



# CHAPTER 1

## Subscriber Template Settings

### Subscriber Template Profile Page

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

Field	Considerations
Name	Displays the name of the template. To change the name of the template, enter a new name here, and then click the Save icon.
Class of Service	Select the class of service to which subscribers are assigned. The class of service defines permissions and restrictions for using Cisco Unity. To view the details of the selected class of service, click the View link. Note that when you click the link, you leave the Subscribers > Subscriber Template > Profile page, and move to the Subscribers > Class of Service > Profile page.
Active Schedule	Select a schedule to specify the days and times that the standard and closed subscriber greetings play, as well as the action that Cisco Unity takes after the greeting. To view details of the selected schedule, click the View link. Note that when you click the link, you leave the Profile page, and move to the System > Schedules page.
Time Zones	<p>Select the desired time zone for the subscriber. The default time zone setting is Default, which is the time zone that is set on the Cisco Unity server. Change this setting only for those subscribers who are located in a time zone different from the Cisco Unity server. The subscriber time zone setting is used for:</p> <ul style="list-style-type: none"><li>• The Message Received Time—When a subscriber listens to messages by phone, Cisco Unity announces the time that a message was received by using the local time specified for the subscriber.</li><li>• The Message Notification Schedule—The schedule displayed on the subscriber message notification pages and in the Cisco Unity Assistant uses the local time specified for the subscriber.</li></ul> <p>Note that even if you change the time zone setting for a subscriber, the time zone setting on the Cisco Unity server is used to determine when standard and closed greetings are played for callers.</p>

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

Field	Considerations
Switch <i>(for dual phone system integrations only)</i>	<p>Select the phone system that the subscriber uses. If this setting is incorrect, Cisco Unity will not be able to:</p> <ul style="list-style-type: none"> <li>• Transfer calls to or from the subscriber.</li> <li>• Turn message waiting indicators (MWIs) on or off.</li> <li>• Dial the subscriber extension when the phone is selected as the recording and playback device for the Media Master.</li> </ul> <p>On the System &gt; Ports page, the selected phone system must have an appropriate number of ports set to answer calls and to dial out for MWIs and Media Master recording and playback by phone.</p>
Message Playback Speed	<p>Select the speed at which Cisco Unity plays the body of subscriber messages and recorded introductions for fax messages when subscribers play their messages by phone. Subscribers can adjust the speed in the Cisco Unity Assistant.</p> <p>Note that the speed that you specify for message playback does not affect the speed of Text to Speech (TTS) messages, receipts, or message headers and footers. TTS messages are always played at normal speed, while the speed at which Cisco Unity plays receipts, message headers, and message footers is determined by the prompt speed specified for the Cisco Unity conversation.</p> <p>Default: Normal.</p>
Conversation Speed	<p>Select the speed at which Cisco Unity plays prompts to subscribers. The affected prompts include recorded voice names, receipts, message headers and footers, and subscriber greetings.</p> <p>Default: Normal.</p>
Message Playback Volume <i>(for integrations via phone cards only)</i>	<p>Select the volume level at which Cisco Unity plays the body of subscriber messages and recorded introductions for fax messages when subscribers play their messages by phone. Subscribers can adjust the volume level in the Cisco Unity Assistant and may also be able to adjust the volume temporarily from their phones.</p> <p>Note that the volume that you specify for message playback does not affect the volume of Text to Speech (TTS) messages, receipts, or message headers and footers.</p> <p>Default: Medium.</p>
Limit Directory Handler Access	<p>Select whether to set restrictions that will affect subscribers when they address messages to other subscribers by phone, and when they add other subscribers to their private distribution lists by phone. Your selection here will determine whether the subscriber is limited to choosing from the subscribers who are listed in a directory handler.</p> <ul style="list-style-type: none"> <li>• Not Limited—Subscribers are not restricted to subscribers who are listed in a directory handler.</li> <li>• Limit Access To—Subscribers are restricted to subscribers who are listed in the specified directory handler. When you choose Limit Access To, click Select, specify the directory handler in the Directory Handler Selection dialog box, and then click Select.</li> </ul>
Display Name Generation	<p>Select the format for displaying the names of new subscribers.</p> <p>Choose either First Name Then Last Name (Jessie Smith) or Last Name Then First Name (Smith, Jessie).</p> <p>If your organization uses a format other than those listed, you still must select one of these options, and then manually adjust the display name in each subscriber account.</p>

Table 1-1 *Subscribers > Subscriber Template > Profile Page (continued)*

Field	Considerations
Set Subscriber for Self-Enrollment at Next Login	<p>Check this check box so that the subscriber will be asked at the next logon to record a name and a standard greeting, to set a password, and to choose whether to be listed in directory assistance.</p> <p>When the subscriber has completed the enrollment process, the check box is unchecked automatically. This setting is most commonly used for new subscribers.</p>
List in Phone Directory	<p>Check this check box to list the subscriber in directory assistance, which callers can use to reach subscribers. In addition to checking this check box, note that subscribers must also have recorded names to be listed in the phone directory.</p> <p>When allowed by the class of service, subscribers can change this setting by phone or by using the Cisco Unity Assistant.</p>

## Subscriber Template Account Page

Table 1-2 *Subscribers > Subscriber Template > Account Page*

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

## Subscriber Template Passwords Page

Table 1-3 *Subscribers > Subscriber Template > Passwords Page*

Field	Considerations
User Cannot Change Password	<p>Check this check box to prevent the subscriber from changing the phone password. Use of this setting is most applicable for accounts that can be accessed by more than one person. When you check this check box, also check the Password Never Expires check box.</p> <p>If you leave this check box unchecked, subscribers can use the Cisco Unity phone conversation or the Cisco Unity Assistant to set their phone passwords.</p>
User Must Change Password at Next Login	Check this check box when you have set a temporary phone password, and want the subscriber to set a new password the next time that he or she logs on to Cisco Unity by phone.
Password Never Expires	<p>Check this check box for low-security subscribers or for accounts that can be accessed by more than one person.</p> <p>Uncheck the check box to require the subscriber to change the phone password at the interval specified on the Subscribers &gt; Account Policy &gt; Phone Password Restrictions page.</p>

Table 1-3 Subscribers &gt; Subscriber Template &gt; Passwords Page (continued)

Field	Considerations
Phone Password for New Subscribers	<p>Enter a password by using digits 0 through 9. To help protect Cisco Unity from unauthorized access and toll fraud, enter a long—eight or more digits—and non-trivial password. (Requirements for password complexity are set on the Subscribers &gt; Account Policy &gt; Phone Password Restrictions page.)</p> <p>All new subscriber accounts that will be based on this template will be assigned this password when added. To have Cisco Unity prompt subscribers to set a new password, also check the User Must Change Password at Next Login check box.</p>
Last Phone Password Change	<i>Display only.</i> Shows the date on which the password was last changed.

## Subscriber Template Conversation Page

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page

Field	Considerations
Menu Style	<p>Choose one of these options:</p> <ul style="list-style-type: none"> <li>• Full Menu—Subscribers hear comprehensive instructions; select for a new subscriber.</li> <li>• Brief Menu—Subscribers hear abbreviated versions of the full menus; select for a more experienced subscriber.</li> </ul>
Language	<p>Select the language in which the subscriber conversation plays instructions to subscribers. The language setting also controls the language used for Text to Speech (TTS). (Note that to use TTS, your organization must purchase TTS licenses and install the applicable TTS languages. TTS is controlled by class of service.)</p> <p>The TTY language allows TTY subscribers to read Cisco Unity prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the system-wide message recording and storage codec.</p>
Time Format	<p>Select the time format used for the message timestamps that subscribers hear when they listen to their messages by phone:</p> <ul style="list-style-type: none"> <li>• System Default—Subscribers hear message timestamps in the time format specified in the Use 24-Hour Time Format for Conversation and Schedules field on the System &gt; Configuration &gt; Settings page.</li> <li>• 12-Hour Clock—Subscribers hear 1:00 p.m. when listening to the timestamp for a message left at 1:00 p.m.</li> <li>• 24-Hour Clock—Subscribers hear 13:00 when listening to the timestamp for a message left at 1:00 p.m.</li> </ul> <p>Subscribers can set their own time format preferences in the Cisco Unity Assistant.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
Conversation Style	<p>Select the conversation style that subscribers hear when they play their messages by phone. Each conversation offers a different keypad mapping for the message-retrieval menus, and some even allow you to specify your own keypad mapping. Note that other menus—those that outside callers and Cisco Unity subscribers use to change their Cisco Unity settings—are the same for each conversation.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Alternate Keypad Mapping N, S, or X—Subscribers hear the menus that use the keypad mapping depicted in the “Cisco Unity Phone Menus and Shortcuts” chapter of the <i>Cisco Unity User Guide</i>.</li> <li>• Custom Keypad Mapping—Subscribers hear the menus that use the keypad mapping that you specify in the Custom Keypad Map utility. Use the additional custom keypad mapping styles to create more than one custom conversation style. (The utility is available in Tools Depot.)</li> <li>• Custom Keypad Mapping 2—Subscribers hear the menus that use the keypad mapping that you specify in the Custom Keypad Map utility.</li> <li>• Custom Keypad Mapping 3—Subscribers hear the menus that use the keypad mapping that you specify in the Custom Keypad Map utility.</li> <li>• Optional Conversation 1—Subscribers hear the menus depicted in the Cisco Unity Phone Menus for Optional Conversation 1.</li> <li>• Standard Conversation—Subscribers hear the menus depicted in the Cisco Unity Phone Menus for the Standard Conversation.</li> </ul> <p>You can use either full or brief menu style with each conversation.</p>
Send Message Style	<p>Select the style of phone menus that subscribers hear when they send, reply to, and forward messages after they have addressed and recorded a message:</p> <ul style="list-style-type: none"> <li>• Standard—A tiered menu structure.</li> <li>• Streamlined—A compressed menu structure that enables subscribers to use fewer keystrokes to mark messages urgent, request receipts, and perform other tasks. Streamlined Send menus also offer easier navigation of lists when subscribers address messages.</li> </ul> <p>Default: Streamlined Send menu.</p>
Allow Access to Voice-Recognition Features	<p>Check this check box to allow subscribers to enable and disable the press-or-say phone input style by using the Cisco Unity Assistant or by phone.</p> <p>Default: Check box not checked.</p>
Use Press-or-Say Phone Input Style (Includes Voice Addressing)	<p>Check this check box to give subscribers the option of making selections by pressing a key, or by saying the number that corresponds to a menu option.</p> <p>In addition, when this check box is checked, subscribers can say the names of recipients instead of spelling them by using the phone keypad when addressing messages, when adding names to private lists, and when using the Message Locator feature.</p> <p>Default: Check box not checked.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
Conversation Styles Offered in Cisco Unity Assistant	<p>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.</p> <p>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.</p>
Responding to Phone Menus	<p>For each subscriber, you can specify the following:</p> <ul style="list-style-type: none"> <li>• How long Cisco Unity waits for the subscriber to press a first key after playing a menu. This setting is also known as “First Digit Timeout.” The range of valid entries is 500 to 10,000 milliseconds. Default: 5,000 milliseconds.</li> <li>• How long Cisco Unity waits for additional key presses after the subscriber has pressed a key when entering subscriber names or extensions to address a message, to update passwords, to change call transfer or message notification numbers, and so on. This setting is also known as “Input Interdigit Timeout.” The range of valid entries is 1,000 to 10,000 milliseconds. Default: 3,000 milliseconds.</li> <li>• 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. This setting is also known as “Phone Menu Interdigit Timeout.” The range of valid entries is 250 to 10,000 milliseconds. Default: 1,500 milliseconds.</li> <li>• How many times Cisco Unity repeats a menu if the subscriber has not responded. The range of valid entries is 0 to 250. Default: 3.</li> </ul> <p><b>Note</b> 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.</p> <p>The values that you specify for these settings control the phone menus for all subscriber conversations, except those played to validate subscriber IDs and passwords. For security reasons, you cannot change timeouts for the conversations played to validate subscriber IDs and passwords.</p> <p>When you leave these fields blank, the settings that are specified on the System &gt; Configuration &gt; Settings page dictate how long Cisco Unity waits for subscribers and how many times Cisco Unity repeats a menu.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
When Exiting the Conversation, Send Subscriber To	<p>Select the destination to which Cisco Unity sends the subscriber when exiting the conversation:</p> <ul style="list-style-type: none"> <li>• Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>• CVM Mailbox Reset—Sends the call to the mailbox reset conversation (available only when you use the Community Voice Mail package).</li> <li>• Call Handler—Sends the call to the call handler that you select.</li> <li>• Caller System Transfer—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> <li>• Directory Handler—Sends the call to directory assistance.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you select.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you select.</li> <li>• Subscriber System Transfer—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> </ul>
Address Message, Then Record It	<p>Check this check box to have Cisco Unity prompt subscribers to address a message first, and then record it.</p> <p>Uncheck this check box to have Cisco Unity prompt subscribers to record a message first, and then address it.</p> <p>Default: Check box checked.</p>
Identify Addressee By	<p>Select how the conversation prompts subscribers to address messages to other subscribers. Subscribers can address messages by phone by entering subscriber extensions, by spelling their first names, or by spelling their last names. Addressing by name requires lettered keypads on subscriber phones.</p> <p>If subscribers are using the press-or-say phone input style, they will be able to address messages by speaking the name of the addressee. Voice recognition is often more successful when subscribers say the last name first and then the first name; we recommend you use this option if subscribers are having trouble with name recognition when using the press-or-say phone input style.</p> <p>Regardless of the option you choose here, as subscribers address a message by phone, they can switch between addressing by name and addressing by extension by pressing ## or 00. However, when the Enable Spelled Name Search check box is unchecked on the System &gt; Configuration &gt; Settings page, subscribers can address messages by phone only by entering subscriber extensions.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
Confirm Addressee By Name	<p>Check this check box to have Cisco Unity ask subscribers to confirm addressees by name when they send, forward, or reply to messages by phone. Cisco Unity plays the prompt, “&lt;subscriber name&gt; added” after each addressee that subscribers add—even when they address a message by entering subscriber extensions.</p> <p>Default: Check box not checked.</p>
Continue Adding Names After Each Addressee	<p>Check this check box to have Cisco Unity allow subscribers to continue adding names after each recipient when addressing messages by phone (“Press 2 to send”) or when forwarding a message.</p> <p>By checking this check box, you can significantly streamline the addressing process when subscribers send and forward messages to multiple recipients.</p> <p>Uncheck the check box to have Cisco Unity allow subscribers to add a single recipient and then prompt them to indicate what they want to do next with a key press (“To add another recipient, press 1. For message options, press 3. To record, press #.”).</p>
Send Message When Subscriber Hangs Up or Call Is Disconnected	<p>Controls how Cisco Unity behaves when calls are disconnected while subscribers are in the process of sending, replying to, or forwarding a message. Calls can be intentionally or unintentionally disconnected, for example when a subscriber hangs up or a cell phone loses its charge or signal.</p> <p>When this check box is checked, Cisco Unity sends the message if the call is disconnected in the following circumstances:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p>This setting does not apply to messages that were left by outside callers.</p> <p>When this check box is unchecked, 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 press #, Cisco Unity deletes the message rather than sending it.</p> <p>Note that if the subscriber has enabled dropped call recovery for calls that are 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.</p> <p>Default: Check box checked.</p>
Fast-Forward Messages By	<p>Specify the amount of time that Cisco Unity skips ahead when subscribers fast-forward while listening to messages.</p> <p>Cisco Unity skips ahead in a message based on non-speed-adjusted increments. Regardless of whether message playback speed is set to 50 percent slower, 100 percent (normal), or 150 percent faster, skipping ahead will jump to the same point in the message in each case.</p> <p>Default: 5 seconds.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
Rewind Messages By	<p>Specify the amount of time that Cisco Unity skips back when subscribers rewind while listening to messages.</p> <p>Cisco Unity skips back in a message based on non-speed-adjusted increments. Regardless of whether message playback speed is set to 50 percent slower, 100 percent (normal), or 150 percent faster, skipping back will jump to the same point in the message in each case.</p> <p>Default: 5 seconds.</p>
Confirm Deletions of New and Saved Messages	<p>Check this check box to have Cisco Unity ask subscribers to confirm their choice when they delete new and saved messages by phone. Consider checking this check box if subscribers do not have access to deleted messages.</p>
Mark a Message as Saved Upon Hang-Up or Disconnection	<p>Check this check box to have Cisco Unity mark messages saved (read) if subscribers access the message body and then hang up or are disconnected before indicating how to manage the message.</p> <p>Uncheck the check box so that when subscribers listen to a message body 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. (Cisco Unity also retains the message as-is unless subscribers indicate otherwise after they reply to or forward a message, call the subscriber, transfer to the operator or another extension, and so on.)</p> <p><b>Note</b> When the Dropped Call Recovery feature is enabled, the message is marked new for the amount of time specified for call recoveries. If the subscriber does not call back within the recovery time period to indicate otherwise, Cisco Unity marks the message as saved.</p>
Subscriber Recorded Name	<p>Check this check box to have Cisco Unity play the recorded name of the subscriber when the subscriber accesses Cisco Unity by phone.</p> <p>Uncheck the check box to have Cisco Unity go directly to the message count.</p>
Alternate Greeting Notification	<p>Check this check box to have Cisco Unity notify subscribers when they have their alternate greeting turned on. Cisco Unity plays the notification 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.</p> <p>This 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 check box is unchecked.</p>
New Messages Automatically	<p>Check this check box to have Cisco Unity play new messages immediately after subscribers log on, instead of playing the Main menu.</p> <p>When you check this check box, subscribers no longer have to press a key to play new messages. Otherwise, the conversation that they hear sounds and acts the same.</p> <p>If subscribers have no new messages and this check box is checked, the Main menu is played as usual.</p> <p>Default: Check box not checked.</p>
Message Count Totals	<p>Check this check box to have Cisco Unity announce the total number of messages that are marked new. The number includes voice, e-mail, fax, and receipt messages, as applicable.</p>
Voice Message Count	<p>Check this check box to have Cisco Unity announce the number of voice messages that are marked new.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
E-Mail Message Count	Check this check box to have Cisco Unity announce the number of e-mail messages that are marked new.
Fax Count	Check this check box to have Cisco Unity announce the number of fax messages that are marked new.
Saved Message Count	Check this check box to have Cisco Unity announce the total number of messages that have been saved. The number includes voice, e-mail, fax, and receipt messages.
Message Type Menu	<p>Check this check box so that Cisco Unity plays the following menu when subscribers log on to Cisco Unity by phone:</p> <ul style="list-style-type: none"> <li>• Press 1 to hear voice messages</li> <li>• Press 2 to hear e-mails</li> <li>• Press 3 to hear faxes</li> <li>• Press 4 to hear receipts</li> </ul> <p>Note that although the e-mail and fax options are available in the Message Type Menu, Cisco Unity plays e-mails and faxes only when the subscriber is assigned to a class of service that has the Text to Speech (TTS) and FaxMail features enabled. With fax messages, Cisco Unity plays only message properties (for example, the sender, date, and time).</p> <p>Subscribers can also enable the Message Type menu by using the Cisco Unity Assistant.</p>
Sort by Message Type	<p>Select a message type, and then click the Move Up and Move Down buttons to reorder the list of message types. Cisco Unity plays messages in the order that you specify here.</p> <p>Cisco Unity plays e-mails and faxes only when the subscriber is assigned to a class of service that has the Text to Speech (TTS) and FaxMail features enabled. With fax messages, Cisco Unity plays only message properties (for example, the sender, date, and time).</p> <p>Subscribers can also specify the order in which Cisco Unity plays new and saved messages by using the Cisco Unity Assistant.</p>
Then By	<p>Click Newest First or Oldest First to specify the message order for new and saved messages.</p> <p>Note that except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>
Sender's Information	<p>Check this check box so that Cisco Unity plays caller information about a message sender before playing a message. The information that Cisco Unity plays depends on how Cisco Unity is set up.</p> <p>By default, Cisco Unity plays the following information when the Sender's Information check box is checked:</p> <ul style="list-style-type: none"> <li>• For messages left by an identified subscriber, Cisco Unity plays the recorded name of the subscriber before playing the message. If the subscriber does not have a recorded name, Cisco Unity plays the primary extension that is associated with the subscriber.</li> <li>• For messages left by an unidentified (outside) caller, Cisco Unity does not provide the phone number (ANI or caller ID) information before playing the message.</li> </ul>
Message Number	<p>Check this check box to have Cisco Unity announce the sequential number of a message ("Message one...").</p> <p>Use with the Message Count Totals check box to help subscribers keep track of the number of unheard messages.</p>

Table 1-4 Subscribers &gt; Subscriber Template &gt; Conversation Page (continued)

Field	Considerations
Before Playing Each Message, Play: Time the Message Was Sent	Check this check box to have Cisco Unity announce the date and time a message was sent, before playing the message.
After Playing Each Message, Play: Time the Message Was Sent	Check this check box to have Cisco Unity announce the date and time a message was sent, after playing the message.
Enable DCR for Calls Dropped During Message Playback	<p>Check this check box to enable Dropped Call Recovery (DCR) for calls that are dropped during message playback. If subscribers inadvertently disconnect while listening to a message, Dropped Call Recovery allows them to call back into Cisco Unity within a specified period of time and resume listening to the message.</p> <p>DCR applies when the call terminates while a subscriber is listening to new or saved messages. It does not apply if a subscriber is listening to deleted messages or receipts, or if a subscriber is listening to messages by using the dynamic Message Locator option.</p> <p>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 new until the DCR recovery time period has expired.</p> <p>Default: Check box not checked.</p> <p>When enabled, the range of valid entries for the recovery period is 1 to 30 minutes, and the default is 5 minutes.</p>
Enable DCR for Calls Dropped While Addressing or Recording Messages	<p>Check this check box to enable Dropped Call Recovery (DCR) for calls that are dropped while addressing or recording messages. If subscribers inadvertently disconnect while sending messages, Dropped Call Recovery allows them to call back into Cisco Unity within a specified period of time and review the message, cancel it, or send it as is.</p> <p>DCR applies when the call terminates while a subscriber is sending a new message or replying to 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.</p> <p>If the subscriber does not call back during the DCR recovery time period 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 disabled, the message will be discarded.</p> <p>Default: Check box not checked.</p> <p>When enabled, the range of valid entries for the recovery period is 1 to 30 minutes, and the default is 3 minutes.</p>

# Subscriber Template Call Transfer Page

Table 1-5 *Subscribers > Subscriber Template > Call Transfer Page*

Field	Considerations
Transfer Rule Applies To	<p>The settings on the rest of the page apply to the transfer rule selected here: standard, closed, or alternate.</p> <p>The schedule that is used to determine the times that standard and closed transfer rules and greetings are in effect is set on the Profile page for the subscriber. When enabled, the alternate transfer rule overrides the standard and closed transfer rules and is in effect at all times.</p>
Status	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>• Enabled—The transfer rule is active and Cisco Unity directs callers as defined by the settings within this rule.</li> <li>• Disabled—The transfer rule is inactive and Cisco Unity ignores all settings within this rule.</li> </ul> <p>When Transfer Rule Applies To is set to Standard, this setting is automatically set to Enabled, and it cannot be changed.</p>
Transfer Incoming Calls to Subscriber's Phone	<p>Choose one of these options:</p> <ul style="list-style-type: none"> <li>• No (Send Directly)—The extension that is assigned to the subscriber does not ring for indirect calls; Cisco Unity plays the subscriber greeting.</li> <li>• Yes, Ring Subscriber's Extension—Cisco Unity sends indirect calls to the extension that is assigned to the subscriber (displayed in the adjacent field). When Supervise Transfer is selected, use in conjunction with the Rings to Wait For field to set the number of times that the extension rings before Cisco Unity plays the subscriber or handler greeting.</li> <li>• Yes, Ring Subscriber at This Number—Cisco Unity sends indirect calls to the number entered in the adjacent field. (Note that entering a comma in the adjacent field to insert a pause will not work if a SIP phone system is integrated with Cisco Unity and the transfer type is Release to Switch.) When Supervise Transfer is selected, use in conjunction with the Rings to Wait For field to set the number of times that the extension rings before Cisco Unity plays the subscriber or handler greeting.</li> </ul> <p><b>Note</b> The restriction tables that are associated with your class of service—rather than the restriction table associated with the subscriber COS—may prohibit you from entering certain phone numbers for subscribers.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>
While Transferring, Notify Caller	<p>Indicate whether Cisco Unity notifies callers when it transfers a call:</p> <ul style="list-style-type: none"> <li>• Check the Do Not Play the “Wait While I Transfer Your Call” Prompt check box if you do not want Cisco Unity to notify callers (some callers do not like hearing the prompt).</li> <li>• Uncheck the Do Not Play the “Wait While I Transfer Your Call” Prompt check box if you want Cisco Unity to notify callers and ask them to hold.</li> </ul> <p>Default: Check box checked.</p>

Table 1-5 Subscribers &gt; Subscriber Template &gt; Call Transfer Page (continued)

Field	Considerations
Transfer Type	<p>Select how Cisco Unity transfers calls:</p> <ul style="list-style-type: none"> <li>• Release to Switch—Cisco Unity puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Cisco Unity—forwards the call to the subscriber or handler greeting. This transfer type allows Cisco Unity to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the subscriber extension.</li> <li>• Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. Use Supervise Transfer only when the number of rings before forwarding (or the time to wait before forwarding) on the phone system is set to more than the number of rings (or time to wait) that Cisco Unity supervises the call.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p> <p>Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p>
Rings to Wait For	<p>Select the number of times that the extension rings before Cisco Unity plays the subscriber or handler greeting.</p> <p>Set this value to at least 3 to give subscribers a chance to answer. Avoid setting to more than 4, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the No (Send Directly) option or when Release to Switch is selected.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>
If the Call Is Busy	<p>Select the how Cisco Unity handles calls when the subscriber phone is busy. You may want to use holding options sparingly, as having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>• Always Hold—Cisco Unity plays a prompt indicating that the extension is busy. The caller is put on hold.</li> <li>• No Holding—Cisco Unity prompts the caller to leave a message and allows the caller to dial another extension.</li> <li>• Ask Caller—Cisco Unity gives the caller the option of holding, leaving a message, or dialing another extension.</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>

Table 1-5 *Subscribers > Subscriber Template > Call Transfer Page (continued)*

Field	Considerations
Announce	<p>Check this check box to have Cisco Unity say “transferring call” when the subscriber answers the phone to receive a transferred call.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>
Introduce (Call for Name)	<p>Check this check box to have Cisco Unity say “call for &lt;subscriber recorded name&gt;” or “call for &lt;dialled extension number&gt;” when the subscriber answers the phone. Use this setting when subscribers share a phone or a subscriber takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>
Confirm (Call Can Be Accepted or Refused)	<p>Check this check box to have Cisco Unity prompt the subscriber to accept or refuse a call. If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity plays the applicable subscriber greeting. You use this setting with the Ask Caller’s Name setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>
Ask Caller’s Name	<p>Check this check box to have Cisco Unity prompt callers to say their names. When the phone is answered, the subscriber hears “Call from...” before Cisco Unity transfers the call. You use this setting with the Confirm setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p>

## Subscriber Template Greetings Page

Table 1-6 *Subscribers > Subscriber Template > Greetings Page*

Field	Considerations
Greeting	Select the greeting that you want to specify settings for. This setting does not reflect which of the greetings is active.
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none"> <li>• When a call handler greeting is enabled, it is enabled until you disable it.</li> <li>• When a subscriber greeting is enabled, Cisco Unity plays it in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled.</li> </ul> <p>Recording a greeting does not automatically enable it; it must be enabled here.</p>

Table 1-6 *Subscribers > Subscriber Template > Greetings Page (continued)*

Field	Considerations
Source	<p>Indicate the source for the greeting that is selected in the Greeting field:</p> <ul style="list-style-type: none"> <li>• <b>System</b>—Select to use the prerecorded system default greeting. Cisco Unity plays a prerecorded greeting along with the recorded name of the subscriber (for example, “Sorry, &lt;subscriber name&gt; is not available”). If the subscriber does not have a recorded name, Cisco Unity plays the subscriber extension instead. When a greeting is enabled but not recorded, Cisco Unity plays a prerecorded system greeting.</li> <li>• <b>Recording</b>—Select to use a personal recording for the subscriber (or call handler). To record and play greetings here, use the Media Master control bar (note that the Media Master is not available across a firewall that blocks DCOM communications). Use the Paste From File option on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording.</li> </ul> <p><b>Note</b> Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>• <b>Blank</b>—Select to have no recording. When the greeting source is left blank, Cisco Unity immediately performs the after-greeting action.</li> </ul> <p>Default: Recording for call handlers; System for subscriber greetings.</p>
Caller Options <i>(for alternate greetings only)</i>	<p>Indicate how Cisco Unity handles calls to subscribers who have their alternate greetings enabled. You can check any or all of the following check boxes:</p> <ul style="list-style-type: none"> <li>• Transfer Callers to Greeting Without Ringing the Subscriber Phone</li> <li>• Prevent Callers From Skipping the Subscriber Greeting</li> <li>• Prevent Callers From Leaving Messages</li> </ul> <p>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.</p> <p>Also, note that caller options do not apply when other Cisco Unity subscribers send, reply to, and forward messages by using the Cisco Unity conversation (“Press 2 to send a message”) or by using another Cisco Unity client application.</p>
Allow Caller Input	<p>Check this check box to enable caller input for the greeting. The Caller Input page defines the actions that Cisco Unity takes in response to touchtone keys pressed by callers. Click the Caller Input link to view the Caller Input page.</p> <p>Default: Check box checked.</p>

Table 1-6 Subscribers &gt; Subscriber Template &gt; Greetings Page (continued)

Field	Considerations
After Greeting	<p>Indicate the action that Cisco Unity performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• Take Message—Cisco Unity records a message from the caller. Click the Take Message link to view the Messages page.</li> <li>• Say Good-Bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– CVM Mailbox Reset—Sends the call to a conversation used to reset mailboxes at Community Voicemail sites.</li> <li>– Call Handler—Sends the call to the call handler that you select.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> <li>– Directory Handler—Sends the call to directory assistance.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter an ID and password.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</li> <li>– Subscriber System Transfer—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> </ul> </li> </ul> <p>Default: Take Message.</p>
Do Not Play the “Record Your Message at the Tone” Prompt	<p>Indicate whether Cisco Unity tells callers when to record a message:</p> <ul style="list-style-type: none"> <li>• Check the Do Not Play the “Record Your Message at the Tone” Prompt check box if you do not want Cisco Unity to tell callers when to record a message. Because some subscribers instruct callers when to record their messages in their greetings, callers may hear the instruction twice. For this reason, you may want to check this check box.</li> <li>• Uncheck the Do Not Play the “Record Your Message at the Tone” Prompt check box if you want Cisco Unity to tell callers to record a message after the tone.</li> </ul> <p>Default: Check box not checked.</p>

Table 1-6 *Subscribers > Subscriber Template > Greetings Page (continued)*

Field	Considerations
Reprompt the User After This Many Seconds of Silence	<p>Check this check box and enter a value in the field on the right to indicate the number of seconds of silence to allow. When Cisco Unity receives no input from a caller within this number of seconds, Cisco Unity prompts the caller again.</p> <p>Default: Two seconds; check box not checked.</p>
Number of Times to Reprompt	<p>Indicate the number of times to reprompt a caller. After the number of times indicated here, Cisco Unity performs the after-greeting action.</p> <p>Default: One time.</p>

## Subscriber Template Caller Input Page

Table 1-7 *Subscribers > Subscriber Template > Caller Input Page*

Field	Considerations
Allow Callers to Dial an Extension During Greeting	<p>Check this check box to allow callers to enter an extension while a greeting plays. Use in conjunction with the Lock This Key check box to allow callers to enter some extensions but not others.</p> <p>For Cisco Unity to recognize caller input during a subscriber greeting, the Allow Caller Input check box must be checked on each applicable Greetings page.</p> <p>Default: Check box checked.</p>
Milliseconds to Wait for Additional Digits	<p>Indicate the length of time that Cisco Unity waits for additional input after callers press a single key that is not locked. If there is no input within this time, Cisco Unity performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 (one and one-half seconds) milliseconds, which is the default.</p> <p>This option is unavailable if the Allow Callers to Dial an Extension During Greeting check box is not checked.</p> <p>Default: 1,500 milliseconds.</p>
Prepend digits	<p>Enter the digits that will be prepended to any extension that a caller dials while listening to the greeting of the subscriber.</p> <p>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.</p> <p>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, if 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.</p> <p>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 with the use of the prepended and postpended digits, the calls can be routed to a support person appropriate to the particular call handler.</p>

Table 1-7 *Subscribers > Subscriber Template > Caller Input Page (continued)*

Field	Considerations
Postpend digits	<p>Enter the digits that will be postpended to any extension that a caller dials while listening to the greeting of the subscriber. 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.</p> <p>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, if 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.</p> <p>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 with the use of the prepended and postpended digits, the calls can be routed to a support person appropriate to the particular call handler.</p>
Lock This Key to the Action	<p>Check this check box to have Cisco Unity ignore additional input after callers press the key; Cisco Unity performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, uncheck the Allow Callers to Dial an Extension During Greeting check box.</p> <p>Default: Check box not checked.</p>

Table 1-7 Subscribers &gt; Subscriber Template &gt; Caller Input Page (continued)

Field	Considerations
Action	<p>Indicate the action that Cisco Unity performs after a caller presses the corresponding key:</p> <ul style="list-style-type: none"> <li>• <b>Ignore Key</b>—No action taken. Cisco Unity plays the entire greeting, then performs the after-greeting action.</li> <li>• <b>Skip Greeting</b>—Cisco Unity skips the greeting and performs the after-greeting action. Skip Greeting is assigned to # by default to provide callers with a standard way to skip greetings.</li> <li>• <b>Take Message</b>—Cisco Unity records a message from the caller. The greeting should indicate that a message will be recorded. Click the Take Message link to view the associated Messages page.</li> <li>• <b>Say Good-Bye</b>—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• <b>Send Caller To</b>—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>CVM Mailbox Reset</b>—Sends the call to a conversation used to reset mailboxes at Community Voicemail sites.</li> <li>– <b>Call Handler</b>—Sends the call to the call handler that you select.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> <li>– <b>Directory Handler</b>—Sends the call to directory assistance.</li> <li>– <b>Easy Sign-In</b>—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their password.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Hang Up</b>—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Interview Handler</b>—Sends the call to the interview handler that you select.</li> <li>– <b>Sign-In</b>—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password.</li> <li>– <b>Subscriber</b>—Sends the call to the subscriber that you select.</li> <li>– <b>Subscriber System Transfer</b>—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> </ul> </li> </ul>

# Subscriber Template Messages Page

Table 1-8 *Subscribers > Subscriber Template > Messages Page*

Field	Considerations
Maximum Message Length in Seconds	<p>Set the recording length that is allowed for messages left by unidentified (outside) callers.</p> <p>Subscribers may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers will hear a warning tone before the maximum message length is reached.</p> <p>The recording length allowed for messages left by other subscribers is set on the applicable Subscribers &gt; Class of Service &gt; Messages page.</p>
After Message Action	<p>Indicate the action that Cisco Unity performs after an unidentified caller leaves a message:</p> <ul style="list-style-type: none"> <li>• Say Good-Bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– CVM Mailbox Reset—Sends the call to a conversation used to reset mailboxes at Community Voicemail sites.</li> <li>– Call Handler—Sends the call to the call handler that you select.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> <li>– Directory Handler—Sends the call to directory assistance.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</li> <li>– Subscriber System Transfer—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> </ul> </li> </ul> <p>Default: Say Good-Bye.</p>

Table 1-8 *Subscribers > Subscriber Template > Messages Page (continued)*

Field	Considerations
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p>
Mark Messages as Urgent	<p>Indicate the action that Cisco Unity will allow:</p> <ul style="list-style-type: none"> <li>• Always—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support call handlers.</li> <li>• Never—Messages left by unidentified calls are never marked urgent.</li> <li>• Ask Caller for Their Preference—Cisco Unity asks unidentified callers whether to mark their messages urgent.</li> </ul> <p>Note that Cisco Unity plays new urgent messages before other messages.</p>
Language That Callers Hear	<p>Select the language in which system prompts are played to callers. The language setting affects system prompts such as “You may record your message at the tone.”</p> <p>If you choose Inherited, Cisco Unity determines the language to use for system prompts on a per-call basis, depending upon the language set by the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, the system prompts are played in the default phone language.</p> <p>The default phone language and the list of languages shown here are set on the System &gt; Configuration &gt; Phone Languages page.</p>
Use MWI for Message Notification	<p>Check this check box to have Cisco Unity use the message waiting indicator (MWI) on the phone to alert the subscriber of new voice messages. MWIs are not used to indicate new e-mail, fax, or receipt messages.</p> <p>Cisco Unity uses the number listed in the table to activate a message waiting indicator (MWI). By default, the table contains an “X” to indicate the primary extension that is assigned to a subscriber.</p> <p>You can change this to have Cisco Unity activate MWIs for another extension or phone number on each individual subscriber page.</p>

## Subscriber Template Distribution Lists Page

Table 1-9 *Subscribers > Subscriber Template > Distribution Lists Page*

Field	Considerations
Public Distribution Lists	<p>A list of all public distribution lists that are not currently associated with the selected template.</p> <p>To assign all new subscribers based on this template to a public distribution list, select the list and click &gt;&gt;.</p>

Table 1-9 Subscribers &gt; Subscriber Template &gt; Distribution Lists Page (continued)

Field	Considerations
New Subscribers Added To	<p>All public distribution lists to which new subscribers are added.</p> <p>To assign all new subscribers based on this template to a public distribution list, select the list in the Public Distribution Lists field and click &gt;&gt;.</p> <p>To remove a distribution list from those to which new subscribers are added, select the list and click &lt;&lt;.</p>

## Subscriber Template Message Notification Page

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page

Field	Considerations
Device	<p>Select the device that you want to use for message notification. For text message notifications, consider the following:</p> <ul style="list-style-type: none"> <li>To set up SMS (SMPP) text message notifications, click SMS (SMPP). Enter the SMPP provider that you want to use on the System &gt; SMPP page. In addition, if your site uses a firewall, open the port(s) used by the SMPP server so that Cisco Unity can communicate with it.</li> <li>To set up SMTP text message notifications, click Text Pager 1 or Text Pager 2. Your site must have an SMTP gateway to use this option.</li> </ul>
Phone Number (not available for Text Pager or SMS (SMPP) notifications)	<p>Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> <li>, (comma) to insert a one-second pause.</li> <li># and * to correspond to the # and * keys on the phone.</li> </ul> <p>Subscribers can change this number by phone.</p> <p>Note that the restriction tables associated with your class of service—rather than the restriction tables associated with the subscriber COS—may prohibit you from entering certain phone numbers for subscribers.</p>
Extra Digits (not available for Text Pager or SMS (SMPP) notifications)	<p>Enter any extra digits that Cisco Unity will dial after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.</p>
Dialing Options (not available for Text Pager or SMS (SMPP) notifications)	<p>Select the dialing options:</p> <ul style="list-style-type: none"> <li>Try to Detect Connection—Cisco Unity waits until it detects a connection before dialing the digits in Extra Digits.</li> <li>Seconds to Wait—Cisco Unity can wait a specified number of seconds before dialing the digits in Extra Digits. Use this option if the automatic call progress detection is not reliable (for example, when phone lines are noisy or when ringing patterns are unusual).</li> </ul>

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
To <i>(for Text Pager and SMS (SMPP) notifications only)</i>	Depending on whether you are setting up message notification for a text-compatible cell phone or pager, or for SMS (SMPP) devices: <ul style="list-style-type: none"> <li>• For SMTP text message notifications, enter the e-mail address of the subscriber text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address).</li> <li>• For SMS (SMPP) text message notifications, enter the phone number of the SMS-compatible device. The format and the number that you enter depend on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation.</li> </ul> Up to 128 characters can be entered in this field.
From <i>(for Text Pager and SMS (SMPP) notifications only)</i>	For text-compatible cell phones or pagers, enter the phone number that the subscriber calls to check messages, or enter alphanumeric text (as applicable) in this field. The From phone number appears in the last line of any Text Pager notification. A subscriber can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature. For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider: <ul style="list-style-type: none"> <li>• If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity server.</li> <li>• If the SMPP Provider does not require a “source address,” enter the number that the subscriber calls to check messages. The format and the number that you enter depend on the SMPP Provider. The provider may require that you include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for the device (for example, +12065551234). Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation.</li> </ul> <b>Note</b> Consider that some SMPP Providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a call back number, try entering the number that the subscriber calls to check messages in the Send field. Up to 40 characters can be entered in this field.
Send <i>(for Text Pager notifications only)</i>	Enter the text message that the subscriber wants to receive in a Text Pager notification. For example, you might enter “Urgent message for Technical Support” for a subscriber who is on call for the technical support department. Every time a message arrives that matches the criteria selected in the message notification settings, the Cisco Unity Messaging System sends this text message. <b>Note</b> To include a call back number, try entering the number that the subscriber calls to check messages within the message text (for example, enter the number in this format: tel:2065551234). Up to 160 characters can be entered in this field. (For SMS devices, depending on the character set that you configure Cisco Unity to use, it is possible that messages that are shorter than 160 characters may also be truncated.)

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
Include Voice Mail, E-Mail, and Fax Message Counts <i>(for Text Pager and SMS (SMPP) notifications only)</i>	<p>Check this check box if you want the Text Pager notification to include a count of each voice mail, e-mail, and fax message.</p> <p>When the subscriber receives the notification, the message count appears as a line for each type of message. For example:</p> <p style="padding-left: 40px;">Voice Count: 9 Urgent Voice Count: 2 E-mail Count: 15 Urgent E-mail Count: 2</p> <p>The e-mail count does not include nondelivery receipts or meeting requests.</p>
Include Caller Information <i>(for Text Pager and SMS (SMPP) notifications only)</i>	<p>Check this check box if you want the Text Pager notification to include caller information for each voice mail, e-mail, and fax message.</p> <p>The information that Cisco Unity provides depends on who sent the message. When the message is from:</p> <ul style="list-style-type: none"> <li>• A Cisco Unity subscriber—Cisco Unity provides the display name that is associated with the subscriber.</li> <li>• An unidentified caller—Cisco Unity provides the phone number (if available) of the caller. If the number is not available, Cisco Unity indicates “Caller information unknown.” Note that to allow Cisco Unity to provide the phone number (ANI or caller ID) for unidentified callers, your phone system must support sending such information to Cisco Unity. When Cisco Unity receives ANI information for a caller, it makes use of only the valid numbers, and ignores any other characters that the phone system sends.</li> <li>• A fax server—Cisco Unity provides the display name for the fax server.</li> </ul> <p>When the subscriber receives the notification, the caller information appears after the message counts, numbered in order from newest to oldest message. For example, a text pager notification that includes a value in the Text and From fields, message counts, and caller information would look like this:</p> <p style="padding-left: 40px;">Urgent message for Technical Support. Urgent Voice Count: 1 Voice Count: 2 E-mail Count: 2 1. Linda Bader 2. 205-555-1205 3. Linda Bader 4. Caller information unknown &lt;number to call Cisco Unity&gt;</p> <p>Whether the information that is presented will be truncated depends on the maximum message length for the notification device. Cisco Unity will not truncate the message.</p>
SMPP Provider <i>(for SMS (SMPP) notifications only)</i>	Select the applicable SMPP provider. You can add a provider to this list on the System > SMPP page.

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
Status	<p>Indicate whether to turn message notification to this device on or off. Subscribers can change this setting by phone.</p> <ul style="list-style-type: none"> <li>• Enabled—Cisco Unity calls the device when there are new messages.</li> <li>• Disabled—Cisco Unity does not call the device. Note that disabling a device does not delete its settings.</li> </ul>
Notify Subscriber Of	<p>Select the types of messages and message urgency for which Cisco Unity will call the device. If no message type is selected, Cisco Unity does not call the device.</p> <p>When setting up a chain of message notification devices, select messages in this field only for the first device. If any message types are selected for any device other than the first, message notification for this device will commence immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not chain but all trigger at once.</p>
Notification Schedule	<p>In the grid, click the blocks to change between inactive (no notifications) and active (notifications okay). Cisco Unity makes notification calls during the active hours, if there are new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in the schedule. In fact, Cisco Unity sends a message notification for any message that is marked new at the start of the next active hour in your schedule—even if you already received notification for that particular message.</p> <p>Note that you can set active and inactive hours for one day, then use Copy Day's Schedule to copy the settings to other days.</p>
Copy Day's Schedule	<p>To avoid clicking the same blocks for more than one day, use the Copy Day's Schedule and &gt;&gt; functions. Select a day to copy, then select which days to copy the schedule setting to.</p>
Notification Options: Send Initial Notification After How Many Minutes	<p>Specify the delay from the time a message is received until the message notification triggers (when the message matches the criteria selected in the Notify Subscriber Of section). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p> <p>If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place.</p> <p>The range for the delay field is 0 to 120 minutes. The default is 0 minutes.</p>

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
Notification Options: Restart Notification or Repeat Notification	<p>Use to specify the timing of message notification according to subscriber needs. Choose one of these options:</p> <ul style="list-style-type: none"> <li>Restart Notification Each Time a New Message Arrives—When this option is selected, Cisco Unity begins a notification process immediately upon the arrival of each message that matches the selected criteria. Cisco Unity considers notification successful if the device answers, even if new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message, but the message remains unread in the e-mail Inbox.)</li> </ul> <p>Note that if you activate the Restart Notification option and the Send Initial Notification field is set to 0, Cisco Unity triggers the message notification immediately. However, if you enter a delay in the Send Initial Notification field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.</p> <ul style="list-style-type: none"> <li>Repeat Notification If There Are Still New Messages After This Many Minutes—When this option is selected and a duration is specified, Cisco Unity attempts notification immediately after the first message, and then initiates a notification schedule based on the specified interval. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify the subscriber of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., and so on. The notification schedule is effective for as long as the subscriber has one or more new messages.</li> </ul> <p>The range for the redial frequency field is 1 to 100 minutes.</p>
If Device Does Not Answer <i>(not available for Text Pager or SMS (SMPP) notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> <li>Wait for How Many Rings Before Hanging Up—Set to a minimum of 3 rings. Choose a higher number to give a subscriber more time to get to the phone.</li> <li>Try Again How Many Times—Choose a higher number to reach a subscriber who steps away from the phone briefly. Choose a lower number to avoid disturbing others.</li> <li>How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who is away from the phone for long periods of time.</li> </ul>
If Device Is Busy <i>(not available for Text Pager or SMS (SMPP) notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> <li>Try Again How Many Times—Choose a higher number to reach a subscriber who uses the phone frequently.</li> <li>How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who has long phone conversations.</li> </ul>
If Notification Fails, Send Notification To <i>(not available for Text Pager or SMS (SMPP) notifications)</i>	<p>Select an option for an additional device to send notification to when the first device does not answer or is busy, and the maximum number of retries has been reached. Cisco Unity calls the next device only if it is enabled and its schedule is current.</p> <p>Cisco Unity considers message notification successful if a device answers, even if, for example, an answering machine answers. Cisco Unity considers that message notification has failed only after all selected no-answer and busy signal retries have been exhausted.</p>

Table 1-10 Subscribers &gt; Subscriber Template &gt; Message Notification Page (continued)

Field	Considerations
Switch <i>(for dual phone system integrations only)</i>	Select the phone system that Cisco Unity dials out on when notifying the subscriber of new messages. Each notification device (except for text pagers and SMS devices) can be associated with a specific phone system.  On the System > Ports page, the selected phone system must have at least one port set to dial out for message notification.

## Subscriber Template Features Page

Table 1-11 Subscribers &gt; Subscriber Template &gt; Features Page

Field	Considerations
Subscriber Can Send Broadcast Messages to Subscribers on This Server	Check this check box to allow subscribers to send broadcast messages to all subscribers on the local Cisco Unity server.  Default: Check box not checked.
Subscriber Can Update Broadcast Messages Stored on This Server	Check this check box to allow subscribers to edit broadcast messages that are stored on the local Cisco Unity server. By checking this check box, you also enable subscribers to send broadcast messages to all subscribers on the local Cisco Unity server.  Default: Check box not checked.

