



CHAPTER 4

Subscriber Settings

Subscriber Profile Page

Table 4-1 *Subscribers > Subscribers > Profile Page*

Field	Considerations
First Name/Last Name	<p>Displays the first and last names of the subscriber. To change the name of the subscriber, enter a new name here, and then click the Save icon.</p> <p>The names entered here are used for directory assistance. Note that subscribers must also have recorded names to be listed in the phone directory.</p>
Display Name	<p>Shows the subscriber name as displayed in Exchange and in the Cisco Unity Administrator.</p> <p>When networking with the Cisco Unity Bridge is configured, the display name of Cisco Unity subscribers corresponds to the Octel text name that is propagated via NameNet. However, only the first 20 characters of the display name are sent to the Bridge.</p> <p>In most cases, only the first 40 characters are displayed.</p>
Class of Service	<p>Select the class of service to which the subscriber is 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 > Subscribers > Profile page, and move to the Subscribers > Class of Service > Profile page.</p>
Extension	<p>Enter the number that callers dial to reach the subscriber. Enter numerals only, according to the extension numbering plan for your organization. The number must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one. However, a subscriber extension can be the same number as the subscriber Fax ID. Note that many phone system integration features, such as MWI and call forward to personal greeting, require that the Cisco Unity number plan match that of the phone system.</p> <p>Enter any combination of digits from 0 to 9, up to a maximum of 40 digits.</p> <p>In Active Directory, the Extension value maps to the value in the Telephone field on the General tab of the User Properties dialog box. When you import subscribers who have Exchange mailboxes, this value is copied from Active Directory into Cisco Unity. The Extension value must remain unique in the Cisco Unity database; therefore, if you subsequently change this value in Cisco Unity, the data in this field will not be replicated to Active Directory or vice versa.</p>

Table 4-1 *Subscribers > Subscribers > Profile Page (continued)*

Field	Considerations
Fax ID	<p>Enter the number that callers dial to send a fax to the subscriber. This number may be the same as the subscriber extension.</p> <p>In Active Directory, the Fax ID value maps to the value in the Fax field on the Telephones tab of the User Properties dialog box. When you import subscribers who have Exchange mailboxes, this value is copied from Active Directory into Cisco Unity. If you subsequently change this value in Cisco Unity, the data in this field will be replicated to Active Directory and vice versa.</p>
Fax Delivery Number	Enter the number that Cisco Unity uses to deliver a fax message to a fax machine. The Fax Delivery Number field appears only if the subscriber belongs to a class of service that permits access to FaxMail.
Recorded Voice	<p>The recorded name of the subscriber. You can record a name here for the subscriber, or the subscriber can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant.</p> <p>To record the subscriber name here, use the Media Master control bar. Use the Paste From File option on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording. Note that the Media Master is not available across a firewall that blocks DCOM communications.</p>
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 Zone	<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 different time zone than the Cisco Unity server. The subscriber time zone setting is used for:</p> <ul style="list-style-type: none"> • 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. • 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. <p>Note that even if you change the time zone setting for a subscriber, the time zone setting on the Cisco Unity server is used to determine when standard and closed greetings are played for callers.</p>
Switch <i>(for dual phone system integrations only)</i>	<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"> • Transfer calls to or from the subscriber. • Turn message waiting indicators (MWIs) on or off. • Dial the subscriber extension when the phone is selected as the recording and playback device for the Media Master. <p>On the System > Ports page, the selected phone system must have an appropriate number of ports set to answer calls and to dial out for MWIs and Media Master recording and playback by phone.</p>

Table 4-1 Subscribers > Subscribers > Profile Page (continued)

Field	Considerations
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>Subscribers can use the Media Master control bar to adjust the speed of messages that they play by using computer speakers.</p> <p>Default: Normal.</p>
Conversation Speed	<p>Select the speed at which Cisco Unity plays prompts—including recorded voice names, receipts, message headers and footers, and subscriber greetings—to subscribers.</p> <p>Default: Normal.</p>
Message Playback Volume (for integrations via phone cards only)	<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>Subscribers can use the Media Master control bar to adjust volume of messages that they play by using computer speakers.</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"> • Not Limited—Subscribers are not restricted to subscribers who are listed in a directory handler. • 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.
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>After the subscriber has enrolled, the check box is unchecked automatically. This setting is most commonly used for new subscribers.</p>
List in Phone Directory	<p>Check this check box to list the subscriber in directory assistance, which callers can use to reach subscribers. 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>

Table 4-1 Subscribers > Subscribers > Profile Page (continued)

Field	Considerations
Show Subscriber in E-Mail Server Address Book	When this check box is not checked, the subscriber is not listed in the Outlook address book. When you prevent subscribers from appearing in Outlook address books, Exchange will still deliver e-mail messages that are addressed to them, but the number of messages may be reduced because other subscribers cannot use the Outlook address book to address messages to them.
Phone Security Level	<i>Display only.</i> Indicates whether the subscriber belongs to a class of service (COS) that uses regular or enhanced phone security. Regular security indicates that the subscriber uses a password when logging on to Cisco Unity. Enhanced security indicates that the subscriber account uses RSA two-factor user authentication. You select the phone security level for a COS on the Subscribers > Class of Service > Profile page.
Enhanced Security User Alias	Enter the subscriber RSA alias, if you are using enhanced phone security. If this field is left blank, Cisco Unity uses the subscriber Exchange alias as the RSA alias. The RSA alias that Cisco Unity uses for the subscriber must match the RSA alias that is in the corresponding user account on the ACE/Server. If you change the RSA alias here, you must also change it on the ACE/Server by using the Database Administrator program.
Exchange Alias	<i>Display only.</i> The subscriber alias on Exchange. To change a subscriber alias, you must make the change in Active Directory Users and Computers. The change will be visible in the Cisco Unity Administrator after Cisco Unity synchronizes its SQL Server database with Active Directory, which happens every 15 minutes. After that, to see the change in the Cisco Unity Administrator, refresh your browser.
Exchange Server	<i>Display only.</i> The home server where messages for a subscriber are stored.
SMTP Address (for Internet subscribers only)	Specify the e-mail (SMTP) address to which messages to the Internet subscriber will be sent. Enter the address in the following format: alias@domain.com (for example, aabade@cisco.com) Internet subscribers do not have mailboxes (an Internet subscriber is equivalent to a mail-enabled contact in Exchange/Active Directory). Instead, messages for the subscriber are sent to this e-mail address.
AMIS Remote Mailbox Number (for AMIS subscribers only)	Enter the mailbox number that the remote voice messaging system uses to route AMIS messages to the subscriber.
AMIS Location (for AMIS subscribers only)	Select the AMIS location with which the AMIS subscriber is associated. The AMIS location you specify corresponds to the voice messaging system that this AMIS subscriber uses. The Delivery Phone Number for the AMIS location is used for outgoing messages to this subscriber. In installations with multiple Cisco Unity servers, only locations that have been created on this Cisco Unity server are displayed in the list.
Bridge Remote Mailbox Number (for Bridge subscribers only)	Enter the mailbox number that the remote voice messaging system uses to route messages to this Bridge subscriber.
Bridge Location (for Bridge subscribers only)	Select the Bridge location with which the Bridge subscriber is associated. The Bridge location that you specify corresponds to the Octel system that this Bridge subscriber uses. In installations with two or more Cisco Unity bridgehead servers, only Bridge delivery locations that have been created on this Cisco Unity server are displayed in the list.

Table 4-1 Subscribers > Subscribers > Profile Page (continued)

Field	Considerations
VPIM Remote Mailbox Number <i>(for VPIM subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this VPIM subscriber.
VPIM Location <i>(for VPIM subscribers only)</i>	Select the VPIM location with which the VPIM subscriber is associated. The VPIM location you specify corresponds to the voice messaging system that this VPIM subscriber uses. In installations with multiple Cisco Unity servers, only VPIM delivery locations that have been created on this Cisco Unity server are displayed in the list.
Unity Node Serial Number <i>(used only when the Bridge Networking option is configured)</i>	<p>Select from the list or enter a new serial number. In an Octel analog network, this is the serial number of the node with which the Cisco Unity subscriber is associated. Enter any combination of digits from 0 to 9. Do not include any spaces. Serial numbers typically contain 4 or 5 digits (although the Cisco Unity Administrator accepts a maximum of 64 digits).</p> <p>The Unity Node Serial Number is displayed only when the Active Directory schema has been extended for the Bridge Networking option, and the check box Display Fields Required for Cisco Unity Bridge Networking has been checked on the Configuration > Settings page in the Cisco Unity Administrator.</p> <p>The Unity Node Serial Number and Legacy Mailbox ID are required for all Cisco Unity subscribers who will be messaging with subscribers on an Octel system via the Cisco Unity Bridge. Without these numbers, a Cisco Unity subscriber cannot send messages to nor receive messages from Octel subscribers.</p> <p>If the Unity Node Serial Number field is set to something other than the default setting, None, you must enter a value for the Legacy Mailbox ID.</p> <p>For each Unity Node Serial Number, the Legacy Mailbox ID value must be unique within the global directory. The combination Unity Node Serial Number and Legacy Mailbox ID uniquely identifies a subscriber within an Octel analog network. When you click the Save icon, if the Cisco Unity Administrator detects that the Unity Node Serial Number and Legacy Mailbox ID is already in use, an error message is displayed, and the subscriber account is not created.</p>

Table 4-1 *Subscribers > Subscribers > Profile Page (continued)*

Field	Considerations
Legacy Mailbox ID <i>(used only when the Bridge Networking option is configured for messaging with Octel systems)</i>	<p>Enter a mailbox number for the subscriber. If the subscriber has migrated to Cisco Unity from an Octel system, use the mailbox number they had on the Octel system. Enter any combination of digits from 0 to 9. Do not include any spaces. Mailbox numbers typically contain 3 to 10 digits (although the Cisco Unity Administrator accepts a maximum of 64 digits). Note that the Legacy Mailbox ID and the subscriber extension do not have to be the same number.</p> <p>For Cisco Unity subscribers who have recently migrated from Octel, enter the mailbox numbers that the subscribers had on the Octel system. This allows the remaining Octel subscribers to address messages by using the same number that they used before the subscriber was migrated.</p> <p>For existing Cisco Unity subscribers (including subscribers who have already migrated from Octel in a previous version of Cisco Unity and the Bridge), enter the number that Octel subscribers dial (excluding the location Dial ID and/or prefix) to address messages to the Cisco Unity subscriber.</p> <p>The Legacy Mailbox ID is displayed only when the Active Directory schema has been extended for the Bridge Networking option, and the check box Display Fields Required for Cisco Unity Bridge Networking has been checked on the Configuration > Settings page in the Cisco Unity Administrator.</p> <p>The Unity Node Serial Number and Legacy Mailbox ID are required for all Cisco Unity subscribers who will be messaging with subscribers on an Octel system via the Cisco Unity Bridge. Without these numbers, a Cisco Unity subscriber cannot send messages to nor receive messages from Octel subscribers.</p> <p>If the Unity Node Serial Number field is set to something other than the default setting, None, you must enter a value for the Legacy Mailbox ID.</p> <p>For each Unity Node Serial Number, the Legacy Mailbox ID value must be unique within the global directory. The combination Unity Node Serial Number and Legacy Mailbox ID uniquely identifies a subscriber within an Octel analog network. When you click the Save icon, if the Cisco Unity Administrator detects that the Unity Node Serial Number and Legacy Mailbox ID is already in use, an error message is displayed, and the subscriber account is not created.</p>

Subscriber Account Page

Table 4-2 *Subscribers > Subscribers > Account Page*

Field	Considerations
Cisco Unity TUI Access Status	Check this check box to lock the account; uncheck it to unlock the subscriber account. When an account is locked, the subscriber cannot access Cisco Unity by phone, but the subscriber can use the Cisco Unity Administrator, Status Monitor, Cisco Personal Communications Assistant (PCA), and ViewMail.
Cisco Unity GUI Access Status	Check this check box to lock an account; uncheck it to unlock the subscriber account. When a subscriber account is locked, the subscriber cannot access Cisco Unity by using the Cisco Unity Administrator, Status Monitor, or the Cisco Personal Communications Assistant (PCA), but the subscriber can access it by phone or by using ViewMail.
Account Created	<i>Display only.</i> Shows the date and time that the subscriber account was created.

Table 4-2 *Subscribers > Subscribers > Account Page (continued)*

Field	Considerations
Last TUI Access	<i>Display only.</i> Shows the date and time that the subscriber last accessed the account by phone.
Billing ID	Enter organization-specific information, such as accounting information, department names, or project codes. This information can be included in subscriber reports.
Call Handlers Owned	<i>Display only.</i> Shows call handlers that the subscriber owns. To view them, click the link on the handler name. Note that when you click the call handler link, you leave this page, and move to the Call Management > Call Handlers > Profile page.
Windows NT Account Status	<i>Display only.</i> Shows the status of the Active Directory account for a subscriber. If the Active Directory account is disabled, the subscriber cannot access the Cisco Unity Administrator, Status Monitor, or the Cisco Personal Communications Assistant (PCA), or use the phone as a recording and playback device for the Media Master in ViewMail for Outlook. The Active Directory account cannot be enabled from the Cisco Unity Administrator.

Subscriber Phone Password Page

Table 4-3 *Subscribers > Subscribers > Phone Password Page*

Field	Considerations
Prompt for Phone Password <i>(not available on Subscriber Template pages)</i>	Indicate whether Cisco Unity prompts the subscriber to log on to Cisco Unity by entering a phone password: <ul style="list-style-type: none"> Always—Cisco Unity prompts for a phone password before allowing the subscriber to access his or her mailbox. Only When User Calls From Unknown Extension—Cisco Unity prompts for a phone password before allowing the subscriber to access his or her mailbox when the subscriber calls Cisco Unity from a number that is not associated with the subscriber account. When this check box is checked, the subscriber is not required to enter a password when calling from the primary extension or an alternate device. <p>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.</p>
User Cannot Change Password	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. 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.
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. To help protect their accounts from unauthorized access and toll fraud, encourage subscribers to specify long—eight or more digits—and non-trivial passwords, or use the settings on the Subscribers > Account Policy > Phone Password Restrictions page to require them to do so.

Table 4-3 *Subscribers > Subscribers > Phone Password Page (continued)*

Field	Considerations
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 > Account Policy > Phone Password Restrictions page.</p>
Password	<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 > Account Policy > Phone Password Restrictions page.)</p> <p>To have Cisco Unity prompt the subscriber to set a new password, also check the User Must Change Password at Next Login check box.</p>
Confirm Password	Enter the new password again to confirm the entry.
Date of Last Change	<i>Display only.</i> Shows the date on which the password was last changed.

Subscriber Private Lists Page

Table 4-4 *Subscribers > Subscribers > Private Lists Page*

Field	Considerations
Private Lists	<p>Select the list to which the settings on the rest of the page will apply.</p> <p>You can modify the settings on this page for the selected list. To create a new list, click an empty list and add settings, or click a list that is no longer used and modify the settings.</p>
Name of List	Shows the name of the selected list. The name is displayed in the Cisco Unity Inbox address book.
Recorded Name	<p>The recorded name of the list. Because subscribers address messages to private lists by phone only in number mode, Cisco Unity plays the recorded name so that subscribers can verify that they have addressed the message to the correct list.</p> <p>To record a list name, use the Media Master control bar. Use the Paste From File option on the Options menu to use a prerecorded WAV file. Note that the Media Master is not available across a firewall that blocks DCOM communications.</p>
Current Members of <List>	<p>Shows the current members of the private list. To add or remove members from the list, click Change Members. Subscribers and public distribution lists can be members of a private list; other private lists cannot be members of a private list.</p> <p>There is no limit imposed on the number of members that can be added to a private list when you use this page to add them. When subscribers use the Cisco Unity conversation or the Cisco Unity Assistant to add members to a list, the maximum number of members that can be added to a list is determined by their class of service. See the Maximum Members Per List setting on the applicable Subscribers > Class of Service > Features page to change the maximum for a subscriber.</p>

Subscriber Conversation Page

Table 4-5 *Subscribers > Subscribers > Conversation Page*

Field	Considerations
Menu Style	<p>Choose one of these options:</p> <ul style="list-style-type: none"> • Full Menu—Subscribers hear comprehensive instructions; select for a new subscriber. • Brief Menu—Subscribers hear abbreviated versions of the full menus; select for a more experienced subscriber.
Language	<p>Select the language in which the subscriber conversation plays instructions to subscribers.</p> <p>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"> • 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 > Configuration > Settings page. • 12-Hour Clock—Subscribers hear 1:00 p.m. when listening to the timestamp for a message left at 1:00 p.m. • 24-Hour Clock—Subscribers hear 13:00 when listening to the timestamp for a message left at 1:00 p.m. <p>Subscribers can set their own time format preferences in the Cisco Unity Assistant.</p>

Table 4-5 *Subscribers > Subscribers > 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 unidentified 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"> • 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>. • 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.) • Custom Keypad Mapping 2—Subscribers hear the menus that use the keypad mapping that you specify in the Custom Keypad Map utility. • Custom Keypad Mapping 3—Subscribers hear the menus that use the keypad mapping that you specify in the Custom Keypad Map utility. • Optional Conversation 1—Subscribers hear the menus depicted in the Cisco Unity Phone Menus for Optional Conversation 1. • Standard Conversation—Subscribers hear the menus depicted in the Cisco Unity Phone Menus for the Standard Conversation. • Hospitality Conversation—Subscribers hear the menus depicted in the Hotel Guest Voice Messaging Guide; the Hospitality conversation is available when you use the Cisco Unity Hospitality and Property Management System (PMS) Integration feature. <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"> • Standard—A tiered menu structure. • Streamlined—A compressed menu structure that enables subscribers to use fewer keystrokes to mark messages urgent, request receipts, and complete other tasks. Streamlined Send menus also offer easier navigation of lists when subscribers address messages. <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>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
Use Press-or-Say Phone Input Style (Includes Voice Addressing)	<p>Check this check box to give subscribers the options of pressing a key or saying the number that corresponds to a menu option.</p> <p>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>To improve the accuracy of name recognition, you can enter alternate spellings for the names of individual subscribers. Alternate spellings are entered on the Alternate Name page for individual subscribers in the Cisco Unity Administrator.</p> <p>Default: Check box not checked.</p>
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>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
Responding to Phone Menus	<p>For each subscriber, you can specify the following:</p> <ul style="list-style-type: none"> • 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. • 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, update passwords, 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. • 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. • How many times Cisco Unity repeats a menu if the subscriber has not responded to the menu. The range of valid entries is 0 to 250. Default: 3. <p>Note 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 the above 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 specified on the System > Configuration > Settings page dictate how long Cisco Unity waits for subscribers and how many times Cisco Unity repeats a menu.</p>

Table 4-5 *Subscribers > Subscribers > 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"> • Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. • CVM Mailbox Reset—Sends the call to the mailbox reset conversation (available only when you use the Community Voice Mail package). • Call Handler—Sends the call to the call handler that you select. • 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. • Directory Handler—Sends the call to directory assistance. • Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. • Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. • Hotel Checked Out—Sends the call to a conversation that guides guests through the process of checking their archived messages. (Available only when you use the Cisco Unity Hospitality and Property Management System (PMS) Integration feature.) • Interview Handler—Sends the call to the interview handler that you select. • Sign-In—Sends the call to the subscriber logon conversation. • Subscriber—Sends the call to the subscriber that you select. • 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.
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>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
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 > Configuration > Settings page, subscribers can address messages by phone only by entering subscriber extensions.</p>
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, “<subscriber name> 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>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
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"> • 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. <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>
When Subscriber Checks Messages	<p>Select the types of message receipts that are included in the message count and played when subscribers check messages by phone:</p> <ul style="list-style-type: none"> • Include All Receipts—Cisco Unity includes non-delivery receipts (NDRs) and read receipts in the list of messages that it plays for subscribers. • Exclude All Receipts—Cisco Unity does not include any receipts in the list of messages that it plays for subscribers. • Exclude Only Read Receipts—Cisco Unity includes only non-delivery receipts (NDRs) in the list of messages that it plays for subscribers. <p>Default: Include All Receipts.</p> <p>This setting does not affect whether Cisco Unity includes receipts when subscribers check messages by using the Cisco Unity Inbox.</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 4-5 *Subscribers > Subscribers > 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>Note 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 not checked.</p>
New Messages Automatically	<p>Check this check box to have Cisco Unity play new messages 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 4-5 *Subscribers > Subscribers > 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"> • Press 1 to hear voice messages • Press 2 to hear e-mails • Press 3 to hear faxes • Press 4 to hear receipts <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>
Deleted Messages Play Order	<p>Click Newest First or Oldest First to specify the message order for deleted 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> <p>This field is available only when the Deleted Messages Are Copied to the Deleted Items Folder check box is checked on the Subscribers > Class of Service > Messages page. Subscribers with proper COS rights can also use the Cisco Unity Assistant to specify the order in which Cisco Unity plays deleted messages.</p>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
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"> • 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. • For messages left by an unidentified caller, Cisco Unity does not provide the phone number (ANI or caller ID) information before playing the message.
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>
Before Playing Each Message, Play: Time the Message Was Sent	<p>Check this check box to have Cisco Unity announce the date and time a message was sent, before playing the message.</p>
After Playing Each Message, Play: Time the Message Was Sent	<p>Check this check box to have Cisco Unity announce the date and time a message was sent, after playing the message.</p>
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, receipts, or if a subscriber is listening to messages by using the dynamic Message Locator option.</p> <p>Default: Check box not checked.</p> <p>When DCR for calls dropped during message playback is enabled, the range of valid entries for the recovery period is 1 to 30 minutes. Default: 5.</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 as new until the DCR recovery time period has expired.</p>

Table 4-5 *Subscribers > Subscribers > Conversation Page (continued)*

Field	Considerations
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 Call Transfer Page

Table 4-6 *Subscribers > Subscribers > 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> <p>Enabled—The transfer rule is active and Cisco Unity directs callers as defined by the settings within this rule.</p> <p>Disabled—The transfer rule is inactive and Cisco Unity ignores all settings within this rule.</p> <p>When Transfer Rule Applies To is set to Standard, this setting is automatically set to Enabled, and it cannot be changed.</p>

Table 4-6 *Subscribers > Subscribers > Call Transfer Page (continued)*

Field	Considerations
Transfer Incoming Calls to Subscriber's Phone	<p>Choose one of these options:</p> <ul style="list-style-type: none"> • No (Send Directly)—The extension that is assigned to the subscriber does not ring for indirect calls; Cisco Unity plays the subscriber greeting. • 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 Rings to Wait For field to set the number of times that the extension rings before Cisco Unity plays the subscriber or handler greeting. • 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 Rings to Wait For field to set the number of times the extension rings before Cisco Unity plays the subscriber or handler greeting. <p>Note 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"> • 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). • 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. <p>Default: Check box checked.</p>
Transfer Type	<p>Select how Cisco Unity transfers calls:</p> <ul style="list-style-type: none"> • 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. • 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. <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>

Table 4-6 Subscribers > Subscribers > Call Transfer Page (continued)

Field	Considerations
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, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> • Always Hold—Cisco Unity plays a prompt indicating that the extension is busy. The caller is put on hold. • No Holding—Cisco Unity prompts the caller to leave a message and allows the caller to dial another extension. • Ask Caller—Cisco Unity gives the caller the options of holding, leaving a message, or dialing another extension. <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>
Announce	<p>Check this check box to have Cisco Unity say “transferring call” when the subscriber answers the phone.</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 <subscriber recorded name>” or “call for <dialed extension number>” 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>

Table 4-6 *Subscribers > Subscribers > Call Transfer Page (continued)*

Field	Considerations
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 Greetings Page

Table 4-7 *Subscribers > Subscribers > 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"> • When a call handler greeting is enabled, it is enabled until you disable it. • 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. <p>Recording a greeting does not automatically enable it; it must be enabled here.</p>

Table 4-7 *Subscribers > Subscribers > 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"> • System—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, <subscriber name> 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. • Recording—Select to use a personal recording for the subscriber (or call handler). To record and play greetings here, use the Media Master control bar (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. <p>Note Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> • Blank—Select to have no recording. When the greeting source is left blank, Cisco Unity immediately performs the after-greeting action. <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"> • Transfer Callers to Greeting Without Ringing the Subscriber Phone • Prevent Callers From Skipping the Subscriber Greeting • Prevent Callers From Leaving Messages <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 4-7 *Subscribers > Subscribers > 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"> • Take Message—Cisco Unity records a message from the caller. Click the Take Message link to view the Messages page. • 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. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – CVM Mailbox Reset—Sends the call to a conversation used to reset mailboxes at Community Voicemail sites. – Call Handler—Sends the call to the call handler that you select. – 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. – Directory Handler—Sends the call to directory assistance. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter an ID and password. – Subscriber—Sends the call to the subscriber that you select. – 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. <p>Default: Take Message.</p>

Table 4-7 *Subscribers > Subscribers > Greetings Page (continued)*

Field	Considerations
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"> • 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. • 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. <p>Default: Check box not checked.</p>
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 Caller Input Page

Table 4-8 *Subscribers > Subscribers > 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 amount 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>A value of 1500 (one and one-half seconds) is recommended.</p> <p>This option is unavailable if the Allow Callers to Dial an Extension During Greeting check box is not checked.</p> <p>Default: 1,500 milliseconds.</p>

Table 4-8 *Subscribers > Subscribers > Caller Input Page (continued)*

Field	Considerations
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, 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 the calls can be routed to a support person appropriate to the particular call handler (for example, a Technical Support call handler or a Sales call handler) because of the presence of the prepended and postpended digits.</p>
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.</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, 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 the calls can be routed to a support person appropriate to the particular call handler (for example, a Technical Support call handler or a Sales call handler) because of the presence of the prepended and postpended digits.</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 4-8 *Subscribers > Subscribers > 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"> • Ignore Key—No action taken. Cisco Unity plays the entire greeting, then performs the after-greeting action. • Skip Greeting—Cisco Unity skips the greeting and performs the after-greeting action. Skip Greeting is assigned to # by default to provide callers a standard way to skip greetings. • Take Message—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. • 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. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – CVM Mailbox Reset—Sends the call to a conversation used to reset mailboxes at Community Voicemail sites. – Call Handler—Sends the call to the call handler that you select. – 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. – Directory Handler—Sends the call to directory assistance. – Easy Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their password. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password. – Subscriber—Sends the call to the subscriber that you select. – 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.

Subscriber Messages Page

Table 4-9 *Subscribers > Subscriber > Messages Page*

Field	Considerations
Maximum Message Length in Seconds	<p>Set the recording length 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 > Class of Service > 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"> • 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. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages. – CVM Mailbox Reset—Send the call to a conversation used to reset mailboxes at Community Voicemail sites. – Call Handler—Sends the call to the call handler that you select. – 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. – Directory Handler—Sends the call to directory assistance. – Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. – Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. – Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out. – Interview Handler—Sends the call to the interview handler that you select. – Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password. – Subscriber—Sends the call to the subscriber that you select. – 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. <p>Default: Say Good-Bye.</p>

Table 4-9 *Subscribers > Subscriber > 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"> • Always—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support call handlers. • Never—Messages left by unidentified calls are never marked urgent. • Ask Caller for Their Preference—Cisco Unity asks unidentified callers whether to mark their messages urgent. <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 on the language set by the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the default phone language.</p> <p>The default phone language and the list of languages shown here are set on the System > Configuration > 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>

Table 4-9 *Subscribers > Subscriber > Messages Page (continued)*

Field	Considerations
MWI Extensions	<p>When the Use MWI for Message Notification field is enabled, Cisco Unity uses the extension or extensions listed in the Extension column of the MWI Extensions table to activate message waiting indicators (MWIs).</p> <p>By default, one row in the table contains an “X” in the Extension column to indicate the primary extension assigned to a subscriber. You can change this row or add more rows to the table to have Cisco Unity activate MWIs for another extension or phone number. MWIs are enabled for all rows in the table; to disable an MWI for an extension, delete the row from the table.</p> <p>You can assign subscribers up to nine alternate MWIs. The alternate MWI extensions must be unique—up to the dialing domain level, if applicable—and no more than 30 digits in length.</p> <p>When entering characters in the Extension column, consider the following:</p> <ul style="list-style-type: none"> • Enter digits 0 through 9. • Do not use spaces, dashes, or parentheses between digits. • Enter , (comma) to insert a one-second pause. • Enter # and * to correspond to the # and * keys on the phone. • If the extension that you enter is intended to light an MWI on a phone that requires a different lamp code than the phone that is associated with the primary extension, make sure that your phone system is programmed to support multiple lamp codes. • MWIs are enabled for all rows in the table. <p>The Indicator Lamps column of the MWI Extensions table shows the status of the indicator lamp for the MWI extension on that row of the table. The status will be one of the following: MWI on; MWI off; MWI request is pending; MWI request is pending on; MWI request is pending off; MWI request failed.</p>

Subscriber Message Notification Page

Table 4-10 Subscribers > Subscribers > 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"> To set up SMS (SMPP) text message notifications, click SMS (SMPP). Enter the SMPP provider that you want to use on the System > 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. To set up text message notifications so that Voice Messaging subscribers receive an e-mail notification in the Inbox of their respective e-mail clients when a new voice message arrives in their Cisco Unity Inbox, click Text for Cisco Unity Inbox. Your site must have an SMTP gateway to use this option. <p>Enter the URL for the Cisco Personal Communications Assistant (PCA) on the System > Configuration page so that it is automatically included as a link in the body of the e-mail message that is sent to the subscriber. (Subscribers use the Cisco PCA to access their Cisco Unity Inboxes.)</p> <ul style="list-style-type: none"> 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.
Phone Number <i>(not available for Text Pager, SMS (SMPP), or Cisco Unity Inbox notifications)</i>	<p>Enter the phone number, including trunk access code, of the selected device. Use digits 0 through 9 and the following dialing characters in the phone number:</p> <ul style="list-style-type: none"> , (comma) to insert a one-second pause. # and * to correspond to the # and * keys on the phone. <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 <i>(not available for Text Pager, SMS (SMPP), or Cisco Unity Inbox notifications)</i>	<p>Enter any extra digits that Cisco Unity will dial after the phone number. The effect of the extra digits depends on the selected device. For pagers, the extra digits are shown on the pager display.</p>
Dialing Options <i>(not available for Text Pager, SMS (SMPP), or Cisco Unity Inbox notifications)</i>	<p>Select the dialing options:</p> <ul style="list-style-type: none"> Try to Detect Connection—Cisco Unity waits until it detects a connection before dialing the digits in Extra Digits. 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).

Table 4-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
To <i>(for Text Pager, SMS (SMPP), or Cisco Unity Inbox 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"> • 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). • 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. Up to 128 characters can be entered in this field.
From <i>(for Text Pager, SMS (SMPP), or Cisco Unity Inbox 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 or Cisco Unity Inbox notification. A subscriber can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature. <p>For SMS (SMPP) devices, what you enter in this field depends on the SMPP Provider:</p> <ul style="list-style-type: none"> • If the SMPP Provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity server. • 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. <p>Note 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.</p> 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 will 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. <p>Note 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).</p> 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 4-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
Include Voice Mail, E-Mail, and Fax Message Counts <i>(for Text Pager, SMS (SMPP), or Cisco Unity Inbox notifications only)</i>	<p>Check this check box if you want the Text Pager or Cisco Unity Inbox notification to include a count of each voice mail, e-mail, and fax message.</p> <p>When the subscriber receives the notification, the message count appears as a line for each type of message. For example:</p> <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, SMS (SMPP), or Cisco Unity Inbox notifications only)</i>	<p>Check this check box if you want the Text Pager or Cisco Unity Inbox notification to include 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"> • A Cisco Unity subscriber—Cisco Unity provides the display name that is associated with the subscriber. • 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. • A fax server—Cisco Unity provides the display name for the fax server. <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 <number to call Cisco Unity></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>	<p>Select the applicable SMPP provider. You can add a provider to this list on the System > SMPP page.</p>

Table 4-10 *Subscribers > Subscribers > 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"> • Enabled—Cisco Unity calls the device when there are new messages. • Disabled—Cisco Unity does not call the device. Note that disabling a device does not delete its settings.
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 >> 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 4-10 Subscribers > Subscribers > 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"> 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.) <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"> 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. <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, SMS (SMPP), or Cisco Unity Inbox notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> 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. 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. 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.
If Device Is Busy <i>(not available for Text Pager, SMS (SMPP), or Cisco Unity Inbox notifications)</i>	<p>Indicate settings for the following:</p> <ul style="list-style-type: none"> Try Again How Many Times—Choose a higher number to reach a subscriber who uses the phone frequently. How Many Minutes to Wait Between Tries—Choose a higher number to reach a subscriber who has long phone conversations.
If Notification Fails, Send Notification To <i>(not available for Text Pager, SMS (SMPP), or Cisco Unity Inbox 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 4-10 Subscribers > Subscribers > Message Notification Page (continued)

Field	Considerations
Switch <i>(for dual phone system integrations only)</i>	<p>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.</p> <p>On the System > Ports page, the selected phone system must have at least one port set to dial out for message notification.</p>

Subscriber Alternate Extensions Page

Table 4-11 Subscribers > Subscribers > Alternate Extensions Page

Field	Considerations
Administrator-Defined Alternate Extensions	<p>When entering characters in the Alternate Extensions table, consider the following:</p> <ul style="list-style-type: none"> You can enter an extension up to 30 characters in length. (SIP integrations can use up to 30 alphanumeric characters.) Each extension must be unique—up to the dialing domain level, if applicable. Enter digits 0 through 9. Do not use spaces, dashes, or parentheses. For SIP integrations, you can also enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Do not use spaces. Rows are numbered as a convenience. You can enter alternate extensions in any order, and you can have blank rows. <p>To activate message waiting indicators (MWIs) for an alternate extension, enter the applicable number into the MWI Extensions table on the Subscribers > Subscribers > Messages page.</p> <p>To give subscribers class of service (COS) rights to view the alternate extensions that you enter here, or to allow subscribers to specify their own alternate extensions, see the Subscribers > Class of Service > Profile page.</p>
Subscriber-Defined Alternate Extensions	<p>For troubleshooting purposes, you can view the alternate extensions that subscribers define by using the Cisco Unity Assistant. Like the Cisco Unity Administrator, the Cisco Unity Assistant also requires that each extension the subscriber enters is unique and no more than 30 characters in length (SIP integrations can use up to 30 alphanumeric characters).</p> <p>You control whether subscribers can use the Cisco Unity Assistant to view the alternate extensions that you specify in the Cisco Unity Administrator. See the Subscribers > Class of Service > Profile page.</p>

Subscriber Alternate Names Page

Table 4-12 *Subscribers > Subscribers > Alternate Names Page*

Field	Considerations
Add	<p>Enter alternate first and last names for the subscriber.</p> <p>Alternate names are different versions of the first or last name of the subscriber. Cisco Unity considers these names when subscribers use voice recognition to address messages to other subscribers. For example, if a subscriber attempts to address a message to “Mary Jameson,” which was the maiden name of Mary Brown, Cisco Unity could reference this information and address the message to the correct user.</p> <p>You can use Alternate Names to add common shortened names (Bill in place of William, for example), nicknames, or maiden names. You could also use alternate names to add phonetic spellings of hard-to-pronounce names. For example, you could add “Goolay” as an alternate name for the last name “Goulet.”</p>

Subscriber Features Page

Table 4-13 *Subscribers > Subscribers > Features Page*

Field	Considerations
Subscriber Can Send Broadcast Messages to Subscribers on This Server	<p>Check this check box to allow subscribers to send broadcast messages to all subscribers on the local Cisco Unity server.</p> <p>Default: Check box not checked.</p>
Subscribers Can Send Broadcast Messages to Subscribers on Multiple Servers	<p>Check this check box to allow subscribers to send system broadcast messages to all locations in the Cisco Unity global directory, or to specific locations and/or public distribution lists set up for system broadcast messaging. (By checking this check box, you also enable subscribers to send broadcast messages to all subscribers on the local Cisco Unity server.)</p> <p>Default: Check box not checked.</p>
Subscriber Can Update Broadcast Messages Stored on This Server	<p>Check this check box to allow subscribers to edit broadcast messages 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.</p> <p>Consider that when a system broadcast message is sent to multiple locations, a copy of the message is sent to each server and then distributed to the subscribers that are homed on that server. As a result, subscribers must make updates to each message locally. To do so, subscribers must be enabled to update messages on each server and then they must log on to Cisco Unity Broadcast Message Administrator for each Cisco Unity server to update the messages.</p> <p>Default: Check box not checked.</p>

Table 4-13 *Subscribers > Subscribers > Features Page (continued)*

Field	Considerations
Subscriber Can Use Message Locator	<p>Check this check box to allow subscribers to find voice messages from Cisco Unity subscribers and outside callers when they check messages by phone.</p> <p>When this box is checked, subscribers are prompted to “Press 5 to find messages” from the Cisco Unity Main menu. (For Alternate Keypad Mapping X and Alternate Keypad Mapping S, Cisco Unity prompts subscribers to press 8.)</p> <p>Subscribers can use the Message Locator feature to search their new and saved messages for messages from a particular subscriber, extension, or phone number (ANI or caller ID information).</p> <p>Note When subscribers search for messages from a particular subscriber, the Message Locator feature uses the current display name for the subscriber to conduct the search.</p> <p>Default: Check box not checked.</p>
Subscriber Can Use Phone View Visual Message Locator	<p>Check this check box to allow subscribers to view the results of Message Locator searches on the LCD screen of their Cisco IP phones.</p> <p>When this box is checked, Subscribers can use the Message Locator feature to search for all new messages or all messages, in addition to searching for messages from a particular subscriber or outside caller, or from all outside callers.</p> <p>Default: Check box not checked.</p>
Include Receipts in Searches	<p>Check this check box to include new and saved receipts in Message Locator searches.</p> <p>When this check box is checked and subscribers search for messages from a particular subscriber, nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices are included in the search results—in addition to voice messages. Note that receipts are included in the search results regardless of whether subscribers can access receipts when they check messages by phone or in the Cisco Unity Inbox. (You can use the Advanced Settings Tool in Tools Depot to prevent subscribers from accessing receipts for either application.)</p> <p>This option is unavailable when the Subscribers Can Use Message Locator check box is not checked.</p> <p>Default: Check box not checked.</p>
Message Security: When Sending a Message	<p>Select the types of messages that are encrypted when subscribers send messages to other subscribers.</p> <ul style="list-style-type: none"> • Do Not Encrypt Messages—Messages are not encrypted. • Encrypt Only Private Messages—Only messages that are flagged as private are encrypted. • Encrypt All Messages—All messages are encrypted. <p>Default: Do not encrypt messages.</p>