



White Paper: Using Optional Conversation 1 with Cisco Unity Version 4.0(4)

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This document describes Optional Conversation 1 and how to use it with Cisco Unity version 4.0(4). 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](#)
- [Message-Retrieval Menus on the Cisco Unity at a Glance for Optional Conversation 1 Card, page 2](#)
- [Activating Optional Conversation 1, page 2](#)
- [New and Changed Support—Release 4.0\(4\), page 3](#)
- [New and Changed Functionality—Version 4.0\(x\), page 4](#)
- [Upgrade Notes, page 13](#)
- [Limitations, page 13](#)
- [Caveats, page 14](#)
- [Related Cisco Unity Documentation, page 15](#)

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.



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You may choose to use Optional Conversation 1 because the options in its message-retrieval menus more closely resemble the options 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.

The *Cisco Unity at a Glance for Optional Conversation 1* card provides a diagram of the Cisco Unity phone conversation and is intended for subscriber use. Versions of the card for Cisco Unity with IBM Lotus Domino and for Cisco Unity with Microsoft Exchange are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

To activate Optional Conversation 1, see the “[Activating Optional Conversation 1](#)” section on page 2 for instructions.

Message-Retrieval Menus on the *Cisco Unity at a Glance for Optional Conversation 1* Card

The diagram on the back of the *Cisco Unity at a Glance 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:

- **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 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.

Versions of the *Cisco Unity at a Glance for Optional Conversation 1* card for Cisco Unity with IBM Lotus Domino and for Cisco Unity with Microsoft Exchange are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Activating Optional Conversation 1

To activate Optional Conversation 1 for individual subscribers or for a specific group of subscribers, you use the conversation settings on the applicable subscriber or template pages in the Cisco Unity Administrator.

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:

- As with the standard conversation, deleting or customizing Cisco Unity prompts is not supported.
- Changes you make to subscriber settings in the Cisco Unity Administrator are preserved after failover and upgrades; you do not need to reactivate Optional Conversation 1 in either instance.
- For open and resolved caveats associated with Optional Conversation 1, see the [“Caveats” section on page 14](#).

You can use the following procedures to activate Optional Conversation 1 for a group of subscribers and for individual subscribers:

- Do the procedure [“To Activate Optional Conversation 1 in a Subscriber Template”](#) to activate Optional Conversation 1 for a group of subscribers that you plan to create. (Changes to settings in a template do not affect any of the existing subscriber accounts that were based on that template.)
- Do the procedure [“To Activate Optional Conversation 1 for an Existing Subscriber”](#) to specify Optional Conversation 1 for a single, existing subscriber. (If you want to activate Optional Conversation 1 for an existing group of subscribers, use the Bulk Edit tool available in Tools Depot. Refer to Help for details.)

To Activate Optional Conversation 1 in a Subscriber Template

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- Step 1** In the Cisco Unity Administrator, go to any Subscribers > Subscriber Template page, and find the template that you want to modify.
- Step 2** Browse to the **Conversation** page.
- Step 3** Under Phone Menu Options, click **Optional Conversation 1** on the Conversation Style menu.
- Step 4** Click the **Save** icon.
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To Activate Optional Conversation 1 for an Existing Subscriber

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- Step 1** In the Cisco Unity Administrator, go to any Subscribers > Subscribers page and find the subscriber whose conversation style you want to change.
- Step 2** Browse to the **Conversation** page.
- Step 3** Under Phone Menu Options, click **Optional Conversation 1** on the Conversation Style menu.
- Step 4** Click the **Save** icon.
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New and Changed Support—Release 4.0(4)

Editable Cisco Unity User Cards

The *Cisco Unity at a Glance* and *Cisco Unity Phone Menus and Shortcuts* PDF files contain editable fields for entering organization-specific information, including the phone number(s) that subscribers dial to access Cisco Unity, the Cisco Personal Communications Assistant URL, and the name of the Cisco Unity administrator. Enter your information in the blank lines, and then print and distribute the cards to subscribers.

Note that although you can print the modified PDF files, depending on the Adobe software that you use to view and modify them, you may not be able to save the files. Adobe Reader—the free software available from Adobe for viewing PDF files—does not allow users to save modified PDF files. Adobe Acrobat—the full-featured, licensed software available for purchase from Adobe—does allow users to save modified PDF files.

Despite an error message to the contrary, you can use Adobe Reader version 5.0 to open the editable PDF files. Although the error message indicates that some features may not be available for use, you can enter information in the editable fields. When you use Adobe Reader version 6.0 to open the PDF files, no error messages are displayed.

The *Cisco Unity at a Glance* and *Cisco Unity Phone Menus and Shortcuts* cards for version 4.0(4) are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Refer to Acrobat Reader Help for additional information on filling out forms in PDF files.

New and Changed Functionality—Version 4.0(x)

Adjustable Cisco Unity Conversation Speed

The Set Prompt Speed utility allows you to select how fast Cisco Unity plays system prompts. The changes you make are applied systemwide to all prompts stored on a Cisco Unity server.

The Set Prompt Speed utility is an Audio Management Tool available in Tools Depot. To learn more, refer to the Set Prompt Speed utility Help.

This feature was introduced in Cisco Unity version 4.0(4).

Change How Cisco Unity Handles Messages That Are Interrupted by Disconnected Calls

You can change how Cisco Unity handles messages that are interrupted by disconnected calls as subscribers are in the process of sending, replying to, or forwarding messages. By using the Advanced Settings Tool to change the registry, you can set Cisco Unity so that interrupted messages are deleted rather than sent.

The registry change is applied systemwide to all subscribers associated with the Cisco Unity server who use Optional Conversation 1.

For details, refer to the “Default Accounts and Message Handling” chapter of the *Cisco Unity System Administration Guide, Release 4.0(3)*. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(3).

Change How Cisco Unity Saves New Messages That Subscribers Skip During Message Playback

By using the Advanced Settings Tool, you can customize Optional Conversation 1 so that Cisco Unity saves new messages that subscribers skip by pressing the # key during message playback as saved messages rather than as new messages. Subscribers in your organization may prefer this so that when they call Cisco Unity to check for new messages, they hear only newly arrived messages, and not the messages that they skipped earlier.

For details, refer to the “Cisco Unity Conversation” chapter of the *Cisco Unity System Administration Guide, Release 4.0(3)*. (The Domino version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/dom/index.htm.

The Exchange version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(3).

Change the Order for Addressing and Recording

The Cisco Unity subscriber conversation can be customized to change the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers or distribution lists. By default, when a subscriber sends or forwards a message, Cisco Unity first prompts the subscriber to address the message and then prompts the subscriber to record the message or to record an introduction for a forwarded message.

By using the Advanced Settings Tool to change the registry, you can customize the subscriber conversation so that Cisco Unity prompts subscribers to record a message or introduction before prompting them to address it. The registry change is applied systemwide to all subscribers associated with the Cisco Unity server who use Optional Conversation 1.

For details, refer to the “Cisco Unity Conversation” chapter of the *Cisco Unity System Administration Guide, Release 4.0(3)*. (The Domino version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/dom/index.htm.

The Exchange version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(3).

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\(4\)](#)” section on page 15.)

Cross-Server Live Reply to Subscribers on Networked Cisco Unity Servers

Live reply allows subscribers who listen to their messages by phone to respond to a message from another subscriber by calling them. In Cisco Unity 4.0(4), the live-reply functionality has been enhanced so that subscribers can live reply to messages from subscribers on other Cisco Unity servers in a dialing domain. To enable cross-server live reply, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, which includes entering the pilot numbers of other Cisco Unity servers in the dialing domain.

Note that at this time, cross-server live reply is supported only when all the Cisco Unity servers in the dialing domain are integrated with Cisco CallManager.

For more information, refer to *White Paper: Using Cross-Server Logon, Transfer, and Live Reply* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpaper/crossbox.htm.

This feature was introduced in Cisco Unity version 4.0(4). See also “Live Reply (“Call the Subscriber”)” section on page 11.

Cross-Server Logon for Multiple Cisco Unity Servers

Cross-server logon allows you to provide subscribers with one phone number that they can call to log on to Cisco Unity from outside your organization. To enable cross-server logon, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, which includes entering the pilot numbers of other Cisco Unity servers in the dialing domain. After cross-server logon is configured, subscribers call the pilot number for one Cisco Unity server and are transferred to their home Cisco Unity server to log on.

Note that at this time, cross-server logon is supported only when all the Cisco Unity servers in the dialing domain are integrated with Cisco CallManager.

For more information, refer to *White Paper: Using Cross-Server Logon, Transfer, and Live Reply* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpaper/crossbox.htm.

This feature was introduced in Cisco Unity version 4.0(4).

Cross-Server Transfer from the Automated Attendant or a Directory Handler

Cross-server transfer allows for supervised transfers of calls from the automated attendant or a directory handler of one Cisco Unity server to a subscriber on another Cisco Unity server in the dialing domain. To enable cross-server transfers, you configure settings on the new Dialing Domain Options page in the Cisco Unity Administrator, which includes entering the pilot numbers of other Cisco Unity servers in the dialing domain. After cross-server transfers are enabled, calls from the automated attendant or a directory handler are first transferred to the called subscriber’s home Cisco Unity server. The home Cisco Unity server then checks the call-transfer settings of the called subscriber before transferring the call to the subscriber.

Note that at this time, cross-server transfer is supported only when all the Cisco Unity servers in the dialing domain are integrated with Cisco CallManager.

For more information, refer to *White Paper: Using Cross-Server Logon, Transfer, and Live Reply* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpaper/crossbox.htm.

This feature was introduced in Cisco Unity version 4.0(4).

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.

“Easy” Sign-In Available

To accommodate subscribers who want an easier way to log on from their own greeting, Cisco Unity administrators can offer the Easy Sign-In conversation, which prompts subscribers only for a password when they press a specified key during a greeting. The Easy Sign-In conversation is disabled by default. (No key is mapped to route callers to the Easy Sign-In conversation.)

Cisco Unity is still set up so that subscribers hear the Cisco Unity Sign-In conversation, which prompts them for their ID and password when they press * (star) during any subscriber greeting—either their own or another subscriber greeting.

For details on setting up this functionality, refer to the “Specifying How Subscribers Log On to Cisco Unity From Subscriber Greetings” section in the “Cisco Unity Conversation” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(4).

Enhanced Access to Deleted Messages from the Cisco Unity Conversation (Cisco Unity with Exchange)

With the proper class-of-service (COS) rights, subscribers can use Optional Conversation 1 to listen to, reply to, and forward deleted messages, and to restore them to the Inbox as new or saved messages. As in previous releases, the conversation allows subscribers access to deleted messages so that they can delete the messages permanently.

The feature is available to both Voice Messaging and Unified Messaging subscribers. In addition to COS rights, note that Unified Messaging subscribers must have their Outlook Inboxes set up to move deleted messages to their Deleted Items folders in Outlook in order to use the feature.

For details on setting up this option for subscribers, refer to the “Class of Service Settings” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. For information on customizing the prompts that subscribers hear when they permanently delete their deleted messages, refer to the “Changing What Subscribers Hear When They Manage Deleted Messages” section in the “Cisco Unity Conversation” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. The guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.

Subscribers can find information on managing deleted messages by phone and on setting their deleted-message playback order in the *Cisco Unity User Guide*. In addition, the keys available for managing deleted messages by phone are indicated on the *Cisco Unity at a Glance* card and on the *Cisco Unity Phone Menus and Shortcuts* wallet card. Subscriber documentation for version 4.0(4) is available at http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_user_guide_list.html.

This feature was introduced in Cisco Unity version 4.0(4).

Enhanced Alternate Greetings

Subscribers can use the Cisco Unity phone menus or the Cisco Unity Assistant to specify how long they want their alternate greetings enabled. In addition, Cisco Unity administrators can customize how Cisco Unity handles calls to subscribers who have the alternate greeting enabled. For example, you can specify that for as long as the alternate greeting is enabled, Cisco Unity:

- Transfers callers directly to the greeting without ringing the subscriber phone when calls are transferred from the automated attendant or a directory handler to the subscriber extension.
- Prevent all callers from skipping the greeting.
- Prevent all callers from leaving messages.

None of the options listed above apply when other Cisco Unity subscribers use the Cisco Unity conversation (“Press 2 to send a message”) or another Cisco Unity client application to send a message to a subscriber.

The Cisco Personal Communications Assistant (PCA) automatically displays a reminder when subscribers have their alternate greeting turned on, and indicates which caller options are enabled for them.

For details on setting up this option for subscribers, refer to the “Subscriber Template Greetings Settings” section in the “Subscriber Template Settings” chapter and the “Subscriber Greetings Settings” section in the “Subscriber Settings” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

For other greeting enhancements, see the following section, “Expiration Dates Offered for Subscriber Personal Greetings.”

This feature was introduced in Cisco Unity version 4.0(4). See also “Expiration Dates Offered for Subscriber Personal Greetings” section on page 8.

Expiration Dates Offered for Subscriber Personal Greetings

Subscribers can set expiration dates for their alternate, busy, internal, and closed greetings. (Subscribers cannot disable or set an expiration date for their standard greeting.) They can set expiration dates by phone or by using the Cisco Unity Assistant; Cisco Unity administrators use the Greetings pages in the Cisco Unity Administrator for individual subscribers and templates to set greeting expiration dates.

Subscribers can refer to the “Changing Greeting Settings” chapter of the *Cisco Unity User Guide, Release 4.0(4)* or Help on the Greetings pages in the Cisco Unity Assistant for information on setting greeting expiration dates. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/ug/ug404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/ug/ug404/ex/index.htm.)

For details on setting up this option for subscribers in the Cisco Unity Administrator, refer to the “Subscriber Template Greetings Settings” section in the “Subscriber Template Settings” chapter and the “Subscriber Greetings Settings” section in the “Subscriber Settings” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. (The Domino version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm.
The Exchange version of the guide is available at
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(4).

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).

Enable Alternate Greeting Notification

You can customize the conversation so that Cisco Unity plays a prompt to notify subscribers when they have their alternate greeting turned on. When you enable the alternate greeting notification, Cisco Unity plays the notification immediately after subscribers log on to Cisco Unity by phone, and then plays a menu from which subscribers can choose to leave their alternate greeting on, turn it off, or play the greeting.

You can enable Cisco Unity to play the alternate greeting notification when you specify settings on the Conversation pages for subscriber templates and individual subscribers in the Cisco Unity Administrator. You can also use the Bulk Edit utility to enable Cisco Unity to play the notification for multiple subscribers at once. (Note that subscribers cannot enable or disable the alternate greeting notification; only administrators can do this.)

For information on specifying this and other conversation settings, refer to the “Subscriber Template Conversation Settings” and the “Subscriber Conversation Settings” sections in the “Subscriber Template Settings” and “Subscriber Settings” chapters, respectively, of the *Cisco Unity System Administration Guide, Release 4.0(3)*. (The Domino version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/dom/index.htm.
The Exchange version of the guide is available at
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/ex/index.htm.)

For information on specifying this and other conversation settings in the Bulk Edit utility, refer to Bulk Edit Help.

This feature was introduced in Cisco Unity version 4.0(3).

Excluding Summary During Message Replay

You can use the Advanced Settings Tool to change the Cisco Unity conversation so that it replays only the message body when a subscriber replays a voice message. (By default, Cisco Unity replays both the summary and the body of the message.)

The customization affects only how Cisco Unity replays voice messages. The change is applied systemwide to all subscribers associated with the Cisco Unity server who use Optional Conversation 1.

For details on setting up this functionality, refer to Advanced Settings Tool Help. The setting is called Conversations—Do Not Replay Message Summary.

This feature was introduced in Cisco Unity version 4.0(4).

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).

FlexStack Enabled for Message Type Menu

When the Message Type menu is enabled, Cisco Unity now plays the messages for each message type in the FlexStack order specified for new and old messages in the Cisco Unity Administrator and the Cisco Unity Assistant. (The Message Type menu allows subscribers to choose the type of messages that they want to hear when they check messages by phone.)

FlexStack allows subscribers to first sort messages 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 previous releases of Cisco Unity, the sort order for each message type was ignored when the Message Type menu was enabled.

For information on setting up message-playback preferences for subscribers, refer to the “Subscriber Template Conversation Settings” section in the “Subscriber Template Settings” chapter and the “Subscriber Conversation Settings” section in the “Subscriber Settings” chapter of the *Cisco Unity System Administration Guide, Release 4.0(4)*. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

Subscribers use the Cisco Unity Assistant to specify message-playback order. Subscribers can refer to the “Changing Message Playback Settings” chapter of the *Cisco Unity User Guide, Release 4.0(4)* or Help on the Message Playback page in the Cisco Unity Assistant for information. (The Domino version of the guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/ug/ug404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/ug/ug404/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(4).

Identified Subscriber Messaging Extended to Include AMIS, Bridge, and VPIM Subscribers (Cisco Unity with Exchange)

With identified subscriber messaging (ISM), Cisco Unity recognizes that the number of a caller is associated with a subscriber. By default, ISM is enabled for all Cisco Unity subscribers on the local system and can be expanded to include all Cisco Unity subscribers throughout a dialing domain. In Cisco Unity 4.0(4), the ISM feature can be configured to include AMIS, Bridge, and VPIM subscribers. When a call to a Cisco Unity subscriber is forwarded to the subscriber greeting, Cisco Unity compares the calling number to the primary and alternate extensions of “regular” Cisco Unity subscribers and AMIS, Bridge, and VPIM subscribers. If a match is found among any of the subscriber types, Cisco Unity identifies the caller as a subscriber and accordingly plays the internal greeting of the called subscriber. Additionally, when the called subscriber later listens to the message, Cisco Unity plays the recorded name of the subscriber whose extension matched the caller ID information and allows the called subscriber to record a reply.

This feature was introduced in Cisco Unity version 4.0(4).

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). See also “Live Reply to AMIS, Bridge, and VPIM Subscribers (Cisco Unity with Exchange)” section on page 11 and “Cross-Server Live Reply to Subscribers on Networked Cisco Unity Servers” section on page 5.

Live Reply to AMIS, Bridge, and VPIM Subscribers (Cisco Unity with Exchange)

Live reply allows subscribers who listen to their messages by phone to respond to a message from another subscriber by calling the subscriber. In Cisco Unity 4.0(4), the live-reply functionality has been enhanced so that Cisco Unity subscribers can live reply to messages from subscribers on other voice messaging systems who have corresponding AMIS, Bridge, or VPIM subscriber accounts in Cisco Unity. (Collectively, AMIS, Bridge, and VPIM subscribers are referred to as external subscribers.)

Note that a live reply to an external subscriber is always done via a release to phone system transfer, even when the Cisco Unity subscriber who is replying to a message and the external subscriber have subscriber accounts on the same Cisco Unity server. Live reply to external subscribers with accounts on other Cisco Unity servers does not use the cross-server live-reply functionality that is used to live reply to Cisco Unity subscribers with accounts on other Cisco Unity servers.

This feature was introduced in Cisco Unity version 4.0(4). See also “[Live Reply \(“Call the Subscriber”\)](#)” section on page 11.

Offer Subscribers Additional Caller Information During Message Playback

By using the Bulk Edit utility (available in Tools Depot), you can customize the Cisco Unity subscriber conversation so that it provides subscribers with additional information about each caller who left a message before it plays the message. You can provide individual subscribers or a specific group of subscribers with additional information on one or both of the types of callers who leave messages:

- For messages left by identified subscribers (including call handlers), you can specify that Cisco Unity plays both the recorded name (if available) and the primary extension before playing the message.
- For messages left by unidentified callers, you can specify that Cisco Unity plays the phone number (if available) of the caller before playing the message.

If you choose to provide Cisco Unity subscribers with additional caller information before message playback, consider the following requirements:

- Subscribers hear sender information before Cisco Unity plays each message only if their accounts are configured to play it. Either a Cisco Unity administrator or a subscriber can specify message playback preferences.
- In addition, to allow Cisco Unity to provide the phone number (ANI or caller ID) information on unidentified callers, your phone system must support sending such information to Cisco Unity.

For details, refer to the “Cisco Unity Conversation” chapter of the *Cisco Unity System Administration Guide, Release 4.0(3)*. (The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag403/ex/index.htm.)

This feature was introduced in Cisco Unity version 4.0(3).

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).

Separate Menus for Greetings Options and Transfer Options in the Cisco Unity Conversation

Greeting options and transfer options are separate menus to reduce the amount of menu navigation for subscribers.

For a diagram of the phone menus, refer to the *Cisco Unity at a Glance* cards at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

This feature was introduced in Cisco Unity version 4.0(3).

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).

Streamlined System Prompts

The Cisco Unity system prompts have been revised to present menu options and other information more concisely.

The change was introduced in Cisco Unity version 4.0(4).

Upgrade Notes

Upgrade from Cisco Unity 4.0(2) or Earlier to Version 4.0(4) Requires Reactivation of Optional Conversation 1

When you upgrade from Cisco Unity version 4.0(2) or earlier, the standard conversation is automatically activated for all subscribers. Therefore, you will need to reactivate Optional Conversation 1 after an upgrade (including maintenance-release upgrades).

To do so, use either the Conversation settings on the template and subscriber pages in the Cisco Unity Administrator or the Bulk Edit utility to select the conversation style for individual subscribers or for a particular group of subscribers. In releases earlier than Cisco Unity 4.0(3), you could specify only a single conversation style for all subscribers associated with a Cisco Unity server by using the Advanced Settings Tool to change the registry.

For information on specifying this and other conversation settings in the Cisco Unity Administrator, refer to the “Subscriber Template Conversation Settings” and the “Subscriber Conversation Settings” sections in the “Subscriber Template Settings” and “Subscriber Settings” chapters, respectively, of the *Cisco Unity System Administration Guide, Release 4.0(4)*. (The Domino version of the guide is available

at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

For information on specifying this and other conversation settings in the Bulk Edit utility, refer to Bulk Edit Help.

Limitations

Difference Between Cisco Unity Conversation Styles

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

Unexpected Behavior During Message Playback When Using Text to Speech

When a subscriber pauses and then resumes message playback of an e-mail message, Cisco Unity restarts the message from the beginning rather than resuming playback at the point where the message was paused. In addition, when subscribers attempt to fast-forward or skip an e-mail message as it is played, Cisco Unity similarly restarts the message from the beginning.

The unexpected behavior is exhibited on Cisco Unity version 3.0(x) systems for subscribers using Optional Conversation 1. Refer to caveat [CSCdu52219](#).

Unexpected Behavior in Message Playback Help

When a subscriber presses zero (0) during message playback, Cisco Unity plays the Message Playback Help menu as expected. However, Cisco Unity does not respond correctly when subscribers press keys during the Message Playback menu Help. Instead, the subscriber often must wait for the Help menu to finish playing, replay the message, and then perform the desired action during message playback.

The unexpected behavior is exhibited on Cisco Unity version 4.0(x) systems for subscribers using Optional Conversation 1. Refer to caveat [CSCdy79000](#).

Caveats

This section describes select Cisco Unity 4.0(4) 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(4)

Table 1 Cisco Unity Release 4.0(4) Open Caveats Associated with Optional Conversation 1

Caveat Number	Description
CSCdy57817	When subscribers play e-mail messages, some touchtone keys that are available for use during message playback do not behave as expected.
CSCdz82257	There is no workaround.

Resolved Caveats Associated with Optional Conversation 1—Release 4.0(4)

Table 2 Cisco Unity Release 4.0(4) Resolved Caveats Associated with Optional Conversation 1

Caveat Number	Description
CSCae07584	Cisco Unity does not respond when subscribers press keys during the Message Playback menu Help.
CSCdy79000	Workaround Tell subscribers to wait for the Help prompts to finish playing before attempting another action.
CSCdu52219	When using the Cisco Unity Text-to-Speech (TTS) feature to listen to e-mails, pausing then resuming the message playback results in the playback starting from the beginning of the e-mail instead of at the point the message was paused. Other menu options also behave unexpectedly when selected during message playback of an e-mail message. This occurs in Cisco Unity 3.(x) and later.
CSCdv13923	
CSCdy57817	
CSCdz82257	There is no workaround.

Related Cisco Unity Documentation

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

- Release 4.0(4) versions of the *Cisco Unity User Guide*, *Cisco Unity at a Glance*, and *Cisco Unity Phone Menus and Shortcuts* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.
- *Cisco Unity System Administration Guide, Release 4.0(4)*: Domino version at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/dom/index.htm; Exchange version at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.

For descriptions and URLs of other Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation* at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm. (The document is also shipped with Cisco Unity.)

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