



Cisco Unity Express AvT Administrator Guide

Release 2.1/2.2

This document describes basic tasks that Cisco Unity Express administrators perform using the Administration via Telephone (AvT) system. Additional documentation is found at:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/unityexp/index.htm>

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Managing the Auto Attendant

Cisco Unity Express provides several ways to manage your voice-mail system and the greetings, prompts, and menus that callers hear when they reach the automated attendant. An automated attendant (*auto attendant*) is a collection of greetings and messages that guides the caller in performing various functions, such as pressing buttons to reach various departments and entering the extension for an employee. An *auto attendant script* is a file containing steps and variables that determines how the auto attendant handles calls; for example, which prompts are played under different conditions, and to which extension certain calls are transferred. *Auto attendant prompts* (also called *greetings*) are recorded sound files that are played to callers and are the components of the auto attendant menu.

A standard welcome greeting and other system messages are provided as part of the default auto attendant file that is included with Cisco Unity Express. You can also create custom auto attendant scripts and prompts. This document describes how to manage and record greetings and prompts using the AvT system. You can also perform some of these functions using other tools; consult the references in the “[Prerequisites and Related Configuration Tasks](#)” section on page 2.

Prerequisites and Related Configuration Tasks

Required

- Install all Cisco Unity Express software on the network module or AIM.
- Configure the phone number for the auto attendant, voice mail, and AvT applications.
- Configure Cisco Unity Express and Cisco CallManager Express or Cisco CallManager:
 - [Configuring Cisco CallManager Express and Cisco Unity Express](#)
 - [Configuring Cisco CallManager and Cisco Unity Express](#)

Optional

Create custom auto attendant scripts on a desktop PC. You can then use the AvT system to record custom prompts used in these scripts. If using Cisco Unity Express 2.1, see the *Cisco Unity Express Script Editor Installation and Configuration Guide* for more information on creating scripts. If using Cisco Unity Express 2.2, see the *Cisco Unity Express 2.2 Guide to Writing Auto-Attendant Scripts*.

Configuring Cisco CallManager Express and Cisco Unity Express

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- Step 1** On the Cisco CallManager Express system, configure SIP dial peers to point to the voice mail, auto attendant and “promptmgmt” (AvT) applications.
- Step 2** On the Cisco Unity Express system, configure SIP triggers for the voice mail, “autoattendant” and “promptmgmt” (AvT) applications.

See [Configuration Tasks](#) in the *Cisco Unity Express CLI Administrator Guide for Cisco CallManager Express, Release 2.1* for more information.

**Tip**

You can also enter the auto attendant and AvT numbers when running the Cisco Unity Express GUI Initialization Wizard or from the **Voice Mail > Call Handling** or **Administration > Call-in Numbers** windows in the GUI. For more information, see the Cisco Unity Express System Administrator for Cisco CallManager Express GUI online help.

Configuring Cisco CallManager and Cisco Unity Express

Perform the following steps in the Cisco CallManager GUI:

- Step 1** Create a Java Telephony API (JTAPI) user for Cisco Unity Express and configure a computer telephony integration (CTI) route point for each Cisco Unity Express application. See [Prerequisites for Implementing Cisco Unity Express on Cisco CallManager](#) in the *Cisco Unity Express CLI Administrator Guide for Cisco CallManager, Release 2.1*.
- Step 2** Create CTI ports that are shared by the CTI route points. Insert the CTI ports into a device pool for the branch office to control transcoder use (optional). See [Sharing Ports Among Applications and Triggers](#) in the *Cisco Unity Express CLI Administrator Guide for Cisco CallManager, Release 2.1* for information on how to configure these ports in Cisco Unity Express.
- Step 3** Unless all calls in the network use the G.711 codec, you must define a region for each branch office and choose a codec. If using multiple codecs, you must add a transcoder to transcode G.729 calls that terminate in Cisco Unity Express.

Perform the following steps on the Cisco Unity Express system:

- Step 1** Configure JTAPI triggers for the voice mail, auto attendant, and “promptmgmt” (AvT) applications. See [Configuring JTAPI Parameters](#) in the *Cisco Unity Express CLI Administrator Guide for Cisco CallManager, Release 2.1*.
You can also enter the numbers for these applications in the **Configure > CallManager** window in the GUI. For more information, see the Cisco Unity Express System Administrator for Cisco CallManager GUI online help.
- Step 2** Enter the IP address of the Cisco CallManager server using the **ccm-manager address** command, or in the **Configure > CallManager** window in the GUI.
- Step 3** Enter the JTAPI username and password you created on Cisco CallManager by using the **ccm-manager username** command in the CLI, or in the **Configure > CallManager** window in the GUI.
- Step 4** Enter the CTI ports you configured in Cisco CallManager by using the **ctiport** command in the CLI, or in the **Configure > CallManager** window in the GUI.

Managing Alternate Auto Attendant Greetings

Alternate auto attendant greetings are greetings that are played before the usual welcome greeting played to callers who reach the auto attendant. You can use the AvT to record and activate an alternate greeting for use in an emergency or other short-term event, such as a holiday.

**Note**

To access the Auto Attendant Greeting Menu, the extension from which you are calling to the AvT must have administrator privileges.

Accessing the Alternate Auto Attendant Greeting Menu

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- Step 1** Dial the phone number to call the Cisco Unity Express AvT system.
- Step 2** Enter your extension and PIN.
- Step 3** Press **1** to access the Alternate Auto Attendant Greeting Menu.
- If the alternate greeting is currently active, you can:
 - Press **1** to hear the alternate greeting.
 - Press **2** to rerecord the alternate greeting. See [Recording the Alternate Auto Attendant Greeting](#).
 - Press **3** to deactivate the alternate greeting. Deactivating the alternate greeting removes it from the system.
 - If the alternate greeting is not currently active, you can press **1** to record the alternate greeting.
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Recording the Alternate Auto Attendant Greeting

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- Step 1** After accessing the Alternate Auto Attendant Greeting Menu and pressing **2** (if an alternate greeting exists), or pressing **1** (if an alternate greeting does not exist), you will hear a tone. After the tone, begin speaking.
- Step 2** Press **#** to stop recording.
- Step 3** Do one of the following:
- Press **1** to save and activate the alternate greeting.
 - Press **2** to hear the alternate greeting.
 - Press **3** to rerecord the alternate greeting, and repeat Steps 1 through 3.
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Recording Custom Prompts

You can use the AvT to record custom prompts for customized auto attendant scripts that you create using the Cisco Unity Express script editor. See the *Cisco Unity Express Script Editor Installation and Configuration Guide* for more information.

**Note**

To access the Auto Attendant Greeting Menu, the extension from which you are calling to the AvT must have administrator privileges.

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- Step 1** Dial the phone number to call the Cisco Unity Express AvT system.
- Step 2** Enter your extension and PIN.
- Step 3** Press **2** to access the Custom Prompts Menu.
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At the Custom Prompts Menu, you can record a new custom prompt, or review and manage previously recorded prompts.

To record a new custom prompt.

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- Step 1** At the Custom Prompts Menu, press **1**.
- Step 2** After the tone, begin speaking.
- Step 3** Press **#** to stop recording.
- Step 4** The system plays the newly-recorded prompt. Do one of the following:
- Press **1** to save the prompt.
 - Press **2** to delete the prompt.
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To review and manage previously recorded custom prompts:

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- Step 1** At the Custom Prompts Menu, press **2**. The system tells you how many custom prompts have been recorded.
- Step 2** The system plays each prompt in chronological order. During or after playback of each prompt, do one of the following:
- Press **3** to delete the prompt. Press **1** to confirm deletion.
 - Press **#** to skip to the next prompt.
 - Press ***** to skip the prompt announcement.
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Sending Broadcast Messages

You can use the AvT to send a voice-mail message to all voice-mail users on a local system, and to all voice-mail users at specified remote locations, or at all remote locations. These messages are called broadcast messages and are played before any other messages in a subscriber's mailbox. The user must listen to the entire message before deleting or saving it. General-delivery mailboxes cannot receive broadcast messages.

Prerequisites and Related Configuration Tasks

Broadcast Message Privileges

Only users who are members of a group with Broadcaster privileges can send broadcast messages. These privileges are assigned to a group by using the Cisco Unity Express CLI (using the **group *groupname* privilege broadcast EXEC** command) or GUI (in the **Configure > Groups > Capabilities > Voice Mail Broadcaster** menu).

MWI Light

By default, the receipt of broadcast messages does not turn on a user's message-waiting indicator (MWI) light. You can change this behavior from the CLI using the **voicemail broadcast mwi** command in configuration mode. In the GUI, choose **Defaults > Voice Mail** and select **Yes** in the Use MWI for broadcast messages field.

Remote Locations

If your network is comprised only of Cisco Unity Express locations, you do not need to configure a Voice Profile for Internet Mail (VPIM) ID, or VPIM address that receives broadcast messages at the remote location and distributes the messages to all users. However, if more than one of the remote locations has the same domain name, you must enter a unique VPIM ID for each of those locations. For remote locations that are networked to a Cisco Unity system, enter a numeric VPIM broadcast ID that is compatible with the Cisco Unity system. To send broadcast messages from Cisco Unity to Cisco Unity Express, the VPIM ID must match on both systems.

The VPIM ID is configured in the CLI using the following commands:

```
network location id location-id
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```
voicemail broadcast vpim-id vpim-id
```

This ID is configured in the GUI by choosing **Administration > Networking Locations**, clicking the location name, and entering the ID in the VPIM Broadcast ID field.

Message Length and Expiration Time

The maximum broadcast message length, or the maximum length in seconds of a broadcast message, can be configured in the CLI using the **voicemail broadcast recording time *broadcast-length*** command in configuration mode. Valid values are 10 to 3600 seconds.

The system default expiration time is the time, in days, that a broadcast message is stored in the system. The original default is 30 days. The system default expiration time can be changed using the **voicemail default broadcast expiration time *broadcast-days*** command in configuration mode. The maximum system default value is 365 days.

These values can be changed in the GUI using the **Defaults > Voicemail** menu.

Accessing the Broadcast Message Administration Menu

To access the Broadcast Message Administration Menu:

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- Step 1** Dial the phone number to call the Cisco Unity Express AvT system.
 - Step 2** Enter your extension and PIN.
 - Step 3** Press **3** to access the Voice-mail Administration Menu.
 - Step 4** Press **1** to access the Broadcast Message Administration Menu.

- Step 5** At the Broadcast Message Administration Menu:
- Press **1** to send a message to all users at the local location. See [Sending a Broadcast Message to All Users at the Local Location](#).
 - Press **2** to send a message to users at other locations, then:
 - Press **1** to send a message to all users at all locations. See [Sending a Broadcast Message to All Users at the Local Location](#).
 - Press **2** to send a message to users at one or more locations. See [Sending a Broadcast Message to Specific Locations](#).
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Sending a Broadcast Message to All Users at the Local Location

- Step 1** At the Broadcast Message Administration Menu, press **1** to send a message to all users at the local location.
- Step 2** After the tone, begin speaking.
- Step 3** During recording, you can choose one of the following:
- Press **1** to stop recording and listen to your recording.
 - Press **3** to delete your recording and begin recording again.
 - Press **0** for help.
 - Press **#** to stop recording and choose message options. See [Choosing Message Options](#).
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Sending a Broadcast Message to Users at All Locations

- Step 1** At the Broadcast Message Administration Menu, press **2** to send a message to users at other locations.
- Step 2** Press **1** to send a message to users at all locations.
- Step 3** After the tone, begin speaking.
- Step 4** During recording, you can choose one of the following:
- Press **1** to stop recording and listen to your recording.
 - Press **3** to delete your recording and begin recording again.
 - Press **0** for help.
 - Press **#** to stop recording and choose message options. See [Choosing Message Options](#).
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Sending a Broadcast Message to Specific Locations

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- Step 1** At the Broadcast Message Administration Menu, press **2** to send a message to users at other locations.
- Step 2** Press **2** again to send a message to users at one or more specific locations.
- Step 3** Enter the location number, followed by **#**. To cancel, press *****.
- Step 4** The system tells you that your location was added. To add another location, enter the location number followed by **#**, or press **#** to cancel.
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If you have not recorded the message yet:

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- Step 1** You will hear a tone. After the tone, begin speaking.
- Step 2** During recording, you can choose one of the following:
- Press **1** to stop recording and listen to your recording.
 - Press **3** to delete your recording and begin recording again.
 - Press **0** for help.
 - Press **#** to stop recording and choose message options. See [Choosing Message Options](#).
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If you have already recorded the message:

- Press **1** to add a location. See [Step 3](#).
- Press **2** to review current addresses.
- Press **3** to remove a location. The system tells you that your location was removed. To remove another location, enter the location number followed by **#**, or press **#** to cancel.
- Press ***** to leave addressing as is.
- Press **#** to send.

Choosing Message Options

After recording your message, the system tells you when the broadcast message will start, and for how long it will play. Do one of the following:

- Press **1** to set a start date and time, then:
 - Press **1** to set the message to start immediately.
 - Press **2** to set a different start date and time. See [Setting a Start Date and Time](#).
 - Press ***** to leave the start date and time as is.
- Press **2** to set an end date and time, then:
 - Press **1** to have the message play indefinitely.
 - Press **2** to set a different end date and time. See [Setting an End Date and Time](#).
 - Press ***** to leave the end date and time as is.

- Press **3** to review the message, then:
 - Press **1** to play the recording.
 - Press **2** to rerecord.
 - Press **4** to address the message.
 - Press ***** to leave as is.
 - Press **#** to send.
- Press **4** to review the start and end dates and times.
- Press **#** to send the message as is.
- Press ***** to cancel.
- Press **0** for help.

Setting a Start Date and Time

After pressing **2** to set a different start date and time, do one of the following:

- Press **0** to start later today. Enter the time, in minutes, and press **#**. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
- Press **1** to start tomorrow. Enter the time, in minutes, and press **#**. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
- Press **2** through **8** to start that number of days from now. You must use 2 digits. Enter the time, in minutes, and press **#**. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
- Press **9** to choose a specific month and day, then:

Step 1 Enter the number of the month (1 through 12).

Step 2 Enter the number of the day of the month.

Step 3 Enter the time, in minutes, and press **#**. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.

Setting an End Date and Time

After pressing **2** to set a different end date and time, do one of the following:

- Press **0** to end later today. Enter the time, in minutes, and press **#**. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
- Press **1** to end tomorrow. Enter the time, in minutes, and press **#**. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
- Press **2** through **8** to end that number of days from now. You must use 2 digits. Enter the time, in minutes, and press **#**. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.

- Press **9** to choose a specific month and day, then:

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- Step 1** Enter the number of the month (1 through 12).
- Step 2** Enter the number of the day of the month.
- Step 3** Enter the time, in minutes, and press #. You must use 2 digits. If you enter a number between one and 12, press **1** for AM, or **2** for PM. You can also enter the time in 24-hour format.
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Recording Spoken Names for Remote Locations and Users

Users with administrator privileges can record spoken names for remote locations and users. These recordings are played during the addressing or playback of voice-mail messages.

Accessing the Spoken Name Administration Menu

To access the Spoken Name Administration Menu:

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- Step 1** Dial the phone number to call the Cisco Unity Express AvT system.
- Step 2** Enter your extension and PIN.
- Step 3** Press **3** to access the Voice-mail Administration Menu.
- Step 4** Press **2** to access the Spoken Name Administration Menu.
- Step 5** Choose one of the following:
- Press **1** to record a spoken name for a remote location (see [Recording a Spoken Name for a Remote Location](#)).
 - Press **2** to record a spoken name for a remote user (see [Recording a Spoken Name for a Remote User](#)).
 - Press ***** to exit.
 - Press **0** for help.
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Recording a Spoken Name for a Remote Location

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- Step 1** From the Spoken Name Administration Menu, press **1** to record a spoken name for a remote location.
- Step 2** Enter the location ID followed by #.
- Step 3** If a recorded name exists, the system plays the current recorded name. To keep the current recorded name, press *. To record a new name, at the tone, speak the name. When finished, press #.
- Step 4** Press # to return to the Spoken Name Administration Menu.
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Recording a Spoken Name for a Remote User

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- Step 1** From the Spoken Name Administration Menu, press **2** to record a spoken name for a remote user.
 - Step 2** Enter the location ID and extension of the remote user, followed by **#**.
 - Step 3** If a recorded name exists, the system plays the current recorded name. To keep the current recorded username, press *****. To record a new name, at the tone, speak the name. When finished, press **#**.
 - Step 4** Press **#** to return to the Spoken Name Administration Menu.
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