

# Cisco Unity Connection 2.x: Turning Off Timestamp Announcement after Message Playback Fails

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## Introduction

With Cisco Unity Connection 2.x , when you try to turn off the timestamp announcement after message playback, it results in the the timestamp being announced *before* and *after* every message.

This document discusses how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

- Unity Connection 2.x versions

### Conventions

For more information on document conventions, refer to Cisco Technical Tips Conventions.

## Problem

By default, Cisco Unity Connection 2.x announces the time/date **after** each message is played back during the TUI conversation when checking the voicemail from a phone. You can change the default to announce the time/date **before** each message plays back. For this, go to **Conversation > Message Review** in the Cisco Unity Bulk Edit Tool, and turn on **Announce Time Before Playing Each Message**.

After doing this, the timestamp is announced for *both* before each message and after each message. This can be annoying to the user. In the previous version of Cisco Unity Connection 1.2, turning on the **Announce Time Before Playing Each Message** automatically turned off the timestamp after each message. Therefore, you would only have the announcement before or after. Unity Connection 2.x does not port this functionality.

**Note:** This issue is also documented in Cisco bug ID CSCsr12433 ( registered customers only) , and this is fixed in Cisco Unity Connection 7.0(1).

## Solution

The only way to fix this is to run a script in the CLI to turn off the **Announce Time After Playing Each Message** when the default of AFTER is changed to BEFORE.

In the CLI of Unity Connection 2.x, run this script to turn off the after message time/date announcement:

```
run cuc dbquery unitydirdb update tbl_userssubscriber set saytimestampafter=0
```

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## Related Information

- [Voice Technology Support](#)
  - [Voice and Unified Communications Support](#)
  - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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