



User Guide for the Cisco Unity Connection Messaging Assistant Web Tool (Release 12.x)

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CHAPTER 1

The Messaging Assistant Web Tool

- [About the Messaging Assistant Web Tool, on page 1](#)
- [Accessing the Messaging Assistant Web Tool, on page 1](#)
- [Accessing Help for the Messaging Assistant Web Tool, on page 2](#)

About the Messaging Assistant Web Tool

The Messaging Assistant web tool lets you customize how you and your callers interact with Cisco Unity Connection by phone. You can also use it to personalize your Connection settings—including your recorded greetings and message-delivery preferences—and to set up message-notification devices and to create private lists.

Access to the Messaging Assistant is provided through the Cisco Personal Communications Assistant (PCA) website.



Note The web browser on your computer must be set up to use the Cisco PCA and the Messaging Assistant. Although it is likely that your Connection administrator has already done so for the computer that you use for work, if your organization offers remote access to the Cisco PCA, you must set up the installed browser(s) on any other computer that you plan to use for accessing the website. Ask your Connection administrator for instructions.

Related Topics

[Accessing Help for the Messaging Assistant Web Tool, on page 2](#)

Accessing the Messaging Assistant Web Tool

- Step 1** Go to the Cisco PCA sign-in page at <http://<Cisco Unity Connection server>/ciscopca>. The URL is case sensitive. (Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the Messaging Assistant.)
- Step 2** Enter your username and password.
If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.

Step 3 Select **Sign In**.

Note When you will login to Cisco PCA page in any language other than English, a security warning will appear on the screen, which can be safely ignored.

Step 4 On the Cisco PCA Home page, select the **Messaging Assistant** link.

Step 5 When you are finished, select **Sign Out** in the top right corner of any Messaging Assistant page.

Accessing Help for the Messaging Assistant Web Tool

Step 1 On any Messaging Assistant page, select the **Help** menu.

Step 2 From the Help menu, select the applicable link:

Option	Description
Contents	Provides a list of topics in Help.
Index	Provides a Help index.
This Page	Provides the Help topic applicable to the page you are viewing.

For help on an icon, hover the cursor over the icon until the tooltip displays.



CHAPTER 2

Media Player in the Messaging Assistant Web Tool

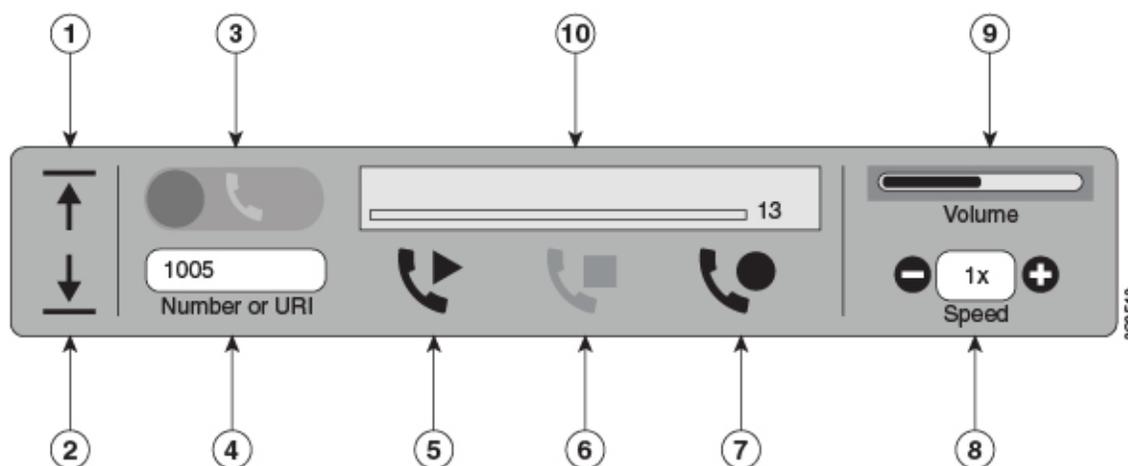
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Media Player in the Messaging Assistant Web Tool

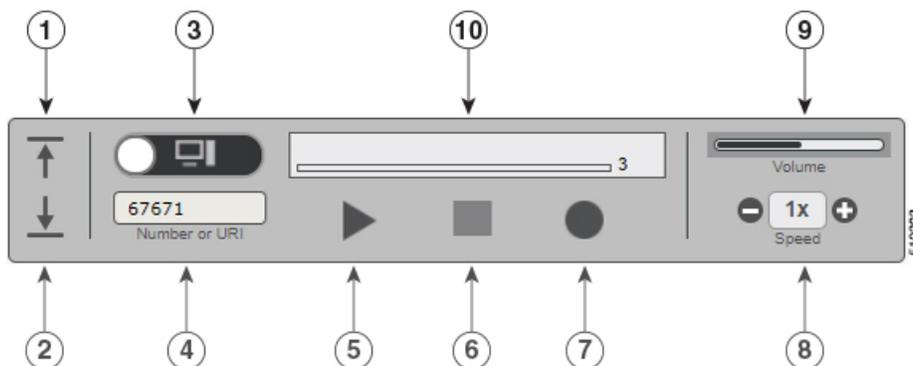
Working with Media Player

With release 11.5(1), Unity Connection introduces a new Media Player that provides the functionality of play, record, upload and download a voice name of a user and greetings using phone. The Media Player appears on various pages in the Messaging Assistant web tool.

The Media Player supports the phone as playback or recording device. The player gives an option to enter the primary extension or phone number or Directory URI that Connection calls to listen or record by phone.



With Unity Connection. 11.5(1) SU5 and later, the Media Player also supports the computer as playback or recording device along with phone. The player provides an option to select the phone or computer for playback and recording .



1	Uploads prerecorded WAV files.
2	Downloads recorded media.
3	Toggle button to select either phone or computer as playback and recording device. ¹ Note By default, computer option is enabled as playback and recording device.
4	<i>(Applicable only when phone is selected as playback and recording device)</i> Number or URI ²
5	Play or Pause recording.
6	Stop playback.
7	Record or Pause
8	Controls playback speed ³
9	Controls volume. ⁴
10	Shows the progress of playback or recording in seconds. For example-3s and 13s as shown in figure.

¹ Prior to release 11.5(1) SU5, only phone is supported for playback and recording.

² Enter the phone number or Directory URI on which you can record or play the voice name of the user or greetings.

³ By default, the value of the speed is set to 1x. You can change the speed to the level -1x, 2x and 3x.

⁴ By default, the value of the volume is set to 50. You can change the volume in the range 0 to 100.



Note When you upload a prerecorded WAV file on the Media Player, you must **Save** the page to successfully upload the file.

Supported Audio Formats

Unity Connection supports the following audio format for the recorded file:

- PCM linear
- G.711 mu-law
- G.711 a-law
- G.729a

- G.726
- GSM 06.10

You can record or upload the WAV file in the above audio format.

Table 1: Comparison of Audio Codecs Used for Recording

Recording Audio Codec	Audio Quality	Supportability	Disk Space Used	Sampling Rate	Channels	Sample Size
PCM linear	Highest	Widely supported	16 KB/sec	8 kHz/sec	1	16 bits
G.711 mu-law/a-law	Moderate	Widely supported	8 KB/sec	8 kHz/sec	1	8 bits
G726	Moderate	Moderately supported	4 KB/sec	8 kHz/sec	1	4 bits
GSM 6.10	Moderate	Poorly supported	1.63 KB/sec	8 kHz/sec	1	N/A
G.729a	Lowest	Poorly supported	1 KB/sec	8 kHz/sec	1	N/A



CHAPTER 3

Changing Your User Preferences

- [About User Preferences, on page 7](#)
- [Adding Alternate Spellings of Your Name, on page 7](#)
- [Changing Your Recorded Name, on page 8](#)
- [Adding Alternate Names for Yourself, on page 8](#)
- [Adding Alternate Devices, on page 9](#)
- [Changing Advanced Settings for Alternate Devices, on page 10](#)
- [Task List for Consolidating Your Voicemail from Multiple Phones into One Mailbox, on page 10](#)
- [Changing Your Directory Listing Status, on page 11](#)

About User Preferences

User preferences control information about you as a user on the Cisco Unity Connection system and some of the choices you make for interacting with the system.

Adding Alternate Spellings of Your Name

If your name is entered using non-Roman alphabet characters (for example, Kanji characters), you can enter an alternate spelling of your name using the Roman alphabet. Entering an alternate spelling can help callers reach you successfully when they use voice recognition.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Preferences page, under Name, enter an alternate spelling of your name in the Alternate Spelling of First Name or Alternate Spelling of Last Name fields.
- You can use the characters A-Z, a-z, and 0-9.
- Step 3** Select **Save**.
-

Related Topics

[Adding Alternate Names for Yourself, on page 8](#)

Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in the directory. It also plays with any of your greetings that use system recordings instead of your own recordings.



Tip Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Personal Options page, to record your name select **Record** on the available interface under the section Recorded Name.
- Note** For release 11.0 (1) and earlier, you must select the option **Play\Record** under Recorded Name section to load the Media Master.
- Step 3** When you finish recording, select **Stop**.
- Step 4** Select **Save**.
-

Adding Alternate Names for Yourself

You can set Cisco Unity Connection to recognize you by one or more alternate names that you specify. Alternate names are different from the version of your name listed in the directory.

Connection recognizes common nicknames, such as Bill for William and Cathy for Catherine. However, consider adding alternate names for yourself in the following situations, to help callers reach you successfully when they use voice recognition:

- You are known by an uncommon nickname. (For example, your name is William but you use the nickname Buddy.)
- You are known by additional names. (For example, a middle name or a maiden name.)
- Your name is not pronounced the way it would be read. (For example, your name is Janet and is pronounced "Jah-nay." You would add the pronunciation spelling "Jahnay" as an alternate name.)

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Preferences page, under Alternate Names, enter your alternate name.
- Step 3** To add more alternate names, select **Add Row** and repeat Step 2.
- Step 4** Select **Save**.
-

Related Topics

[Adding Alternate Spellings of Your Name](#), on page 7

Adding Alternate Devices

You can add information about other devices that you use—such as a pager, a mobile phone, a home phone, or a phone at another work site—to your Cisco Unity Connection preferences. This makes calling Connection from an alternate device more convenient because the system recognizes the number and behaves the same way as when you call from your primary extension.

Your Connection administrator may also add alternate devices for you, in addition to your primary extension. You can add up to ten alternate devices and view any administrator-defined alternate devices.



Note When you sign in from a phone number that is not listed in your alternate devices, Connection may ask whether you want the number added. If you choose to add the number, Connection will recognize it and behave the same way as when you call from your primary extension. If you choose not to add the number, Connection will not ask again about adding it.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Personal**.

Step 2 On the Preferences page, in the Alternate Devices section, under the User Defined Devices table, select **Add Row**.

Step 3 In the Name field, enter a description for the device. (For example, you might enter **Mobile work phone** or **Personal mobile phone**.)

Step 4 In the Number field, enter an extension or phone number up to 30 characters in length for the device.

When entering numbers in the User Defined Devices table, note the following considerations:

- Each phone number that you add must be unique; Connection will not accept a number that is already assigned to another user (either as a primary extension or alternate device) or to another Connection entity (such as a public distribution list).
- Use digits 0 through 9 for the number. Ask your Connection administrator whether any additional digits or characters are required.

Tip To determine the correct phone-number format, call your work phone from your alternate device and, in the caller ID area on your work phone, note any additional digits and characters that appear with the phone number.

- You may also be able to enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter **aabade**. Ask your Connection administrator to learn more.

Step 5 To add another device, select **Add Row**, and repeat Step 2 and Step 3.

Step 6 Select **Save**. All alternate devices that you entered are active.

Related Topics

[Changing Advanced Settings for Alternate Devices](#), on page 10

[Task List for Consolidating Your Voicemail from Multiple Phones into One Mailbox](#), on page 10

Changing Advanced Settings for Alternate Devices

There are several advanced settings that can be customized for alternate devices. By default, each alternate device uses the same settings that have been configured for your primary extension.

You can change the settings for each alternate device that you use to call Cisco Unity Connection. For example, you may want to use voice commands as your phone input style when you call from your mobile phone but use the phone keypad when you call from your work phone.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Personal**.
- Step 2** On the Preferences page, in the Alternate Devices section, in the Advanced Settings column of the User Defined Devices table, select **Edit** for the alternate device you want to change.
- A new browser window opens with Alternate Device Advanced Settings.
- Step 3** In the Setting column, check the check box for each setting that you want to change.
- Step 4** In the Alternate Device Value column, change the values of settings to the desired behavior for the device.
- Step 5** Select **Save**.
- Step 6** Close the **Alternate Device Advanced Settings** browser window.
-

Task List for Consolidating Your Voicemail from Multiple Phones into One Mailbox

You can set up multiple phones—for example, your work mobile phone and your personal mobile phone—to forward to Cisco Unity Connection when you do not answer so that all of your voice messages are available in one mailbox.

When you set a mobile phone to forward to Connection, callers hear your greeting and leave messages for you in your Connection mailbox, just as they do when you do not answer your primary extension. You set forwarding from the phone itself, not in Connection.

To set up a mobile phone to forward to Connection, do the following tasks in the order listed.

1. Add the mobile phone as an alternate device. See [Adding Alternate Devices, on page 9](#).
2. Set the mobile phone to forward to your work phone number, which should correspond to your primary extension on Connection. Refer to instructions provided by your phone carrier.

If you do not have instructions for your phone, search the Internet for the term “call forwarding” paired with the name of your phone carrier. See also [Setting Mobile Phones to Forward to Cisco Unity Connection, on page 11](#), which is a generic procedure provided as a guide, but the steps may vary depending on your phone.

3. Test the forwarding by calling your mobile phone from another phone. Your call should be forwarded to your Connection mailbox.

Because the call goes to your mobile phone first and then to your work phone, callers may hear more rings before reaching your mailbox.

Setting Mobile Phones to Forward to Cisco Unity Connection

You can use this generic procedure as a guide, but the steps may vary depending on your phone. We recommend that you use instructions provided by your phone carrier instead.

Step 1 On the mobile phone, select the **Settings** option.

Step 2 Select **Call Settings**.

Step 3 Select **Call Forwarding**.

Step 4 Select the applicable forwarding options.

It is not advisable to forward all calls. Typically forward for the following conditions:

- If phone is busy.
- If phone is not answered.
- If phone is out of reach or not available (for example, turned off).

Step 5 Follow the on-screen prompts and enter your work phone number, which should correspond to your primary extension on Connection.

Changing Your Directory Listing Status

Depending on how Cisco Unity Connection is set up at your organization, you may be able to choose whether to be listed in the directory. When you are listed, callers who do not know your extension can reach you by searching for your name.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Personal**.

Step 2 On the Preferences page, in the Directory Listing section, check the **List in Phone Directory** check box to be listed.

Or

Uncheck the **List in Phone Directory** check box to not be listed.

Step 3 Select **Save**.



CHAPTER 4

Changing Your Cisco Unity Connection PIN and Passwords

- [About Your Cisco Unity Connection PIN and Passwords, on page 13](#)
- [Changing Your PIN, on page 14](#)
- [Changing Your Cisco PCA Password, on page 14](#)

About Your Cisco Unity Connection PIN and Passwords

You have a PIN to sign in to Cisco Unity Connection by phone. You also have a password to sign in to the Cisco Personal Communications Assistant (PCA) website to access the Connection web tools.

It is a good idea to change the initial PIN and passwords given to you by your Connection administrator.

During first-time enrollment by phone, Connection prompts you to change your initial PIN, but it does not let you change the initial passwords that you use to sign in to the Cisco PCA. You change those passwords in the Messaging Assistant web tool.



Note A Cisco Unity Connection system can be configured so that you use your computer sign-in password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Messaging Assistant to change your Cisco PCA password.

You can also change your PIN in the Messaging Assistant, but because you are not required to enter an existing PIN to change it there, take appropriate measures to keep your passwords secure for the Cisco PCA and your external service accounts.

To protect your Connection mailbox from unauthorized access, follow the security guidelines provided by your Connection administrator when you change your PIN and passwords. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password.

The following table describes the attributes of nontrivial PINs and passwords for Connection:

PINs	<ul style="list-style-type: none">• The PIN cannot contain your primary extension or its reverse.• The PIN must contain at least three different digits.• The digits cannot all be consecutive, in ascending or descending order (for example, 12345 or 54321).
-------------	---

	<ul style="list-style-type: none"> • A digit cannot be used more than two times consecutively (for example, 14777). • The PIN cannot contain repeated groups of three or more digits (for example, 408510408). • The PIN cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.) • The PIN cannot be an ascending or descending group of digits (for example, "012345" or "987654"). • The PIN cannot contain a group of numbers that are dialed in a diagonal, vertical or horizontal straight line on the phone keypad (for example, the user cannot use "159", "159730", "147", "147365", "123" or "123597" as a PIN).
Passwords	<ul style="list-style-type: none"> • The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol. • The password cannot contain your username or its reverse. • The password cannot contain your primary extension or its reverse. • A character cannot be used more than three times consecutively (for example, !coool). • The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Changing Your PIN

Your PIN protects the privacy of your messages and secures your Cisco Unity Connection mailbox from unauthorized access. You can change your PIN at any time.



Tip If you forget your PIN, use the Messaging Assistant web tool to change it, because you are not required to enter an existing PIN to change it there.

-
- Step 1** In the Messaging Assistant, from the Passwords menu, select **Change PIN**.
- Step 2** On the PIN page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
- Step 3** Select **Save**.
-

Changing Your Cisco PCA Password

Your password secures access to the Cisco Personal Communications Assistant (PCA) website.

If you use an email application to access your voice messages, the application may use your Cisco Unity Connection username and Cisco PCA password to access your Connection account. When you change your

Cisco PCA password in the Messaging Assistant, also update the password in your email application so it can continue to access your Connection account.



Note A Cisco Unity Connection system can be configured so that you use your computer sign-in password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Messaging Assistant to change your Cisco PCA password.

-
- Step 1** In the Messaging Assistant, from the Passwords menu, select **Change Cisco PCA Password**.
- Step 2** On the Cisco PCA Password page, enter your current password.
- Step 3** Enter your new password, then enter it again to confirm it.
- Step 4** Select **Save**.
-



CHAPTER 5

Changing Your Cisco Unity Connection Conversation Preferences

- [About Conversation Preferences, on page 17](#)
- [Changing Your Connection Conversation Language, on page 17](#)
- [Changing Your Menu Style, on page 18](#)
- [Changing the Volume of the Connection Conversation, on page 18](#)
- [Changing the Speed of the Connection Conversation, on page 18](#)
- [Changing the Time Format Used for Message Time Stamps, on page 19](#)
- [Changing Your Phone Input Style, on page 19](#)
- [Changing What Connection Plays When You Sign In, on page 20](#)
- [Changing Your Message Addressing and Sending Preferences, on page 20](#)

About Conversation Preferences

Conversation preferences control what you hear and how you interact with Cisco Unity Connection by phone. By using these preferences in conjunction with your message playback preferences, you can customize many aspects of the Connection conversation.

Changing Your Connection Conversation Language

This setting controls the language in which you hear the Cisco Unity Connection conversation. (Your Connection administrator sets the language in which callers hear the Connection conversation.)

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
 - Step 2** On the Phone Menu page, in the Language list, select the language in which you want to hear the Connection conversation.
 - Step 3** Scroll to the bottom of the page, and select **Save**.
-

Changing Your Menu Style

When you use the phone keypad as your phone input style, you can hear either full or brief menus. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus. When you use voice commands as your input style, you hear only full menus.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.

Step 2 On the Phone Menu page, in the Touchtone Menu Style list, choose the menu style that you want to hear:

Option	Description
Full	Connection plays comprehensive instructions. Use if you are a new Connection user.
Brief	Connection plays abbreviated versions of the full menus. Use if you are a more experienced user.

Step 3 Scroll to the bottom of the page, and select **Save**.

Changing the Volume of the Connection Conversation

You can set the volume level at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note The volume that you set here does not affect the volume of message playback.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.

Step 2 On the Phone Menu page, in the Conversation Volume list, select the level at which you want to hear the Connection conversation.

Step 3 Scroll to the bottom of the page, and select **Save**.

Changing the Speed of the Connection Conversation

You can set the speed at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note The speed that you set here does not affect the speed of message playback.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the Conversation Speed list, select the level at which you want to hear the Connection conversation.
- Step 3** Scroll to the bottom of the page, and select **Save**.
-

Changing the Time Format Used for Message Time Stamps

You can select the time format used for the message time stamps that you hear when you listen to your messages by phone.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the Time Format list, choose the time format that you want to use:

Option	Description
12-Hour Clock	You hear “One p.m.” when listening to the time stamp for a message left at 1:00 p.m.
24-Hour Clock	You hear “1300” when listening to the time stamp for a message left at 1:00 p.m.

- Step 3** Scroll to the bottom of the page, and select **Save**.
-

Changing Your Phone Input Style

You can choose the input style you use when accessing Cisco Unity Connection by phone:

- Use the phone keypad to manage messages and preferences.
- Use voice commands to manage messages and preferences, in addition to using the phone keypad.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the Input Style field, choose the applicable style:

Option	Description
Keys Only	To use the phone keypad.
Voice Recognition	To use voice commands.

- Step 3** Select **Save**.
-

Changing What Connection Plays When You Sign In

You can control what Cisco Unity Connection plays when you sign in by phone:

- You can choose whether or not Connection plays your recorded name.
- You can choose whether or not Connection notifies you when your alternate greeting is enabled.
- You can choose the types of messages for which Connection announces count totals when you check messages.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.
- Step 2** On the Phone Menu page, in the After Signing In Play section, check the **Play My Recorded Name** check box to hear your recorded name when you call Connection and sign in.
- Step 3** Check the **Play Alternate Greeting Notification** check box to have Connection tell you when your alternate greeting is turned on.
- Step 4** In the For New Messages Play section, check any of the following check boxes, depending on the message counts you want to hear:

Option	Description
Message Count Totals	Connection announces the total number of all messages (voice, email, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
Email Message Counts	Connection announces the number of email messages. (Although email counts are offered on the Phone Menu page, Connection plays emails only for users who also have the text-to-speech option.)
Fax Counts	Connection announces the number of faxes.
Receipt Counts	Connection announces the number of receipts.

- Step 5** In the For Saved Messages Play section, check the **Message Count Totals** check box to have Connection announce the total number of all saved messages (voice, email, and receipt messages).
- Step 6** Select **Save**.
-

Changing Your Message Addressing and Sending Preferences

Cisco Unity Connection provides two ways to address messages to other users when your phone input style is set to use the phone keypad (Keys Only):

- Spell a username.
- Enter a user extension.

You may be able to switch between spelling and number entry by pressing # # when you are prompted to address a message over the phone, regardless of the message addressing setting that you choose.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Phone Menu**.

Step 2 On the Phone Menu page, in the While Addressing and Sending a Message section, check the **Confirm Recipient by Name** check box to hear a confirmation of a selected name.

Note You always hear a confirmation when using voice commands (the Voice Recognition input style).

Step 3 Check the **Continue Adding Names After Each Recipient** check box to continue adding names after each recipient when sending and forwarding messages to multiple recipients.

Note You are always prompted to continue adding names when using voice commands (the Voice Recognition input style).

Step 4 In the Enter a Recipient By field, select the option that you want to use for spelling usernames or entering extensions when you address messages.

Note This setting does not apply when using voice commands (the Voice Recognition input style).

Step 5 In the When a Call Is Disconnected or I Hang Up field, choose the applicable option:

Option	Description
Send Message	Connection sends the message if the call is disconnected in the following circumstances: <ul style="list-style-type: none"> • When you are replying to or sending a message—As long as the message has at least one recipient and the recording is more than one second in length. This means that Connection sends the message even though you may not have finished recording or addressing the message. • When you are forwarding a message—As long as the message has at least one recipient. This means that Connection sends the message even though you may not have recorded an introduction or completely addressed the message.
Discard Message	Connection does not send the message unless you have pressed # to confirm that you are ready to send it. If the call is disconnected before you have a chance to send the message, Connection deletes the message rather than sending it.

Step 6 Select **Save**.



CHAPTER 6

Changing Your Message Playback Preferences

- [About Message Playback Preferences, on page 23](#)
- [What You Hear When You Check Messages, on page 23](#)
- [Changing Playback Volume for All Messages You Hear by Phone, on page 24](#)
- [Changing Playback Volume for All Messages You Hear Through Computer Speakers, on page 24](#)
- [Changing Playback Speed for All Messages You Hear by Phone, on page 24](#)
- [Changing Playback Speed for All Messages You Hear Through Computer Speakers, on page 25](#)
- [Changing Message Playback Order, on page 25](#)
- [Changing What Cisco Unity Connection Plays Before and After Messages, on page 26](#)
- [Changing How Connection Handles Messages When You Hang Up or Are Disconnected, on page 27](#)
- [Changing Whether Connection Confirms Message Deletions, on page 27](#)

About Message Playback Preferences

Message playback preferences control what you hear when you check messages by phone. You can use message playback preferences in conjunction with phone menu preferences to customize many aspects of the Cisco Unity Connection conversation.

What You Hear When You Check Messages

When you sign in by phone, Cisco Unity Connection plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Connection plays the Main menu.

Once you choose to play either your new or old messages, Connection plays them in the order you specify in the Messaging Assistant web tool—first ordered by message type and urgency, then by the time the message was sent.

What you hear about a message and the sender depends on whether the message was left by another user or by an unidentified caller:

Connection user	Connection plays the message number, time stamp, and name and/or extension of the user who left the message.
Unidentified caller	Connection plays the message number and time stamp. Connection may also play the phone number of the caller, if the number is available and if the system is set up to do so.

You can specify what information Connection plays about a message and the message sender before and after playing messages.

Changing Playback Volume for All Messages You Hear by Phone

The procedure in this section changes the playback volume you hear when checking messages by phone.



Note The volume that you set here does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Volume list, select the level at which you want to hear messages played.
- Step 3** Scroll to the bottom of the page, and select **Save**.
-

Changing Playback Volume for All Messages You Hear Through Computer Speakers

The procedure in this section changes the playback volume you hear when listening to messages through the speakers on your computer.



Note The volume that you set here does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

-
- Step 1** In the Messaging Assistant, go to any page that contains the Media Player. (For example, on the Preferences menu, select Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Player, select and drag the **Volume slider** to decrease or increase playback volume, as applicable.
-

Changing Playback Speed for All Messages You Hear by Phone

The procedure in this section changes the playback speed for an individual message or for all messages you hear when checking messages by phone.



Note The speed that you set here does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Speed list, select the level at which you want to hear messages played.
- Step 3** Scroll to the bottom of the page, and select **Save**.
-

Changing Playback Speed for All Messages You Hear Through Computer Speakers

The procedure in this section changes the playback speed for an individual message or for all messages you hear when listening to messages through the speakers on your computer.



Note The speed that you set here does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

- Step 1** In the Messaging Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, select Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, select and drag the **Speed slider** for slower or faster playback, as applicable.
- Step 3** Select **Play** to save the speed setting for all messages that you hear through your computer speakers.
-

Changing Message Playback Order

You can customize the order in which your new, saved, and deleted messages are played. For new and saved messages, you use playback settings to sort by message type (for example, voice or email) and by urgency. For example, you can specify that Cisco Unity Connection plays urgent voice messages first, then urgent faxes, followed by normal voice messages.

By type, the default playback order for new and saved messages is as follows:

- Voice messages—urgent, then normal
- Fax messages—urgent, then normal
- Email messages—urgent, then normal
- Receipts and notices

In the default playback order for new messages, Connection also plays the newest message first; for saved and deleted messages, Connection plays the oldest message first.

Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback page, in the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 3** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
- Step 4** In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 5** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 6** In the Deleted Message Play Order section, select **Newest First** or **Oldest First** to specify the message order for all deleted messages.
- Step 7** Scroll to the bottom of the page, and select **Save**.
-

Changing What Cisco Unity Connection Plays Before and After Messages

Message properties are pieces of information about a message. You can specify whether you want Connection to play all, none, or a combination of the message properties.

The default settings are that Connection plays the sender information, message number, and time the message was sent .



-
- Note** For receipts, the information differs slightly. Connection plays the time stamp and reason for a receipt before the recipient list when there is more than one recipient; when there is only one recipient, Connection plays the time stamp and reason after the recipient name.
-

-
- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback page, scroll down to the Before Playing Each Message Play section, and check or uncheck the applicable check boxes to specify what information Connection plays before each message:

Option	Description
Sender's Information	Before playing the message, Connection plays the name of the user who sent the message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Message Number	Before playing the message, Connection announces the sequential number of a message. (For example, "Message 1, a voice message...Message 2, a voice message...")

Option	Description
	Tip Although you can turn off message counts in the Messaging Assistant, it is handy to know how many messages you have as you can skip ahead or back to a particular message by entering the message number.
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent. (You can specify that Connection play this information before and/or after playing the message.)

Step 3 In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.

Step 4 Select **Save**.

Changing How Connection Handles Messages When You Hang Up or Are Disconnected

You can choose whether Cisco Unity Connection leaves new messages marked as new or marks them as saved when you have accessed the message body and then hang up or are disconnected before indicating how to manage the message.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Message Playback**.

Step 2 On the Message Playback page, in the When Call Disconnected or Hung Up During Message Playback section, select the applicable option:

Option	Description
Mark a New Message as Saved	Connection marks messages as saved.
Mark a New Message as New	Connection marks message as new.

Step 3 Select **Save**.

Changing Whether Connection Confirms Message Deletions

You can choose whether Cisco Unity Connection asks for confirmation when you delete new and saved messages by phone.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Message Playback**.

Step 2 On the Message Playback page, in the When Deleting a Message section, check the **Confirm Deletions of New and Saved Messages** check box to have Connection ask for confirmation.

Uncheck the check box if you do not want Connection to ask for confirmation.

Step 3 Select **Save**.



CHAPTER 7

Changing Your Call Transfer and Screening Preferences

- [About Call Transfer Rules, on page 29](#)
- [Changing Your Call Transfer Preferences, on page 30](#)
- [Changing Your Call Holding Preferences, on page 31](#)
- [Changing Your Call Screening Preferences, on page 31](#)
- [Changing Your Caller Message Preferences, on page 32](#)

About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.



Tip To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

The three basic transfer rules and how they work are described below. Note that Connection follows the basic transfer rule that you enable for the applicable situation, while some transfer rules override other rules when they are enabled.

Standard Transfer Rule

This basic transfer rule applies during the work hours that your Cisco Unity Connection administrator specified for your organization, or in other situations when no other transfer rule is enabled. By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this basic transfer rule to apply during a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls directly to voicemail while you are out of

the office or you may want to transfer your calls to a different extension if you are temporarily working from another location. As long as it is enabled, the alternate transfer rule overrides all other transfer rules.

Closed Transfer Rule

Enable this basic transfer rule when you want Connection to perform different transfer actions during the nonwork hours that your Connection administrator specified for your organization. (For example, you may want to route all your calls directly to voicemail during nonwork hours.) As long as it is enabled, the closed transfer rule overrides the standard transfer rule during nonbusiness hours.

Changing Your Call Transfer Preferences

Call transfer preferences allow you to choose to have indirect calls ring your extension or ring another extension or phone number that you specify, or to be transferred directly to voicemail so your phone does not ring at all. When you send calls to voicemail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Transfer and Screening**.

Step 2 In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.

Step 3 If the When This Basic Rule Is Active field is displayed at the top of page, choose the applicable option:

Option	Description
Apply Basic Settings on This Page	Connection applies the settings on this page when this basic transfer rule is active.
Apply Personal Call Transfer Rules	<p>Connection ignores the settings on this page and applies personal call transfer rules when this basic transfer rule is active.</p> <p>Note This option is available only if you have access to the Personal Call Transfer Rules web tool.</p> <p>When using this option, first configure your personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls will be transferred to your primary extension.</p>

Step 4 In the Status field, choose whether the rule is disabled, enabled, or enabled with an end date and time. Note that the standard transfer rule cannot be disabled.

Step 5 In the Transfer Calls To field, choose the applicable destination for calls:

Option	Description
Extension <Your Extension>	Calls are transferred to your extension.
Another Number	Calls are transferred to the number you enter in the text box. (To transfer calls to an external phone number, such as a home or mobile phone, contact your Connection administrator.)
My Personal Greeting	Calls are transferred to voicemail without ringing a phone.

Tip As a convenience, you can edit the transfer number in the text box even when you have specified that Connection transfer calls to your extension or to voicemail. Connection transfers calls to the number in the text box only when the radio button next to it is selected.

Step 6 Select **Save**.

Changing Your Call Holding Preferences

When a basic transfer rule is configured to answer indirect calls at your extension, you can indicate how you want Cisco Unity Connection to handle the calls when your phone is busy.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Transfer and Screening**.

Step 2 In the Transfer Rule table, select the basic transfer rule whose settings you want to change.

Step 3 In the Transfer Calls To field, select **Extension <Your Extension>**.

Step 4 In the If My Extension Is Busy list, select how you want Connection to handle calls when your extension is busy:

Option	Description
Send Callers to Voicemail	Connection plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Connection puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Connection gives the caller the option of holding or leaving a message.

Step 5 Select **Save**.

Changing Your Call Screening Preferences

You can choose to have Cisco Unity Connection screen indirect calls. Connection can ask for the name of the caller and play the name for you before connecting the call. It can also tell you when it connects the call, or give you the option of taking an indirect call or routing it to voicemail for the caller to leave a message.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Transfer and Screening**.

Step 2 In the Transfer Rule table, select the basic transfer rule whose settings you want to change.

Step 3 In the Screen Calls section, check one or more check boxes to set your screening options:

Option	Description
Tell Me When the Call Is Connected	Connection tells you when it connects the call.
Tell Me Who the Call Is For	Connection plays the name associated with the dialed extension. Use this setting when two or more people share a phone.

Option	Description
Ask Me If I Want to Take the Call	Connection asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Connection records the name of the caller and plays it for you before connecting the call.

Note the following considerations:

- For the option of declining a call for someone with whom you share a phone, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want to Take the Call** check boxes.
- For the option of accepting or declining a call based on the identity of the caller, check both the **Ask Me If I Want to Take the Call** and the **Ask For Caller's Name** check boxes.

When you accept, Connection connects the call. When you decline, Connection routes the call to voicemail.

Step 4 Select **Save**.

Changing Your Caller Message Preferences

Caller message preferences allow you to choose what callers can do when they leave messages for you.

Step 1 In the Messaging Assistant, from the Preferences menu, select **Transfer and Screening**.

Step 2 Check or uncheck the check boxes for one or both of the following options, as applicable:

Option	Description
Listen To and Rerecord the Message	Connection gives callers the options of listening to, adding to, rerecording, or deleting their messages.
Mark the Message as Urgent	Connection asks callers if they want to mark their messages urgent.

Step 3 Select **Save**.



CHAPTER 8

Managing Your Personal Greetings

- [About Personal Greetings, on page 33](#)
- [Changing Personal Greetings, on page 34](#)
- [Enabling Users to Playback Video Greetings, on page 35](#)

About Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled.

With a multilingual system, you have the option of providing your personal greetings in multiple languages—your default language and other languages available on your system. Note that you use the phone keypad to manage greetings in languages other than your default language; you cannot use voice commands.

The six personal greetings and how they work are described below. Note that Connection plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Alternate Greeting

Enable the alternate greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”) When it is enabled, the alternate greeting overrides all other greetings.

Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is enabled. The Alternate Greeting page in the Messaging Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly.



Tip Other Connection users do not hear your alternate greeting when they send messages to you by phone. In addition to enabling your alternate greeting, consider changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in the directory.

The Cisco PCA Home page displays a reminder when you have your alternate greeting turned on. You can also configure Connection to remind you when your alternate greeting is enabled after you sign in by phone.

Busy Greeting

Enable the busy greeting to indicate when you are on the phone. (For example, “I am currently on another line, please leave a message.”) When it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.

Internal Greeting

Enable the internal greeting to provide information that coworkers need to know. (For example, “I will be in conference room B until noon today.”) When it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone.

Note that not all phone systems provide the support necessary for the Connection internal greeting to work. For assistance, talk to your Connection administrator.

Closed Greeting

Enable the closed greeting if you want Connection to play a special greeting during the nonbusiness hours that your Connection administrator specified for your organization. (For example, “Sorry, I am not available to answer your call. Company office hours are <times>.”) When it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.

Standard Greeting

The standard greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is enabled. By design, the standard greeting cannot be disabled.

Holiday Greeting

Enable the holiday greeting if you want Connection to play a special greeting during a holiday. (For example, “Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.”) When it is enabled, the holiday greeting overrides the standard greeting during nonbusiness hours.

Changing Personal Greetings

When you turn on a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting is automatically turned off. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also set a greeting to play indefinitely, which is useful when you turn on a busy or a closed greeting.

You can turn off a greeting at any time. When a greeting is off, Connection no longer plays it, although the recording is not erased.



Note

With a multilingual system, you use the Messaging Assistant web tool to manage only the greetings in your default language. You manage greetings in other languages by phone, and your input style must be set to the phone keypad (Keys Only option).

Step 1 In the Messaging Assistant, from the Greetings menu, select **View Greetings**.

Step 2 On the Greetings page, select the greeting you want to change.

Step 3 To turn off the greeting, on the <Name> Greeting page, select **Disabled**, then skip to Step 5.

Or

To turn on the greeting, select the applicable option:

Option	Description
Enabled with No End Date and Time	Greeting plays indefinitely.
Enabled Until	Greeting plays until the date and time you specify, when Connection automatically disables the greeting.

Step 4 In the Callers Hear section, select the applicable option:

Option	Description
My Personal Recording	To record your own greeting, select Record on the available interface under the field and record your greeting; when you finish recording, select Stop . Note For release 11.0 (1) and earlier, you must select the option Play\Record under the field to load the Media Master.
System Default Greeting	To use the prerecorded system greeting.
Nothing	To have callers hear a tone to signal that they should leave a message

Step 5 Select **Save**.

Related Topics

[About Personal Greetings](#), on page 33

Enabling Users to Playback Video Greetings

To allow the playback of video greetings for each user, enable the **My Personal Recording** option in the **Callers See** section.

For More information on video greetings, see the "Configuring Video Services" chapter in the User Moves, Adds, and Changes Guide of Cisco Unity Connection.

You choose from one of the following sources to specify what callers see when a video greeting is enabled:

My Personal Greeting	Unity Connection plays a video greeting that you have recorded. Note Recording a video greeting does not enable it.
Play the "Record Your Message at the Tone" Prompt	Cisco Unity Connection prompts callers to wait for a tone before recording their video greeting. This check box is enabled only when Call Action is set to "Take Message" in After Greeting field. When the option is set to System Default Greeting, the checkbox remains disabled and checked.

You can disable a video greeting at any time. When a video greeting is disabled, Connection no longer plays it, although the recording is not erased.



CHAPTER 9

Managing Message Notification

- [About Message Notification, on page 37](#)
- [Setting Up Notification Devices, on page 38](#)
- [Cascading and Chaining Message Notification, on page 47](#)
- [Considerations for Setting Up SMS \(SMPP\) Text Message Notification, on page 47](#)
- [About Transcription Delivery with SpeechView, on page 48](#)
- [Considerations for Setting Up Email and SMS Devices to Receive Transcriptions with SpeechView, on page 48](#)

About Message Notification

Cisco Unity Connection can call a phone or pager to notify you about new messages. Connection can also send message notifications in the form of text, and SMS messages (for example, “Urgent message for Technical Support” or “You have new voice messages”) to email addresses, text pagers, text-compatible mobile phones, and other such devices.

Connection calls a phone or pager or sends a text message based on the notification schedules and contact options that you specify. You can use the Messaging Assistant web tool to set up the following notification devices: a home phone, a mobile phone, a pager, an email device (such as a text pager or home email address), and a work phone. You may also be able to set up additional devices, such as alternative phones, alternative email devices, or an SMS device. Your Connection administrator can tell you whether these options are available to you.



Tip If your text-compatible mobile phone has an email address for receiving text messages, you can set up an email or SMS notification device to use this phone as a text pager. SMS (SMPP) notifications are for use with GSM mobile phones and other SMS-compatible devices. SMS notifications are generally much faster than email (SMTP/HTML) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one.

Cisco Unity Connection also allows you to deliver SMTP-based HTML notifications for a new voice message to the end users. These notifications can be sent as an HTML format embedded in the email via SMTP. The users get the flexibility to receive the HTML notifications that can include customized icons, header, and footer along with the link to access Cisco Unity Connection Mini Web Inbox. Connection Mini Web Inbox is a player that allows the user to play the notified messages over a computer or mobile devices.

The HTML notifications on the computer support the following non plug-in based clients:

- Web email clients
- Desktop email clients like Microsoft Outlook and IBM Lotus Notes

To receive the notifications in the form of the HTML notification templates, you must enable the HTML notification device and assign a notification template. The user can only select a notification template if not restricted by the administrator. In case the administrator has restricted the user from selecting a template, the required field will be grayed out.

Cisco Unity Connection Administration, Cisco PCA, and the CUPi APIs are used to create, update, and delete an HTML notification device. The user can manage his or her own notification devices using Cisco PCA and also has the flexibility to perform certain operations using the CUPi APIs. For more information, refer to [http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_\(CUPi\)_API_-_For_End_Users_-_HTML_Notification_Devices](http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_(CUPi)_API_-_For_End_Users_-_HTML_Notification_Devices)

Setting Up Notification Devices

For Cisco Unity Connection to make notification calls, the notification device must be enabled. Disabling a notification device does not delete its settings. Connection considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

You can change the type of events that Connection notifies you of, the callers or phone numbers that trigger a device, your notification schedules, and the contact options for your notification devices only in the Messaging Assistant web tool, not by phone.

Related Topics

- [Setting Up or Changing a Phone or Pager Notification Device](#), on page 38
- [Setting Up or Changing an Email \(or SMTP\) Notification Device](#), on page 41
- [Setting Up or Changing an SMS Notification Device](#), on page 43
- [Setting Up or Changing an HTML Notification Device](#), on page 45

Setting Up or Changing a Phone or Pager Notification Device

-
- Step 1** In the Messaging Assistant, from the Notification Devices menu, select **View Notification Devices**.
- Step 2** On the Notification Devices page, select the device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device or uncheck it to disable the device.
- Step 4** In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9).

Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code). You can also enter:

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

You may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Connection administrator.

- Step 5** Check the **Prompt for User ID on Notifications** check box if you want Connection to ask for your phone extension before giving you the message.
- Step 6** In the Dial Extra Digits field, enter any extra digits that Connection will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- Step 7** In the Dial After field, enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.)

Step 8 In the Notify Me Of section, select the types of events that will cause Connection to call this notification device:

Option	Description
All Messages	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection calls this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection calls this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection calls this device when any new fax message is received.

- Step 9** For each event type that you chose in Step 8, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 10** To specify that this device receive notifications only for messages from specific Connection users, in the Where Call Is From section, select **Add Callers**, then search for names:
- In the Find Names dialog box, enter search criteria, then select **Find**.
 - In the search results, check the check box next to the user or remote contact that you want to add to your Callers list, and select **Add Users**.
- Step 11** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and * to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

Tip If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in Step 8 and Step 9—that matches any of the callers or number patterns you specify.

Step 12 To set up your notification schedule, use the **Quick Add** options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

Tip There are several ways to set up your notification schedule quickly. Select **Clear Schedule** to uncheck all check blocks at once. Alternatively, select **Invert Schedule** to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the **Copy Day's Schedule** function—below the schedule—to copy a schedule for one day to other days.

Step 13 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Option	Description
Attempt First Contact After <x> Minutes	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
If There Are Still New Messages, Try Again Every <x> Minutes	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you 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., etc.</p>
If Does Not Answer	<p>Connection follows your settings for an unanswered device. Indicate settings for:</p> <ul style="list-style-type: none"> • Hang Up After <x> Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone. • Try Again <x> Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others. • Try Again After <x> Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time.
If Is Busy	<p>Connection follows your settings for a busy device. Indicate settings for:</p> <ul style="list-style-type: none"> • Try Again <x> Times—Choose a higher number if you use the phone frequently. • Try Again After <x> Minutes—Choose a higher number if you have long phone conversations.
If Notification Fails Try	<p>Select an option for an additional device to send notification to when the first device does not answer or is busy. Connection calls the device only if it is enabled and its schedule is current.</p>

Step 14 Select **Save**.

Setting Up or Changing an Email (or SMTP) Notification Device

- Step 1** In the Messaging Assistant, from the Notification Devices menu, select **View Notification Devices**.
- Step 2** On the Notification Devices page, select the email (or SMTP) device that you want to change or set up.
- Step 3** On the <Device type> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.
- Step 4** In the To field, enter the email address of the text pager, text-compatible mobile phone, or another email account (such as a home email address).
- Step 5** In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Connection when you are not dialing from your desk phone.)
- Tip** If you have a text-compatible mobile phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

- Step 6** In the Text field, enter any text you want displayed (for example, "You have voicemail"). Every time a message arrives that matches the criteria selected in the message notification settings, Connection sends this message.
- Step 7** Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.
- Step 8** Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
- Step 9** Check the **Include a Link to Full Inbox in Message Text** check box if you want the notification to include a link to the Cisco Unity Connection Web Inbox in the text string that is sent to the SMTP notification device.
- Step 10** In the Notify Me Of section, select the types of event that will cause Connection to send a notification to this device:

Option	Description
All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 11** For each event type that you chose in Step 10, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 12** If you specified either Calendar Appointments or Calendar Meetings in Step 10, in the Calendar Event Advance Notification Time field, enter the number of minutes before a meeting that you want to receive the notification.

- Step 13** If you want to receive transcriptions of your voice messages, check the **Voice Messages** check box under Send Transcriptions of Voice Messages.
- (The Send Transcriptions of Voice Messages section is visible only if the SpeechView option has been made available to you.)
- Step 14** To receive transcriptions of only urgent voice messages, check the **Urgent Only** check box.
- Step 15** To specify that this device will receive notifications only for messages from specific Connection users, in the Where Call Is From section, select **Add Callers**, then search for names:
- In the Find Names dialog box, enter search criteria, then select **Find**.
 - In the search results, select the check box next to the user or remote contact that you want to add to your Callers list, then select **Add Users**.
- Step 16** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the **Number Pattern** field.
- You can use the wildcard characters X and * to match more than one phone number:
- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
 - The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.
- Tip** If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in Step 10 and Step 11—that matches any of the callers or number patterns you specify.
- Step 17** To set up your notification schedule, use the **Quick Add** options to specify a schedule.
- Or
- Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.
- Tip** There are several ways to set up your notification schedule quickly. Select Clear Schedule to uncheck all check blocks at once. Alternatively, select Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.
- Step 18** Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Option	Description
Attempt First Contact After <x> Minutes	Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered. 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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
If There Are Still New Messages, Try Again Every <x> Minutes	To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.

Option	Description
	<p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you 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., etc.</p> <p>Caution If you are using the transcription delivery option, do not enable this setting. Checking the check box disables transcription delivery to this device.</p>

Step 19 Select **Save**.

Setting Up or Changing an SMS Notification Device

Step 1 In the Messaging Assistant, from the Notification Devices menu, select **View Notification Devices**.

Step 2 On the Notification Devices page, select the SMS device that you want to change or set up.

Step 3 On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the service.

Step 4 In the To field, enter the phone number for your SMS device.

The format and the number you enter depends on the SMPP provider. For example, you may need to 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 your device: **+12065551234**. Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Ask your Connection administrator for assistance if you experience difficulties.

Step 5 In the From field, what you enter depends on the SMPP provider:

- If the SMPP provider requires a source address for the server sending the message, enter the IP address of the Cisco Unity Connection server.
- If the SMPP provider does not require a source address, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity Connection when you are not dialing from your desk phone.) Like the To field in Step 4, the format and the number you enter depends on the SMPP provider.

Ask your Connection administrator to assist you if you are not sure what to enter in this field.

Tip For SMS devices, consider that some service providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a callback number, try entering the number within the text of your message. For example, enter: **te1:2065551234** in the Text field (see Step 6).

Step 6 In the Text field, enter any text you want displayed (for example, **You have voicemail**). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity Connection sends this message.

Step 7 Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.

Step 8 Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message in the text string that is sent to the notification device. This information can include caller name

and caller ID (if available); the type of message (voice, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.

Step 9 In the SMPP Provider list, select a provider.

If you are uncertain which one to choose, contact your Connection administrator.

Step 10 Select the event types that will cause Connection to send a notification to this device:

Option	Description
All Messages	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
All Voice Messages	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
Dispatch Messages	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
Fax Messages	Connection sends a notification to this device when any new fax message is received.
Calendar Appointments	Connection sends a notification to this device for an upcoming Outlook appointment.
Calendar Meetings	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

Step 11 For each event type that you chose in Step 10, check the **Urgent Only** check box to have Connection send the notification only when the new message of that type is marked urgent.

Step 12 If you specified either Calendar Appointments or Calendar Meetings in Step 10, in the **Calendar Event Advance Notification Time** field, enter the number of minutes before a meeting that you want to receive the notification.

Step 13 If you want to receive transcriptions of your voice messages, check the **Voice Messages** check box under Send Transcriptions of Voice Messages.

(The Send Transcriptions of Voice Messages section is visible only if the SpeechView option has been made available to you.)

Step 14 To receive transcriptions of only urgent voice messages, check the **Urgent Only** check box.

Step 15 Check the **Limit the Number of SMS Messages Per Transcription To** check box and enter the maximum number of SMS messages you want for each message transcription.

This setting is useful for reducing costs if your mobile phone carrier or SMS service provider charges for each SMS message that you receive.

Step 16 To specify that this device will receive notifications only for messages from specific Connection users, select **Add Callers**, then search for names:

- a) In the Find Names dialog box, enter search criteria, then select **Find**.
- b) In the search results, select the check box next to the user or remote contact that you want to add to your Callers list, then select **Add Users**.

Step 17 To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the **Number Pattern** field.

You can use the wildcard characters X and * to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

Tip If you specify both Callers and Phone Numbers for a device, Connection will send the device a notification for any message—of the types you specified in Step 10 and Step 11—that matches any of the callers or number patterns you specify.

Step 18 To set up your notification schedule, use the **Quick Add** options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

Tip There are several ways to set up your notification schedule quickly. Select **Clear Schedule** to uncheck all check boxes at once. Alternatively, select **Invert Schedule** to check all the boxes that you currently do not have checked and uncheck the ones that you do have checked. You can use the **Copy Day's Schedule** function—below the schedule—to copy a schedule for one day to other days.

Step 19 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Option	Description
Attempt First Contact After <x> Minutes	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
If There Are Still New Messages, Try Again Every <x> Minutes	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you 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., etc.</p> <p>Caution If you are using the transcription delivery option, do not enable this setting. Checking the check box disables transcription delivery to this device.</p>

Step 20 Select **Save**.

Setting Up or Changing an HTML Notification Device

Step 1 In the Messaging Assistant, from the Notification Devices menu, select **View Notification Devices**.

- Step 2** On the Notification Devices page, select the **HTML** device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the service.
- Step 4** In the To field, enter a valid email address.
- Step 5** In the Select HTML Template drop-down list, select a default or customized template. The default templates are Default_Actionable_Links_Only, Default_Missed_Call, Default_Missed_Call_With_Summary, Default_Scheduled_Summary, Default_Voice_Message_With_Summary and Default_Dynamic_Icons.
- Note that this field will be inactive if the administrator has not given rights to the user to select an HTML template.
- Step 6** Click **Preview** to view format of an HTML notification for the selected template.
- The **Preview** option is available only after creating and saving a template.
- Step 7** In the Outdial Number field, enter the phone number that you will use to check the notifications. This field will be inactive if the administrator has not given rights to the user to enter mobile number from PCA. The number entered over here must be E164 compliance.
- Step 8** To specify that device will receive notifications as per the **Event Type** section under **Notify Me Of** field:
- Check **All Voice Messages** event type check box to send the notification of new voice message.
 - Check the **Urgent Only** check box to send the notification only when the new voice message is marked urgent.
 - Check **Missed Call** event type check box to send the notification of new missed call.
- Step 9** To specify that this device receive notifications only for messages from specific Connection users, select **Add Callers**, and then search for names:
- Select the users to be added to receive notification and click **Add Member(s)**.
 - Select the user to be removed from the notification list and click **Delete Selected** button.
- Step 10** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the **Number Pattern** field.
- You can use the wildcard characters X and * to match more than one phone number:
- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
 - The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.
- Tip** If you specify both callers and phone numbers for a device, Connection will send the device a notification for any message, irrespective of the types you specified in Step 9 that matches any of the callers or number patterns you specify.
- Step 11** To set up your Summary Notification schedule:
- Enter a value less than or equal to 100 in the **Max Message Count** field to specify the maximum number of messages that can be included in a Summary Notification. By default, the Max message count is set to 10.
 - Click **Add** to specify a schedule.
 - Enter the time when you want Unity Connection to send Summary Notification in the **Send Notification At** field. Multiple time slots can also be added.
- Tip** Select **Clear All** to uncheck all the check boxes at once. Alternatively, click **Select All** to check all the boxes at once. You can also delete the scheduled time by selecting the check boxes and clicking **Delete Selected**.
- Step 12** To set up your notification schedule, do either of the following:

- Use the **Add** options to specify a schedule, or
- Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device.

Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

Tip There are several ways to set up your notification schedule quickly. Select **Clear Schedule** to uncheck all check boxes at once. Alternatively, click **Invert Schedule** to check all the boxes that you currently do not have checked and uncheck the ones that you do have checked. You can use the **Copy Day's Schedule** option to copy a schedule from one day to other days.

Cascading and Chaining Message Notification

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients.

Alternatively, message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. (The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.)

When setting up a chain of message notification devices, select the types of messages and message urgency for which Cisco Unity Connection will call only for the first device. If any message types are selected for a device other than the first, message notification for the device will begin immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not occur as a chain but will all be activated simultaneously.



Tip To include an email or SMS device in a chaining message notification, you must specify the device as last in the chain, because Connection may not be able to detect notification failure for these types of devices.

To set up multiple notification devices to function in a cascading or chaining sequence, you may need to contact your Connection administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

Considerations for Setting Up SMS (SMPP) Text Message Notification

Note the following considerations before you set up SMS (SMPP) text message notification:

- SMS (SMPP) notifications are for use with GSM mobile phones and other SMS-compatible devices. SMS notifications are generally much faster than (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one.
- SMS service providers often charge for each SMS message or group of messages that Cisco Unity Connection sends. To reduce costs to your organization, consider limiting the number of notifications

that you receive by a particular message type or urgency (for example, only urgent voice messages or only voice messages from specific callers or phone numbers).

- Some SMS service providers replace the phone number that you enter in the From field on the SMS (SMPP) Notification Device page in the Messaging Assistant web tool with their own phone number. For an alternative way to include a callback number, see the Tip in Step 5 in [Setting Up or Changing an SMS Notification Device, on page 43](#).
- The time stamp for an SMS (SMPP) notification on some phones reflects the time that the SMS message was sent by the SMS service provider to your SMS device. For this reason, the time stamp may not reflect your local time zone or preferred time format.

About Transcription Delivery with SpeechView

Cisco SpeechView provides a transcription service that converts your voice messages to text, which you can have sent to an email address or to your mobile phone.

If you have an email application configured to access your Connection voice messages, you can also view the transcriptions there. The original voice message is attached to the transcribed message.

To take full advantage of SpeechView, configure your mobile phones to forward to Connection so that all of your voice messages are available in one mailbox and are transcribed.

Considerations for Setting Up Email and SMS Devices to Receive Transcriptions with SpeechView

Devices that have an email address (for example, text pagers and text-compatible mobile phones) receive voice message transcriptions as email messages or text messages, depending on the device.

SMS-compatible devices receive voice message transcriptions as text messages.

The fields to turn on transcription delivery are located on the Email Notification Device and SMS Notification Device pages where you set up message notification in the Messaging Assistant. (See the applicable procedure in [Setting Up Notification Devices, on page 38](#).)

Note the following considerations for the most effective use of transcription delivery with SpeechView:

- In the **From** field, enter the number you dial to reach Connection when you are not dialing from your desk phone. If you have a text-compatible mobile phone, you may be able to initiate a callback to Connection in the event that you want to listen to the message.
- Check the **Include Message Information in Message Text** check box to include call information such as caller name and caller ID (if available) and the time that the message was received. Otherwise, there will be no indication in the message of when it was received.

In addition, if you have a text-compatible mobile phone, you may be able to initiate a callback when the caller ID is included with the transcription.

- In the **Notify Me Of** section, if you turn on notification for voice or dispatch messages, you are notified when a message arrives. The transcription will soon follow. If you do not want notification before the transcription arrives, do not select the voice or dispatch message options.

- Email messages that contain transcriptions have a subject line that is identical to notification messages. So, if you have notification for voice or dispatch messages turned on, you will have to open the messages to determine which one contains the transcription.



CHAPTER 10

Managing Your Contacts

- [About Your Contacts, on page 51](#)
- [Adding Contacts, on page 52](#)
- [Changing Information for Contacts, on page 53](#)
- [Deleting Contacts, on page 54](#)
- [Importing Exchange Contact Information into Your Contacts, on page 54](#)

About Your Contacts

Cisco Unity Connection uses the information in your contacts list to forward your incoming calls and to help you place outgoing calls. Connection also uses your contacts to identify the people who call you.

Your contact information supplements the information in the Cisco Unity Connection directory. The Connection directory is internal to your organization and maintained by your system administrator, while contacts are set up and maintained by you.

You can use your contacts to store names and numbers for people who are not included in the Connection directory, including customers, suppliers, family members, and friends.

You manage contacts in the Messaging Assistant web tool. You can add Connection users to your contacts; however, the entries are not automatically updated and maintained by the system. For example, if a co-worker who is listed leaves the company, you will need to manually delete the entry from your contacts.

If you use voice commands to place calls, consider the following advantages to adding other Connection users to your contacts:

- **Using alternate names**—Alternate names can improve accuracy when you use voice commands to dial co-workers. Add nickname entries or other alternate-name entries to your contacts list for those people in the Connection directory to whom you regularly place calls or whose names you find difficult to pronounce.
- **Using external numbers**—If you regularly call co-workers on their personal mobile phones, add their Connection directory information to your contact entries along with their mobile phone number so that you can use voice commands to reach them quickly.

(Note that to place calls by using voice commands, you must be signed in to Connection.)

Adding Contacts

There are two types of phone numbers that you can specify for your contacts:

Phone numbers to call contact by using voice commands	Use the Dialed Work Phone, Dialed Home Phone, and Dialed Mobile Phone fields when you want to be able to call contacts by using voice commands. For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example 9) and for long-distance dialing (for example, 1).
Phone numbers to identify contact for personal call transfer rules	Use the Work Phone, Home Phone, and Mobile Phone fields to enter phone numbers that Connection uses when matching your personal call transfer rules against incoming phone calls from contacts. (For example, if you want to create a personal call transfer rule based on the home phone number for your mother, enter the number in the Home Phone field.)

Email addresses are for your information only; Connection does not use the email addresses in contact entries.



Tip You can import Microsoft Exchange contacts into your Connection contacts. See [Importing Exchange Contact Information into Your Contacts, on page 54](#).

- Step 1** In the Messaging Assistant, from the Contacts menu, select **New Contact**. (Alternatively, from the View Contacts page, you can select the **New Contact icon** below the menu bar.)
- Step 2** On the Create Contact page, enter the first and last names.
- Step 3** If you enter the names by using non-Roman alphabet characters (for example, Kanji characters for a Japanese contact), also enter the names by using the Roman alphabet in the **Alternate Spelling of First Name** and **Alternate Spelling of Last Name** fields
- You can use the characters A-Z, a-z, and 0-9. Entering this alternate spelling enables Connection to identify the names if you call the contact by using voice commands.
- Step 4** If you use voice commands and the contact is known by any alternate names (for example, a maiden name or a nickname), enter the name(s) in the **Alternate Names** section.
- Step 5** To add another alternate name for the contact, select **Add Row**, and enter the name(s).
- Step 6** Repeat Step 5 to add any additional alternate names for the contact.
- Step 7** Optionally, in the **Email** field, enter the email address of the contact. (Email addresses are for your information only.)
- Step 8** If you use voice commands to call contacts, in the Phone Numbers to Call Contact By Using Voice Commands section, enter the work, home, or mobile phone number that Connection dials for the contact.

When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:

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

- Step 9** If you use personal call transfer rules to manage calls from contacts, in the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, enter a work, home, and mobile phone number for the contact.
- When entering numbers to be used by personal call transfer rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.
- Step 10** Select **Save**. The entry is added to your contacts.

Related Topics

[Importing Exchange Contact Information into Your Contacts](#), on page 54

Changing Information for Contacts

Do the procedure in this section when you want to change the name or phone number for a contact, or to assign an alternate name.

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- Step 1** In the Messaging Assistant, from the Contacts menu, select **View Contacts**.
- Step 2** On the Contacts page, select the first name of the contact whose information you want to change.
- Step 3** In the **Alternate Spelling of First Name** and **Alternate Spelling of Last Name** fields, change the alternate spellings of your contact's name, as applicable.
- If you use non-Roman alphabet characters in the First Name and Last Name fields, using the Roman alphabet for the alternate spellings enables Connection to identify the names if you call the contact by using voice commands. You can use the characters A-Z, a-z, and 0-9.
- Step 4** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and select **Delete Selected**.
 - To add an alternate name, select **Add Row** and enter the name(s).
- Step 5** Optionally, in the **Email** field, change the email address of the contact, as applicable. (Email addresses are for your information only.)
- Step 6** In the Phone Numbers to Call Contact By Using Voice Commands section, change the work, home, or mobile phone number that Connection dials for the contact, as applicable.
- When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Step 7** In the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, change the work, home, or mobile phone number for the contact, as applicable.
- When entering numbers to be used by personal call transfer rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.

Step 8 In the Caller Group Membership section, change the information as applicable:

- a) To remove the contact from a caller group, uncheck the check box next to the group name.
- b) To add the contact to a caller group, check the check box next to the group name.

Note If you have no caller groups set up, the Caller Group Membership section is not displayed. (You create caller groups in the Personal Call Transfer Rules web tool.)

Step 9 Select **Save**.

Deleting Contacts

Step 1 In the Messaging Assistant, from the Contacts menu, select **View Contacts**.

Step 2 On the Contacts page, check the check box next to the contact name. You can check multiple check boxes to delete more than one contact at a time.

Note Contacts cannot be deleted if they are part of a caller group or a personal call transfer rule; you must remove the contact from the caller group or rule first before deleting the contact entry. (You create rules in the Personal Call Transfer Rules web tool.)

Step 3 Select the **Delete Selected Rows icon** below the menu bar.

Importing Exchange Contact Information into Your Contacts

You can save time entering information in your contacts by importing entries from your Microsoft Exchange Contacts folder. This is also a good method for ensuring that your contacts information is current.

Cisco Unity Connection imports only the names, phone numbers, and email addresses of the contacts stored on the Exchange server. During the import process, Connection does the following:

- Displays the number of contacts in your contacts before the import.
- Imports new Exchange contact information into your contacts.
- Updates any Exchange contact information that may have changed since the last import.
- Removes entries from your contacts that have been deleted in Exchange since the last import.

Note that Connection does not distinguish duplicate entries or enter phone number information in the Dialed Phone fields. After the import is complete, you may want to review your contacts to remove duplicate entries or to add dialed phone numbers for use if you call contacts by using voice commands.

Step 1 In the Messaging Assistant, from the Contacts menu, select **Import Contacts**.

Step 2 On the Import Contacts from Exchange page, select **Import Contacts**.

Step 3 Connection imports the entries from your Exchange Contacts folder, and displays the results of the import.

Related Topics

[Changing Information for Contacts](#), on page 53



CHAPTER 11

Managing Your Private Lists

- [About Private Lists, on page 57](#)
- [Creating Private Lists, on page 57](#)
- [Changing the Names of Private Lists, on page 58](#)
- [Changing the Members of Private Lists, on page 59](#)
- [Deleting Private Lists, on page 59](#)

About Private Lists

You can use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all members of the list receive the message. Cisco Unity Connection provides several private lists for you to personalize.

Only you can send voice messages to your private lists. You do so by phone using the keypad or voice commands, or by using the Web Inbox. You cannot send messages from your email program to your private lists.

Creating Private Lists

Your Connection administrator specifies the maximum number of lists that you can manage.

- Step 1** In the Messaging Assistant, from the Private Lists menu, select **New Private List**.
- Step 2** On the Private List page, in the Name field, enter a name for the list. If you use voice commands, this is the name you say to add the private list to a message recipient list.
- Tip** Avoid using special characters and diacritical marks in the list name. If you use voice commands, Connection may have trouble recognizing names that contain these items.
- Step 3** In the Recorded Name field, select **Record** on the available interface and record the name of the list.
- Note** For release 11.0 (1) and earlier, you must select the option **Play\Record** under Recorded Name section to load the Media Master.
- Step 4** When you finish recording, select **Stop**.

- Step 5** If you use voice commands and your list name is not pronounced the way it would be read, enter an alternate name in the Alternate Names section.
- Step 6** To add more alternate names, select **Add Row** and repeat Step 5.
- Step 7** Select **Add Members**.
- Step 8** In the Find Names dialog box, select the applicable tab to specify the search scope.
- Step 9** In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your new list.
- Step 10** Select **Find**.
- Step 11** In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your private list, and select **Add Members**.
- Step 12** Repeat Step 7 through Step 11 until you have finished adding members to your list.
-

Changing the Names of Private Lists

Each private list has a recorded name and a display name. When you address messages to private lists by phone, Cisco Unity Connection plays the recorded name so you can confirm that you have addressed the message to the correct list.

If you use voice commands, you can also specify alternate names for the display name that you give a private list. You say the display name when you use voice commands to address a message to the private list by phone. Consider specifying alternate names if the display name is not pronounced the way it would be read, as may be the case with acronyms and abbreviations. (For example, your list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name.)

- Step 1** In the Messaging Assistant, from the Private Lists menu, select **View Private Lists**.
- Step 2** On the Private Lists page, select the private list whose name you want to change.
- Step 3** On the Private List page, in the Name field, delete the old name and enter a new one. This is the display name.
- Step 4** In the Recorded Name field, select **Record** on the available interface and record the name of the list.
- Note** For release 11.0 (1) and earlier, you must select the option **Play\Record** under Recorded Name section to load the Media Master.
- Step 5** When you finish recording, select **Stop**.
- Step 6** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and select **Delete Selected**.
 - To add an alternate name, select **Add Row** and enter the name.
- Step 7** Select **Save**.
-

Changing the Members of Private Lists

The maximum number of members that you can add to a private list is specified by your Connection administrator. Any user or system distribution list in the directory is eligible for membership in your private lists.

Depending on how Cisco Unity Connection is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these users—known as remote contacts—in your private lists.

If you try to add a user, private list, system distribution list, or remote contact that is already a member of the private list, Connection does not add the member to the same list again.



Note Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Connection administrator should be able to inform you before changes occur, though you will still need to readd these members to your lists in the event that they are inadvertently removed.

Step 1 In the Messaging Assistant, from the Private Lists menu, select **View Private Lists**.

Step 2 On the Private Lists page, select the private list whose members you want to change.

Step 3 To add members, skip to Step 4.

To remove members, on the Private List page, check the check box next to any member that you want to remove from your list, and select **Delete Selected**.

Step 4 To add members, on the Private List page, select **Add Members**, then search for names:

- a) In the Find Names dialog box, select the applicable tab to specify the search scope.
- b) In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your list.
- c) Select **Find**.
- d) In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your list, and select **Add Members**.

Step 5 Repeat Step 4 until you have finished adding members to your list.

Deleting Private Lists

When you delete a list, the recorded and display names, and all list members are deleted.

Step 1 In the Messaging Assistant, from the Private Lists menu, select **View Private Lists**.

Step 2 On the Private Lists page, check the check box next to the list that you want to delete.

Step 3 Select the **Delete Selected Rows icon** below the menu bar.



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