



White Paper: Using Optional Conversation 1 with Cisco Unity Version 4.0(2)

Published April 4, 2003

This document describes Optional Conversation 1 and how to use it with Cisco Unity version 4.0(2). Also included in this document is a procedure for activating Optional Conversation 1 and a list of caveats associated with it.

Contents

- [Overview of Optional Conversation 1, page 1](#)
- [Optional Conversation 1 Initialization File, page 3](#)
- [Message-Retrieval Menus on the Cisco Unity Phone Menus for Optional Conversation 1 Card, page 4](#)
- [Activating Optional Conversation 1, page 4](#)
- [Reactivating the Standard Conversation, page 5](#)
- [New and Changed Functionality—Version 4.0, page 5](#)
- [Upgrade Notes, page 7](#)
- [Limitations, page 8](#)
- [Caveats, page 8](#)
- [Related Cisco Unity Documentation, page 10](#)

Overview of Optional Conversation 1

A Cisco Unity conversation is a set of prerecorded prompts and menu options that Cisco Unity plays over the phone to subscribers when they retrieve, send, and manage messages, and as they change their Cisco Unity settings. Cisco Unity Optional Conversation 1 provides an alternative to the standard conversation, which is the system default.



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2003 Cisco Systems, Inc. All rights reserved.

You may choose to use Optional Conversation 1 because the choices in its message-retrieval menus more closely resemble the choices that subscribers in your organization are familiar with. Other menus—those that unidentified callers and Cisco Unity subscribers use to send and manage messages, as well as the menus that subscribers use to change their Cisco Unity settings—are the same as those in the Cisco Unity standard conversation.

Cisco Unity uses an initialization file to map touchtone keys to Optional Conversation 1 menu choices. The “[Optional Conversation 1 Initialization File](#)” section on page 3 describes the contents of the initialization file.

The *Cisco Unity Phone Menus for Optional Conversation 1* card provides a diagram of the Cisco Unity phone conversation and is intended for subscriber use. (Note that the message-retrieval menus described in the *Cisco Unity User Guide* depict the standard conversation, not Optional Conversation 1.) The *Cisco Unity Phone Menus for Optional Conversation 1* card is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

You activate Optional Conversation 1 by changing a registry key setting on the Cisco Unity server. The “[Activating Optional Conversation 1](#)” section on page 4 provides instructions.

Optional Conversation 1 Initialization File

Cisco Unity 4.0(2) uses the following initialization file to map the touchtone keys on subscriber phones to the menu choices in Optional Conversation 1. Customizing the initialization file is not supported.

```
[AvSubMsgPlay]
promptpath=OptConv1 //optional conversation prompts location, subdirectory of the AvSubMsgPlay

[AvConvSubMsgPlay]
header_termination_msg=#*0123456789ABCD //not used in 4.0(x)
replay_the_message=4 //replay message in after message menu
forward_the_message=6 //forward message in after message menu
delete_the_message=7 //delete message in after message menu
reply_the_message=8 //reply the message in after message menu
save_the_message=9 //save message in after message menu
deliver_fax=2 //delivery fax in after message menu
termination_msg=#*05ABCD //termination keys during message playback
ignore_msg_playback=ABCD //keys ignore during message playback
fast_forward_msg=3 //skip ahead key during message playback
rewind_message=1 //skip backward during message playback
pause_resume_msg=2 //pause key during message playback
msg_help_inactive=2349ABCD //inactive keys during message playback help
skip_to_msg_end=33 //jump to end
support_double_key_in_msg=03# //activate double key use during msg playback (will detect double 0,3,# keys)
msg_head_term_key=#*1234567890ABCD //not used in 4.0(x)
summary_the_message=5 //message properties in after message menu
msg_head_skipbk_key=-1 //not used in 4.0(x)
msg_head_pause_key=-1 //not used in 4.0(x)
restart_playback_message=4 //restart the message during message playback
delete_playback_msg=7 //delete message during message playback
save_playback_msg=1 //save message during message playback
onekeyvol_playback=-1 //one key volume key during message playback
playback_header=5 //go back to receipt header when playing receipt
operator=00 //go to operator when during message playback and after message menu
msghead_double_key=0# //activate double keys "0 and #" during receipt playback
msgmenu_double_key=0# //not used in 4.0(x)
skip_and_mark_new=## //skip and mark new during message playback
increase_msg_vol=9 //increase volume key during message playback
decrease_msg_vol=7 //decrease volume key during message playback
onekeyvol_playback=-1 //one key volume control key during message playback
reset_msg_vol=8 //reset message volume key during message playback
livereply_double_key=8 //activate double key for live reply feature
livereply=88 //key press to invoke live reply feature
rewind_stream=1 //rewind back to message body from menu
reply_all_key=82 //key press to invoke reply to all feature
reply_keys=82 //key sets that define for reply feature.
receipt_termination=510#* //termination keys during receipt playback
message_properties_key=5 //message properties during message playback
receipt_inactive=23ABCD //inactive keys for receipt menu
resend_message=8 //resend message option for NDR menu
menu_inactive_key=3ABCD //inactive keys for after message menu

[DoubleKeyToEndAndBeginofMessage]
Enable=1 //turn on jump to message end or begin by double key

[System CallHandler]
operator=operatorch //call handler alias for the operator
//Note: When a value equals -1, the option is turned off for Optional Conversation 1.
```

87589

Message-Retrieval Menus on the *Cisco Unity Phone Menus for Optional Conversation 1 Card*

The diagram on the back of the *Cisco Unity Phone Menus for Optional Conversation 1* card illustrates the main menus that subscribers hear as they interact with Optional Conversation 1. The top row of the diagram depicts the following message-retrieval menus:

- **Message Type Menu**—This menu allows subscribers to choose the type of messages that they want to hear. The Message Type menu can be enabled or disabled. When the menu is disabled, Cisco Unity plays messages in the order that the administrator or subscriber has specified in the Cisco Unity Administrator or the Cisco Unity Assistant.
- **During Message**—This menu lists the options that are available to subscribers as Cisco Unity plays the message header, time stamp (if specified), message body, and message footer (if specified). In the message header, Cisco Unity plays the name of the message sender and the message number. The time stamp is the date and time that the message was sent. In the message body, Cisco Unity plays: recorded voice messages, receipts, e-mail messages (if subscribers use the text-to-speech option), and the message summaries of fax messages (if subscribers use the fax option). In the message footer, Cisco Unity plays the time stamp.
- **After Message**—This menu lists the options that are available to subscribers after Cisco Unity plays the message header, time stamp (if specified), message body, and message footer (if specified).

Cisco Unity administrators enable or disable the Message Type menu and specify whether subscribers hear the time stamp before or after message playback on the subscriber template and individual subscriber pages in the Cisco Unity Administrator. Subscribers can do so by using the Cisco Unity Assistant. Note that when the time stamp is set to play after the message, it becomes the message footer.

The *Cisco Unity Phone Menus for Optional Conversation 1* card is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Activating Optional Conversation 1

You activate Optional Conversation 1 by changing a registry key setting on the Cisco Unity server. The registry change is applied systemwide to all subscribers associated with the Cisco Unity server. You cannot activate Optional Conversation 1 for individual subscribers or for a specific group of subscribers.

As with the standard conversation, subscribers have the option of using either full or brief menus with Optional Conversation 1. Cisco Unity administrators specify menu-style preferences on the subscriber template and individual subscriber pages in the Cisco Unity Administrator; subscribers can do so by phone or by using the Cisco Unity Assistant.

If you choose to activate Optional Conversation 1, consider the following issues:

- As with the standard conversation, deleting or customizing Cisco Unity prompts is not supported.
- When Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated.
- When you upgrade Cisco Unity (including maintenance-release upgrades), the default registry settings for the Cisco Unity conversation are automatically restored, which activates the standard conversation. Therefore, you will need to reactivate Optional Conversation 1 after an upgrade. (Note that installing an engineering special does not automatically restore the default registry settings for the conversation.)

- For open and resolved caveats associated with Optional Conversation 1, see the [“Caveats” section on page 8](#).

Do the following procedure to activate Optional Conversation 1. To reactivate the standard conversation, see the [“Reactivating the Standard Conversation” section on page 5](#).

To Activate Optional Conversation 1

-
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Set Key Mappings for the Message Retrieval Conversation**.
- Step 4** In the New Value box, enter <Drive:>\CommServer\Support\OptConv1.ini (where <Drive:> is the directory in which Cisco Unity is installed), and click **Set**.
- Step 5** When prompted, click **OK**.
- Step 6** Click **Exit**.
- Step 7** Exit and restart the Cisco Unity software for the registry change to take effect.
-

Reactivating the Standard Conversation

To Reactivate the Standard Cisco Unity Conversation

-
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Set Key Mappings for the Message Retrieval Conversation**.
- Step 4** In the New Value box, enter <Drive:>\CommServer\Support\Unitykey.ini (where <Drive:> is the directory in which Cisco Unity is installed), and click **Set**.
- Step 5** When prompted, click **OK**.
- Step 6** Click **Exit**.
- Step 7** Exit and restart the Cisco Unity software for the registry change to take effect.
-

New and Changed Functionality—Version 4.0

Confirm-Delete Prompt Changed

When the Confirm Delete option is enabled by using the Advanced Setting Tool, Cisco Unity plays the following prompt after subscribers press 7 to delete a message: “Are you sure you want to delete this message? To delete the message, press 1. To cancel, press 2.”

In previous releases, Cisco Unity played the prompt: “Are you sure you want to delete this message? To delete it, press 7. Press any other key to cancel the action.”

The change was introduced in Cisco Unity version 4.0(2) and is related to the resolution of defect CSCdz75891. (For details, see the [“Resolved Caveats Associated with Optional Conversation 1—Release 4.0\(2\)”](#) section on page 9.)

Enable 12- or 24-Hour Time Stamps for Subscriber Messages

You can select the time format used for the message time stamps that subscribers hear when they listen to their messages over the phone. The following options are available on the Conversation pages in the Cisco Unity Administrator for subscriber templates and individual subscribers:

System Default	Subscribers hear message time stamps in the time format specified in the Use 24-Hour Time Format for Conversation and Schedules field on the System > Configuration > Settings page in the Cisco Unity Administrator. (By default, the check box is unchecked, which means Cisco Unity uses the 12-hour clock format.)
12-Hour Clock	Subscribers hear 1:00 p.m. when listening to the time stamp for a message left at 1:00 p.m.
24-Hour Clock	Subscribers hear 1300 when listening to the time stamp for a message left at 1:00 p.m.

Subscribers can also set their own time-stamp preferences in the Cisco Unity Assistant.

This feature was introduced in Cisco Unity version 4.0(1).

FlexStack

The Conversation pages in the Cisco Unity Administrator for subscriber templates and individual subscribers are redesigned to offer administrators more flexibility when specifying message-playback preferences for subscribers. To customize the order in which Cisco Unity plays new and old messages, you can first sort them by message type (e.g. urgent faxes, urgent voice messages, normal e-mails, etc.), and then indicate whether the newest or oldest messages are played first.

In addition, Cisco Unity administrators can specify whether Cisco Unity plays the Message Type menu for subscribers when they check messages by phone. The Message Type menu allows subscribers to choose the type of messages that they want to hear.

Subscribers can use the Cisco Unity Assistant to change their own message-playback preferences, and to specify whether they want to use the Message Type menu.

This feature was introduced in Cisco Unity version 4.0(1).

Live Reply (“Call the Subscriber”)

Live reply allows subscribers who listen to their messages by phone to respond to a message from another subscriber by calling them. When live reply is enabled and subscribers are using Optional Conversation 1, subscribers listening to messages by phone can reply to a subscriber message by pressing 8-8 to have Cisco Unity call the subscriber directly.

Cisco Unity dials the extension of the subscriber who left the message only when:

- The subscriber who left the message is homed on the same Cisco Unity server as the subscriber attempting to reply.
- The Transfer Incoming Calls to Subscriber's Phone setting for the subscriber who left the message is set to ring an extension or another number. (The Transfer Incoming Calls to Subscriber's Phone field is on the Subscribers > Subscribers > Call Transfer page in the Cisco Unity Administrator.)

Live reply is a class of service feature. For information on enabling it for subscribers, refer to the "Class of Service Messages Settings" section in the "Class of Service Settings" chapter of the *Cisco Unity System Administration Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_books_list.html.

This feature was introduced in Cisco Unity version 4.0(1).

Reply to All

After Cisco Unity plays a message, subscribers can press 8-2 to reply to all message recipients. In previous releases, subscribers could reply only to the message sender.

This feature was introduced in Cisco Unity version 4.0(1).

Streamlined Message-Playback Conversation

The Cisco Unity conversation has been enhanced in the following ways:

- Some prompts were revised to eliminate confusing phrases and to provide clearer instructions.
- Message header, body, and footer were combined into one phrase to allow subscribers to access the During Message menu more quickly and easily.
- Some prompts were added to confirm subscriber actions (for example, Cisco Unity now plays "Marked new," "Saved," and "Deleted").

This feature was introduced in Cisco Unity version 4.0(1).

Decrease Volume Control

During message playback, subscribers can press 7 to decrease volume. In previous releases, subscribers could only press 9 to increase playback volume or press 8 to reset it.

This feature was introduced in Cisco Unity version 4.0(1). Note that volume control is not supported for all integrations.

Upgrade Notes

When you upgrade Cisco Unity (including maintenance-release upgrades), the default registry settings for the Cisco Unity conversation are automatically restored, which activates the standard conversation. Therefore, you will need to reactivate Optional Conversation 1 after an upgrade. (Note that installing an engineering special does not automatically restore the default registry settings for the conversation.)

Limitations

With Optional Conversation 1, only the message-retrieval menus differ from those in the Cisco Unity standard conversation. Other menus are the same.

Caveats

This section describes select Cisco Unity caveats associated with Optional Conversation 1.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats Associated with Optional Conversation 1—Cisco Unity Release 4.0(2)

Table 1 Cisco Unity Release 4.0(2) Open Caveats Associated with Optional Conversation 1

Caveat Number	Description
CSCea43935	<p>When subscribers increase or decrease the volume level as Cisco Unity plays a message over the phone, Cisco Unity does not reset the volume level back to normal once it stops playing the message. Instead, Cisco Unity plays all subsequent prompts and menus at the specified volume level.</p> <p>Workarounds Tell subscribers to replay the message and reset the volume to normal during message playback. Alternatively, subscribers can hang up; the next time that they access Cisco Unity by phone, Cisco Unity will play all prompts and menus at the normal volume level.</p>
CSCdy79000	<p>Cisco Unity does not respond when subscribers press keys during the Message Playback menu Help.</p> <p>Workaround Tell subscribers to wait for the Help prompts to finish playing before attempting another action.</p>
CSCdy75884	<p>For Pause/resume Help, Cisco Unity incorrectly plays the prompts used for the standard conversation: “You have paused playback. To continue the playback, press 8 again. To reverse, press 7. To fast forward, press 9. To cancel playback, press *.” Instead, Cisco Unity should play: “You have paused playback. To continue the playback, press 2 again. To reverse, press 1. To fast forward, press 3. To cancel playback, press *.”</p> <p>Workaround Offer subscribers the correct Help menu options as reference.</p>
CSCdz42374 CSCdy57817 CSCdz82257	<p>When subscribers play e-mail messages, some touchtone keys that are available for use during message playback do not behave as expected.</p> <p>There is no workaround.</p>

Table 1 *Cisco Unity Release 4.0(2) Open Caveats Associated with Optional Conversation 1 (continued)*

Caveat Number	Description
CSCdz71498	<p>When subscribers press 0-0 either while listening to a new message or after message playback, Cisco Unity correctly transfers the call to the Operator call handler, but does not save the message as a new message. Instead, the message is saved as an old message.</p> <p>In addition, Cisco Unity plays the Response Options Help when subscribers press 0-0 while Cisco Unity plays:</p> <ul style="list-style-type: none"> • Message properties of either a new or an old message • Message Playback Help • After Message menu • After Message Help <p>Workaround</p> <p>In order to access the Operator, tell subscribers that they must press 0-0 during message playback and not during the message properties, Message Playback Help, After Message menu, or After Message Help.</p> <p>There is no workaround, however, to prevent the new message that they are listening to from being saved as an old message.</p>
CSCdz76603	<p>When subscribers use triple-key presses during message playback, Cisco Unity does not respond as expected. For example, when subscribers press 3-3-9, the message that they are listening to is not saved.</p> <p>There is no workaround.</p>

Resolved Caveats Associated with Optional Conversation 1—Release 4.0(2)

Table 2 *Cisco Unity Release 4.0(2) Resolved Caveats Associated with Optional Conversation 1*

Caveat Number	Description
CSCae07259	The full-menu style incorrectly prompts subscribers to press # twice to save a message as is after Cisco Unity plays it. Instead, Cisco Unity should prompt subscribers to press # only once. In addition, pressing # twice during the After Message menu causes the message to be skipped and saved as an old message, rather than saving the message as is (new or old).
CSCdx10818	When subscribers press #-# after Cisco Unity plays an old (saved) message, Cisco Unity plays the (fail-safe) prompt, “Sorry, this system is temporarily unable to take your call.” Instead, Cisco Unity should save the message as is, and skip to the next message.
CSCdy48372	When subscribers press 8-8 during message playback to reply to all, Cisco Unity allows them to reply only to the message sender.
CSCdz08719	When a subscriber presses 1 or 3 after listening to an old (saved) message, Cisco Unity plays the (fail-safe) prompt, “Sorry, this system is temporarily unable to take your call.”
CSCdz24696	When subscribers press 5 during message playback, Cisco Unity restarts the message, rather than playing the message properties as expected.
CSCdz38060	When subscribers quickly press 3-3-7 to delete a message during message playback, Cisco Unity does not always recognize that 7 was pressed and does not delete the message.

Table 2 Cisco Unity Release 4.0(2) Resolved Caveats Associated with Optional Conversation 1 (continued)

Caveat Number	Description
CSCdz70307	When subscribers customize Cisco Unity so that it plays the time stamp after a message (the message footer), Cisco Unity does not behave as expected. For example, subscribers should be able to press 4 to slow playback when Cisco Unity is playing either the message body or the message footer. Instead, when subscribers press 4 as Cisco Unity plays the message footer, Cisco Unity restarts the message.
CSCdz71713	The After Message Help prompts incorrectly state that subscribers can press the # key to skip a message and mark it new. In reality, when subscribers press #, Cisco Unity skips the message and saves the message as is (new or old).
CSCdz75891	When the Confirm Delete option is enabled by using the Advanced Setting Tool, Cisco Unity does not delete the message when subscribers press 7 after Cisco Unity plays the following prompt: "Are you sure you want to delete this message? To delete it, press 7. Press any other key to cancel the action." In addition, if a subscriber hangs up while Cisco Unity is playing the prompt, new messages are saved as old messages, rather than saved as is.
CSCdz80878	When subscribers play non-delivery receipts (NDRs), Cisco Unity plays the menus for the standard conversation, rather than the menus for Optional Conversation 1.

Related Cisco Unity Documentation

The following Cisco Unity documents are available on Cisco.com at the listed URLs:

- *Cisco Unity Phone Menus for Optional Conversation 1* card, http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html
- *Cisco Unity System Administration Guide*, http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_books_list.html
- *Cisco Unity User Guide*, http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html

For descriptions and URLs of other Cisco Unity documents on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

CCIP, CCSP, the Cisco Arrow logo, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0304R)

White Paper: Using Optional Conversation 1 with Cisco Unity Version 4.0(2)
Copyright © 2003 Cisco Systems, Inc. All rights reserved.