Setting Up Broadcast Messaging in Cisco Unity Connection 10.x

System broadcast messages are recorded announcements that are sent to everyone in an organization. You determine whether users can send and/or update broadcast messages, and set up a way for them to do so using the Cisco Unity Connection Broadcast Message Administrator. By default, Unity Connection users are not enabled to send broadcast messages.

How System Broadcast Messages Work in Unity Connection

Although system broadcast messages sound similar to regular voice messages, they are not simply voice messages that are sent to a large distribution list. They are unique in the following ways:

- System broadcast messages are played immediately after users sign in to Unity Connection using phone—even before they hear message counts for new and saved messages. After signing in, users hear how many system broadcast messages they have and Unity Connection begins playing them.
- For each system broadcast message, the sender specifies how long Unity Connection broadcasts the message. The sender can specify that a system broadcast message is “active” for a day, a week, a month—even indefinitely. A user hears the system broadcast message the first time that he or she signs in to Unity Connection during the period that the message is active.
- Users must listen to a system broadcast message in its entirety before Unity Connection allows them to hear new and saved messages or to change setup options. Users cannot fast-forward or skip a system broadcast message.
- If a user hangs up before playing the entire system broadcast message, the message plays again the next time that the user signs in to Unity Connection by phone (assuming that the message is still active).
- When a user has finished playing a system broadcast message, the message can either be replayed or permanently deleted. Users cannot respond to, forward, or save system broadcast messages.
- Users can receive an unlimited number of system broadcast messages.
- Users receive system broadcast messages even when they exceed their mailbox size limits and are no longer able to receive other messages. Because of the way that the messages are stored on the Unity Connection server, they are not included in the total mailbox size for each user.
- New users hear all active system broadcast messages immediately after they enroll as Unity Connection users.

- By design, system broadcast messages do not trigger message waiting indicators (MWIs) on user phones. They also do not trigger message notifications for alternative devices, such as a pager or another phone.
- Users hear broadcast messages only when listening to messages by phone. Users do not receive system broadcast messages when listening to messages in the Web Inbox, Messaging Inbox, an RSS reader, IMAP clients, Cisco Unified Personal Communicator, or Cisco Unified Messaging with IBM Lotus Sametime.
- When single inbox is configured, broadcast messages are excluded from synchronization between Unity Connection and Exchange.
- Unity Connection does not respond to voice commands while playing broadcast messages. When using the voice-recognition input style, users will need to use key presses to either replay or delete the broadcast message.

Task List for Offering Broadcast Messaging to Users in Unity Connection

To allow users to send and/or update broadcast messages, do the following tasks in the order presented:

1. Set up a way for users to access the Broadcast Message Administrator. See the "Enabling Phone Access to the Broadcast Message Administrator in Unity Connection" section on page 31-2.
2. Enable user accounts or a template to send and update system broadcast messages. See the "Broadcast Messages" section in the "Setting Up Features and Functionality Controlled By User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx/10xcucmac040.html.

Enabling Phone Access to the Broadcast Message Administrator in Unity Connection

To send a system broadcast message, Unity Connection users sign in to the Broadcast Message Administrator, which is a special conversation that allows them to send and update system broadcast messages.

You can give users access to the Broadcast Message Administrator in one of the following ways:

- Configure a Custom Keypad Mapping conversation—Use the Custom Keypad Mapping tool to map a key to the Broadcast Message Administrator Conversation so that it is offered to users from the main menu. See the "Custom Keypad Mapping Tool in Cisco Unity Connection 10.x" chapter for details.
- Create a call handler—See the "Creating a Call Handler to Send Users to the Broadcast Message Administrator" section on page 31-3.
- Set up a one-key dialing option—See the "Setting Up a One-Key Dialing Option to Send Users to the Broadcast Message Administrator" section on page 31-3.
- Set up a phone number and routing rule—See the "Setting Up a Special Phone Number and Routing Rule to Send Users to the Broadcast Message Administrator" section on page 31-5.

Creating a Call Handler to Send Users to the Broadcast Message Administrator

You can create a new call handler, assign a unique extension to it, and specify the Broadcast Message Administrator as the destination to which Cisco Unity Connection sends the user after hearing the greeting. To make the transfer quick and seamless to users, select a blank greeting for the call handler.

Steps to Create a Call Handler to Send Users to the Broadcast Message Administrator

Step 1 In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.

Step 2 On the Search Call Handlers page, select **Add New**.

Step 3 On the New Call Handler page, enter a display name and the extension that users can dial to reach the call handler.

Step 4 Select the call handler template on which to base the new call handler.

Step 5 Select **Save**.

Step 6 On the Edit Call Handler Basics page, on the **Edit** menu, select **Greetings**.

Step 7 On the Greetings page, select the **Standard** greeting.

Step 8 On the Edit Greeting page, in the **Callers Hear** section, select **Nothing**. (Alternatively, you can select **My Personal Recording** and record a greeting that introduces the caller to the **Broadcast Message Administrator** conversation.)

Step 9 In the **After Greeting** section, select **Conversation** and then select **Broadcast Message Administrator**.

Step 10 Select **Save**.

Step 11 If you want to set up a one-key dialing option for the call handler, so that callers can reach the Broadcast Message Administrator by pressing a key while listening to the greeting, continue with the "To Set Up a One-Key Dialing Option from a Call Handler for Accessing the Broadcast Message Administrator" procedure on page 31-4.

Setting Up a One-Key Dialing Option to Send Users to the Broadcast Message Administrator

You can specify that Cisco Unity Connection sends a caller to the **Broadcast Message Administrator** (on the **Caller Input** page for any call handler or user greeting) when a caller presses a particular key during the greeting.

To set up a one-key dialing option for accessing the Broadcast Message Administrator, use one of the following procedures:

- To Set Up a One-Key Dialing Option from a Call Handler for Accessing the Broadcast Message Administrator, page 31-4
- To Set Up a One-Key Dialing Option from a User Greeting for Accessing the Broadcast Message Administrator, page 31-4

To Set Up a One-Key Dialing Option from a Call Handler for Accessing the Broadcast Message Administrator

Step 1 In Cisco Unity Connection Administration, expand **Call Management**, then select **System Call Handlers**.

Step 2 On the Search Call Handlers page, in the **Search Results** table, select the display name of the applicable call handler.

If you want to set up access to the **Broadcast Message Administrator** from the opening greeting, select the **Opening Greeting** call handler. Or select the display name of another call handler that you have created for this purpose.

Note If the call handler 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**.

Step 3 On the Edit Call Handler Basics page, on the **Edit** menu, select **Caller Input**.

Step 4 On the Caller Input page, in the **Caller Input Keys** table, select the applicable phone keypad key.

Step 5 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box.

Note If you are setting up one-key dialing from the **Opening Greeting**, ensure that the phone keypad key that you select to lock is not the first digit of any of the extensions in your system. If it is, locking the key prevents callers from dialing an extension while listening to the Opening Greeting. Instead, select a key that is not the first digit of any extension.

Step 6 Select **Conversation**, and then select **Broadcast Message Administrator**.

Step 7 Optionally, you can rerecord the greeting to mention the key that callers can press in the call handler greeting. (For example, "...for the Cisco Unity Connection Broadcast Message Administrator, press 3.")

Step 8 Select **Save**.

To Set Up a One-Key Dialing Option from a User Greeting for Accessing the Broadcast Message Administrator

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

Step 2 On the Search Users page, in the **Search Results** table, select the alias of the applicable user.

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

Step 3 On the Edit User Basics page, on the **Edit** menu, select **Caller Input**.

Step 4 On the Caller Input page, in the **Caller Input Keys** table, select the applicable phone keypad key.

Step 5 On the Edit Caller Input page for the key that you have selected, check the **Ignore Additional Input (Locked)** check box.

Step 6 Select **Conversation**, and then select **Broadcast Message Administrator**.

Step 7 Optionally, you can rerecord the greeting to mention the key that callers can press while listening to the user greeting. (For example, "...for the Cisco Unity Connection Broadcast Message Administrator, press 3.")

Step 8 Select **Save**.

Setting Up a Special Phone Number and Routing Rule to Send Users to the Broadcast Message Administrator

See the documentation for the phone system to set up a new phone number. Then use the following procedure to create a routing rule that sends any call that arrives for the new number to the Broadcast Message Administrator conversation.

To Add a Routing Rule to Send Callers to the Broadcast Message Administrator

Step 1 In Cisco Unity Connection Administration, expand **Call Management > Call Routing**, then select **Direct Routing Rules**.

Step 2 On the Direct Routing Rules page, select **Add New**.

Step 3 On the New Direct Routing Rule page, enter a display name for the new routing rule, and select **Save**.

Step 4 On the Edit Direct Routing Rule page, confirm that the **Status** is set to **Active**.

Step 5 In the **Send Call To** field, select **Conversation**, and then select **Broadcast Message Administrator**.

Step 6 Select **Save**.

Step 7 In the **Routing Rule Conditions** table, select **Add New**.

Step 8 On the New Direct Routing Rule Condition page, select **Dialed Number**, select **Equals**, and then enter the phone number that has been set up for access to the Broadcast Message Administrator.

Step 9 Select **Save**.

Step 10 On the **Direct Routing Rule** menu, select **Direct Routing Rules**.

Step 11 On the Direct Routing Rules page, verify that the new routing rule is in an appropriate position with the other routing rules in the table. If you want to change the rule order, continue with Step 12.

Step 12 Select **Change Order**.

Step 13 On the Edit Direct Routing Rule Order page, select the name of the rule you want to reorder, and select the **Up** or **Down** arrow until the rules appear in the correct order. Select **Save**.

Step 14 Distribute the new number to callers who are enabled to send and/or update system broadcast messages.

Using Broadcast Message Administrator in Unity Connection

Users whose account settings allow them to send and update system broadcast messages can use the Broadcast Message Administrator to do the following tasks:

- Record and send one or more system broadcast messages.

- Define when a system broadcast message becomes active and for how long. Unless otherwise specified by the sender, each message is set by default to broadcast immediately and to remain active for 30 days. Senders can set a future date and time for the message to be broadcast, and can specify that a system broadcast message is "active" for a day, a week, a month—even indefinitely.

Note Date and times reflect the time zone for the user who sends the message, not those who receive it.

To change default behavior for the Broadcast Message Administrator, see the "Changing Broadcast Message Administrator Defaults in Unity Connection" section on page 31-6.

Note If a sender hangs up or is disconnected while creating a broadcast message, but before sending it, Cisco Unity Connection deletes the recording.

Users who are able to update system broadcast messages can use the Broadcast Message Administrator to do the following tasks on the local Unity Connection server:

- Review active messages. (If there is more than one active message, the Broadcast Message Administrator presents them in order based on the start date and time, starting with the newest messages.)
- Change the end date and time for active messages.
- Change or add to a recording for future messages. (Note that Unity Connection enforces the total message length limit even when material is added to a message.)
- Change the start date and time or the end date and time for future messages. (Note that the end date and time does not adjust automatically if senders change the start date and time but do not change the end date and time.)
- Delete active and future messages. (Note that Unity Connection does not report which users have already played an active message.)

Changing Broadcast Message Administrator Defaults in Unity Connection

Default behavior for the Broadcast Message Administrator is controlled by settings on the **System Settings > Advanced > Conversations** page in Cisco Unity Connection Administration. Optionally, you can make changes to the system defaults, as follows:

- **Retention Period**—Indicates how long Unity Connection retains expired system broadcast messages on the server. By default, Unity Connection purges the WAV file and any data associated with a message 30 days after its end date and time. To change the retention period for expired broadcast messages, enter a number from 1 to 60 days.
- **Default Active Days**—Indicates the number of days that a system broadcast message remains active when the sender does not specify an end date and time. The default is 30 days. To change how long a message without an end date and time remains active, enter a number from zero (0) to 365 days. A value of zero (0) days means that messages that are sent without a specified end date and time remain active indefinitely.

- **Maximum Recording Length**—Indicates the maximum length allowed for system broadcast messages. By default, senders can record messages up to 300,000 milliseconds (5 minutes) in length. To change the maximum recording length, enter a number from 60,000 (1 minute) to 36,000,000 (60 minutes) milliseconds.
- **Play Oldest Message First**—Indicates the order in which Unity Connection presents system broadcast messages to users. By default, the check box is checked, which sets Unity Connection to play the oldest message first. To have the newest message played first, uncheck the check box.