the Cisco Unity Administrator, create a routing rule that sends any call that arrives for the new number to the Caller System Transfer conversation. Distribute the new number to callers who will find Caller System Transfers convenient. See the [“Creating and Modifying Call Routing Rules”](#) section on page 3-5 for details on creating routing rules for direct calls.

Task List: Offering Subscriber System Transfers

1. For the subscribers who will use Subscriber System Transfers, modify the transfer restriction table that is associated with the subscriber class of service so that the subscribers can dial numbers that are not associated with Cisco Unity entities. See the [“Managing Restriction Tables”](#) chapter for details on how transfer restriction tables work and how to modify them to allow the numbers you want.



Tip

If you are not offering system transfers to all subscribers in a single class of service, reassign those who will use it to a new class of service that has a transfer restriction table that will allow them to dial the applicable numbers.

2. Set up a one-key dialing option, a Custom Keypad Mapping conversation, System Transfers, or a new phone number that callers can use for system transfers:
 - **Setting Up a One-Key Dialing Option**—Use caller input settings for a call handler or a subscriber greeting to send callers to the Subscriber System Transfer conversation when they press the key that you specify during the greeting. Then, enable caller input for the applicable greeting. Tell subscribers which key to press to access the Subscriber System Transfer conversation when they listen to the greeting, or if you are not concerned about other callers hearing the option and not being able to use it, re-record the greeting to mention the key. (For example, “...to reach a conference room, press 3.”) See the [“Routing Callers by Using One-Key Dialing”](#) section on page 3-2.

- **Setting Up a Custom Keypad Mapping Conversation**—Refer to the documentation for using the Custom Key Map Utility. Add Subscriber System Transfer to the options offered to subscribers at the main menu. Then, configure subscribers to use the Custom Keypad Mapping conversation. See the [“Using the Custom Keypad Mapping Utility to Customize the Conversation”](#) section on page 14-14.
- **Setting Up a “System Transfers” Phone Number**—Refer to the documentation for the phone system to set up a new phone number. Then, on the Call Management > Call Routing > Direct Calls page in the Cisco Unity Administrator, create a routing rule that sends any calls to the new number to the Subscriber System Transfer conversation. Distribute the new number only to the subscribers who will use Subscriber System Transfers. See the [“Creating and Modifying Call Routing Rules”](#) section on page 3-5 for details on creating routing rules for direct calls.

Simulating Abbreviated Extensions

You can simulate abbreviated extensions by using prepended and postpended digits for call handlers and subscriber mailboxes. When such digits are defined, they will be prepended and postpended to any extension that a caller dials while listening to the greeting for the call handler or subscriber mailbox.

Cisco Unity first attempts to route the call to the prepended/postpended extension. If the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to the dialed extension. For example, a call handler named Sales is configured with the prepended digits 123 and the postpended digits 456. When a caller dials 1000 while listening to the greeting for the Sales call handler, Cisco Unity attempts to route the call to extension 1231000456; if the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to extension 1000.

You can set up multiple call handlers for which callers are able to enter the same digits (for example 1000) to reach a support person, but the calls can be routed to a support person appropriate to the particular call handler (for example, a Technical Support call handler or a Sales call handler) because of the presence of the prepended and postpended digits.

To enable and configure abbreviated extensions, do the following two procedures:

- [To Enable Simulated Abbreviated Extensions, page 15-13](#)
- [To Configure Prepended and Postpended Digits for Subscribers or Call Handlers, page 15-14](#)

To Enable Simulated Abbreviated Extensions

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- 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 **Administration—Expose Prepend and Postpend Digits for Call Handlers and Subscribers**.
 - Step 4** In the New Value list, click **1**, and click **Set**.
 - Step 5** When prompted, click **OK**.
 - Step 6** Click **Exit**.

You do not need to restart Cisco Unity for the change to take effect.

To Configure Prepend and Postpend Digits for Subscribers or Call Handlers

- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that 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 **Caller Input** page.
 - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber account. Then browse to the **Caller Input** page.
 - To modify a call handler, go to any **Call Management > Call Handlers** page and find the applicable call handler. Then browse to the **Caller Input** page.
- Step 2** Enter values in the **Prepend Digits** and the **Postpend Digits** fields as applicable.
- Step 3** Click the **Save** icon.
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