



## CHAPTER 9

# Managing Custom Recordings in Cisco Unity Connection 9.x

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## Overview of the Custom Recordings in Unity Connection

Cisco Unity Connection allows you to play the customized recordings after a message is sent. You can also play the custom recordings after a greeting is played. A greeting is played before the callers are allowed to leave a message for a user or a call handler.



### Note

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In Cisco Unity Connection 9.0, the **Post Greeting Recordings** option is changed to the **Custom Recordings** option.

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In Cisco Unity Connection Administration, after the message is sent, you have the options to play: no recording, default system recording, or custom recordings. Unity Connection allows you to add a new custom recording, modify the existing recording, and delete the existing recording. In addition, you can record multiple custom recordings in various languages that can be played after a message is sent and after a greeting is played.

To record each custom recording, you need to use the Media Master on the Edit Custom Recording page. The custom recordings are configured on the Call Management > Custom Recordings page in Cisco Unity Connection Administration. The **Play After Message Recording** and **Post Greeting Recording** options can be set for the following:

- Users
- User Templates
- Call Handlers
- Call Handler Templates

## Adding a New Custom Recording in Unity Connection

### To Add a new Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the Search Custom Recordings page, select **Add New**.
- Step 3** On the New Custom Recording page, enter a display name for the custom recording.



**Note** Fields marked with \* (an asterisk) are required.

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- Step 4** Select **Save**.
- Step 5** On the Edit Custom Recording page, continue entering settings for the custom recording. (For field information, on the Help menu, select **This Page**.)
- Step 6** Select the language in which you want to record and select **Play/Record**.
- Step 7** When you are finished with the recording on the Edit Custom Recordings page, select **Save**.
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## Modifying a Custom Recording in Unity Connection

### To Modify a Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the Search Custom Recordings page, select the display name of the custom recording that you want to modify.



**Note** If the custom recording that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

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- Step 3** On the Edit Custom Recording page, change settings as applicable. (For field information, on the Help menu, select **This Page**.)
- Step 4** When you finished changing settings on the Edit Custom Recording page, select **Save**.
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## Set After Message Sent Custom Recording in Unity Connection

Do the applicable procedure:

- [To Set After Message Sent Custom Recording for a User, page 9-3](#)
- [To Set After Message Set Custom Recording for a User Template, page 9-3](#)

- [To Set After Message Sent Custom Recording for a Call Handler Template, page 9-3](#)
- [To Set After Message Sent Custom Recording for a System Call Handler, page 9-4](#)
- [To Set After Message Sent Custom Recording for a User in Bulk Edit Mode, page 9-4](#)



**Note** By default, **System Default Recording** option is selected for users, user templates, call handler templates, and system call handlers on the Edit Message Settings page.

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#### To Set After Message Sent Custom Recording for a User

**Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **users**.

**Step 2** On the Search Users page, select the user display name.



**Note** If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

**Step 3** On the Edit Users Basics page, select **Message Settings** from the Edit menu.

**Step 4** On the Edit Message Settings page, select the **Play Recording** option, and then select the required recording from the **Recording Selection** drop-down list.

**Step 5** Select **Save**.

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#### To Set After Message Set Custom Recording for a User Template

**Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

**Step 2** On the Search User Templates page, select the user template display name.



**Note** If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

**Step 3** On the Edit User Templates Basics page, select **Message Settings** from the Edit menu.

**Step 4** On the Edit Message Settings page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.

**Step 5** Select **Save**.

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#### To Set After Message Sent Custom Recording for a Call Handler Template

**Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **Call Handler Templates**.

**Step 2** On the Search Call Handler Templates page, select the call handler template display name.



**Note** If the call handler template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Call Handler Templates Basics page, select **Message Settings** from the Edit menu.
  - Step 4** On the Edit Message Settings page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.
  - Step 5** Select **Save**.
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#### To Set After Message Sent Custom Recording for a System Call Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.
- Step 2** On the Search Call Handlers Templates page, select the call handlers display name.



**Note** If the call handler template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

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- Step 3** On the Edit Call Handler Basics page, select **Message Settings** from the Edit menu.
  - Step 4** On the Edit Message Settings page, select the **Play Recording** option and then select the required recording from the **Recording Selection** drop-down list.
  - Step 5** Select **Save**.
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#### To Set After Message Sent Custom Recording for a User in Bulk Edit Mode

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **users**.
- Step 2** On the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.  
If the users that you want to edit in bulk do not appear on one Search page, check all the applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all the applicable call handlers. Then select **Bulk Edit**.
- Step 3** On the Edit User Basics page, select **Message Settings** from the Edit menu.
- Step 4** On the Edit Message Settings page, check the check box to the left of the field name (Play After Message Recording) to select it, and then select the required recording from the **Recording Selection** drop-down list. Select **Help > This Page** to see descriptions of each setting.



**Note** The Status message at the top of the Edit User Basics page tells you how many users are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

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- Step 5** Select **Submit**.
  - Step 6** Repeat Step 1 to Step 5 to set the custom recordings for system call handlers in Bulk Edit mode.
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# Deleting a Custom Recording in Unity Connection

## To Delete a Custom Recording

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Custom Recordings**.
- Step 2** On the Search Custom Recordings page, select the check box adjacent to the display name of the custom recording that you want to delete.



**Note** If the custom recording that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

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- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that asks you to confirm the deletion, select **OK**.



- Note**
- If you have deleted the recording, which is selected in the **Play After Message Recording** option, then on the Edit Message Settings page, the **Recording Selection** option will be disabled and the **System Default Recording** option will be selected.
  - If you have deleted the recording, which is selected in the **Post Greeting Recording** option, then on the Edit Post Greeting Recording Settings page, the **Recording Selection** will be changed to **None** and the **Do Not Play Recording** option will be selected.
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■ Deleting a Custom Recording in Unity Connection