



## CHAPTER 6

# Configuring Key Mappings in Visual Voicemail

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## Visual Voicemail Key Mappings

Users can press numbers on the phone keypad to perform some actions in Visual Voicemail. A key mappings file defines which keys perform which actions.

Visual Voicemail does not use the same key mappings file as Cisco Unity and Cisco Unity Connection. However, Visual Voicemail does use *some* of the same key combinations as the Cisco Unity and Cisco Unity Connection telephone user interface (TUI) services.

The Visual Voicemail key mappings file has a different format than the Cisco Unity and Cisco Unity Connection key mappings files.

### Related Topics

- [Enabling Visual Voicemail Key Mappings, page 6-4](#)
- [Limitations of Visual Voicemail Key Mappings, page 6-5](#)

## Visual Voicemail Key Mapping File Format

Each line in the key mapping file represents one key mapping. The format of each line is as follows:  
CONTEXT:INPUT:ACTION

The following table describes each of these parameters:

| Parameter | Description  |
|-----------|--|
| CONTEXT   | Represents the state of the application when the user presses a key. For example, the application might respond differently to a key press depending on whether a message is playing or not. |
| INPUT     | Represents the key, or sequence of keys, that the user presses.  |
| ACTION    | Represents the action to perform when the user presses the key.  |

Each parameter is represented by an integer in the key mapping. For example, the following key mapping specifies that if a message is not playing, and the user presses 3, the currently-selected message is deleted:

3:3:4

#### Related Topics

- [Enabling Visual Voicemail Key Mappings, page 6-4](#)
- [Contexts in Visual Voicemail Key Mapping Files, page 6-2](#)
- [Actions in Visual Voicemail Key Mapping Files, page 6-3](#)
- [Default Visual Voicemail Key Functions, page 6-5](#)

## Contexts in Visual Voicemail Key Mapping Files

[Table 6-1](#) lists the contexts in Visual Voicemail key mapping files, and the integers that represent the contexts. These contexts are only relevant to the messages list screen that is displayed after you sign in.

**Table 6-1** *Visual Voicemail Contexts in Key Mapping Files*

| Integer | Context            |
|---------|--------------------|
| 1       | Message playing    |
| 2       | Message paused     |
| 3       | No message playing |

#### Related Topics

- [Visual Voicemail Key Mapping File Format, page 6-1](#)
- [Actions in Visual Voicemail Key Mapping Files, page 6-3](#)

# Actions in Visual Voicemail Key Mapping Files

Table 6-2 lists the actions in Visual Voicemail key mapping files, and the integers that represent the actions.

**Table 6-2** *Representation of Visual Voicemail Actions in Key Mapping Files*

| Integer | Action                         |
|---------|--------------------------------|
| 1       | Play next message              |
| 2       | Play previous message          |
| 3       | Play the current message again |
| 4       | Delete message                 |
| 5       | Decrease speed of message      |
| 6       | Reply to message               |
| 7       | Increase speed of message      |
| 8       | Mark message                   |
| 9       | Rewind message                 |
| 10      | Pause message                  |
| 11      | Play message                   |
| 12      | Fast forward message           |
| 13      | Sign out                       |
| 14      | Play previous message          |
| 15      | Play next message              |
| 16      | Forward message                |

## Related Topics

- [Visual Voicemail Key Mapping File Format, page 6-1](#)
- [Contexts in Visual Voicemail Key Mapping Files, page 6-2](#)

# Service Parameters for the Visual Voicemail Key Mapping File

To enable Visual Voicemail key mappings, you must add the following service parameters to the Visual Voicemail service:

| Service Parameter             | Description  |
|-------------------------------|--|
| tui_key_mappings_file_url     | Specifies the HTTP location of the key mappings file.  |
| tui_key_mappings_file_version | Specifies the version number of the key mappings file.<br><br>Visual Voicemail uses this parameter to check whether there is a new version of the key mappings file on the server. If there is a new version, Visual Voicemail downloads the new version. If the version is not new, Visual Voicemail uses a cached version of the previously-downloaded mappings file.<br><br>You must update the value of this parameter every time you put a new version of the key mappings file on the server. To update the parameter, you must delete the Visual Voicemail service, then add the service again with the new value for the parameter. For more information on this topic, see <a href="#">Updating Visual Voicemail Service Parameters, page 7-2</a> . |

## Related Topics

- [Enabling Visual Voicemail Key Mappings, page 6-4](#)
- [Updating Visual Voicemail Service Parameters, page 7-2](#)

## Enabling Visual Voicemail Key Mappings

### Before You Begin

Put your Visual Voicemail key mappings file on a server that can be accessed using HTTP.

### Procedure

- Step 1** Select **Device > Device Settings > Phone Services** in Cisco Unified Communications Manager Administration.
- Step 2** Find your Visual Voicemail service.
- Step 3** Select your Visual Voicemail service.
- Step 4** Select **New Parameter** to add a parameter to the service.

| Field                  | Setting  |
|------------------------|--|
| Parameter Name         | Enter the following text in this field:<br><b>tui_key_mappings_file_url</b>  |
| Parameter Display Name | Enter a name for the parameter. This name is used in the Cisco Unified Communications Manager user interface. For example, enter <b>URL for Visual Voicemail Key Mappings File</b> . |
| Default Value          | Enter the URL where the Visual Voicemail key mappings file is located.   |

For more information about service administration, see *Cisco Unified Communications Manager System Guide* and *Cisco Unified Communications Manager Administration Guide* at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

**Step 5** Select **Save And Close**.

**Step 6** Select **New Parameter** to add another parameter to the service.

| Field                  | Setting  |
|------------------------|--|
| Parameter Name         | Enter the following text in this field:<br><b>tui_key_mappings_file_version</b>  |
| Parameter Display Name | Enter a name for the parameter. This name is used in the Cisco Unified Communications Manager user interface. For example, enter <b>Version Number of Visual Voicemail Key Mappings File</b> . |
| Default Value          | Enter the version number for the key mappings file.  |

**Step 7** Select **Save And Close**.

#### Related Topics

- [Service Parameters for the Visual Voicemail Key Mapping File, page 6-4](#)
- [Limitations of Visual Voicemail Key Mappings, page 6-5](#)
- [How to Add the Visual Voicemail Service in Cisco Unified Communications Manager, page 2-9](#)

## Limitations of Visual Voicemail Key Mappings

Visual Voicemail can only accept keypad input of one or two key presses. Cisco Unity can accept up to three key presses.

#### Related Topics

- [Enabling Visual Voicemail Key Mappings, page 6-4](#)

## Default Visual Voicemail Key Functions

The default Visual Voicemail key mapping file defines which keys perform which actions on the message list screen. [Table 6-3](#), [Table 6-4](#), and [Table 6-5](#) list the default functions of the keys in Visual Voicemail.

**Table 6-3** *Default Key Functions When No Message Is Playing*

| Key | Function  |
|-----|---|
| 1   | Repeat Play, if a message has not been played already |
| 3   | Delete  |
| 4   | Reply   |
| 5   | Forward   |

**Table 6-3** *Default Key Functions When No Message Is Playing*

| Key | Function |
|-----|----------|
| 6   | Mark     |
| *   | Sign Out |

**Table 6-4** *Default Key Functions When A Message Is Playing or Paused*

| Key | Function       |
|-----|----------------|
| 1   | Repeat         |
| 3   | Delete         |
| 4   | Decrease Speed |
| 6   | Increase Speed |
| 7   | Rewind         |
| 8   | Pause/Play     |
| 9   | Fast Forward   |
| *   | Sign Out       |

**Table 6-5** *Default Key Functions When A Message Is Stopped, Playing, or Paused*

| Key  | Function              |
|------|-----------------------|
| 1, 4 | Play Previous Message |
| 1, 6 | Play Next Message     |
| #, # | Skip to Next Message  |

**Related Topics**

- [Visual Voicemail Key Mapping File Format, page 6-1](#)
- [Maintaining Cisco Visual Voicemail](#)
- [Troubleshooting Cisco Visual Voicemail](#)