CHAPTER 17

Managing Conversation Settings That Are Controlled by Subscriber or Subscriber Template Settings

See the following sections in this chapter:

Adjusting Response Timeouts for Phone Menus

For each subscriber, you can specify the following timeout settings for responding to phone menus:

- How long Cisco Unity waits for the subscriber to press a key after playing a menu.

- How long Cisco Unity waits for additional key presses after the subscriber has pressed a key to enter subscriber names or extensions, to address a message, to update passwords, to change call transfer or message notification numbers, and so on.
- How long Cisco Unity waits for additional key presses after the subscriber has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu. (For example, in the After Message menu for the standard conversation, subscribers can press 4 to reply to a message, 42 to reply to all, or 44 to call the subscriber.) This also applies when using ## to switch addressing modes.
- How many times Cisco Unity repeats a menu if the subscriber has not responded.

To adjust the response timeout setting, do one of the following two procedures:

- To Adjust the Timeout Settings for Menu Responses for Individual Subscribers, page 17-2
- To Change the Timeout Settings for Outside Callers and All Subscribers, page 17-3

You can also change these settings for a group of subscribers by using the Bulk Edit utility, and subscribers can adjust this setting themselves on the Advanced Settings page in the Cisco Unity Assistant.

To Adjust the Timeout Settings for Menu Responses for Individual Subscribers

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 **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 Modify the following fields, as applicable:

- **After Playing a Menu, Wait <x> Milliseconds for Subscriber to Press the First Key**.
- **Wait <x> Milliseconds for Additional Key Presses When Entering Names and Numbers.**
- **Wait <x> Milliseconds for Additional Key Presses When Entering Phone Menu Commands.** We recommend that you keep the response timeout value for menu commands between 750 and 2,000 milliseconds. Longer timeouts can result in frustrating delays for subscribers, while shorter timeouts may not leave subscribers with enough time to press all intended digits.
- **If Subscriber Does Not Respond to a Menu, Repeat Menu <x> Times.** Use caution when significantly increasing the number of times that Cisco Unity repeats a menu for subscribers. In the event that a subscriber puts a call to Cisco Unity on hold and forgets to return to it, or if the call is not disconnected as expected when the subscriber hangs up, Cisco Unity can tie up a voice port for long periods of time by repeating a phone menu.

Note When you leave these fields blank, the settings specified on the System > Configuration > Settings page dictate how long Cisco Unity waits for subscribers and how many times Cisco Unity repeats a menu.

Step 3 Click the **Save** icon.

To Change the Timeout Settings for Outside Callers and All Subscribers

Step 1 In the Cisco Unity Administrator, go to the **System > Configuration > Settings** page

Step 2 Modify the following fields, as applicable:

- **After Playing a Menu, Wait <x> Milliseconds for Subscriber to Press the First Key**.
- **Wait <x> Milliseconds for Additional Key Presses When Entering Names and Numbers.**
- **Wait <x> Milliseconds for Additional Key Presses When Entering Phone Menu Commands.** We recommend that you keep the response timeout value for menu commands between 750 and 2,000 milliseconds. Longer timeouts can result in frustrating delays for subscribers, while shorter timeouts may not leave subscribers with enough time to press all intended digits.
- **If Subscriber Does Not Respond to a Menu, Repeat Menu <x> Times.** Use caution when significantly increasing the number of times that Cisco Unity repeats a menu for subscribers. In the event that a subscriber puts a call to Cisco Unity on hold and forgets to return to it, or if the call is not disconnected as expected when the subscriber hangs up, Cisco Unity can tie up a voice port for long periods of time by repeating a phone menu.

Note Subscribers who have already had their timeout values adjusted on their individual Subscribers > Subscribers > Conversation page are not affected by changes made on the System > Configuration > Settings page.

Step 3 Click the **Save** icon.

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

By default, subscribers are prompted for a 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 a password when they call Cisco Unity to 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 passwords 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 "To Allow Subscribers to Access Cisco Unity by Phone Without Entering a Password" procedure to allow an individual subscriber to access messages by phone without entering a password when they call from their primary extension or an alternate device. Subscribers who do not have to enter a password to log on to Cisco Unity are still prompted to renew their phone passwords when they expire.

To allow a group of subscribers to access Cisco Unity by phone without entering a password, use the Bulk Edit tool available in Tools Depot.

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.

Asking Subscribers to Confirm Deletions of New and Saved Messages

By default, when subscribers delete new and saved messages by phone, Cisco Unity does not ask them to confirm the deletion. Some subscribers may prefer that Cisco Unity ask them to confirm the choice before deleting the messages. Confirming the deletion of messages is particularly useful to those subscribers who do not have access to deleted messages.

To specify that Cisco Unity will ask subscribers to confirm their deletions, do the following "To Specify That Cisco Unity Will Ask Subscribers to Confirm Deletions of New and Saved Messages" procedure for an individual subscriber or on a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.)

To Specify That Cisco Unity Will Ask Subscribers to Confirm Deletions of New and Saved Messages

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 **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 **Confirm Deletions of New and Saved Messages** check box.

Step 3 Click the **Save** icon.

Changing the Order for Addressing and Recording

The Cisco Unity subscriber conversation can be customized to change the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers or distribution lists. By default, when a subscriber sends or forwards a message, Cisco Unity first prompts the subscriber to address the message and then prompts the subscriber to record the message or to record an introduction for a forwarded message.

Note that you cannot change the order in which Cisco Unity prompts subscribers to address and record when they reply to messages; Cisco Unity always prompts subscribers to record a reply before allowing them to add additional recipients.

You can also change this setting by using the Bulk Edit utility, and subscribers can enable and adjust the settings themselves on the Phone Menu Preferences page in the Cisco Unity Assistant.

To Change the Order for Addressing and Recording

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 **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 or uncheck the **Address Message, Then Record It** check box, depending on the desired behavior.

Step 3 Click the **Save** icon.

Enabling Callers to Transfer From Subscriber Greetings to an Alternate Contact Number

As a convenience to callers, you can set up Cisco Unity so that callers can transfer to an alternate contact number by pressing a key during the greetings for a particular subscriber or a group of subscribers. An alternate contact number can be the extension for an operator or another subscriber (such as a supervisor or coworker), or any other number where the subscriber or another person can be reached.

You can use the Cisco Unity Administrator or the Bulk Edit utility to specify the key that callers press to transfer and the number that they transfer to. You can specify the same key and alternate contact number for multiple subscribers, or you can specify a different key and/or alternate contact number for each subscriber. Subscribers can specify the alternate contact number by using the Cisco Unity conversation or the Cisco Unity Assistant. (Note that the option to specify an alternate contact number appears in the Cisco Unity Assistant regardless of whether you have specified a key that callers can press to transfer from the subscriber greeting.) The alternate contact number is limited to the numbers allowed by the restriction table for transfers that is associated with the subscriber who specifies it.

When you enable the feature, you may want to specify the key(s) that can be used to make the transfer and leave the alternate contact number unspecified, so that subscribers can specify the number themselves. Until an alternate contact number is specified, Cisco Unity ignores the key set to transfer the call if callers happen to press it during a subscriber greeting. Because neither the Cisco Unity conversation nor the Cisco Unity Assistant indicate the key that you specified to allow callers to make the transfer, let subscribers know the key so that they can include the information in their greetings. When transferring a caller to an alternate contact number, by default Cisco Unity releases the call to the phone system. Alternatively, you can configure Cisco Unity to use the subscriber's active transfer rule settings, including call holding and call screening options.

Do the following "To Enable Callers to Transfer From Subscriber Greetings to an Alternate Contact Number" procedure to enable callers to transfer to an alternate contact number from a subscriber greeting. You can set up the feature to work for the greetings for an individual subscriber or for those subscribers who are associated with a subscriber template. Alternatively, you can use Bulk Edit to set up the feature for the greetings of multiple subscribers at once.

To Enable Callers to Transfer From Subscriber Greetings to an Alternate Contact Number

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. Then browse to the **Caller Input** page.

Step 2 Select a key from the Caller Input Map or from the keypad.

Step 3 In the action section, click **Send Caller To** and then click **Alternate Contact Number**.

Step 4 In the Number to Dial field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:

- **,** (comma) to insert a one-second pause.
- **#** and ***** to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with an access code, if needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

Step 5 Indicate whether to lock the key to that action.

Step 6 Click the **Save** icon.

By default, Cisco Unity uses a release transfer when transferring callers to an alternate contact number. Alternatively, you can configure Cisco Unity to use the subscriber active transfer rule settings, including call holding and call screening options. Cisco Unity will still use the number for the transfer that is specified on Alternate Contact Number, but the transfer settings (release, supervised, call holding, and so on) come from the active transfer rule.

To Configure Cisco Unity to Use the Active Transfer Rule for Transfers to Alternate Contact Numbers

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—ACN Follows Current Transfer Rule.**

Step 4 In the New Value field, select **1**. (If the value is set to zero, Cisco Unity will always use a release transfer.)

Step 5 Click **Set**.

Step 6 Click **Exit**.

Handling Messages That Are Interrupted by Disconnected Calls

You can customize how Cisco Unity handles disconnected calls. Calls can be intentionally or unintentionally disconnected—for example, when a subscriber hangs up or when a cell phone loses its charge or signal.

- If the disconnect occurs while subscribers are in the process of sending, replying to, or forwarding messages, you can specify whether a message is sent or discarded. For more details, see the "Specifying Whether Messages Are Sent Upon Hang-Up" section on page 17-7.
- If the disconnect occurs while subscribers are in the process of listening to new messages, you can specify whether a message stays new or is marked as saved. For more details, see the "Specifying That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected" section on page 17-8.
- If the disconnect occurs while subscribers are either listening to or sending messages, you can enable Dropped Call Recovery, which allows subscribers to call back into Cisco Unity within a specified period of time and resume the activity without losing their place. For more details, see the "Dropped Call Recovery" section on page 17-8.

Specifying Whether Messages Are Sent Upon Hang-Up

You can change how Cisco Unity handles messages that are interrupted by disconnected calls while subscribers are in the process of sending, replying to, or forwarding messages. By default, Cisco Unity sends a message when the call is disconnected in the following circumstances:

When a subscriber is replying to or sending a message	As long as the message has at least one recipient and the recording is more than one second (1,000 ms) in length. This means that Cisco Unity sends the message even though the subscriber may not have finished recording or addressing the message.
When a subscriber is forwarding a message	As long as the message has at least one recipient. This means that Cisco Unity sends the message even though the subscriber may not have recorded an introduction or completely addressed the message.

By adjusting the default value of the setting, you can alter Cisco Unity behavior so that Cisco Unity will not send messages unless subscribers have pressed # to confirm that they are ready to send the message. Thus, if the call is disconnected before a subscriber has a chance to confirm, Cisco Unity deletes the message rather than sending it.

Note that if the subscriber has dropped call recovery enabled for calls dropped while addressing or recording messages, messages that are sent upon hang-up will not be sent until the time period for dropped call recovery has expired.

You can also change this setting by using the Bulk Edit utility, and subscribers can adjust the message addressing order themselves on the Phone Menu Preferences page in the Cisco Unity Assistant.

Note This setting does not apply to messages left by outside callers.

To Specify Whether Messages Are Sent Upon Hang-Up

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 **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 or uncheck the **Send Message When Subscriber Hangs Up or Call Is Disconnected** check box, depending on the desired behavior.

Step 3 Click the **Save** icon.

Specifying That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected

By default, when subscribers listen to a message by phone, Cisco Unity retains the message as-is—either as a new or saved message—unless subscribers indicate otherwise before hanging up or being disconnected. However, some subscribers may prefer that Cisco Unity marks all messages saved as soon as they access the message.

Note that if the subscriber has dropped call recovery enabled for calls dropped during message playback and messages are configured to be marked as saved upon hang-up or disconnection, messages will remain "new" until the recovery timeout period for dropped call recovery has expired.

To specify that messages are marked saved when subscribers hang up or are disconnected, do the following "To Specify That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected" procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.)

After you enable the feature, make sure to alert subscribers of the change.

To Specify That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected

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 **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 **Mark a Message as Saved Upon Hang-Up or Disconnection** check box.

Step 3 Click the **Save** icon.

Dropped Call Recovery

If subscribers inadvertently disconnect while listening to or sending messages, Dropped Call Recovery allows them to call back into Cisco Unity within a specified period of time and resume the activity without losing their place. By default, Dropped Call Recovery is not enabled.

When Dropped Call Recovery is enabled for a subscriber during message playback, the setting applies when the call terminates while the subscriber is listening to new or saved messages. It does not apply when the subscriber is listening to deleted messages or receipts, or when the subscriber is listening to messages by using the dynamic Message Locator option. By default, the recovery time period for calls dropped during message playback is five minutes. If the subscriber calls back during the specified period of time, he or she will be able to continue listening to the message. Note that if the Mark a Message as

Saved Upon Hang-Up or Disconnection option is also enabled for a subscriber, and the subscriber is disconnected while listening to a new message, the message will remain marked as new until the recovery time period has expired.

When Dropped Call Recovery is enabled for calls that are dropped while the subscriber is addressing or recording messages, the setting applies when the call terminates while the subscriber is sending a new message, replying to a message, or forwarding a message. If the message has at least one addressee or a recording and there is a disconnect, it will be held for the specified period of time before sending. By default, the recovery time period for calls dropped while addressing or recording messages is three minutes. If the subscriber calls back into the mailbox during that time, he or she will be offered the option to review the message, cancel it, or send it as is. If the subscriber does not call back during that time and the message has at least one addressee and a recording, the message will be sent only if the subscriber has the Send Message When Subscriber Hangs Up or Call Is Disconnected option enabled. If the Send Message When Subscriber Hangs Up or Call Is Disconnected option is not enabled, the message will be discarded.

You can also enable Dropped Call Recovery by using the Bulk Edit utility, and subscribers can enable and adjust the Dropped Call Recovery settings themselves on the Advanced Settings page in the Cisco Unity Assistant.

To Enable Dropped Call Recovery

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 **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 To enable Dropped Call Recovery for calls that are dropped during message playback, check the **Enable DCR for Calls Dropped During Message Playback** check box, and if applicable, change the recovery period time.

Step 3 To enable Dropped Call Recovery for calls dropped while addressing or recording messages, check the **Enable DCR for Calls Dropped While Addressing or Recording Messages** check box, and if applicable, change the recovery period time.

Step 4 Click the **Save** icon.

Considerations for Using Dropped Call Recovery

The following behavioral notes should be considered when using the Dropped Call Recovery feature:

- If subscribers tend to “type ahead” by choosing menu options before they are prompted, they may skip past the Dropped Call Recovery options, which would be the same result as choosing the cancel option. When using this feature, subscribers can press the # key to go directly to the Dropped Call Recovery options. If there is no dropped call to recover, they will be taken to the main menu.
- When Dropped Call Recovery is enabled for calls that are dropped while addressing or recording messages, there could be a perception of delays when sending messages. If subscribers terminate message recordings by hanging up rather than explicitly sending messages by pressing the # key, their messages will not be sent until after the recovery timeout period has expired. For this reason, we recommend a recovery time period of three minutes.

- When Dropped Call Recovery is enabled for calls that are dropped while addressing or recording messages, the setting does not apply to messages left by using the Identified Subscriber Messaging (ISM) feature. (ISM is in effect when subscribers call other subscribers from their primary or alternate extensions and are forwarded to the greetings of the subscribers that they call.) Dropped Call Recovery only applies when subscribers log on to their voice mailboxes first and then address messages to other subscribers.
- When Dropped Call Recovery is enabled for calls that are dropped during message playback, and when messages are configured to be marked as saved upon hang-up or disconnection, messages will remain "new" until the recovery timeout period has expired. This may lead to the perception of a delay in turning off message waiting indicators.

Logging On to Cisco Unity From Subscriber Greetings

Caller input settings allow you to specify how subscribers log on to Cisco Unity when they are listening to a subscriber greeting. By using the caller input settings you can specify which key(s) subscribers can press to interrupt a subscriber greeting so that they can log on to Cisco Unity, and what subscribers hear after Cisco Unity prompts them to log on.

Note You specify caller input settings on the subscriber template and on individual subscriber pages in the Cisco Unity Administrator, or by using Bulk Edit or the Cisco Unity Bulk Import wizard. Caller input settings work for a particular greeting only when the Allow Caller Input check box is checked on the applicable Greetings page for the subscriber template or individual subscriber in the Cisco Unity Administrator.

By default, Cisco Unity is set up so that subscribers hear the Cisco Unity Sign-In conversation, which prompts them for their ID and password when they press * during any subscriber greeting—either their own or another subscriber greeting. As an alternative, you can accommodate subscribers who want an easier way to log on from their own greeting by offering the Easy Sign-In conversation, which prompts subscribers only for a password.

Table 17-1 summarizes the options available to you for specifying how subscribers log on to Cisco Unity from their own greeting or from another subscriber greeting.

Table 17-1 Summary of Caller Input Options Available for Specifying How Subscribers Log On to Cisco Unity from Subscriber Greetings

Cisco Unity Conversation	Description	Subscriber Use	Best Practice
Sign-In	Prompts subscribers to enter an ID and password when they press * during any subscriber greeting. Enabled by default.	To avoid leaving a message as "an unidentified caller," subscribers can log on to Cisco Unity from another subscriber greeting when they call the subscriber from a phone that is not associated with their account. (Cisco Unity subscribers cannot reply to messages from unidentified callers.)	Continue to offer the Sign-In conversation so that subscribers can make the most of identified subscriber messaging. If you are considering reassigning the key used to access the Sign-In conversation, consider that subscribers also access the Sign-In conversation by pressing * from the Opening Greeting.

Table 17-1 Summary of Caller Input Options Available for Specifying How Subscribers Log On to Cisco Unity from Subscriber Greetings (continued)

Cisco Unity Conversation	Description	Subscriber Use	Best Practice
Easy Sign-In	Prompts subscribers to enter a password when they press a key during any subscriber greeting. Disabled by default. (No key is mapped to the Easy Sign-In conversation.)	Subscribers can dial their extensions and log on quickly. In this situation, subscribers may prefer the Easy Sign-In to the Sign-In conversation for several reasons: • They find the extra step of entering their ID redundant as they had already entered it when they dialed their extension (assuming that Cisco Unity IDs are the same as subscriber extensions). • They find the extra step of entering their ID annoying because they migrated from another voice messaging system that did not prompt them to enter an ID when they logged on from their greeting. • They migrated from another voice messaging system and are used to pressing a different key to log on from their greeting. Offering subscribers a fast and familiar way to log on from their own greeting is a handy alternative when subscribers cannot remember the pilot number to access Cisco Unity by phone. (Note that when subscribers call another subscriber and attempt to log on, Cisco Unity requires the password associated with the extension of the subscriber who placed the call.)	Provide Easy Sign-In to subscribers who want a faster way to log on from their own greeting or to accommodate subscribers who are accustomed to another voice messaging system. Keys 1–9 are unmapped, and are therefore good choices for assigning to the Easy Sign-In conversation. Consider the following if you are thinking of using the *, 0, or # key instead: • Avoid reassigning the * key so that you can continue to offer the Sign-In conversation. • The # key is already set up to skip greetings. • The 0 key is already set up to send callers to the Operator call handler. • The Cisco Unity subscriber documentation reflects the behavior described above for the *, 0, and # keys.

Offering Subscribers Additional Caller Information Before Message Playback

The Cisco Unity subscriber conversation can be customized so that it provides subscribers with additional information about each caller who left a message, before it plays the message. By using the Bulk Edit utility (available in Tools Depot), you can provide individual subscribers or a specific group of subscribers with additional information on one or both of the types of callers who leave messages for them, as indicated in Table 17-2.

Table 17-2 Caller Information That Cisco Unity Can Offer Before Message Playback

For Messages Left By This Type of Caller	Message Type	Cisco Unity Plays This by Default	Cisco Unity Plays This When Additional Caller Information Is Offered
Identified subscriber (including call handlers)	Voice, fax, e-mail, receipts	The recorded name of the subscriber. If the subscriber (or call handler) does not have a recorded name, Cisco Unity plays the primary extension associated with the subscriber or call handler instead.	Both the recorded name (if available) and the primary extension before playing the message. When a subscriber (or call handler) does not have a recorded name nor an extension, Cisco Unity simply plays the message without announcing who it is from.
Unidentified caller	Voice	The message, without announcing who it is from or playing the phone number of the caller first.	The phone number (if available) of the caller before playing the message.

If you choose to provide Cisco Unity subscribers with additional caller information before message playback, consider the following requirements:

- Subscribers hear sender information before Cisco Unity plays each message only if their accounts are configured to play it. Either a Cisco Unity administrator or a subscriber can specify message playback preferences. (Cisco Unity administrators specify whether subscribers hear sender information before message playback on the Conversation pages in the Cisco Unity Administrator, while subscribers can specify their own message playback preferences in the Cisco Unity Assistant.)
- In addition, to allow Cisco Unity to provide the phone number (ANI or caller ID) information on unidentified callers, your phone system must support sending such information to Cisco Unity. (Refer to your phone system documentation for more information.) When Cisco Unity receives ANI information on a caller, it will make use of only the valid numbers, and ignores any other characters that the phone system sends.

See Bulk Edit Help for details on using it to modify existing subscriber accounts. You use one or both of the following fields on the Conversation tab in Bulk Edit to offer subscribers additional caller information before message playback:

Announce Sender's Extension for Messages from Subscribers	Specifies whether Cisco Unity provides subscribers with additional caller information on subscribers (and call handlers) who leave messages for them.
Announce ANI for Messages from Unidentified Callers	Specifies whether Cisco Unity provides subscribers with additional caller information on unidentified callers who leave messages for them.

Playing 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 make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.)

To Specify That Cisco Unity Plays New Messages Automatically

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 **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.fs

Pressing ## 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. To avoid the delay, subscribers can press ## rather than press 00. Alternatively, you can reduce the amount of time that Cisco Unity waits for key presses so that subscribers no longer experience the delay when pressing 00.

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 at the same time, it also reduces the time that Cisco Unity waits for additional key presses as subscribers address messages, update passwords, change call transfer or message notification numbers, and so on. For this reason, we recommend that you reduce the value specified for the The Wait <x> Milliseconds for Additional Key Presses When Entering Names and Numbers field only for individual subscribers who are likely to use 00, rather than for all subscribers who are associated with a Cisco Unity server.

The Wait <x> Milliseconds for Additional Key Presses When Entering Names and Numbers field is on the Conversation pages for individual subscribers in the Cisco Unity Administrator. By default, Cisco Unity waits 3,000 milliseconds for additional key presses when entering names and numbers.

Prompting Subscribers to Confirm Addressees by Name

By default, when subscribers send, forward, or reply to messages by phone, Cisco Unity does not ask them to confirm each addressee that they add—even when they address a message by entering subscriber extensions. For subscribers who prefer that Cisco Unity confirm each addressee by name (regardless of how they add the addressee), you can specify that Cisco Unity will announce "<subscriber name> added" after each addressee is added.

To specify that Cisco Unity will prompt subscribers to confirm addressees by name, do the following "To Specify That Cisco Unity Will Prompt Subscribers to Confirm Addressees by Name" procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.)

To Specify That Cisco Unity Will Prompt Subscribers to Confirm Addressees by Name

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 **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 **Confirm Addressee by Name** check box.

Step 3 Click the **Save** icon.

Prompting Subscribers to Continue Addressing

By default, when subscribers address messages by phone ("Press 2 to send" or when forwarding a message), Cisco Unity allows them to add a single recipient and then prompts them to indicate what they want to do next ("To add another recipient, press 1. For message options, press 3. To record, press #."). Subscribers who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. If this is an issue for subscribers in your organization, you can specify that Cisco Unity will instead allow subscribers to continue adding names after each recipient. In this way, you can streamline the addressing process when subscribers send and forward messages to multiple recipients, which may be a welcome change for those who routinely send messages to more than one recipient.

However, if you make the change, consider that when subscribers address messages to single recipients, they are now required to press an additional key to send a message in the following situations:

- When subscribers forward messages to single recipients rather than multiple recipients, they will be required to press one additional key.
- When subscribers send messages to single recipients and Cisco Unity is set up to prompt them to record messages before addressing them, they will be required to press one additional key.

To specify that Cisco Unity prompts subscribers to continue addressing, do the following "To Specify That Cisco Unity Prompts Subscribers to Continue Addressing" procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that the Cisco Unity conversation offer a way for subscribers to make the change themselves.

Continuous (or "streamlined") addressing is available for use with all conversations and send menu styles.

Note Specifying that Cisco Unity prompts subscribers to continue addressing does not affect the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers.

To Specify That Cisco Unity Prompts Subscribers to Continue Addressing

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 **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 **Continue Adding Names After Each Addressee** check box.

Step 3 Click the **Save** icon.

Specifying the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

By default, when subscribers are listening to messages, when they rewind or fast-forward the message, Cisco Unity skips back or ahead in the message by five seconds.

You can also change this setting by using the Bulk Edit utility, and subscribers can enable and adjust the settings themselves on the Phone Menu Preferences page in the Cisco Unity Assistant.

To Change the Amount of Time to Skip Back or Ahead When Rewinding or Fast-Forwarding Messages

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 **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 Change the value of the **Fast-Forward Messages By** and the **Rewind Messages By** fields, depending on the desired behavior.

Step 3 Click the **Save** icon.

Specifying the Conversation Styles Offered in the Cisco Unity Assistant

You can specify the conversation styles that are offered to subscribers in the Cisco Unity Assistant. For example, you may want subscribers to choose among only the standard, Optional 1, and Alternate Keypad Mapping N conversations.

To Specify the Conversation Styles Offered in the Cisco Unity Assistant

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 **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 In the **Conversation Styles Offered in Cisco Unity Assistant** section, check the conversation style that you would like to be offered to subscribers in the Cisco Unity Assistant.

If you do not select any conversation style to be offered in the Cisco Unity Assistant, subscribers will see only the conversation style that you have assigned to them in the Cisco Unity Administrator.

Step 3 Click the **Save** icon.

Specifying How Cisco Unity Behaves When Subscribers Have Their Alternate Greeting Enabled

Because an alternate greeting overrides all other greetings, subscribers can use it for a variety of special situations, such as vacations, leave of absence, or a holiday. (For example, “I will be out of the office until....”) Subscribers can use either the Cisco Unity phone menus or the Cisco Unity Assistant to record their alternate greeting and to specify how long they want it enabled.

For as long as an alternate greeting is enabled, you can specify that Cisco Unity:

- Plays a prompt to notify subscribers when their alternate greeting is enabled. Cisco Unity plays the prompt immediately after subscribers log on to Cisco Unity by phone, and then Cisco Unity plays a menu from which subscribers can choose to leave their alternate greeting on, turn it off, or play it. (The Cisco PCA automatically displays a reminder when subscribers have their alternate greeting turned on, and indicates which caller options you enabled for them.) To customize Cisco Unity so that it plays a prompt letting subscribers know that their alternate greeting is enabled, do the “To Enable the Alternate Greeting Notification Prompt” procedure on page 17-17.
- Transfers callers to the greeting without ringing the subscriber phone when the calls are transferred from the automated attendant or a directory handler to the subscriber extension. (The subscriber phone will still ring if an outside caller or another subscriber dials a subscriber extension directly.) This option is particularly well-received by subscribers who share a phone. To specify whether Cisco Unity transfers callers directly to the alternate greeting without ringing the subscriber phone,

prevents them from skipping the greeting, and/or prevents callers from leaving messages, do the "To Specify Caller Options for Alternate Greetings" procedure on page 17-17. (If you want to enable the caller options for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.)

- Prevents all callers from skipping the greeting. In this way, you can increase awareness of a subscriber absence for callers who hear the greeting after dialing the subscriber extension or being transferred to the subscriber greeting from a call handler.
- Prevents callers from leaving messages. While preventing callers from leaving messages does not prevent other subscribers from sending, replying to, and forwarding messages to someone who has the alternate greeting enabled, it can help reduce the number of messages received in a subscriber mailbox when the subscriber is out of the office and does not plan to check messages regularly.
- 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 "To Enable Alternate Greeting Notices for a Cisco Unity Server (Voice Messaging Only)" procedure on page 17-18.

  Due to conflicts with the "Out of Office" rule in Outlook, enabling alternate greeting notices for Unified Messaging systems is not supported.

To Enable the Alternate Greeting Notification Prompt

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 **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 **Alternate Greeting Notification** check box.

The check box controls only whether subscribers are notified that their alternate greeting is enabled when they access Cisco Unity by phone; subscribers are always notified when their alternate greeting is enabled in the Cisco PCA, even when this box is unchecked.

Step 3 Click the **Save** icon.

To Specify Caller Options for Alternate Greetings

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 **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.

Step 2 Check any or all of the following check boxes to indicate how you want Cisco Unity to handle calls to subscribers who have their alternate greetings enabled:

- **Transfer Callers to Greeting Without Ringing the Subscriber Phone**
- **Prevent Callers From Skipping the Subscriber Greeting**
- **Prevent Callers From Leaving Messages**

Note The Transfer Callers to Greeting Without Ringing the Subscriber Phone setting only works when calls are transferred from the automated attendant or a directory handler to the subscriber extension; the setting does not apply when an outside caller or another subscriber dials a subscriber extension directly.

Step 3 Click the **Save** icon.

To Enable Alternate Greeting Notices for a Cisco Unity Server (Voice Messaging Only)

Enabling alternate greeting notices can only be done per server. In digitally networked environments, the feature should be enabled for all Cisco Unity servers in the network.

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.) 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.

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 when 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.

Specifying the Style of Phone Menus That Subscribers Hear When They Send, Reply to, and Forward Messages

You can specify the menus that subscribers hear when they send, reply to, and forward messages over the phone. The send menu style affects what subscribers hear after they have recorded and addressed a message.

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

The following table compares the two send menu styles:

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

Note When subscribers switch from Standard Send menus to Streamline Send menus, they may continue to use old shortcuts to set special delivery options before sending a message. For example, out of habit, subscribers may press 131# to mark a message urgent and send it. In the Streamlined Send menu, using the same shortcut marks the message urgent, private, and then marks the message normal again before it is sent. As a result, the recipient receives a private message, and not the urgent message as the sender intended. As with any conversation change, make sure that subscribers understand the implications of changing from Standard to Streamlined Send menus so that they can adjust their behavior accordingly.

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

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

Note The send menu style that you select does not affect the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers, nor does it affect whether Cisco Unity prompts subscribers to continue addressing.

Do the following "To Specify a Send Menu Style" procedure to specify the send menu style on the applicable Conversation page for a subscriber template or an individual subscriber in the Cisco Unity Administrator. To make the change for a group of subscribers, use the Bulk Edit tool available in Tools Depot. Alternatively, subscribers can specify the send menu style that they want to hear on the Advanced Settings page in the Cisco Unity Assistant.

To Specify a Send Menu Style

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 **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 From the Send Message Style list, click the style of menu that you want subscribers to hear.

Step 3 Click the **Save** icon.