Cisco Unity Voice Messaging User Guide

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Cisco Unity 4.0(5) and Later Voice Messaging User Guide (With Microsoft Exchange)
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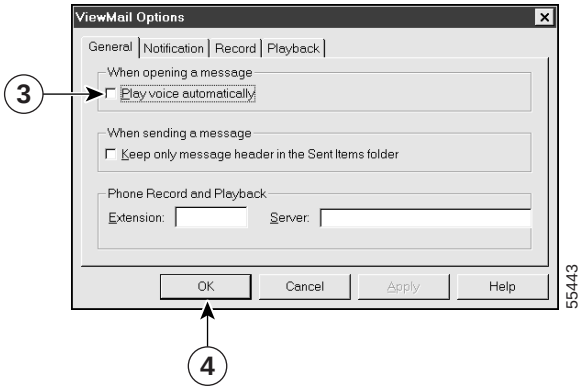
Preface

The *Cisco Unity User Guide* shows you, the Cisco Unity user, how to manage your messages, and how to change the settings that define how you work with Cisco Unity.

Information in the *Cisco Unity User Guide* is presented by task. Each task includes procedures for doing the task. Some procedures may work differently for you, depending on how Cisco Unity is set up at your organization.

Some procedures contain figures that include a step number within a circle pointing to an item on the screen that the step applies to. For example, the following sample figure indicates that Step 4 applies to the OK button.



The "Cisco Unity Phone Menus and Shortcuts" chapter lists the most frequently used Cisco Unity menus and shortcut key sequences for managing messages and personal options by phone.

The "Reference Information" chapter provides space for reference information, where you can write:

- The phone numbers for calling Cisco Unity from your desk phone, from another phone within your organization, or from outside your organization.
- Your Cisco Unity ID (usually your desk phone extension).
- The URL for the Cisco Personal Communications Assistant (PCA) website.
- The Cisco Unity server name and domain. (You need this information to log on to the Cisco PCA website.)
- Contact information for your Cisco Unity administrator or other support staff in your organization.

Additional Cisco Unity Documentation

In addition to the *Cisco Unity User Guide*, you may also find the following documentation useful:

- *Cisco Unity at a Glance*—A quick-reference card that provides instructions for accessing Cisco Unity by phone and accessing the Cisco Personal Communications Assistant (PCA). It also contains a map of the prerecorded instructions and menus collectively known as the Cisco Unity phone conversation.
- *Cisco Unity Phone Menus and Shortcuts*—A wallet-sized card that lists the most frequently used Cisco Unity menus and shortcut key sequences for managing your messages and personal options by phone.

All Cisco Unity subscriber documentation is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Introduction to Cisco Unity

Welcome to Cisco Unity. On Cisco Unity, you and the other users in your organization are known as subscribers. As a subscriber, you can manage voice and fax messages from a touchtone phone or from your computer.

With a full-featured system, Cisco Unity provides the following options:

Fax	The fax option lets you hear new fax-message properties (for example, the sender, date, and time) over the phone, and receive notification of new fax messages by phone or pager.
Text to Speech	When you also have the fax option, you can send your fax messages to a fax machine by phone.
Cisco Unity Assistant	The Cisco Unity Assistant is a website that lets you customize how you and your callers interact with Cisco Unity by phone. You can also use it to personalize your Cisco Unity settings—including your recorded greetings and message delivery options—or to set up message notification devices and to create private lists.
Cisco Unity Inbox	The Cisco Unity Inbox is a website that lets you listen to, compose, reply to, forward, and delete voice messages. When you also have the fax option, you can use the Cisco Unity Inbox to manage faxes as well.
TTY	Subscribers and unidentified callers who use TTY can call Cisco Unity and use the same features that a hearing caller can use with few exceptions. Typically, a dedicated phone number is set up for use by an outside caller with TTY. Ask your Cisco Unity administrator for details.

Your Cisco Unity administrator can tell you whether these options are available to you.

Getting Started: Enrolling on Cisco Unity

Your first step in using Cisco Unity is to enroll as a subscriber, which you do by phone. Typically, Cisco Unity is set up so that you hear the first-time enrollment conversation when you call Cisco Unity for the first time. The first-time enrollment conversation is a set of prerecorded instructions that guide you as you do the following tasks:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Change your phone password. (Longer passwords are more secure. See the "Securing and Changing Your Cisco Unity Passwords" chapter for more information.)
- Choose whether to be listed in the directory. (When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance. You must have a recorded name to be listed in the directory.)

Note While the first-time enrollment conversation prompts you to change your initial phone password, it does not let you to change the password that you use to log on to the Cisco PCA website. Your phone and Cisco PCA passwords are not synchronized.

Do the following procedure to enroll as a Cisco Unity subscriber. Typically, your Cisco Unity administrator gives you an ID (usually your desk phone extension) and a temporary phone password.

To Enroll as a Cisco Unity Subscriber

Step 1 Dial the applicable number to call Cisco Unity from your desk phone, from another phone within your organization, or from outside your organization.

Step 2 If you are calling from another phone within your organization or from outside your organization, press ***** when Cisco Unity answers.

Step 3 Listen carefully, and respond as prompted. You do not need to refer to any Cisco Unity documentation during enrollment. The system will tell you when the enrollment process is complete.

If you hang up before you have completely enrolled, none of your changes are saved and the first-time enrollment conversation plays again the next time you log on to Cisco Unity.

After enrollment, see the "The Tools You Use" chapter to learn about the Cisco Unity tools that you can use to check and send messages, record additional greetings, and set up notification devices.

At any time after enrollment, you can rerecord your name and greeting, or change your phone password and directory listing status.

The Tools You Use

With a full-featured system, Cisco Unity subscribers can send and manage messages by using a touchtone phone and the Cisco Unity Inbox. In addition, the Cisco Unity Assistant lets subscribers personalize their Cisco Unity phone settings.

Depending on how Cisco Unity is set up at your organization, you may have access to all or some of the tools and features that a full-featured system offers. Your Cisco Unity administrator can tell you which tools are available to you.

This chapter contains the following sections:

- Working With Cisco Unity by Phone, page 3-1
- Using the Cisco Personal Communications Assistant, page 3-2
- Working With the Media Master Control Bar, page 3-4

Working With Cisco Unity by Phone

When you access Cisco Unity by phone, you hear the Cisco Unity conversation. Its recorded instructions guide you as you send and receive messages, record greetings, and change your personal settings.

You can use any touchtone phone to access Cisco Unity by phone. Note that some TTY phones do not have the capability to send the appropriate tones. In this case, TTY users may need to use the phone keypad when navigating through the Cisco Unity conversation.

You can change playback volume and adjust playback speed of your messages when working with Cisco Unity by phone. You can also adjust the volume and speed at which the Cisco Unity conversation is played. For more information, see the "Changing Recording and Playback Settings" chapter and the "Changing the Volume of the Cisco Unity Conversation" section on page 14-2.

About Cisco Unity Conversation Styles

There are several conversation styles available with Cisco Unity. The keys on the phone pad that are assigned to the options offered in menus differ which each conversation style. (For example, you may press 3 to delete a message with one style but press 7 to delete a message in another.)

Your Cisco Unity administrator determines which conversation style you hear. Typically, an administrator will choose a conversation style that offers menus with a keypad mapping which most closely resembles the one that you are already familiar with. Ask your Cisco Unity administrator which conversation style you are set up to use.

The procedures in this guide indicate the keypad mapping used with the standard and Optional conversation 1 styles. Keypad mappings for other conversation styles are indicated in the "Cisco Unity Phone Menus and Shortcuts" chapter. The features described in this guide are available with all conversation styles however.

Maps of the standard and Optional Conversation 1 styles are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Customizing the Cisco Unity Conversation

Although you cannot control which conversation style that you hear when you access Cisco Unity by phone, you can customize it in many ways. For example, there are two styles of menus—full and brief—available for you to use with each conversation style. You can also choose which language you hear, and specify the order in which Cisco Unity plays your messages to you.

Information on customizing the Cisco Unity conversation is provided in the "Changing Phone Menu Preferences" and the "Changing Message Playback Settings" chapters. For a summary of what you hear when you check messages by phone, see the "What You Hear When You Check Messages" section on page 18-1.

Using the Cisco Personal Communications Assistant

The Cisco Personal Communications Assistant (PCA) lets you access the following Cisco web tool(s):

Cisco Unity Assistant	The Cisco Unity Assistant lets you customize how you and your callers interact with Cisco Unity by phone. You can also use it to personalize your Cisco Unity settings—including your recorded greetings and message delivery options—or to set up message notification devices and create private lists.
Cisco Unity Inbox	The Cisco Unity Inbox lets you listen to, compose, reply to, forward, and delete voice messages. When you have the fax option, you can also use the Cisco Unity Inbox to manage faxes.

Setting Up Your Browser to Access the Cisco PCA

Although it is likely that your Cisco Unity administrator has already done so for the computer that you use at the office, note that in order to use the Cisco PCA and its web tools, your browser must be configured to:

- Enable Active scripting.
- Download and run ActiveX controls.
- Enable Java scripting.
- Accept all cookies.
- Automatically check for newer versions of temporary Internet files.
- Enable Medium-High privacy.

Keep this in mind if your organization offers remote access to the Cisco PCA, and you want to set up a computer at home to access the Cisco PCA. (Talk to your Cisco Unity administrator about using the Cisco PCA across a firewall.)

Working With the Cisco Unity Assistant

You can use the Cisco Unity Assistant to personalize the Cisco Unity phone settings that control how you and your callers interact with Cisco Unity by phone. For example, you can manage your greetings, call transfer, and message notification settings.

Some Cisco Unity Assistant pages may include a Media Master control bar, which you use to record and play greetings and names.

Information on using the Cisco Unity Assistant to do specific tasks is provided throughout this guide and in Help.

To Access Cisco Unity Assistant Help

Step 1 On any Cisco Unity Assistant page, click **Help**.

Step 2 Click a topic link on the menu.

Related Topic

Working With the Media Master Control Bar, page 3-4

Working With the Cisco Unity Inbox

Voice messages are presented in the Cisco Unity Inbox, along with receipts. When you have the fax option, you can also use the Cisco Unity Inbox to manage faxes. (E-mail messages are not presented in the Cisco Unity Inbox.)

Note The Cisco Unity Inbox does not refresh the display automatically; you must click the Refresh Message List icon periodicals to check for new messages.

By default, ten messages are presented at a time, though you can change the number for each session by clicking a different value in the Messages Per Page list. When the number of messages in your Cisco Unity Inbox exceeds the value specified in the Messages Per Page list, click the arrows or the page number at the bottom of the page to navigate to additional Cisco Unity Inbox pages.

By clicking the applicable icon on each Cisco Unity Inbox page, you can sort and delete the messages on the page, and compose and listen to a voice message. You use the Media Master control bar to play and record messages.

Tip Talk to your Cisco Unity administrator if you experience performance or sound quality issues when playing messages through multimedia speakers in a low-bandwidth environment.

Information on using the Cisco Unity Inbox to do specific tasks is provided throughout this guide and in Help.

To Access Cisco Unity Inbox Help

Step 1 On any Cisco Unity Inbox page, click **Help** for information about a page or procedures on using a feature.

Step 2 Click a topic link on the menu.

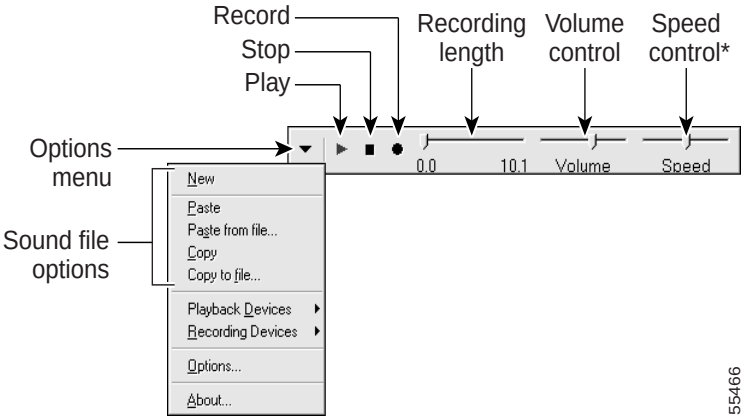
For help on an icon, hover the mouse over the icon until a tooltip is displayed.

Related Topic

Working With the Media Master Control Bar, page 3-4

Working With the Media Master Control Bar

The Media Master control bar appears in the Cisco Unity Inbox, and depending on how Cisco Unity is set up, it may also appear on some Cisco Unity Assistant pages. By clicking the VCR-style controls, you can use the Media Master to make and play recordings with either your phone or your computer microphone and speakers.



Note The Media Master control bar does not work through a firewall. It also requires that your browser is able to download and run ActiveX controls.

The Options menu on the Media Master control bar allows you to work with other sound (WAV) files in your recordings. The following sound file options are available:

New	Erase a recording to rerecord.
Paste	Paste a sound recording the same way you paste text in a text file.
Paste from File	Paste another sound file to a recording.

Copy	Copy a sound recording the same way you copy text in a text file.
Copy to File	Copy the recording to a sound file that you name. Depending on how Cisco Unity is set up at your organization, this option may be unavailable.

Related Topics

- Changing Recording and Playback Settings, page 15-1
- Media Master Control Bar Keyboard Shortcuts, page 22-1

Accessing Cisco Unity by Phone and from Your Computer

This chapter contains two sections:

- Accessing Cisco Unity by Phone, page 4-1
- Accessing the Cisco Unity Assistant and Cisco Unity Inbox, page 4-2

Accessing Cisco Unity by Phone

Do the procedure in this section to access Cisco Unity by phone. If you are logging on for the first time, see the "Getting Started: Enrolling on Cisco Unity" chapter instead.

To Access Cisco Unity by Phone

Step 1 Dial the applicable number to call Cisco Unity from your desk phone, from another phone within your organization, or from outside your organization.

Step 2 If you are calling from another phone within your organization or from outside your organization, press * when Cisco Unity answers.

Step 3 If prompted, enter your ID (usually your desk phone extension), and press #.

Step 4 Enter your Cisco Unity password, and press #.

Tip If you forget your phone password, use the Cisco Unity Assistant to change it.

Related Topics

- Changing Your Phone Password, page 13-5
- Setting Up Alternate Devices, page 13-3
- Changing What Cisco Unity Plays When You Log On, page 14-4

Accessing the Cisco Unity Assistant and Cisco Unity Inbox

Do the procedure in this section to access the Cisco Unity Assistant and the Cisco Unity Inbox using your computer browser. If you experience problems viewing pages in the Cisco Unity Assistant or the Cisco Unity Inbox, confirm that your browser is configured correctly. See "Setting Up Your Browser to Access the Cisco PCA" section on page 3-2.

To Access the Cisco Unity Assistant and Cisco Unity Inbox

Step 1 Go to http://<Cisco Unity server>/ciscopca. (The URL is case sensitive.)

Timesaver You may want to bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access either the Cisco Unity Assistant or the Cisco Unity Inbox. (You cannot bookmark pages for the Cisco Unity Assistant or the Cisco Unity Inbox.)

Step 2 Enter your credentials:

User Name	Enter the alias for your Windows domain account. (For example, enter tcampbell or enter tcampbell@<domain name>.) If you enter the full path for your alias (i.e. if you include the domain), you do not need to complete the Domain field.
Password	Enter the password for your Windows domain account. If you cannot remember your Cisco PCA password, contact your Cisco Unity administrator for assistance.
Domain	Enter the name of the domain in which your Windows domain account resides. If you entered a full path for your alias in the User Name field, you do not need to enter the domain name here.

Step 3 Under Options, check any or all of the following fields so that you do not have to re-enter your credentials the next time you log on to the Cisco PCA:

- Remember User Name
- Remember Password
- Remember Domain

For security reasons, you may wish to enter some or all of your Cisco PCA credentials each time that you log on, especially if you share a computer with others. (Depending on how Cisco Unity is set up, the above options may not be available to you.)

Step 4 On the Cisco PCA Home page, click the **Cisco Unity Assistant** or the **Cisco Unity Inbox** link.

When you are ready, click **Log Off** in the top right corner of the navigator bar.

Securing and Changing Your Cisco Unity Passwords

This chapter contains the following sections:

- "Securing Your Cisco Unity Passwords" section on page 5-1
- "Changing Your Phone Password" section on page 5-1
- "Changing Your Cisco PCA Password" section on page 5-2

Securing Your Cisco Unity Passwords

You have two Cisco Unity passwords: your phone password and the password that you use to log on to the Cisco Personal Communications Assistant (PCA) website. Your phone and Cisco PCA passwords are not synchronized.

It is a good idea to change your passwords from the initial passwords given to you by your Cisco Unity administrator. While first-time enrollment prompts you to change your initial phone password, it does not let you change the password that you use to log on to the Cisco PCA website. Instead, your Cisco PCA password is inherited from your Windows password settings. Because you are not required to enter an existing phone password to use the Cisco Unity Assistant to change your phone password, take appropriate measures to keep your Cisco PCA password secure.

To protect your Cisco Unity mailbox from unauthorized access, follow the security guidelines provided by your Cisco Unity administrator when you change both your Cisco Unity passwords. Consider that longer and nontrivial passwords are more secure. A nontrivial password means that:

- The password is not the same as previous passwords.
- The digits are not all the same (for example, 9999), nor are repeated (for example, 99911).
- The digits are not consecutive in either ascending or descending order (for example, 1234 or 4321).
- The password is not the same as your extension, nor does it spell your name.

Changing Your Phone Password

Your phone password protects the privacy of your messages and secures your Cisco Unity account from unauthorized access. You can change your phone password at any time.

This section contains two procedures. Do the applicable procedure to change your phone password by phone (when using either standard or Optional Conversation 1 style) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

Tip If you forget your phone password, use the Cisco Unity Assistant to change it.

To Change Your Phone Password by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 3 1**.

Step 3 Enter a new password, and press #. Enter digits 0 through 9.

Step 4 Enter the new password again to confirm it, and press #.

To Change Your Phone Password from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 In the New Password box, enter a password. Enter digits 0 through 9.

Step 3 In the Confirm New Password box, enter the password again.

Step 4 Click **Save**.

Changing Your Cisco PCA Password

You cannot change your Cisco PCA password by phone or from the Cisco Unity Assistant. To change it, you do so in Windows. You need to know your current Cisco PCA password and may also need to know the domain name for your Cisco Unity server. If you have forgotten your password, do not know the domain name, or if you experience other difficulties when changing your Cisco PCA password in Windows, contact your Cisco Unity administrator for assistance.

To Change Your Cisco PCA Password

Step 1 Log off the Cisco PCA.

Step 2 Press **Ctrl-Alt-Delete**, and then click **Change Password**.

Step 3 Complete the fields in the Change Password dialog box.

Step 4 Specify the domain name for the Cisco Unity server if the Cisco Unity server is in a different domain than the one that you typically access with your Windows password.

Step 5 Click **OK**.

Managing Your Mailbox Size

A full mailbox can affect the speed at which Cisco Unity processes your messages. Your Cisco Unity administrator sets the storage limits for your mailbox, which can prevent you from sending and receiving messages when you exceed the limits. When you log on by phone or access the Cisco Unity Inbox, Cisco Unity notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

(System broadcast messages are not included in your total mailbox size.)

This chapter contains the following sections:

- Tips for Managing Your Mailbox Size, page 6-1
- Reasons Why Your Mailbox May Fill Up Quickly, page 6-1

Tips for Managing Your Mailbox Size

To make more room in your mailbox, you can delete messages (including messages in the Deleted Items folder in the Cisco Unity Inbox, if applicable).

To archive messages before deleting them, you may be able to save them as WAV files to your hard disk. In the Cisco Unity Inbox, use the Copy to File option on the Options menu on the Media Master control bar. (Depending on how Cisco Unity is set up at your organization, the Copy to File option may not be available.)

Reasons Why Your Mailbox May Fill Up Quickly

If you feel that your Cisco Unity mailbox fills up more quickly than you expect, consider the following reasons why this may happen. Your Cisco Unity administrator specifies the size of your mailbox.

A Message-Retention Policy May Not Be Enforced

By default, Cisco Unity does not automatically delete messages once they reach a certain age. This means that unless your Cisco Unity administrator set up Cisco Unity to enforce a message-retention policy, you are responsible for managing your mailbox size by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Cisco Unity is set up to enforce a message-retention policy, ask your Cisco Unity administrator how long Cisco Unity stores your messages before permanently deleting them. This way you can plan to archive or move important messages ahead of time. Cisco Unity does not indicate when a message-retention policy is enforced, nor does it warn you before message are permanently deleted as a result of such a policy.

Total Message Size Includes Original When Messages Are Forwarded

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded and written introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Broadcast Messages

Occasionally, you may receive a special message known as a broadcast message from your Cisco Unity administrator, network administrator, or management personnel in your organization. Broadcast messages are recorded announcements that everyone in your organization receives (or perhaps, only those at a particular location receives the message, if your organization has multiple locations).

For example, your Cisco Unity administrator may record a broadcast message to ask all Cisco Unity subscribers to change their phone passwords or a Human Resources manager may send a broadcast message to remind you about a deadline for a new benefits package.

Cisco Unity plays your broadcast messages immediately after you log on to Cisco Unity by phone. You must listen to each broadcast message in its entirety before Cisco Unity will allow you to check your new and saved messages or change your setup options. Once you have played the broadcast message, it is permanently deleted for you. You cannot respond to or save system broadcast messages.

Note Broadcast messages do not light message waiting indicators on your phone, nor do they cause you to hear a distinctive dial tone when you pick up the receiver—as may occur when you receive other new messages. In addition, broadcast messages do not trigger message notifications for any alternative devices—such as a pager or cell phone—that you may have set up in the Cisco Unity Assistant.

You will not receive system broadcast messages in the Cisco Unity Inbox.

Checking Messages

With a full-featured system, you can check messages by phone and by using the Cisco Unity Inbox.

Once you have listened to or opened a new voice message, it is saved until you delete it. By default, Cisco Unity does not automatically delete messages once they reach a certain age. Ask your Cisco Unity administrator if Cisco Unity is set up to enforce a message-retention policy, and, if so, how long Cisco Unity stores your messages before permanently deleting them. Cisco Unity does not indicate when a message-retention policy is enforced, nor does it warn you before message are permanently deleted as a result of such a policy.

This chapter contains the following sections:

- Checking Messages by Phone, page 8-1
- Checking Messages from Your Cisco Unity Inbox, page 8-5

Checking Messages by Phone

You can use Cisco Unity to check new and saved messages by phone. Depending on how Cisco Unity is set up, you may also be able to play and restore deleted messages by phone.

Depending on how Cisco Unity is set up to work with the phones in your organization, when you receive a new message, a message waiting indicator may light on your phone or you may hear a distinctive dial tone when you pick up the receiver. You can also use the Cisco Unity Assistant to set up message notification for additional devices, such as a pager or cell phone.

This section contains two procedures. Do the first procedure, "To Check Messages by Phone (Standard Conversation Style)," to check messages when Cisco Unity is set up to play the standard conversation. Do the second procedure, "To Check Messages by Phone (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Check Messages by Phone (Standard Conversation Style)

Step 1 Log on to Cisco Unity. (If Cisco Unity tells you that your mailbox has exceeded its size quota, see the "Managing Your Mailbox Size" chapter for more information.)

Step 2 Press **1** to hear new messages.

Or

Press **3 1** to hear saved messages.

Step 3 Use the following keys to select the type of messages that you want to hear. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Key	Task
1	Voice messages
2	E-mails[1]
3	Faxes[2]
4	Receipts[3]
#	All messages

1. Although the e-mail keys are available in the Message Type menu, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option
2. Although the fax keys are available in the Message Type menu, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.
3. Depending on how Cisco Unity is set up at your organization, you may not receive all types of receipts.

Step 4 Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
1	Restart message	**8**	Pause/Resume
2	Save	**9**	Fast-forward
3	Delete	**#**	Fast-forward to end
4	Slow playback	**##**	Skip message, save as is
5	Change volume[1]	*****	Cancel or back up
6	Fast playback	**0**	Help
7	Rewind message		

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	**6**	Save as new (The message waiting indicator on your phone may light or remain lit.)
2	Save	**7**	Rewind message
3	Delete	**8**	Deliver fax to fax machine [1] (Play original message when managing an NDR)
4	Reply (Resend original message when responding to an NDR)	**9**	Play message properties
42	Reply to all	**#**	Save as is
44	Call the subscriber[1]	*****	Cancel or back up
5	Forward message	**0**	Help

1. Not available on some systems.

To Check Messages by Phone (Optional Conversation 1 Style)

Step 1 Log on to Cisco Unity. (If Cisco Unity tells you that your mailbox has exceeded its size quota, see the "Managing Your Mailbox Size" chapter for more information.)

Step 2 Press **1** to hear new messages.

Or

Press **3 1** to hear saved messages.

Step 3 Use the following keys to select the type of messages that you want to hear. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Key	Task
1	Voice messages
2	E-mails[1]
3	Faxes[2]
4	Receipts[3]
#	All messages

1. Although the e-mail keys are available in the Message Type menu, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option
2. Although the fax keys are available in the Message Type menu, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.
3. Depending on how Cisco Unity is set up at your organization, you may not receive all types of receipts.

Step 4 Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
1	Rewind message	**66**	Faster playback
2	Pause/Resume	**7**	Decrease volume[1]
3	Fast-forward	**8**	Reset volume[1]
33	Fast-forward to end	**9**	Increase volume[1]
4	Slow playback	**#**	Skip message, save as is
44	Slower playback	**##**	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)
5	Play message properties	*****	Cancel or back up
6	Fast playback	**0**	Help

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Skip back	**82**	Reply to all
2	Deliver fax to fax machine [1] (Play original message when managing an NDR)	**88**	Call the subscriber[1]
4	Replay message	**9**	Save
5	Play message properties	**#**	Save as is
6	Forward message	**##**	Save as new
7	Delete	*****	Cancel or back up
8	Reply (Resend original message when responding to an NDR)	**0**	Help

1. Not available on some systems.

Related Topics

- Sending and Responding to Messages, page 12-1
- Deleting Messages, page 11-1
- Managing Receipts, page 9-1
- Finding Messages by Phone, page 10-1
- What You Hear When You Check Messages, page 18-1
- Changing Message Notification Settings, page 19-1

Checking Messages from Your Cisco Unity Inbox

You can check voice and fax (if you have the fax option) messages from your Cisco Unity Inbox. (E-mail messages are not available in the Cisco Unity Inbox.)

The Cisco Unity Inbox does not refresh the display automatically; you must click the Refresh Message List icon periodicals to check for new messages. You can also use the Cisco Unity Assistant to set up message notification for additional devices. Information in the From field identifies the sender. The field will contain either the name of a Cisco Unity subscriber or "Unity Messaging System," when a message is left by someone who is not a Cisco Unity subscriber or by a subscriber who did not log on to Cisco Unity before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Refresh your Cisco Unity Inbox by clicking the Refresh Message List icon to periodically check for new messages. After you have listened to or viewed a new message, you may need to refresh again to see the New Message icon disappear.

Tip For information on what to do if your mailbox exceeds its size quota, see the "Managing Your Mailbox Size" chapter.

To Check Voice and Fax Messages from Your Cisco Unity Inbox

Step 1 To check a voice message from the Cisco Unity Inbox, click the speaker icon next to the message. (Click the icon again to stop playback.)

Or you can open a voice message and then play it:

a. In the Cisco Unity Inbox, click the name of the sender to open the message in a new window.

b. Click **Play** on the Media Master control bar.

For fax messages, click the link for the attached fax to start the fax viewer program on your computer.

Step 2 Use the following icons or Message menu options to manage voice or fax messages:

Previous Message	Open the previous message.
Next Message	Open the next message.
Reply (Resend original message when responding to an NDR)	Respond with a voice message to the sender. (Available only for messages from other Cisco Unity subscribers.)
Reply to All	Respond with a voice message to all who received the message and who are Cisco Unity subscribers.
Forward	Send the message to another subscriber and/or distribution list. (Note that you cannot forward any message that is marked private.)
Delete	Delete the message.
Save	Save the message and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unheard **(Mark Message as Unread for faxes and NDRs)**	Check this check box to save the message as new. (This may cause the MWI on your phone to light.)
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox.

Related Topics

- Sending and Responding to Messages, page 12-1
- Deleting Messages, page 11-1
- Managing Receipts, page 9-1
- Changing Message Notification Settings, page 19-1

Managing Receipts

As you work with Cisco Unity, you may manage several different types of receipts, as identified in Table 9-1.

Table 9-1 Receipts That You May Receive When Working With Cisco Unity [1]

Type of Receipt	Description
Read	Message that informs you when the recipient opens or plays your message.
Unread	Message that informs you when the recipient deletes your message without ever opening or playing it.
Heard	Term used for a Read receipt in the Cisco Unity Inbox.
Unheard	Term used for an Unread receipt in the Cisco Unity Inbox.
Delivery	Message that informs you when your message was delivered to its intended recipient.
Nondelivery (NDR)	Message that informs you when a message that you sent could not be delivered to its intended recipient.

1. Ask your Cisco Unity administrator which receipts Cisco Unity is set up to send.

This chapter contains the following sections:

- Managing Receipts by Phone, page 9-1
- Managing Receipts from Your Cisco Unity Inbox, page 9-4

Managing Receipts by Phone

When you check your messages by phone, Cisco Unity plays your receipts along with your other messages. You play and manage receipts by phone in nearly the same way as other messages, though you cannot reply to or forward delivery receipts or NDRs. Unlike other messages, receipts do not cause a message waiting indicator on your phone to light.

For return receipts, you hear a list of the recipients—including recipients at other locations in your organization—who received the message you sent and/or played it. For NDRs, Cisco Unity identifies both local and remote recipients whose mailboxes did not accept your message.

If known, Cisco Unity explains why you received a particular receipt for any message that you send to another location. Depending on how Cisco Unity is set up at your organization, you may hear a reason code before the prompt which explains why you received the receipt. Include the reason code when reporting message delivery problems to your Cisco Unity administrator or support desk.

After you play an NDR, Cisco Unity allows you to play the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify recipient list, and change delivery options when resending a message. Once you resend the message, Cisco Unity automatically deletes the NDR for you.

This section contains two procedures. Do the first procedure, "To Manage Receipts by Phone (Standard Conversation Style)," to check messages when Cisco Unity is set up to play the standard conversation. Do the second procedure, "To Manage Receipts by Phone (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Manage Receipts by Phone (Standard Conversation Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **1** to hear new messages.

Step 3 On the Message Type menu, press **4** to play receipts. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Step 4 Use the following keys to control playback as you listen to a receipt.

Key(s)	Task	Key(s)	Task
1	Restart receipt	**8**	Pause/Resume
2	Save	**9**	Fast-forward
3	Delete	**#**	Fast-forward to end
4	Slow playback	**##**	Skip receipt, save as is
5	Change volume[1]	*****	Cancel or back up
6	Fast playback	**0**	Help
7	Rewind		

1. Not available on some systems.

Step 5 Use the following keys to manage the receipt after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Repeat receipt	**7**	Rewind receipt
2	Save	**8**	Play original message (NDRs only)
3	Delete	**9**	Play receipt properties
4	Resend original message (NDRs only)	**#**	Save as is
5	Forward (Read and unread receipts only)	*****	Cancel or back up
6	Save as new	**0**	Help

To Manage Receipts by Phone (Optional Conversation 1 Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **1** to hear new messages.

Step 3 On the Message Type menu, press **4** to play receipts. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Step 4 Use the following keys to control playback as you listen to a receipt.

Key(s)	Task	Key(s)	Task
1	Rewind receipt	**66**	Faster playback
2	Pause/Resume	**7**	Decrease volume[1]
3	Fast-forward	**8**	Reset volume[1]
33	Fast-forward to end	**9**	Increase volume[1]
4	Slow playback	**#**	Skip receipt, save as is
44	Slower playback	**##**	Skip receipt, save as new
5	Play message properties	*****	Cancel or back up
6	Fast playback	**0**	Help

1. Not available on some systems.

Step 5 Use the following keys to manage the receipt after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Rewind receipt	9	Save
2	Play original message (NDRs only)	#	Save as is
4	Repeat receipt	##	Save as new
5	Play receipt properties		
6	Forward (Read and unread receipts only) Or Resend original message (NDRs only)	*	Cancel or back up
7	Delete	0	Help

Related Topic

Changing What Cisco Unity Plays Before and After a Message, page 18-5

Managing Receipts from Your Cisco Unity Inbox

When you check your messages in the Cisco Unity Inbox, Cisco Unity presents your receipts along with your other messages. You open and manage receipts from the Cisco Unity Inbox in nearly the same way as your other messages, though you cannot reply to or forward return receipts or NDRs.

For return receipts, you can review the recipients—including recipients at other locations in your organization—whose mailboxes accepted a message you sent and/or played it. For NDRs, the Cisco Unity Inbox identifies both local and remote recipients whose mailboxes did not accept your message.

Information in the From field identifies the sender. Typically for delivery receipt and NDRs, the From field displays “System Administrator.” For read and nonread receipts, the From field displays the name of the recipient who received your message (and either played it or did not play it, as applicable). The Date field indicates the time in which the original message was sent.

If known, the Cisco Unity Inbox includes the reason code and the reason why you received a particular receipt for any message that you send to another location. Include the reason code when reporting message delivery problems to your Cisco Unity administrator or support desk.

As you review an NDR, you can use the Media Master control bar to play the original message and you can resend it to the recipient(s) who failed to receive it. You can record an introduction, modify recipient list, and change delivery options when resending a message. Once you resend a message, the NDR is not automatically deleted as it is when you resend a message by phone. Instead, the NDR remains in the Cisco Unity Inbox until you delete it.

To Manage Receipts from Your Cisco Unity Inbox

Step 1 In the Cisco Unity Inbox, click the name of the sender to open the receipt.

Step 2 Use the following icons or Message menu options to manage the receipt:

Previous Message	Open the previous message.
Next Message	Open the next message.
Resend Original Message (for NDRs only)	Resend original message to recipients who failed to receive it. You can record an introduction, modify recipient list, and change delivery options.
Delete	Delete the message.
Save	Save the receipt and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unread	Check this check box to save the message as new.
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox. The receipt is marked read.

Finding Messages by Phone

Cisco Unity offers two ways to find messages by phone:

Message Locator	Allows you to find new and saved voice messages. When this feature is enabled by your Cisco Unity administrator, Cisco Unity prompts you to "Press 5 to find messages" from the Main menu. Using the Message Locator menu, you can find voice messages from a particular subscriber by entering the subscriber name or extension. You can also use it to find voice messages from all outside callers or messages left by callers who called from a specific number. Based on the criteria that you enter, Cisco Unity begins playing messages as they are found. Messages are presented to you in order of oldest to newest messages—regardless of whether the messages are new or saved. You cannot change the playback order for Message Locator.
Go-to-Message	Allows you to find a saved message. As you listen to your saved messages, you can use Go-to-Message to find a message by entering the message number. You can also use Go-to-Message to skip back to the previous message and to go to the next message.

This section contains procedures on using Message Locator and Go-to-Message:

- There are two procedures on using Message Locator. Do the first procedure, "To Find Messages By Using Message Locator (Standard Conversation Style)," to find messages when Cisco Unity is set up to play the standard conversation. Do the second procedure, "To Find Messages by Using Go-to-Message (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.
- There are two procedures on using Go-to-Message. Do the third procedure in this section, "To Find Messages by Using Go-to-Message (Standard Conversation Style)," to find messages when Cisco Unity is set up to play the standard conversation. Do the fourth procedure, "To Find Messages by Using Go-to-Message (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Find Messages By Using Message Locator (Standard Conversation Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **5** to access Message Locator.

Step 3 Use the following keys to define your search.

Key	Task
1	Find voice messages from another subscriber. When prompted, use the phone keypad to either spell the subscriber name or to enter the extension of the subscriber. Press ## to switch between spelling and number entry. As applicable, you can enter a location ID and an extension to find messages from subscribers at other locations in your organization.
2	Find voice messages from all outside callers. Cisco Unity searches for any messages left by unidentified callers—including outside callers and subscribers who did not log on to Cisco Unity before calling from an external phone or from a phone that is not associated with a subscriber account (such as a conference room).
3	Find voice messages from a specific outside caller. When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. You may have to enter country, area, city, or trunk codes first. Not all callers will have a number stored in the system. If you have trouble finding messages from a specific caller, contact your Cisco Unity administrator.

Step 4 As Cisco Unity plays a message, use the following keys to control playback as you listen to it.

Key(s)	Task	Key(s)	Task
1	Restart message	**7**	Rewind message
2	Save	**8**	Pause/Resume
3	Delete	**9**	Fast-forward
4	Slow playback	**#**	Fast-forward to end
5	Change volume[1]	**##**	Skip message, save as is
6	Fast playback		

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	**5**	Forward message
2	Save	**6**	Save as new (The message waiting indicator on your phone may light or remain lit.)
3	Delete	**7**	Rewind message
4	Reply	**9**	Play message properties
42	Reply to all	**#**	Save as is
44	Call the subscriber[1]		

1. Not available on some systems.

To Find Messages By Using Message Locator (Optional Conversation 1 Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **5** to access Message Locator.

Step 3 Use the following keys to define your search.

Key	Task
1	Find voice messages from another subscriber. When prompted, use the phone keypad to either spell the subscriber name or to enter the extension of the subscriber. Press ## to switch between spelling and number entry. As applicable, you can enter a location ID and an extension to find messages from subscribers at other locations in your organization.
2	Find voice messages from all outside callers. Cisco Unity searches for any messages left by unidentified callers—including outside callers and subscribers who did not log on to Cisco Unity before calling from an external phone or from a phone that is not associated with a subscriber account (such as a conference room).
3	Find voice messages from a specific outside caller. When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. You may have to enter country, area, city, or trunk codes first. Not all callers will have a number stored in the system. If you have trouble finding messages from a specific caller, contact your Cisco Unity administrator.

Step 4 As Cisco Unity plays a message, use the following keys to control playback as you listen to it.

Key(s)	Task	Key(s)	Task
1	Rewind message	**6**	Fast playback
2	Pause/Resume	**66**	Faster playback

Key(s)	Task	Key(s)	Task
3	Fast-forward	**7**	Decrease volume[1]
33	Fast-forward to end	**8**	Reset volume[1]
4	Slow playback	**9**	Increase volume[1]
44	Slower playback	**#**	Skip message, save as is
5	Play message properties	**##**	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Skip back	**82**	Reply to all
4	Replay message	**88**	Call the subscriber[1]
5	Play message properties	**9**	Save
6	Forward message	**#**	Save as is
7	Delete	**##**	Save as new
8	Reply		

1. Not available on some systems.

To Find Messages by Using Go-to-Message (Standard Conversation Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **3 1** to hear saved messages.

Step 3 Use the following keys to select the type of messages that you want to hear. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Key	Task
1	Voice messages
2	E-mails[1]
3	Faxes[2]
4	Receipts[3]
#	All messages

1. Although the e-mail keys are available in the Message Type menu, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option
2. Although the fax keys are available in the Message Type menu, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.

3. Depending on how Cisco Unity is set up at your organization, you may not receive all types of receipts.

Step 4 Press **12** to find a particular message.

Step 5 When prompted, enter the **message number** followed by #.

Tip To more easily use the Go-to-Message feature, turn on message counts in the Cisco Unity Assistant so that you know how many saved messages you have and can hear the message number for each message.

Step 6 As Cisco Unity plays the message, use the following keys to control playback as you listen to it.

Key(s)	Task	Key(s)	Task
1	Restart message	**6**	Fast playback
14	Play previous saved message	**7**	Rewind message
16	Play next saved message	**8**	Pause/Resume
2	Save	**9**	Fast-forward
3	Delete	**#**	Fast-forward to end
4	Slow playback	**##**	Skip message, save as is
5	Change volume[1]		

1. Not available on some systems.

Step 7 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	**44**	Call the subscriber[1]
14	Play previous saved message	**5**	Forward message
16	Play next saved message	**6**	Save as new (The message waiting indicator on your phone may light or remain lit.)
2	Save	**7**	Rewind message
3	Delete	**8**	Deliver fax to fax machine [1]
4	Reply	**9**	Play message properties
42	Reply to all	**#**	Save as is

1. Not available on some systems.

To Find Messages by Using Go-to-Message (Optional Conversation 1 Style)

Step 1 Log on to Cisco Unity.

Press **3 1** to hear saved messages.

Step 2 Use the following keys to select the type of messages that you want to hear. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Key	Task
1	Voice messages
2	E-mails[1]
3	Faxes[2]
4	Receipts[3]
#	All messages

1. Although the e-mail keys are available in the Message Type menu, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option
2. Although the fax keys are available in the Message Type menu, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.
3. Depending on how Cisco Unity is set up at your organization, you may not receive all types of receipts.

Step 3 Press **12** to find a particular message.

Step 4 When prompted, enter the **message number** followed by **#**.

Tip To more easily use the Go-to-Message feature, turn on message counts in the Cisco Unity Assistant so that you know how many saved messages you have and can hear the message number for each message.

Step 5 As Cisco Unity plays the message, use the following keys to control playback as you listen to it.

Key(s)	Task	Key(s)	Task
1	Rewind message	**5**	Play message properties
14	Play previous saved message	**6**	Fast playback
16	Play next saved message	**66**	Faster playback
2	Pause/Resume	**7**	Decrease volume[1]
3	Fast-forward	**8**	Reset volume[1]
33	Fast-forward to end	**9**	Increase volume[1]
4	Slow playback	**#**	Skip message, save as is
44	Slower playback	**##**	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)

1. Not available on some systems.

Step 6 Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Skip back	**7**	Delete
14	Play previous saved message	**8**	Reply
16	Play next saved message	**82**	Reply to all
2	Deliver fax to fax machine [1]	**88**	Call the subscriber[1]
4	Replay message	**9**	Save
5	Play message properties	**#**	Save as is
6	Forward message	**##**	Save as new

1. Not available on some systems.

Related Topics

- Sending and Responding to Messages, page 12-1
- Deleting Messages, page 11-1
- Managing Receipts, page 9-1
- What You Hear When You Check Messages, page 18-1

Deleting Messages

You can delete new and saved messages by phone and from the Cisco Unity Inbox. Depending on how Cisco Unity is set up, Cisco Unity may save your deleted messages so that you can use the Cisco Unity conversation and the Cisco Unity Inbox to play, restore, and permanently delete them.

Deleting messages can be an important way to reduce your mailbox size, especially when Cisco Unity is not set up to automatically delete messages once they reach a certain age. Ask your Cisco Unity administrator if Cisco Unity is set up to enforce a message-retention policy. Cisco Unity does not indicate when a message-retention policy is enforced, nor does it warn you before message are permanently deleted as a result of such a policy. If Cisco Unity is not set up to do so, make sure that you permanently delete messages periodically. (For information on what to do if your mailbox exceeds its size limits, see the "Managing Your Mailbox Size" chapter.)

Tip To archive messages before deleting them, you may be able to save them as WAV files to your hard disk. (In the Cisco Unity Inbox, use the Copy to File option on the Options menu on the Media Master control bar if available.)

This chapter contains the following sections:

- Deleting Messages by Phone, page 11-1
- Checking Deleted Messages by Phone, page 11-2
- Managing Deleted Messages from Your Cisco Unity Inbox, page 11-4

Deleting Messages by Phone

You can delete new and saved messages by phone during message playback or after you listen to the entire message. Depending on how it is set up, Cisco Unity may save your deleted messages and allow you to permanently delete them.

Do the procedure "To Delete a New or Saved Message (Standard and Optional Conversation 1 Styles)" to delete messages by phone. Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Delete a New or Saved Message (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **1** to hear new messages, or press **3** to review old messages.

Step 3 During or after message playback, press **3** to delete the message.

Table 11-1 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

To Permanently Delete Deleted Messages

Step 1 Log on to Cisco Unity.

Step 2 Press **3** to review old messages. Then press **2** to access deleted messages.

Step 3 Press the applicable key, depending on how you want to delete messages:

Key(s)	Task	Key(s)	Task
1	Review deleted messages so that you can permanently delete your deleted messages one by one.	*	Cancel or back up
2	Permanently delete multiple deleted messages at once.	0	Help

Checking Deleted Messages by Phone

Depending on how Cisco Unity is set up, you may be able to play your deleted messages by phone, just as you can play new and saved messages. With deleted messages, the Cisco Unity conversation also allows you to "restore" a deleted message as a new or saved message.

By default, newest messages are played first. You can specify the message playback order for deleted messages in the Cisco Unity Assistant. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

This section contains two procedures. Do the first procedure, "To Check Deleted Messages by Phone (Standard Conversation Style)," to check messages when Cisco Unity is set up to play the standard conversation. Do the second procedure, "To Check Deleted Messages by Phone (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Check Deleted Messages by Phone (Standard Conversation Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **3** to hear old messages, then press **2** to hear deleted messages.

Step 3 Use the following keys to control playback as you listen to a deleted message.

Key(s)	Task	Key(s)	Task
1	Restart message	**8**	Pause/Resume
2	Save	**9**	Fast-forward
3	Delete permanently	**#**	Fast-forward to end
4	Slow playback	**##**	Skip message, save as is
5	Change volume[1]	*****	Cancel or back up
6	Fast playback	**0**	Help
7	Rewind message		

1. Not available on some systems.

Step 4 Use the following keys to manage the deleted message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	**6**	Restore as new (The message waiting indicator on your phone may light or remain lit.)
2	Restore as saved	**7**	Rewind message
3	Delete permanently	**8**	Deliver fax to fax machine [1] (Play original message when managing an NDR)
4	Reply (Resend original message when responding to an NDR)	**9**	Play message properties
42	Reply to all	**#**	Save as is
44	Call the subscriber[1]	*****	Cancel or back up
5	Forward message	**0**	Help

1. Not available on some systems.

To Check Deleted Messages by Phone (Optional Conversation 1 Style)

Step 1 Log on to Cisco Unity.

Step 2 Press **3** to hear old messages, then press **2** to hear deleted messages.

Step 3 Use the following keys to control playback as you listen to a deleted message.

Key(s)	Task	Key(s)	Task
1	Rewind message	**6**	Fast playback
2	Pause/Resume	**66**	Faster playback
3	Fast-forward	**8**	Reset volume[1]
33	Fast-forward to end	**9**	Increase volume[1]
4	Slow playback	**#**	Skip message, save as is
44	Slower playback	**##**	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)
5	Play message properties	*****	Cancel or back up
7	Decrease volume[1]	**0**	Help

1. Not available on some systems.

Step 4 Use the following keys to manage the deleted message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Skip back	**82**	Reply to all
2	Deliver fax to fax machine [1] (Play original message when managing an NDR)	**88**	Call the subscriber[1]
4	Replay message	**9**	Restore as saved
5	Play message properties	**#**	Save as is
6	Forward message	**##**	Restore as new
7	Delete permanently	*****	Cancel or back up
8	Reply (Resend original message if responding to an NDR)	**0**	Help

1. Not available on some systems.

Related Topic

Changing Message Playback Settings, page 18-1

Managing Deleted Messages from Your Cisco Unity Inbox

You can delete a message or group of messages directly from your Cisco Unity Inbox, or you can delete a message after you have opened it. You also may be able to retrieve deleted messages from a Deleted Items folder in your Cisco Unity Inbox so that you can listen to voice messages or view faxes, reply to or forward the messages, restore them to the Inbox, or delete them permanently.

To Delete Messages

Step 1 In the Cisco Unity Inbox, check the box(es) to the left of the message(s) that you want to delete from the Cisco Unity Inbox.

Or

Click **Select All Rows** to mark all the messages on the page for deletion.

Step 2 Click **Delete Selected Rows**.

Step 3 When prompted, click **OK**.

(Alternatively, you can delete a message from the Cisco Unity Inbox by opening the message, clicking **Delete**, and clicking **OK**.)

To Retrieve Deleted Messages

Step 1 In the Cisco Unity Inbox, click the **View Deleted Items** icon. (The View Deleted Items icon is the trash can with the folder.)

Step 2 On the Deleted Items page, do any of the following tasks:

To listen to a voice message	Click the speaker icon next to the message to play it directly from the Cisco Unity Inbox. Or Open the message and play it by using the Media Master control bar.
To view a fax	Click the link for the attached fax to start the fax viewer program on your computer.
To reply to or forward a message	Open the message, and click the applicable icon.
To restore a message to the Inbox	Check the check box(es) to the left of the message(s) that you want to restore, and click the **Restore** icon.
To permanently delete a message	Check the check box(es) to the left of the message(s) that you want to delete, click the **Delete** icon, then click **OK**.

Sending and Responding to Messages

You can send voice messages and record a response to messages by phone and from the Cisco Unity Inbox. Depending on the tool you use, you can send, reply to, and forward messages to subscribers, as well as to public and private distribution lists, and to e-mail addresses. Cisco Unity does not save your sent messages.

You cannot reply to voice messages from an unidentified caller. Also, when your mailbox exceeds its size quota, you may not be able to send messages. (See the "Managing Your Mailbox Size" chapter for information.)

If your organization has multiple locations, you may be able to send and respond to messages to subscribers at another location. Ask your Cisco Unity administrator for details.

This chapter contains the following sections:

Sending Voice Messages

- Sending a Voice Message by Phone, page 12-1
- Sending a Voice Message from the Cisco Unity Inbox, page 12-3

Replying to Messages

- Replying to a Message by Phone, page 12-4
- Replying to a Voice Message from Your Cisco Unity Inbox, page 12-5

Forwarding Messages

- Forwarding a Message by Phone, page 12-6
- Forwarding a Voice Message from Your Cisco Unity Inbox, page 12-8

Sending a Voice Message by Phone

When you send a message, Cisco Unity sends the message to your intended recipients without ringing their extensions. You can send voice messages to Cisco Unity subscribers, and to public and private distribution lists.

You can address a message to more than one recipient or type of recipient. You address a message by using the phone keypad to either spell the subscriber name or to enter the extension of the subscriber. When you address messages to private lists, you must use number entry.

When you send a message by phone, you can choose from the following special delivery options:

Urgent	Mark a message urgent so that Cisco Unity sends it before regular messages.
Return Receipt	Request a return receipt so that Cisco Unity notifies you when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity phone menus allow you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.)
Private	Mark a message private so that the recipient knows to treat it confidentially.
Future Delivery	Mark a message for future delivery so that Cisco Unity waits to send the message on the day and time that you specify.

Do the following procedure to send a voice message when using either standard or Optional conversation 1 styles. Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Send a Voice Message by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **2**.

Step 3 Follow the Cisco Unity conversation to address your message. Press ## to switch between spelling and number entry. (To address the message to a private list, you must switch to number entry.)

Step 4 Press **1** to add another name or list.

Or

Press # to record the message, and use the following keys as you record.

Key	Task	Key	Task
8	Pause or resume	**#**	End recording

Step 5 Press # to send the message.

Or

Press **1** for message options. Then use the following keys to select options, and follow the Cisco Unity conversation to send your message.

Key	Option	Key	Option
1	Change address	**4**	Review message
2	Change recording	**#**	Send message as is
3	Set special delivery		

Related Topics

- Changing Your Message Addressing Setting, page 14-4
- Changing Private List Settings, page 20-1

Sending a Voice Message from the Cisco Unity Inbox

You can send voice messages to Cisco Unity subscribers, e-mail addresses, and public and private distribution lists. To address messages to Cisco Unity subscribers, you enter either their names or their primary extensions. (You cannot address messages to subscribers by entering their alternate extensions.) Messages addressed to e-mail addresses are sent as a sound (WAV) file attached to an e-mail message.

When you send a message from the Cisco Unity Inbox, you can choose from the following special delivery options:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.)

Note that even when you have the fax option, you cannot use the Cisco Unity Inbox to create and send a fax.

Do the following procedure to send a voice message.

To Send a Voice Message

Step 1 Click the **New Message** icon.

Step 2 Address the message in one of the following ways:

- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
- Click **To**, **Cc**, or **Bcc** to select recipients from the Address Book.

Step 3 If needed, click the **Check Names** icon on the right, then search for and select your recipients to resolve name and extension conflicts. (When names are resolved, they appear as links above the To, Cc, or Bcc fields.)

Tip Click a link to remove an unwanted addressee.

Step 4 In the Subject field, type the subject of the message.

Step 5 Choose one or more special delivery options, if applicable.

Step 6 On the Media Master control bar, click **Record** and record the message with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 7 When you finish recording, click **Stop**.

To review your message before you send it, click **Play** on the Media Master control bar, or click **Record** to rerecord the message.

Step 8 Click **Send**.

Related Topics

- Changing Recording and Playback Settings, page 15-1
- Changing Private List Settings, page 20-1

Replying to a Message by Phone

When you reply to a message by phone, you can respond to just the sender, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from "Unity Messaging System" means that the caller was not a Cisco Unity subscriber or was not logged on as one when the message was left. You cannot reply to messages from such callers.

Do the following procedure to send a voice message when using either standard or Optional conversation 1 styles. Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Reply to a Message (Standard and Optional Conversation 1 Styles)

Step 1 After listening to the message, press **4** if using the standard conversation style.

Or

Press **8** if using Optional conversation 1 style.

Step 2 Record the message, and use the following keys as you record.

Key	Task	Key	Task
8	Pause/Resume	**#**	End recording

Step 3 Press # to send the message.

Or

Press **1** for message options. Then use the following keys to select options, and follow the Cisco Unity conversation to send your message.

Key	Option	Key	Option
1	Change addressing	**3**	Set special delivery
2	Change recording	**4**	Review message (Resend original message when responding to an NDR)

Step 4 Follow the Cisco Unity conversation to handle the original message.

Related Topics

- Changing Your Message Addressing Setting, page 14-4
- Managing Receipts, page 9-1

Replying to a Voice Message from Your Cisco Unity Inbox

You can reply to voice messages from other subscribers. You can respond to just the sender, and you can add recipients, such as additional Cisco Unity subscribers, e-mail addresses, and public and private distribution lists. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from “Unity Messaging System” means that the caller was not a Cisco Unity subscriber or was not logged on as one when the message was left. You cannot reply to messages from such callers.

When you send a message or respond to an NDR, you can choose from the following special delivery options:

Mark Urgent	The message is sent before regular messages.
Mark Private[1]	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.)

1. Depending on how Cisco Unity is set up, Cisco Unity may offer you the private secure delivery option instead. The private secure option offers the additional benefit of encrypting the message. Ask your Cisco Unity administrator for details.

Do the following procedure to reply to a voice message.

To Reply to a Voice Message

Step 1 In the Cisco Unity Inbox, click the name of the sender.

Step 2 In the open message, click **Reply**, **Reply to All**, or **Resend**, as applicable.

Step 3 To address the message to additional recipients, you can either:

- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
- Click **To**, **Cc**, or **Bcc** to select recipients from the Address Book.

Step 4 If needed, click the **Check Names** icon on the right, then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)

Tip You can click a link to remove an unwanted addressee.

Step 5 Edit the Subject field, if applicable.

Step 6 Select one or more special delivery options, if applicable.

Step 7 On the Media Master control bar, click **Record** and record the message with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 8 When you finish recording, click **Stop**.

To review your message before you send it, click **Play** on the Media Master control bar, or click **Record** to rerecord the message.

Step 9 Click **Send**.

Related Topics

- Changing Recording and Playback Settings, page 15-1
- Managing Receipts, page 9-1

Forwarding a Message by Phone

Messages marked private cannot be forwarded by phone or from the Cisco Unity Inbox. This includes any voice message that you or another Cisco Unity subscriber marked private.

Do the following procedure to forward a message as is or to record an introduction that plays before the forwarded message when using either the standard or Optional conversation 1 styles.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Forward a Message (Standard and Optional Conversation 1 Styles)

Step 1 After listening to the message, press **5** when using standard conversation style.

After listening to the message, press **6** when using Optional conversation 1 style.

Step 2 Follow the Cisco Unity conversation to address the forwarded message. Press **##** to switch between spelling and number entry. (To address the message to a private list, you must switch to number entry.)

Step 3 Once the message is addressed, do one of the following:

- Press **#** to forward the message as is.
- Skip to Step 4 to record an introduction.
- Skip to Step 6 to change addressing, set special delivery, change recording, or review message.

Step 4 Press **2** to record an introduction. Then use the following keys as you record.

Key	Task	Key	Task
8	Pause or resume	**#**	End recording

Step 5 Press **#** to forward the message with the introduction.

Or

Skip to Step 6 to change addressing, set special delivery, change recording, or review message.

Step 6 Press **3** for message options. Then use the following keys to select options, and follow the Cisco Unity conversation to send your message.

Key	Option	Key	Option
1	Change addressing	**3**	Set special delivery
2	Change recording	**4**	Review message

Step 7 Press **#** to forward the message.

Step 8 Follow the Cisco Unity conversation to handle the original message.

Related Topics

- Changing Your Message Addressing Setting, page 14-4
- Changing Private List Settings, page 20-1

Forwarding a Voice Message from Your Cisco Unity Inbox

You can forward messages to other Cisco Unity subscribers, e-mail addresses, and public and private distribution lists. Messages that you or another Cisco Unity subscriber mark private cannot be forwarded to anyone from the Cisco Unity Inbox.

You can forward a message as is or record an introduction that plays before the forwarded message. You can also choose from the following special delivery options:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.)

Do the following procedure to forward a voice message.

To Forward a Voice Message

Step 1 In the Cisco Unity Inbox, click the name of the sender.

Step 2 In the open message, click **Forward**.

Step 3 To address the message to additional recipients, you can either:

- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
- Click **To**, **Cc**, or **Bcc** to select recipients from the Address Book.

Step 4 If needed, click the **Check Names** icon on the right, then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)

Tip You can click a link to remove an unwanted addressee.

Step 5 Select one or more special delivery options, if applicable.

Step 6 On the Media Master control bar, click **Record** and record the message with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 7 When you finish recording, click **Stop**.

To review your message before you send it, click **Play** on the Media Master control bar, or click **Record** to rerecord the message.

Step 8 Click **Send**.

Related Topics

- Changing Recording and Playback Settings, page 15-1
- Changing Private List Settings, page 20-1

Changing Personal Settings

Personal settings control the information about you as a subscriber on Cisco Unity and some of the choices you make for interacting with Cisco Unity.

This chapter contains the following sections:

- Changing Your Recorded Name, page 13-1
- Changing Your Fax Delivery Phone Number, page 13-2
- Setting Up Alternate Devices, page 13-3
- Changing Your Directory Listing Status, page 13-4
- Changing Your Phone Password, page 13-5

Changing Your Recorded Name

Your recorded name plays with messages that you leave for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

Tip Other Cisco Unity subscribers also do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider re-recording your Cisco Unity voice name to let more people know when you are out of the office.

This section contains two procedures. Do the applicable procedure to change your recorded name by phone (when using either standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Your Recorded Name by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 3 2**.

Step 3 At the tone, record your name, or press ***** to keep the current recording. Use the following keys as you record.

Key	Task	Key	Task
8	Pause or resume	**#**	End recording

Table 13-1 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

To Record or Modify Your Recorded Name from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 On the Media Master control bar, click **Record** and record your name with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 3 When you finish recording, click **Stop**.

Step 4 Click **Save**.

Related Topics

- Changing Recording and Playback Settings, page 15-1
- Cisco Unity Personal Greetings, page 16-1

Changing Your Fax Delivery Phone Number

If you are using the text-to-speech option, you can have your fax messages delivered to a fax machine when you check messages by phone. You also can change the phone number to which your faxes are delivered.

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers. To specify a fax delivery number, use digits 0 through 9. You can also use:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

This section contains two procedures. Do the applicable procedure to change your fax delivery phone number by phone (when using either standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Your Fax Delivery Phone Number by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 2**.

Step 3 After you hear the current phone number, press the applicable key:

Key	Task
1	Keep the current number.
2	Enter a new number.

Table 13-2 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

To Change Your Fax Delivery Phone Number from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 On the Personal Preferences page, in the Fax Delivery Number field, enter the phone number to which you usually want your faxes sent. (The fax ID field is the number which callers use to send you faxes.)

Step 3 Click **Save**.

Setting Up Alternate Devices

In addition to your primary extension, your Cisco Unity administrator may set up alternate extensions for you, and may also allow you to do so in the Cisco Unity Assistant. Administrators set up alternate extensions for various reasons, such as handling multiple line appearances on subscriber phones or simplifying message addressing for subscribers on different Cisco Unity servers.

You may want to use alternate extensions to make calling Cisco Unity from an alternate device, such as a cell phone, a home phone, or a phone at another work site more convenient. When you specify the phone number for an alternative device in the Cisco Unity Assistant, Cisco Unity handles all calls from that number in the same way that it handles calls from your primary extension (assuming that the alternate phone number is passed along to Cisco Unity from the phone system). This means that

Cisco Unity associates the alternate phone number with your account, and when such phones are set to forward to Cisco Unity, callers can listen to your greeting, and leave messages for you, just as they would when dialing your primary extension.

Depending on how Cisco Unity is set up, you may be able to use the Personal Preferences page in the Cisco Unity Assistant to:

- View the alternate extensions that your Cisco Unity administrator specified for you.
- Specify phone numbers for up to five alternate devices, in addition to those that your Cisco Unity administrator specified for you.

Do the following procedure to set up alternate devices in the Cisco Unity Assistant.

To Set Up Alternate Devices

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 In the Alternate Devices table, enter an extension up to 30 characters in length in the Number field.

When entering numbers in the Alternate Devices table, consider the following:

- Each alternate extension that you add must be unique; Cisco Unity will not accept an extension that is already assigned to another subscriber (either as a primary or alternate extension) or to another Cisco Unity entity (such as a public distribution list).
- Enter digits 0 through 9. Do not use spaces, dashes, or parentheses.
- You may also be able to enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Talk to your Cisco Unity administrator to learn more.

Step 3 Optionally, enter a description for the device. For example, you might enter, “Mobile work phone” or “My personal cell phone.”

Step 4 To specify another device, click the **Add Row** button and repeat Step 2 and Step 3.

Step 5 Click **Save**. The alternate devices you specified are enabled for all rows in the table.

Changing Your Directory Listing Status

You can choose whether to be listed in the directory. When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.

Note You must have a recorded name to be listed in the directory.

This section contains two procedures. Do the applicable procedure to change your directory listing status by phone (when using either standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the “Cisco Unity Phone Menus and Shortcuts” chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Your Directory Listing Status by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 3 1**.

Step 3 Press the applicable key:

Key	Task
1	Change your listing status.
2	Keep your current listing status.

Table 13-3 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

To Change Your Directory Listing Status from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 Check the **List In Phone Directory** check box to be listed.

Or

Uncheck the **List In Phone Directory** check box to not be listed.

Step 3 Click **Save**.

Related Topics

- Changing Your Recorded Name, page 13-1
- Changing Recording and Playback Settings, page 15-1

Changing Your Phone Password

Your phone password protects the privacy of your messages and secures your Cisco Unity account from unauthorized access. You can change your phone password at any time.

When you change your phone password, follow the security guidelines provided by your Cisco Unity administrator. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password.

A nontrivial password means that:

- The password is not the same as previous passwords.
- The digits are not all the same (for example, 9999), nor are repeated (for example, 99911).
- The digits are not consecutive in either ascending or descending order (for example, 1234 or 4321).
- The password is not the same as your extension, nor does it spell your name.

To Change Your Phone Password from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 2 In the New Password box, enter a password. Enter digits 0 through 9.

Step 3 In the Confirm New Password box, enter the password again.

Step 4 Click **Save**.

Related Topic

Securing and Changing Your Cisco Unity Passwords, page 5-1

Changing Phone Menu Preferences

Phone menu settings control how you interact with Cisco Unity by phone. By using them in conjunction with message playback settings, you can customize many aspects of the Cisco Unity conversation.

This chapter contains the following sections:

- Changing Your Cisco Unity Conversation Language, page 14-1
- Changing Your Cisco Unity Conversation Menu Style, page 14-2
- Changing the Volume of the Cisco Unity Conversation, page 14-2
- Changing the Speed of the Cisco Unity Conversation, page 14-3
- Changing the Time Format Used for Message Time Stamps, page 14-3
- Changing Your Message Addressing Setting, page 14-4
- Changing What Cisco Unity Plays When You Log On, page 14-4

To learn more about the Cisco Unity conversation, see the "Working With Cisco Unity by Phone" section on page 3-1.

Changing Your Cisco Unity Conversation Language

Depending on how Cisco Unity is set up, you may be able to select the language in which you hear the Cisco Unity conversation. (Your Cisco Unity administrator sets the language in which callers hear the Cisco Unity conversation.)

You change your conversation language only from the Cisco Unity Assistant, not by phone.

To Change Your Cisco Unity Conversation Language

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 In the Language list, click the language in which you want to hear the Cisco Unity conversation.

Step 3 Scroll to the bottom of the page, and click **Save**.

Changing Your Cisco Unity Conversation Menu Style

You can hear either full or brief menus when you access Cisco Unity by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

This section contains two procedures. Do the applicable procedure to change the conversation menu style by phone (when using either standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Your Cisco Unity Menu Style by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 3**.

Step 3 Press **1** to switch between full and brief menus.

Table 14-1 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

To Change Your Cisco Unity Menu Style from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 On the Phone Menu Preferences page, in the Menu Style list, choose the menu style that you want to hear:

Full	Cisco Unity plays comprehensive instructions; click if you are a new Cisco Unity user.
Brief	Cisco Unity plays abbreviated versions of the full menus; click if you are a more experienced user.

Step 3 Scroll to the bottom of the page, and click **Save**.

Changing the Volume of the Cisco Unity Conversation

Depending on how Cisco Unity is set up, you may be able to use the Cisco Unity Assistant to set the volume level at which you hear the Cisco Unity conversation. You can also adjust the volume temporarily from most phones.

Note The volume that you specify here does not affect the volume of recorded voice names, messages, or subscriber greetings.

To Change the Volume for the Cisco Unity Conversation

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 In the Volume list, click the level at which you want to hear the Cisco Unity conversation.

Step 3 Scroll to the bottom of the page, and click **Save**.

Related Topic

Changing Playback Volume for Messages, page 15-2

Changing the Speed of the Cisco Unity Conversation

Depending on how Cisco Unity is set up, you may be able to use the Cisco Unity Assistant to set the speed at which you hear the Cisco Unity conversation.

Note The speed that you specify here does not affect the speed of recorded voice names, messages, or subscriber greetings.

To Change the Cisco Unity Conversation Speed

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 In the Speed list, click the level at which you want to hear the Cisco Unity conversation.

Step 3 Scroll to the bottom of the page, and click **Save**.

Related Topic

Changing Playback Speed for Messages, page 15-4

Changing the Time Format Used for Message Time Stamps

You can select the time format used for the message time stamps that you hear when you listen to your messages by phone. The following time formats are available:

12-Hour Clock	You hear “1:00 p.m.” when listening to the time stamp for a message left at 1:00 p.m.
24-Hour Clock	You hear “1300” when listening to the time stamp for a message left at 1:00 p.m.

You change your time-stamp preference only from the Cisco Unity Assistant, not by phone.

To Change the Time Format Used for Message Time Stamps

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 On the Phone Menu Preferences page, in the Time Format list, choose the time format that you want to use.

Step 3 Scroll to the bottom of the page, and click **Save**.

Related Topics

- What You Hear When You Check Messages, page 18-1
- Changing What Cisco Unity Plays Before and After a Message, page 18-5

Changing Your Message Addressing Setting

Cisco Unity provides two ways to address messages to other subscribers by using your phone keypad:

- Spell a subscriber name.
- Enter a subscriber extension.

You change the message addressing setting that Cisco Unity uses by default only from the Cisco Unity Assistant, not by phone. Depending on how Cisco Unity is set up, you may be able to switch between spelling and number entry by pressing ## when you are prompted to address a message over the phone—regardless of the message addressing setting that you choose in the Cisco Unity Assistant.

To Change Your Message Addressing Setting

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 On the Phone Menu Preferences page, in the When Addressing a Message Let Me Identify a Subscriber By section, click the option that you want to use as the default for messages that you send.

Step 3 Scroll to the bottom of the page, and click **Save**.

Changing What Cisco Unity Plays When You Log On

You can control what Cisco Unity plays when you log on by phone:

- You can choose whether or not Cisco Unity plays your recorded name.
- You can choose the types of messages for which Cisco Unity announces count totals when you check messages by phone.

You change your logon conversation only from the Cisco Unity Assistant, not by phone.

To Change Your Logon Conversation

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 On the Phone Menu Preferences page, in the After Logging On Play section, check the **My Recorded Name** check box to hear your recorded name when you call Cisco Unity and log on.

Uncheck the **My Recorded Name** check box to have Cisco Unity proceed directly to your message count when you call Cisco Unity and log on.

Step 3 In the For New Messages Play section, check any of the following check boxes, depending on the message counts you want to hear and whether you have the text-to-speech and fax options:

Message Count Totals	Check this check box to have Cisco Unity announce the total number of all messages (voice, fax, and receipts).
Voice Message Counts	Check this check box to have Cisco Unity announce the number of voice messages.
E-mail Message Counts[1]	Check this check box to have Cisco Unity announce the number of e-mail messages.
Fax Counts[2]	Check this check box to have Cisco Unity announce the number of fax messages.

1. Although e-mail counts are offered on the Phone Menu Preferences page, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option.
2. Although fax counts are offered on the Phone Menu Preferences page, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.

Step 4 In the For Saved Messages Play section, check the **Message Count Totals** check box to have Cisco Unity announce the total number of all saved messages (voice, fax, and receipt messages).

Step 5 Click **Save**.

Related Topics

- What You Hear When You Check Messages, page 18-1
- Changing Your Recorded Name, page 13-1

Changing Recording and Playback Settings

Recording and playback settings allow you to control which devices you use to record and play messages, and to change playback volume and adjust playback speed.

This chapter contains the following sections:

- Choosing Recording and Playback Devices, page 15-1
- Changing Playback Volume for Messages, page 15-2
- Changing Playback Speed for Messages, page 15-4

Choosing Recording and Playback Devices

You can choose the devices you use for recording and playback in Cisco Unity:

Recording	You speak into your phone or into a multimedia microphone (if your computer has one).
Playback	You hear recordings through your phone or through multimedia speakers (if your computer has them). **Note** If you play messages through multimedia speakers while working in a low-bandwidth environment, sound quality may suffer. To improve sound quality when using the Cisco Unity Inbox, ask your Cisco Unity administrator for assistance.

The phone offers the best sound quality for recordings. By default, the Media Master control bar uses the phone as the recording and playback device.

Do the following procedure to choose recording and playback devices from any Media Master control bar.

Note that updates to the Media Master are saved per user, per computer. If you also use another computer to access the Media Master (for example, a computer at home), you need to update the Media Master settings on the second computer as well.

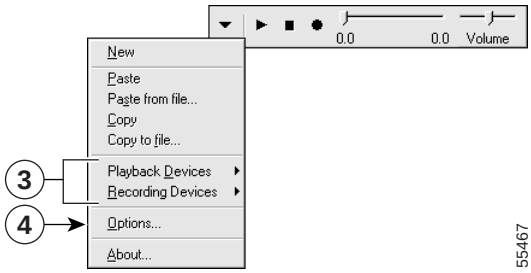
To Choose Recording and Playback Devices from a Media Master Control Bar

Step 1 Access the Cisco Unity Assistant.

Step 2 In the Cisco Unity Assistant, go to a page that contains a Media Master control bar. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)

Step 3 On the Options menu, click either **Playback Devices** or **Recording Devices**, and choose the device that you want to use in the list.

The <Use Preferred Device> option refers to the recording and playback devices that are set for your computer (on the Windows Start menu, click Settings > Control Panel > Sounds and Multimedia). Refer to Windows Help for more information on preferred devices.



Step 4 If you chose Phone for your playback or recording device, confirm that the phone information is correct:

a. On the Options menu, click **Options**.

b. In the dialog box, confirm that your extension and the name of your Cisco Unity server is correct. (If you do not know the server name, contact your Cisco Unity administrator.)

c. Click **OK**.

Changing Playback Volume for Messages

You can adjust the playback volume of your messages in several ways. As you listen to a message by phone, you can adjust the volume by using the phone keypad (the change does not affect the playback volume of other messages). To adjust the playback volume for all messages that you listen to by using the phone, you use the Volume setting in the Cisco Unity Assistant.

To adjust the volume of the messages that you listen to through your computer speakers, you use a Media Master control bar.

Do the applicable procedure to change playback volume by phone, from the Cisco Unity Assistant, or from any Media Master control bar.

This section contains two procedures to change playback volume by phone. Do the first procedure, "To Change Playback Volume by Phone (Standard Conversation Style)," to check messages when Cisco Unity is set up to play the standard conversation. Do the second procedure, "To Change Playback Volume by Phone (Optional Conversation 1 Style)," when Cisco Unity is set up to play Optional Conversation 1.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

Note The volume that you specify here does not affect the volume of the Cisco Unity conversation, recorded voice names, or subscriber greetings.

To Change Playback Volume by Phone (Standard Conversation Style)

While listening to a message, toggle among these volume settings to adjust the volume of the message:

Press 5 once	Increases the volume.
Press 5 again	Decreases the volume.
Press 5 again	Returns the volume to normal.

To Change Playback Volume by Phone (Optional Conversation 1 Style)

While listening to a message, toggle among these volume settings to adjust the volume of the message:

Press 9	Increase the volume.
Press 7	Decrease the volume.
Press 8	Return the volume to normal.

To Change Playback Volume from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 2 In the Volume list, click **Low**, **Medium**, or **High** to select the playback volume for all messages that you listen to by phone.

Step 3 Scroll to the bottom of the page, and click **Save**.

To Change Playback Volume from a Media Master Control Bar

Step 1 Access the Cisco Unity Assistant.

Step 2 In the Cisco Unity Assistant, go to a page that contains a Media Master control bar. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)

Step 3 On the Media Master control bar, click and drag the Volume Control slider to decrease or increase playback volume, as desired.

Step 4 Play the recording to save the volume setting for all messages that you listen to through your computer speakers.

Related Topic

Changing the Volume of the Cisco Unity Conversation, page 14-2

Changing Playback Speed for Messages

You can adjust the playback speed of your messages by phone or from a Media Master control bar. As you listen to a message by phone, you can adjust the playback speed by using the phone keypad (the change does not affect the playback speed of other messages).

To adjust the playback speed of all messages that you listen to through your computer speakers, you use a Media Master control bar in the Cisco Unity Inbox. Note that you cannot adjust playback speed from the Cisco Unity Assistant.

This section contains two procedures. Do the applicable procedure to change your playback speed by phone (when using either standard or Optional conversation 1 styles) or from a Media Master control bar.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

Note The speed that you specify here does not affect the speed of the Cisco Unity conversation, recorded voice names, or subscriber greetings.

To Change Playback Speed by Phone (Standard and Optional Conversation 1 Styles)

While listening to a message, toggle among the following speed settings:

Press 4 once	Slow playback.
Press 4 again	Slower playback.
Press 6 once	Fast playback.
Press 6 again	Faster playback.

To Change Playback Speed from a Media Master Control Bar

Step 1 Access your Cisco Unity Inbox.

Step 2 In your Cisco Unity Inbox, click the name of a message sender to open the message in a new window.

Step 3 On the Media Master control bar, click and drag the Speed Control slider for slower or faster playback, as desired.

Step 4 Play the recording to save the speed setting for all messages that you listen to with your computer speakers.

Related Topic

Changing the Speed of the Cisco Unity Conversation, page 14-3

Changing Greeting Settings

Cisco Unity allows you to record up to five personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled.

This chapter contains the following sections:

- Cisco Unity Personal Greetings, page 16-1
- Enabling, Recording, and Disabling a Greeting, page 16-2

Cisco Unity Personal Greetings

Table 16-1 describes the available greetings. Note that Cisco Unity plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Table 16-1 Cisco Unity Greetings

Alternate Greeting	Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until....”) As long as it is enabled, the alternate greeting overrides all other greetings. Your Cisco Unity administrator specifies whether Cisco Unity transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is enabled. The Alternate Greeting page in the Cisco PCA indicates the caller options that your administrator has enabled for you. It is important to note that caller options do not apply when an outsider caller or another subscriber dials your extension directly. **Tip** Other Cisco Unity subscribers also do not hear your alternate greeting when they send messages to you by phone. In addition to enabling your alternate greeting, consider re-recording your Cisco Unity voice name to let more people know when you are out of the office. Your recorded name plays when subscribers address messages to you and when callers look you up in directory assistance. See the “Changing Your Recorded Name” section on page 13-1. The Cisco PCA displays a reminder when you have your alternate greeting turned on. Depending on how Cisco Unity is set up, Cisco Unity may also play a prompt to remind you when your alternate greeting is enabled after you log on by phone.

Table 16-1 Cisco Unity Greetings (continued)

Busy Greeting	Enable this greeting to indicate when you are on the phone. (For example, "I am currently on another line, please leave a message....") As long as it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy. Note that not all phone systems provide the support necessary for the Cisco Unity busy greeting to work. For assistance, talk to your Cisco Unity administrator.
Internal Greeting	Enable this greeting to provide information that coworkers need to know. (For example, "I will be in conference room B until noon today....") As long as it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone. Note that not all phone systems provide the support necessary for the Cisco Unity internal greeting to work. For assistance, talk to your Cisco Unity administrator.
Closed (Off Hours) Greeting	Enable this greeting if you want Cisco Unity to play a special greeting during the nonwork hours that your Cisco Unity administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are...") As long as it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.
Standard Greeting	This greeting plays during the work hours that your Cisco Unity administrator specified for your organization, or in other situations when no other greeting is enabled. By design, the standard greeting cannot be disabled. Cisco Unity prompts you to record the standard greeting when you enroll as a subscriber. (For example, "I am away from my desk right now...")

Enabling, Recording, and Disabling a Greeting

You can manage all five of your greetings by phone or from the Cisco Unity Assistant. When you enable a greeting, you specify how long you want it enabled. Cisco Unity will play the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting is automatically disabled. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation. You can also enable a greeting to play indefinitely, which is useful when you enable a busy or a closed greeting.

You choose from one of the following sources to specify what callers hear when a greeting is enabled:

My Personal Greeting	Cisco Unity plays a greeting that you record.
System Greeting	Cisco Unity plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available"). If you do not have a recorded name, Cisco Unity plays your extension instead. When a greeting is enabled but not recorded, Cisco Unity plays a prerecorded system greeting.

Note Recording a greeting does not enable it.

You can disable a greeting at any time. When a greeting is disabled, Cisco Unity no longer plays it, though the recording is not erased. (However, note that if you enable the system greeting when you already recorded a personal greeting, your personal greeting is no longer available by phone. Use the Cisco Unity Assistant to listen to and re-enable the last personal greeting that you recorded, or use either the phone or the Cisco Unity Assistant to record and enable a new personal greeting.)

This section contains several procedures. Do the applicable procedure to change your greetings by phone (when using standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Rerecord Your Current Greeting by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 1**.

Step 3 After Cisco Unity plays your current greeting, press **1** to rerecord it. Then use the following keys as you record.

Key	Task	Key	Task
8	Pause or resume	**#**	End recording

Table 16-2 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

To Enable and Disable Your Alternate Greeting by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 1**.

Step 3 Press **#** to skip hearing your current greeting.

Step 4 Press **2** to enable or disable your alternate greeting. (When your alternate greeting is enabled, pressing 2 disables it; when it is disabled, pressing 2 enables it.)

Step 5 If you enabled your alternate greeting, either:

Press **1** to specify the day and time when you want Cisco Unity to disable it. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.

Or

Press **2** to enable it indefinitely.

To Change Your Other Greetings by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 1**.

Step 3 Press **#** to skip hearing your current greeting.

Step 4 Press **3** to edit settings for your other greetings. Then use the following keys to select the greeting that you want to change.

Key	Task
1	Standard greeting
2	Closed greeting
3	Alternate greeting
4	Busy greeting
5	Internal greeting

Step 5 After Cisco Unity plays the greeting, use the following keys to change it.

Key	Task	Key	Task
1	(Re)record	*****	Cancel or back up
2	Use system greeting	**0**	Help
3	Enable/Disable greeting		

If you rerecord your greeting, use the following keys as you record.

Key	Task	Key	Task
8	Pause or resume	**#**	End recording

To Change Your Greetings from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the menu bar, click **Greetings**.

Step 2 Click the greeting you want to change.

Step 3 To enable the greeting, skip to Step 4.

Or

Click **Disabled** to disable it. Then skip to Step 6.

Step 4 Choose one of the following options:

- To enable the greeting to play indefinitely, click **Enabled With No End Date and Time**.

- To enable the greeting to play for a specified time, click **Enabled Until**, then enter the greeting expiration date. Cisco Unity will automatically disable the greeting on the day and at the time you specify.

Step 5 Choose what callers hear when the greeting is enabled:

- To record your own greeting, click **My Personal Greeting**. Then, on the Media Master control bar, click **Record** and record your personal greeting with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

When you finish recording, click **Stop**.

- To use the prerecorded system greeting, click **System Default Greeting**.
- To use a blank recording, click **Nothing**.

Step 6 Click **Save**.

Related Topic

Changing Recording and Playback Settings, page 15-1

Changing Call Transfer and Screening Options

Call transfer and screening settings control how Cisco Unity handles your incoming calls from callers who did not dial you directly.

Transfer and screening settings apply only when calls are routed to you from the main greeting recorded for your organization, directory assistance, or a similar automated call handler that your Cisco Unity administrator set up to assist callers who dial the main phone number for your organization. This means that when an outside caller or another subscriber dials your extension to reach you by phone, your Cisco Unity transfer and screening settings do not apply.

Table 17-1 describes the different types of settings.

Table 17-1 Cisco Unity Call Transfer and Screening Settings

Call Transfer Settings	You can choose to answer calls from callers who do not dial you directly, or you can have indirect calls routed to your greeting. When you choose to answer indirect calls at your extension or at another extension you specify, you may also be able to indicate how you want Cisco Unity to handle the calls when your phone is busy[1].
Caller Message Settings	You can choose whether callers who do not dial you directly can edit their messages and mark them urgent.
Call Screening Settings[1]	You can choose to have Cisco Unity screen calls from callers who do not dial you directly. You can specify that Cisco Unity ask for the name of the caller and play the name for you before connecting the call. Cisco Unity can also tell you when it connects the call, or give you the option of taking an indirect call or routing it to your greeting for the caller to leave a message.

1. Busy and screening settings are unavailable when Cisco Unity is not set up to handle indirect calls; for some organizations, the phone system handles both calls from callers who did not dial you directly and calls from callers who do.

This chapter contains the following sections:

- Changing Call Transfer Options, page 17-2
- Changing Caller Message Options, page 17-3
- Changing Your Call Screening Options, page 17-4

Tip To set up call transfers for direct calls to your extension, talk to your Cisco Unity administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

Changing Call Transfer Options

Call transfer options allow you to choose to have indirect calls ring your extension, ring another extension or phone number that you specify, or you can have calls from callers who do not dial you transferred directly to voice mail, so your phone does not ring at all. (When you send calls to voice mail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.)

When you choose to answer indirect calls at your extension, you can indicate what you want Cisco Unity to do when your phone is busy. Cisco Unity provides the following options:

Send Callers to Voice Mail	Without offering the option to hold, Cisco Unity plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Cisco Unity puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Cisco Unity gives the caller the options of holding or leaving a message.

Tip To set up call transfers for direct calls to your extension, talk to your Cisco Unity administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

This section contains two procedures. Do the applicable procedure to change your call transfer settings by phone (when using standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Call Transfer Settings by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 4**.

Step 3 After Cisco Unity announces your current call transfer settings, use the following keys to change them.

Key	Task
1	Switch between transferring calls to a phone and to voice mail.
2	Change your transfer phone number. To transfer calls to an external phone number, contact your Cisco Unity administrator. **Note** Simply changing your transfer number does not change whether calls are transferred to a phone or sent to voice mail. Cisco Unity transfers calls to your transfer number only if you also specify that Cisco Unity transfers your calls to a phone.

Table 17-2 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

To Change Call Transfer Settings from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.

Step 2 In the Transfer Calls To field, choose whether to transfer calls to your extension, or another number, or transfer calls directly to voice mail:

- To transfer calls to your extension, click **Extension <Your Extension>**.
- To transfer calls to another number, click the radio button for the unlabeled box, then enter a transfer number. (To transfer calls to an external phone number, such as a home or cell phone, contact your Cisco Unity administrator.)
- To transfer calls directly to voice mail, click **My Personal Greeting**.

Note As a convenience, you can edit the transfer number in the unlabeled box even when you have specified that Cisco Unity transfers calls to your extension or sent to voice mail. Cisco Unity will transfer calls to the number in the box only if you also click the radio button adjacent to it.

Step 3 If you choose to transfer calls to your extension, in the If My Extension Is Busy list, choose how you want Cisco Unity to handle calls when your phone is busy.

Step 4 Click **Save**.

Changing Caller Message Options

Caller message options allow you to choose what callers can do when they leave messages for you. Cisco Unity provides the following options:

Callers Can Edit the Message	Cisco Unity gives callers the options of listening to, adding to, rerecording, or deleting their messages.
Callers Can Mark the Message as Urgent	Cisco Unity asks callers if they want to mark their messages urgent.

You can change your caller message options only from the Cisco Unity Assistant, not by phone.

To Change Caller Message Options

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.

Step 2 Check or uncheck one or both of the **Listen To And Re-Record The Message** and **Mark The Message As Urgent** check boxes.

Step 3 Click **Save**.

Changing Your Call Screening Options

Cisco Unity provides the following call screening options:

Tell You When the Call Is Connected	Check this box so that Cisco Unity tells you when it connects the call.
Tell You Who The Call Is For	Cisco Unity plays the recorded name attached to the dialed extension. Use this setting when two or more people share a phone.
Ask You If You Want To Take the Call	Cisco Unity asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Cisco Unity records the name of the caller and plays it for you before connecting the call.

Tip To set up call screening for direct calls to your extension, talk to your Cisco Unity administrator. Your desk phone or even the phone system that your organization uses may offer screening features that you can use to manage direct calls.

You can change your call screening options only from the Cisco Unity Assistant, not by phone.

To Change Your Call Screening Options

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.

Step 2 In the Screen Calls section, check one or more boxes to change your screening options. When you do, consider the following:

- If you want the option to decline a call for someone you share a phone with, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want To Take The Call** check boxes.
- If you want the option to accept or decline calls based on the identity of the caller, check both the **Ask Me If I Want To Take The Call** and the **Ask For Caller's Name** check boxes.
- If you want the option of declining a call and routing it to your greeting after hearing the name of the caller, check both the **Ask Me If I Want To Take The Call** and the **Ask For Caller's Name** check boxes.

Step 3 Click **Save**.

Changing Message Playback Settings

You use the Cisco Unity Assistant to specify your message playback preferences when you check messages by phone. You can use the message playback settings in conjunction with the phone menu settings in the Cisco Unity Assistant to customize many aspects of the Cisco Unity conversation.

This chapter contains the following sections:

- What You Hear When You Check Messages, page 18-1
- Enabling the Message Type Menu, page 18-2
- Changing Message Playback Order, page 18-3
- Changing What Cisco Unity Plays Before and After a Message, page 18-5

To learn more about the Cisco Unity conversation, see the "Working With Cisco Unity by Phone" section on page 3-1.

Note Cisco Unity does not allow you to dictate what messages you do not want to hear over the phone. So, you cannot use the message playback preferences to cause Cisco Unity to play one type of message and not play another type.

What You Hear When You Check Messages

When you log on to Cisco Unity by phone, Cisco Unity plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Cisco Unity plays the Main menu:

Key(s)	Task
1	Hear new messages
2	Send a message
3	Review saved messages
4	Change setup options
5	Find a message[1]

1. Depending on how Cisco Unity is set up at your organization, Message Locator may not be available to you.

Once you choose to play either your new or old messages, Cisco Unity plays your messages in the order you specify in the Cisco Unity Assistant (first ordered by your choice of message type and urgency and then ordered by the time that a message was sent). Alternatively, you can enable the Message Type menu, which Cisco Unity plays after you choose whether to play your new or old messages. The Message Type menu allows you to choose which messages you want to hear by type.

By default, Cisco Unity plays information about a message and the message sender before and after playing the message. What you hear about a message and the message sender depends on whether the message was left by another subscriber or an unidentified caller, as indicated in Table 18-1.

Table 18-1 Message Information You Hear

When the Message Is From	Cisco Unity Plays
Cisco Unity subscriber	Message number, time stamp, and recorded name and/or extension of the subscriber who left the message.
Unidentified caller	Message number and time stamp. Cisco Unity may also play the phone number of the caller, if the number is available and Cisco Unity is set up to do so by your administrator.

You use the Cisco Unity Assistant to specify what information Cisco Unity plays about a message and the message sender before and after playing messages.

Related Topics

- Changing What Cisco Unity Plays When You Log On, page 14-4
- Changing the Time Format Used for Message Time Stamps, page 14-3
- Enabling the Message Type Menu, page 18-2
- Changing Message Playback Order, page 18-3
- Changing What Cisco Unity Plays Before and After a Message, page 18-5

Enabling the Message Type Menu

When it is enabled, Cisco Unity plays the Message Type menu before it plays your new and saved messages so that you can choose which messages you want to hear by type:

Key	Task
1	Voice messages
2	E-mails[1]
3	Faxes[2]
4	Receipts[3]
#	All messages

1. Although the e-mail keys are available in the Message Type menu, Cisco Unity plays e-mails only for Unified Messaging subscribers who also have the text-to-speech option.
2. Although the fax keys are available in the Message Type menu, Cisco Unity plays faxes only when the system is using the fax option. Note that with fax messages, Cisco Unity plays only message properties, such as the sender, date, and time.

3. Depending on how Cisco Unity is set up at your organization, you may not receive all types of receipts.

For each type of message that you chose to hear, Cisco Unity plays the messages in the order that you specify in the Cisco Unity Assistant.

The Message Type menu is particularly handy when you want to check for a certain message type by phone, and not check any others. When the Message Type menu is disabled, you will not hear it. (You will also not hear the Message Type menu when you check deleted messages.) Instead, Cisco Unity simply plays your messages according to the order that you specify.

To Enable the Message Type Menu

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.

Step 2 Check the **Message Type Menu** check box.

Step 3 Scroll to the bottom of the page, and click **Save**.

Changing Message Playback Order

You can customize the message playback order for your new, saved, and deleted messages in the Cisco Unity Assistant. For new and saved messages, you can use the playback settings to sort messages in order by message type (for example, voice, fax, or e-mail) and by message urgency. In this way, you can specify that Cisco Unity plays your urgent voice messages first, then your urgent faxes, followed by your normal voice messages, and so on.

By default, new and saved messages are sorted by type in the following order:

1. Urgent voice messages
2. Normal voice messages
3. Urgent faxes
4. Normal faxes
5. Urgent e-mails
6. Normal e-mails
7. Receipts and notices

Except for receipts, note that the messages are sorted so that Cisco Unity plays the urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

According to the order you specify for new and saved messages, Cisco Unity then plays the messages for each type according to the time that a message was sent, so that either the newest or oldest messages are presented first for each message type. For deleted messages, you can indicate only whether Cisco Unity plays the newest or oldest message first, as Cisco Unity does not sort deleted messages by type.

Note You cannot change the playback order for Message Locator. When Cisco Unity finds messages based on the criteria that you enter, they are presented to you in order of oldest to newest messages.

Table 18-2 lists the default order for new, saved, and deleted messages, regardless of type.

Table 18-2 Message Playback Order

Message State	Default Order
New	Oldest message first
Saved	Newest message first
Deleted	Newest message first

To illustrate how message playback order works, Table 18-3 shows the order in which Cisco Unity plays messages when you listen to messages on a Thursday afternoon (based on the default order settings).

Table 18-3 Example of How Message Playback Order Works

New Messages	Saved Messages	Deleted Messages[1]
1. Urgent voice message sent Tuesday at 10:30 a.m.	**1.** Urgent voice message sent Tuesday at 2:13 p.m.	**1.** Normal voice message sent Thursday 8:30 a.m.
2. Urgent voice message sent Tuesday at 2:13 p.m.	**2.** Urgent voice message sent Tuesday at 10:30 a.m.	**2.** Urgent e-mail message sent Wednesday at 4:10 p.m.
3. Normal voice message sent Wednesday at noon.	**3.** Normal voice message sent Thursday 8:30 a.m.	**3.** Normal voice message sent Wednesday at noon.
4. Normal voice message sent Thursday at 8:30 a.m.	**4.** Normal voice message sent Wednesday at noon.	**4.** Urgent voice message sent Tuesday at 2:13 p.m.
5. Urgent e-mail message sent Wednesday at 4:10 p.m.	**5.** Urgent e-mail message sent Wednesday at 4:10 p.m.	**5.** Urgent voice message sent Tuesday at 10:30 a.m.

1. Depending on how Cisco Unity is set up, you may not be able to play deleted messages over the phone.

You can set the order in which Cisco Unity plays your messages only from the Cisco Unity Assistant, not by phone.

To Change Message Playback Order

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.

Step 2 In the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order that you want them played.

Step 3 On the Then By menu, click **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)

Step 4 In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order that you want them played.

Step 5 On the Then By menu, click **Newest First** or **Oldest First** to specify the message order for all saved messages.

Step 6 Scroll to the bottom of the page, and click **Save**.

Changing What Cisco Unity Plays Before and After a Message

By default, Cisco Unity plays information about a message and the message sender before and after playing the message. You can change what you hear and when you hear it by using the Cisco Unity Assistant.

You can specify whether you want Cisco Unity to play all, none, or a combination of the following options before each message:

Sender's Information	If available, Cisco Unity plays the recorded name of the subscriber who sent a message. Depending on how Cisco Unity is set up, it may also play either the phone number of an unidentified caller (if available) or the extension of the subscriber who sent the message.
Message Number	Cisco Unity announces the sequential number of a message. (For example, "Message 1, a voice message…Message 2, a voice message…") Although you can turn off message counts in the Cisco Unity Assistant, it is handy to know how many messages you have. (This is especially true for saved messages as you can skip ahead or back to a particular saved message by entering the message number.)
Time the Message Was Sent	Cisco Unity announces the day, date, and time that a message was sent.

The options are a subset of the message properties that Cisco Unity can play. You can also specify whether you want Cisco Unity to play the time that a message was sent after each message.

For receipts, the information that Cisco Unity plays differs slightly. Whether Cisco Unity plays the time stamp and reason for a receipt before or after the list of recipient(s), depends on how many recipients are associated with the receipt:

Table 18-4 Receipt Information You Hear

Recipients Associated with Receipt	Time Stamp and Reason Is Played
1	After the recipient name
More than 1	Before the recipient list

To Change What Cisco Unity Plays Before and After a Message

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.

Step 2 Scroll down to the **Before Playing Each Message Play** section, and check or uncheck any or all of the following check boxes to specify what information Cisco Unity plays before each message:

- Sender's Information
- Message Number
- Time the Message Was Sent

Step 3 In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Cisco Unity plays the message time stamp before playing each message.

Step 4 Click **Save**.

Related Topics

- Changing What Cisco Unity Plays When You Log On, page 14-4
- Changing the Time Format Used for Message Time Stamps, page 14-3
- Managing Receipts, page 9-1

Changing Message Notification Settings

Cisco Unity can call a phone or pager to notify you of new messages. Cisco Unity can also send message notifications in the form of text and SMS messages (for example, “Urgent message for Technical Support” or “You have new voice messages”) to e-mail addresses, text pagers, text-compatible cell phones, and other such devices. If you use the Cisco Unity Inbox, you can also set up message notification so that you receive an e-mail with a link to your Cisco Unity Inbox whenever a new message arrives. (Note that you may not be able to access the Cisco Unity Inbox across a firewall.) Your Cisco Unity administrator can tell you whether these options are available to you.

Cisco Unity calls a phone or pager or sends a text message based on the notification schedules and contact options that you set in the Cisco Unity Assistant. You use the Cisco Unity Assistant to set up the following notification devices: a home phone, work phone, several alternative phones, pagers (including text pagers), an SMS device, and the Cisco Unity Inbox.

Tip You can set up text pager devices in the Cisco Unity Assistant to e-mail message notifications not only to text pagers, but to text-compatible cell phones and other e-mail accounts (such as a home e-mail address) as well.

Using the phone, you can only turn notification on and off and change notification phone numbers for your home phone, work phone, a pager, and a spare phone.This chapter contains the following sections:

- Using the Cisco Unity Assistant to Set Up a Notification Device, page 19-1
- Cascading and Chaining Message Notifications, page 19-8
- SMS (SMPP) Text Message Notification Considerations, page 19-9
- Enabling or Disabling a Notification Device by Phone, page 19-9
- Changing a Notification Phone Number by Phone, page 19-10

Using the Cisco Unity Assistant to Set Up a Notification Device

You can set up all your notification devices in the Cisco Unity Assistant. For Cisco Unity to make notification calls, the phone or pager must be enabled, or turned on. Disabling a notification device does not delete its settings. Cisco Unity considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

You can change the type of messages that Cisco Unity notifies you of, your notification schedules, and the contact options for your notification devices only from the Cisco Unity Assistant, not by phone. For each notification device you want to set up, do the applicable procedure in this section.

- To Set Up or Change Phone or Pager Notification Devices from the Cisco Unity Assistant, page 19-2
- To Set Up or Change an SMS (SMPP) Notification Devices from the Cisco Unity Assistant, page 19-4
- To Set Up or Change Text Pager Notification Devices from the Cisco Unity Assistant, page 19-5
- To Set Up or Change the Cisco Unity Inbox Notification Device from the Cisco Unity Assistant, page 19-7

To Set Up or Change Phone or Pager Notification Devices from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.

Step 2 Click the notification device that you want to change or set up.

Step 3 Check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.

Step 4 In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9).

Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Cisco Unity administrator.

Step 5 Check the **Try To Detect Connection** check box if you want Cisco Unity to automatically try to detect a connection to the phone or pager before dialing extra digits.

Step 6 In the Dial Extra Digits field, enter any extra digits that Cisco Unity will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.

Step 7 In the Dial After field, enter the number of seconds that Cisco Unity waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.)

Step 8 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Cisco Unity makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.

Timesaver There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 9 Specify the timing and frequency of the calls that Cisco Unity makes to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Cisco Unity waits to makes the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
Contact Me Each Time a New Messages Arrives	Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After <x> Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After <x> Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.
If <Device> Does Not Answer	Cisco Unity follows your settings for an unanswered device. Indicate settings for: • Hang Up After <x> Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone. • Try Again <x> Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others. • Try Again After <x> Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time.
If <Device> Is Busy	Cisco Unity follows your settings for a busy device. Indicate settings for: • Try Again <x> Times—Choose a higher number if you use the phone frequently. • Try Again After <x> Minutes—Choose a higher number if you have long phone conversations.
If Notification Fails Try	Select an option for an additional device to send notification to when the first device does not answer or is busy. Cisco Unity calls the alternate device only if it is enabled and its schedule is current.

Step 10 Click **Save**.

To Set Up or Change an SMS (SMPP) Notification Devices from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.

Step 2 Click **SMS (SMPP)**.

Step 3 In the To field, enter the phone number for your SMS device.

The format and the number you enter depends on the SMPP provider. For example, you may need to include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for your device: +12065551234. Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Ask your Cisco Unity administrator for assistance if you experience difficulties.

Step 4 In the From field, what you enter depends on the SMPP provider:

- If the SMPP provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity server.
- If the SMPP provider does not require a “source address,” enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity when you are not dialing from your desk phone.) Like the To field, the format and the number you enter depends on the SMPP provider.

Ask your Cisco Unity administrator to assist you if you are not sure what to enter in this field.

Tip For SMS (SMPP) devices, consider that some service providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a callback number, try entering the number within the text of your message. For example, enter: tel:2065551234 in the Text field (see Step 5).

Step 5 In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity sends this message.

Step 6 In the SMPP Provider list, select a provider, then check the **Notification Enabled** check box to enable the device.

If you are uncertain which SMPP provider to choose or if there are no providers in the list, contact your Cisco Unity administrator.

Step 7 In the Voice Messages, E-Mails and Faxes lists, choose the types of messages and message urgency for which Cisco Unity will call the device. When None is selected, Cisco Unity does not call the device when a new message of that type arrives.

Step 8 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Cisco Unity makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.

Timesaver There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 9 Specify the timing and frequency of the calls that Cisco Unity makes to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Cisco Unity waits to makes the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
Contact Me Each Time a New Messages Arrives	Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After <x> Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After <x> Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.

Step 10 Click **Save**.

Related Topic

SMS (SMPP) Text Message Notification Considerations, page 19-9

To Set Up or Change Text Pager Notification Devices from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.

Step 2 Click the text pager that you want to change or set up.

Step 3 Check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.

Step 4 In the To field, enter the e-mail address of the text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address).

Step 5 In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity when you are not dialing from your desk phone.)

Tip If you have a text-compatible cellular phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

Step 6 In the Text field, enter any text you want displayed (for example, "You have voice mail"). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity sends this message.

Step 7 In the Voice Messages, E-Mails and Faxes lists, choose the types of messages and message urgency for which Cisco Unity will call the device. When None is selected, Cisco Unity does not call the device when a new message of that type arrives.

Step 8 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Cisco Unity makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.

Timesaver There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 9 Specify the timing and frequency of the calls that Cisco Unity makes to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Cisco Unity waits to makes the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.

Contact Me Each Time a New Messages Arrives	Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After <x> Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After <x> Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.

Step 10 Click **Save**.

To Set Up or Change the Cisco Unity Inbox Notification Device from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.

Step 2 Click **Text for Cisco Unity Inbox**.

Step 3 Check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.

Step 4 In the To field, enter the e-mail address of the text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address).

Step 5 In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity when you are not dialing from your desk phone.)

Tip If you have a text-compatible cellular phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

Step 6 In the Voice Messages, E-Mails and Faxes lists, choose the types of messages and message urgency for which Cisco Unity will call the device. When None is selected, Cisco Unity does not call the device when a new message of that type arrives.

Step 7 To set up your notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Cisco Unity makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.

Timesaver There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 8 Specify the timing and frequency of the calls that Cisco Unity makes to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Cisco Unity waits to makes the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
Contact Me Each Time a New Messages Arrives	Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After <x> Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After <x> Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.

Step 9 Click **Save**.

Cascading and Chaining Message Notifications

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients. Alternatively, message notification can be set to "chain" to a series of notification devices if an attempt to send notification to the first selected device fails. (The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.)

When setting up a chain of message notification devices, select the types of messages and message urgency for which Cisco Unity will call only for the first device. If any message types are selected for a device other than the first, message notification for the device will begin immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not occur as a chain but will all be activated simultaneously.

Note To include text pager and SMS (SMPP) devices in a chaining message notification, you must specify the device as last in the chain because notification to these types of devices does not fail.

To set up multiple notification devices to function in a cascading or chaining sequence, you may need to contact your Cisco Unity administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

SMS (SMPP) Text Message Notification Considerations

Depending on how Cisco Unity is set up, SMS (SMPP) notifications may not be available to you. If they are, consider the following before you set up SMS (SMPP) text message notifications:

- SMS (SMPP) notifications are for use with GSM cell phones and other SMS-compatible devices. SMS notifications are generally much faster than (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one.
- SMS service providers often charge for each SMS message or group of messages that Cisco Unity sends. To reduce costs to your organization, consider limiting the number of notifications that you receive by a particular message type or urgency (for example, only voice messages or only voice messages and urgent e-mail messages).
- Some SMS service providers replace the phone number that you enter in the From field on the SMS (SMPP) Notification Device page in the Cisco Unity Assistant with their own phone number. For an alternative way to include a call back number, try the Tip in the "To Set Up or Change an SMS (SMPP) Notification Devices from the Cisco Unity Assistant" procedure.
- The time stamp for an SMS (SMPP) notification on some phones reflects the time that the SMS message was sent by the SMS service provider to your SMS device. For this reason, the time stamp may not reflect your local time zone or preferred time format.

Enabling or Disabling a Notification Device by Phone

By phone, you can only turn notification on and off for your home phone, work phone, a pager, and a spare phone. Additional notification devices can be turned on and off from the Cisco Unity Assistant. Disabling a notification device does not delete its settings.

Do the following procedure to enable or disable a notification device when using standard or Optional conversation 1 styles. Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Enable or Disable a Notification Device by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 1**.

Step 3 After Cisco Unity announces your notification status, press the corresponding key for the phone or pager you want to change:

Key	Option	Key	Option
1	Pager	**3**	Work phone
2	Home phone	**4**	Spare phone

Step 4 Press **1** to enable or disable notification to the phone or pager.

Table 19-1 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

Changing a Notification Phone Number by Phone

By phone, you can change the notification number for your home phone, work phone, a pager, and a spare phone. Additional notification numbers can be changed from the Cisco Unity Assistant.

When entering phone numbers, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers.

Do the following procedure to change a phone number for a notification device when using standard or Optional conversation 1 styles. Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change a Notification Phone Number by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 1**.

Step 3 After Cisco Unity announces your notification status, press the corresponding key for the phone or pager whose number you want to change:

Key	Option	Key	Option
1	Pager	**3**	Work phone
2	Home phone	**4**	Spare phone

Step 4 Press **3** to change the notification number.

Step 5 Enter the new number, or press **#** to keep the current number. (Enter only an extension when you use phone numbers inside your organization for message notification.)

Table 19-2 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

Changing Private List Settings

You can use private distribution lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message.

Cisco Unity provides several private lists for you to personalize. Only you can send voice messages to your private lists. You can do so by phone or from your Cisco Unity Inbox.

This chapter contains the following sections:

- Creating New Private Lists, page 20-1
- Changing the Name of a Private List, page 20-2
- Changing the Members of a Private List, page 20-3
- Deleting Private Lists, page 20-5

Creating New Private Lists

Your Cisco Unity administrator specifies the maximum number of lists that you can manage. Although you can create new private lists by phone, it is easier to do so from the Cisco Unity Assistant.

Do the following procedure to create a private list.

To Create a New Private List from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Private Lists menu, click **New Private List**.

Step 2 In the Name field, enter a display name for the list.

Step 3 On the Media Master control bar, click **Record** and record the name of the list with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 4 When you finish recording, click **Stop**.

Step 5 Click **Add Members**.

Step 6 In the Find Names dialog box, on the Search menu, specify an appropriate search scope. To add subscribers from other locations in your organization, set the search scope to **Global**.

Step 7 In one or more fields, enter the applicable information about the subscriber or public distribution list that you want to add to your new list.

Tip Enter an asterisk (*) in a field to list all subscribers or public distribution lists in a directory. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

Step 8 Click **Find**.

Step 9 In the list of possible matches, check the box next to the subscriber or public distribution list that you want to add to your private list, and then click **Add Members**.

Or

If you do not see the subscriber or public distribution list you seek, try entering different search criteria, then click **Find** to search again. (Remember, you cannot use the Cisco Unity Assistant to add remote users who are not in the directory; instead, use the Cisco Unity conversation to add them to your list.)

Tip When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

Step 10 Repeat Step 5 through 9 until you have finished adding members to your list.

Related Topic

Changing Recording and Playback Settings, page 15-1

Changing the Name of a Private List

Each private list has a recorded name and a display name. When you address messages to private lists by phone, Cisco Unity plays the recorded name so that you can confirm that you have addressed the message to the correct list. You enter the display name in the Cisco Unity Assistant. The name that you enter for each private list is then displayed in the Cisco Unity Inbox Address Book.

This section contains two procedures. Do the applicable procedure to change the name of a private list by phone (when using standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change the Recorded Name of a Private List by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 4 2**.

Step 3 Choose the private list whose name you want to change by pressing the number of the list.

Step 4 Press **4** to record the name. (Note that if the list you chose does not already have members, you must add them before you can record a name for the list.)

Table 20-1 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

To Change the Recorded and Display Names of the Private List from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Private Lists menu, click **View Private Lists**.

Step 2 Click the private list whose name you want to change.

Step 3 In the Name field, delete the old name and enter a new one for the list.

Step 4 On the Media Master control bar, click **Record** and record the new name of the list with your chosen recording device:

Phone	Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone	Speak into the microphone.

Step 5 When you finish recording, click **Stop**.

Step 6 Click **Save**.

Related Topic

Changing Recording and Playback Settings, page 15-1

Changing the Members of a Private List

The maximum number of members that you can add to a private list is specified by your Cisco Unity administrator. Any subscriber or public distribution list that is included in the directory is eligible for membership in your private lists. Depending on how Cisco Unity is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these remote users in your private lists.

One private list cannot be included as a member of another private list. In the event that you attempt to add a subscriber, public distribution list, or remote user who is already a member of your private list, Cisco Unity does not add the member to your list again.

You can add members to your private lists by using either the Cisco Unity phone menus or the Cisco Unity Assistant—with the exception of those users on remote voice messaging systems who are not in the directory. To add remote users to your private lists, you must use the Cisco Unity phone menus.

To review and delete members of your private lists (including remote users, if applicable), you can use either the Cisco Unity phone menus or the Cisco Unity Assistant.

Note Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Cisco Unity administrator should be able to inform you before changes occur, though you will still need to re-add these members to your lists in the event that they are inadvertently removed.

This section contains three procedures. Do the applicable procedure to change the members of a private list by phone (when using standard or Optional conversation 1 styles) or from the Cisco Unity Assistant.

Keypad mappings for other conversation styles are documented in the "Cisco Unity Phone Menus and Shortcuts" chapter. Ask your Cisco Unity administrator which conversation style you are set up to use.

To Change Members of a Private List by Phone (Standard and Optional Conversation 1 Styles)

Step 1 Log on to Cisco Unity.

Step 2 Press **4 2 4 2**.

Step 3 Choose the private list whose members you want to change by pressing the number of the list.

Step 4 After Cisco Unity plays the name of the list, use the following keys to change the members:

Key	Option	Key	Option
1	Add a name	**3**	Remove a name
2	Hear the list of members who belong to your private list	**##**	Switch between spelling and number entry

Table 20-2 Use These Keys Anytime

Key	Task	Key	Task
*****	Cancel or back up	**0**	Help

To Change the Members of a Private List from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Private Lists menu, click **View Private Lists**.

Step 2 Click the private list whose members you want to change.

Step 3 To remove members, check the box to the left of any member that you want to remove from your list, and click **Delete Selected**.

Step 4 To add members, click **Add Members**, and then do the following:

a. In the Find Names dialog box, on the Search menu, specify an appropriate search scope. To add subscribers from other locations in your organization, set the search scope to **Global**.

b. In one or more fields, enter the applicable information about the subscriber or public distribution list that you want to add to your new list.

Tip Enter an asterisk (*) in a field to list all subscribers or public distribution lists in a directory. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

c. Click **Find**.

d. In the list of possible matches, check the box located to the left of the subscriber or public distribution list that you want to add to your private list, and then click **Add Members**.

Or

e. If you do not see the subscriber or public distribution list you seek, try entering different search criteria, then click **Find** to search again. (Remember, you cannot use the Cisco Unity Assistant to add remote users who are not in the directory; instead, use the Cisco Unity conversation to add them to your list.)

Tip When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

f. Repeat Step 4 until you have finished adding members to your list.

Related Topic

Changing Recording and Playback Settings, page 15-1

Deleting Private Lists

Although you can delete individual members of your lists by phone, you cannot delete the list itself. To delete a list—including its recorded and display name and all of it s members at once, use the Cisco Unity Assistant.

Do the following procedure to delete a private list.

To Delete a Private List from the Cisco Unity Assistant

Step 1 In the Cisco Unity Assistant, on the Private Lists menu, click **View Private List**s.

Step 2 Check the box next to the list that you want to delete.

Step 3 Click **Delete Selected Rows** icon.

Related Topic

Changing Recording and Playback Settings, page 15-1

Cisco Unity Phone Menus and Shortcuts

This chapter lists the most frequently used Cisco Unity menus and shortcut key sequences for managing your messages and personal options by phone for each conversation style. Ask your Cisco Unity administrator which conversation style you are set up to use.

- Phone Menus for the Standard Conversation, page 21-1
- Phone Menus for Optional Conversation 1, page 21-4
- Phone Menus for Alternate Keypad Mapping N, page 21-7
- Phone Menus for Alternate Keypad Mapping X, page 21-8
- Phone Menus for Alternate Keypad Mapping S, page 21-10

Phone Menus for the Standard Conversation

This section lists the key sequences for the following menus.

- Main Menu and Shortcuts (Standard Conversation), page 21-1
- Send a Message Menu and Shortcuts (Standard Conversation Style), page 21-2
- During Message Menu and Shortcuts (Standard Conversation Style), page 21-2
- After Message Menu and Shortcuts (Standard Conversation Style), page 21-3

The information is also available as a wallet card, *Cisco Unity Phone Menus and Shortcuts*, at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/wlt/wlt405/sw405ve.pdf.

Main Menu and Shortcuts (Standard Conversation)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
31	Review saved messages
32	Review deleted messages*
4	Change setup options

Key(s)	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer
51	Find messages from a subscriber*
52	Find messages from an outside caller*
53	Find messages from all outside callers*

*Not available on some systems.

Send a Message Menu and Shortcuts (Standard Conversation Style)

After addressing and recording a message, press:

Key(s)	Task
#	Send message
11	Change addressing
12	Change recording
13	Set delivery options
131#	Mark urgent and send
132#	Request return receipt and send
133#	Mark message private and send
13313#	Mark urgent and private and send
134	Set future delivery
14	Review recorded message

During Message Menu and Shortcuts (Standard Conversation Style)

While listening to a message, press:

Key(s)	Task
1	Restart message
12	Play message by number (saved messages only)
14	Play previous saved message

Key(s)	Task
16	Play next saved message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind message
8	Pause/Resume
9	Fast-forward
#	Fast-forward to end
#2	Restore as saved*
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save/Restore as new*
#8	Deliver fax to fax machine*
#9	Play message properties
##	Skip message, save as is
*	Cancel or back up
0	Help

*Not available on some systems.

After Message Menu and Shortcuts (Standard Conversation Style)

After listening to a message, press:

Key(s)	Task
1	Replay message
12	Play message by number (saved messages only)
14	Play previous saved message
16	Play next saved message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message

Key(s)	Task
6	Save/Restore as new*
7	Rewind
8	Deliver fax to fax machine*
9	Play message properties
#	Save as is
*	Cancel or back up
0	Help

*Not available on some systems.

Phone Menus for Optional Conversation 1

This section lists the key sequences for the following menus.

- Main Menu and Shortcuts (Optional Conversation 1 Style), page 21-4
- Send a Message Menu and Shortcuts (Optional Conversation 1 Style), page 21-5
- During Message Menu and Shortcuts (Optional Conversation 1 Style), page 21-5
- After Message Menu and Shortcuts (Optional Conversation 1 Style), page 21-6

The information is also available as a wallet card, *Cisco Unity Phone Menus and Shortcuts*, at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/wlt/wlt405/ow405ve.pdf.

Main Menu and Shortcuts (Optional Conversation 1 Style)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
31	Review saved messages
32	Review deleted messages*
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

Key(s)	Task
51	Find messages from a subscriber*
52	Find messages from an outside caller*
53	Find messages from all outside callers*

*Not available on some systems.

Send a Message Menu and Shortcuts (Optional Conversation 1 Style)

After addressing and recording a message, press:

Key(s)	Task
#	Send message
11	Change addressing
12	Change recording
13	Set delivery options
131#	Mark urgent and send
132#	Request return receipt and send
133#	Mark message private and send
13313#	Mark urgent and private and send
134	Set future delivery
14	Review recorded message

During Message Menu and Shortcuts (Optional Conversation 1 Style)

While listening to a message, press:

Key(s)	Task
1	Rewind
12	Play a saved message by number
14	Play previous saved message
16	Play next saved message
2	Pause/Resume
3	Fast-forward
33	Fast-forward to end
332	Deliver fax to fax machine*
336	Forward message
337	Delete message
338	Reply

Key(s)	Task
3382	Reply to all
339	Save/Restore as saved*
4	Slow playback
44	Slower playback
5	Play message properties
6	Fast playback
66	Faster playback
7	Decrease volume*
8	Reset volume*
9	Increase volume*
#	Skip message, save as is
##	Skip message, save as new (new and saved messages)
*	Cancel or back up
0	Help

*Not available on some systems.

After Message Menu and Shortcuts (Optional Conversation 1 Style)

After listening to a message, press:

Key(s)	Task
1	Skip back
12	Play a saved message by number
14	Play previous saved message
16	Play next saved message
2	Deliver fax to fax machine*
4	Replay message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
88	Call the subscriber*
9	Save/Restore as saved*
#	Save as is
##	Save/Restore as new*
*	Cancel or back up

Key(s)	Task
0	Help

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping N

This section lists the key sequences for the following menus.

- Main Menu and Shortcuts (Alternate Keypad Mapping N), page 21-7
- During Message Menu and Shortcuts (Alternate Keypad Mapping N), page 21-7
- After Message Menu and Shortcuts (Alternate Keypad Mapping N), page 21-8

Main Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
3	Review saved and deleted messages*
4	Change setup options
51	Find messages from a subscriber*
52	Find messages from an outside caller*
53	Find messages from all outside callers*
*****	Exit
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Key(s)	Task
1	Rewind message
3	Fast-forward
6	Skip message, save as is
71	Reply
9	Call the subscriber*

Key(s)	Task
#	Cancel or back up
0	Operator

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Key(s)	Task
4	Rewind
6	Save as is
9	Call the subscriber*
70	Play message properties
71	Reply
72	Replay message
73	Forward message
74	Reply to all
76	Delete
77	Save/Restore as saved*
78	Save/Restore as new*
*	Cancel or back up
0	Operator

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping X

This section lists the key sequences for the following menus.

- Main Menu and Shortcuts (Alternate Keypad Mapping X), page 21-9
- During Message Menu and Shortcuts (Alternate Keypad Mapping X), page 21-9
- After Message Menu and Shortcuts (Alternate Keypad Mapping X), page 21-10

Main Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to the Main menu, press:

Key(s)	Task
1	Send a message
2	Hear new messages
3	Review saved and deleted messages*
5	Change setup options
81	Find messages from a subscriber*
82	Find messages from an outside caller*
83	Find messages from all outside callers*
*****	Exit
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to a message, press:

Key(s)	Task
2	Skip to message body
3	Pause/Resume
4	Increase volume*
5	Rewind message
6	Fast-forward
7	Decrease volume*
8	Slow playback
9	Fast playback
#	Fast-forward to end of message

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping X)

After listening to a message, press:

Key(s)	Task
1	Save/Restore as saved*
12	Play message by number (saved messages only)
14	Play previous saved message
16	Play next saved message
2	Forward message
23	Replay message
3	Delete
4	Save/Restore as new*
5	Rewind
6	Save as is
7	Reply
#	Cancel or back up

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping S

This section lists the key sequences for the following menus.

- Main Menu and Shortcuts (Alternate Keypad Mapping S), page 21-10
- During Message Menu and Shortcuts (Alternate Keypad Mapping S), page 21-11
- After Message Menu and Shortcuts (Alternate Keypad Mapping S), page 21-11

Main Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to the Main menu, press:

Key(s)	Task
3	Review saved and deleted messages*
4	Change setup options
5	Hear new messages
6	Send a message
81	Find messages from a subscriber*
82	Find messages from an outside caller*
83	Find messages from all outside callers*
9	Exit

Key(s)	Task
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Key(s)	Task
13	Forward message
14	Call the subscriber*
15	Play previous saved message
17	Reply
2	Rewind message
22	Skip message body
3	Delete
4	Fast-forward
5	Skip message, save as is
7	Save/Restore as saved*
8	Skip to message footer
#	Fast-forward to end of message
*	Pause/Resume

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Key(s)	Task
13	Forward message
15	Play previous saved message
17	Reply
2	Rewind message
22	Replay message
3	Delete
42	Reply to all
44	Call the subscriber*
5	Save as is

Key(s)	Task
6	Save/Restore as new*
7	Save/Restore as saved*
8	Deliver e-mail/fax to fax machine*
9	Play message properties
*****	Cancel or back up

*Not available on some systems.

Media Master Control Bar Keyboard Shortcuts

This chapter lists the keyboard shortcuts that you can use when working with the Media Master control bar.

Key(s)	Task
Alt-Shift-P	Play/Pause
Alt-Shift-S	Stop
Alt-Shift-R	Record/Pause
Alt-Shift-M	Open Options menu
Alt-Shift-F3	Skip back
Alt-Shift-F4	Skip forward
Alt-Shift-F7	Decrease volume
Alt-Shift-F8	Increase volume
Alt-Shift-F11	Slower playback[1]
Alt-Shift-F12	Faster playback[1]

1. Speed control is available only in the Cisco Unity Inbox.

You can also use the keyboard to make selections on the Options menu. Press the letter that is underlined for the option you want to select on the Options menu.

Reference Information

Cisco Unity Phone Numbers	
Your Cisco Unity ID	
Cisco PCA Website (The URL is case sensitive.)	
Cisco Unity Domain and Server Name	
Cisco Unity System Administrator and/or Support Desk Contact Information	

A

alternate extension The addition number(s) assigned to a subscriber. May be used by Cisco Unity administrators to handle multiple line appearances on subscriber phones, or as a convenience for subscribers and callers who want to communicate by using a cell phone, home phone, or phone at an alternate work site in addition to a subscriber phone. See also extension and primary extension.

alternate greeting A substitute recording that can be turned on and off; it is used for a variety of special situations, such as vacations or a holiday. When enabled, the alternate greeting overrides all other greetings.

ANI Automatic number identification.

audiotext Prerecorded information that an organization makes available to callers.

automated attendant A call handler that is used in place of a human operator to answer and direct calls by playing greetings and responding to touchtones. See also call handler.

automatic number identification See ANI.

B

busy greeting The recording that plays when a subscriber extension is busy.

C

call handler A tool for managing calls in Cisco Unity; it answers calls and handles them according to the settings specified by the Cisco Unity administrator. See also automated attendant.

call screening The Cisco Unity function of recording the name of a caller and playing it for the subscriber, who can choose whether to take the call.

Call screening options apply only to calls that were routed to the subscriber from the automated attendant or another call handler, and not on direct calls to subscriber extensions. (Screening options do not apply when an outsider caller or another subscriber dials a subscriber extension directly.)

call transfer The Cisco Unity function of routing calls from the automated attendant or a directory handler to a phone or to the greetings of a subscriber or handler. Call transfer options do not apply when an outsider caller or another subscriber dials a subscriber extension directly. See also unidentified caller.

Cisco Unity Assistant The Web interface that gives subscribers the ability to customize personal settings—including recorded greetings and message delivery options—on their computers.

Cisco Unity conversation The set of prerecorded instructions and options that Cisco Unity plays over the phone to subscribers and other callers.

Cisco Unity Inbox A website through which subscribers listen to, compose, reply to, forward, and delete voice messages from a "virtual" Inbox. With the fax option, subscribers can also use the Cisco Unity Inbox to manage faxes.

closed greeting The recording that plays during the closed hours for the active schedule.

closed hours The hours and days for an organization that have not been identified as standard hours; these are typically nonbusiness hours.

codec An analog-to-digital coder/decoder; also referred to as a converter.

conversation See Cisco Unity conversation.

D

directory assistance The audio listing provided by a directory handler that callers can use to reach subscribers and to leave messages.

distribution list See public distribution list or private distribution list.

E

enrollment See subscriber enrollment.

extension The ID that is assigned to each subscriber when their Cisco Unity accounts are created; typically, this ID is the internal phone number that rings a subscriber phone. Also called the primary extension. See also alternate extension and primary extension.

G

greeting A recording that welcomes callers and may offer them the opportunity to leave a message. Greetings can be recorded by subscribers or system administrators.

I

ID A numeric identifier that Cisco Unity uses to recognize a subscriber. A subscriber ID usually is the extension assigned to a subscriber.

internal greeting The recording that a subscriber can set up to play only to other subscribers in place of the standard or alternate greeting.

K

keypad The portion of a phone that contains touchtone keys.

keypad map The key sequences that are assigned to the options offered by the Cisco Unity conversation for managing your messages and personal options by phone.

M

Media Master control bar The VCR-style recording and playback device that appears on several pages of the Cisco Unity Assistant and the Cisco Unity Inbox. It can be used to record and play names, messages, and greetings, either with a phone or with a computer microphone and speakers.

message notification The Cisco Unity function of notifying a subscriber when new messages arrive.

message properties Information about a message, including sender, special delivery status, message number, time and date sent. Subscribers can use the Cisco Unity Assistant to specify whether they want to hear a portion of the message properties before or after the message plays, or not at all.

MWI Message waiting indicator. A phone system device (lamp, distinctive dial tone, or LCD display) that alerts a subscriber to the arrival of new messages.

N

NDR Nondelivery receipts. An NDR message informs the sender when a voice message could not be delivered to its intended recipient.

O

Opening Greeting call handler A predefined call handler that acts as an automated attendant, playing the greeting that callers first hear when they call the organization, and performing specified actions.

outside caller Anyone who is not enrolled on Cisco Unity. See also unidentified caller.

P

primary extension The ID that is assigned to each subscriber when their Cisco Unity accounts are created; typically, this ID is the internal phone number that rings a subscriber phone. See also alternate extension and extension.

private distribution list A list of message recipients (subscribers, remote users, and/or public distribution lists) used to send voice messages to more than one subscriber at a time. The individual subscriber who owns the list is the only person who can send messages to the list.

prompt A recorded instruction, statement, or question in the Cisco Unity conversation.

public distribution list A list of message recipients (subscribers and/or public distribution lists) used to send voice messages to more than one subscriber at a time. Anyone can send messages to public distribution lists, which are created and maintained by an administrator.

R

recorded name A recording of the name of a subscriber; also called voice name.

S

SMTP Simple Mail Transfer Protocol. A format used to send e-mail messages between servers.

standard greeting A recording that plays during the standard hours specified for the active schedule.

standard hours The hours and days in a schedule that are designated as business hours.

subscriber Anyone enrolled on Cisco Unity.

subscriber conversation The set of prerecorded instructions and options that Cisco Unity plays over the phone to subscribers, enabling them to send messages, hear messages, and change settings.

subscriber enrollment The process of preparing a subscriber account for use: recording a name and greeting, setting a password, and choosing whether the subscriber is listed in the directory.

T

TRAP Telephone Recording and Playback. The feature that allows subscribers to use the phone as the recording and playback device for the Media Master control bar, as an alternative to using a computer microphone and speakers. See also Media Master control bar.

touchtone keys The 12 buttons with letters, numbers, and/or characters on a phone keypad; callers press keys to dial extensions, spell names, and select options in the Cisco Unity conversation.

U

unidentified caller An outside caller, or a subscriber who did not log on to Cisco Unity before calling from an external phone or from a phone that is not associated with a subscriber account (such as a conference room). Subscribers who call from an extension inside the organization on a phone system that does not support identified subscriber messaging are also considered unidentified callers.

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