

Change Voice Message Order from Cisco Unity

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Introduction

This document explains you how to change the order of the message playback from Cisco Unity. By default, Cisco Unity plays back the oldest message first.

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Cisco Unity 4.x or 5.x

Components Used

The information in this document is based on these software versions:

- Cisco Unity 4.x
- Cisco Unity 5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Background Information

You can customize the message playback order for your new, saved, and deleted messages in Cisco Unity. 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.

You can set if the oldest message or newest message needs to be played first.

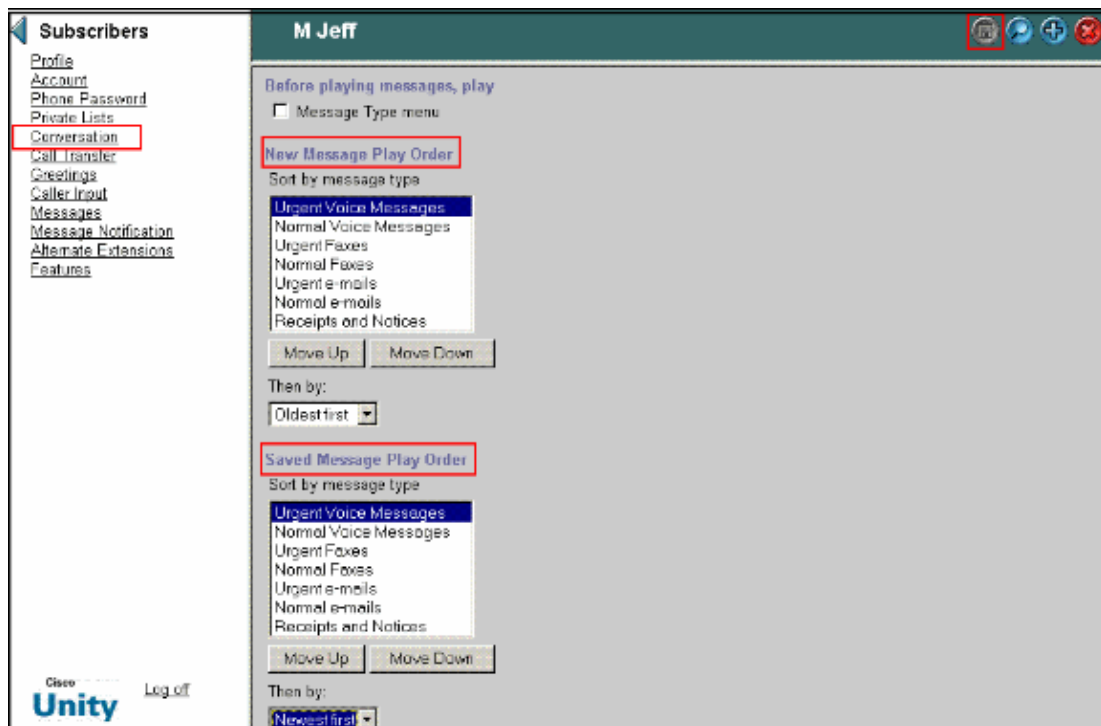
Change Order of Message

In order to change the message playback order, you need to login to the Cisco Unity Administration page and complete this procedure.

Procedure

If your Cisco Unity version is 4.x or 5.x, complete this procedure:

1. Log into the **Unity Administration Page**, and click **Subscribers**.
2. Select the subscriber that needs to be modified. Then, click **Conversation**.

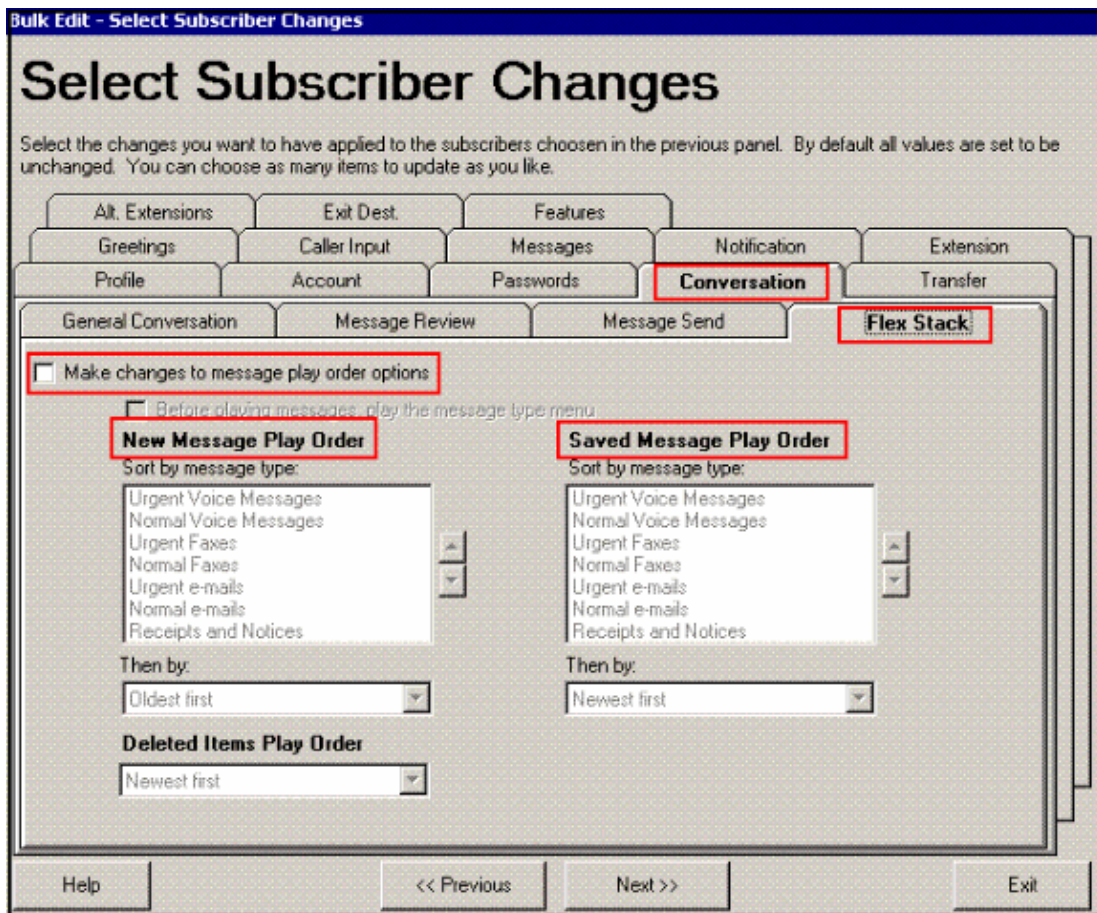


3. Select the New Message type that needs to be played first and click **Move Up**. Repeat similarly for the Saved Message. The order of playback can be changed when you choose **Oldest first** or **Newest first** from the drop down menu and click the **Save** icon.

Change from the Bulk Edit Tool

If you need to change the order for a group of subscribers, use the **Bulk Edit Tool** which is available under Administration Tools in the Cisco Unity Tools Depot.

1. Double click **Bulk Edit** and select **Subscribers**. Then, click **Next**. Choose the subscribers from the drop down list and click **Add Subscribers To Grid**. Then, click **Next**.
2. Click **Conversation** and select **Flex Stack**. Check the **Make changes to message play order options** check box and make the changes similar to the previous procedure done using Cisco Unity Administrator. Then, click **Next**.



3. Click **Update Subscribers** and wait for the successfully updated message.

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