

Cisco Unity: Marking Voice Messages as Read on Hang-up

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Introduction

This document explains how to configure Cisco Unity so that a new voice message is marked as read, even when a user hangs up the phone before the entire message plays.

By default, Cisco Unity does not mark a new voice message as read until the entire message is played. When a voice message is marked as read, Cisco Unity turns off the Message Waiting Indicator (MWI) on the user's phone. Cisco Unity also turns off any voice message notification devices triggered as a result of the message if they are enabled.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on this software version.

- Cisco Unity Version 3.0 and later

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.

Mark Voice Messages as Read

You can configure Cisco Unity to mark all voice messages as read even when users do not listen to new voice messages in their entirety when you change the DWORD registry setting to **1**. The registry key that contains the DWORD registry setting is:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Conversations\1.0\Message  
Playback\Upon Hangup Mark Read
```

Use either the procedure for Cisco Unity version 3.1 and later or Cisco Unity version 3.0 and earlier in order to set the registry key value for DWORD to 1 based on your version of Cisco Unity.

Cisco Unity Versions 3.1 and Later

Use this procedure in order to set the registry key value for DWORD to **1**.

1. Bring up the **Unity Advanced Settings Tool** on the Cisco Unity server.
2. Use one of these steps:
 - ◆ From the Computer Desktop, double-click on the **Cisco Unity Tools Depot** and under Administration Tools, double-click on the **Advanced Settings Tool**.
 - ◆ *Or*, from the C: drive (default), browse to the `\CommServer\Utilities\AdvancedSettingsTool` directory and double-click on **UnityAdvancedSettingsTool.exe**.
3. In the Unity Settings window, click on **Mark messages read upon hang-up** on the left panel, select **1** in the New Value and click **Set**.

Refer to the Advanced Settings Tool section of the *Cisco Unity Troubleshooting Guide* for more information.

Cisco Unity Versions 3.0 and Earlier

The registry key must be changed manually for Cisco Unity versions 3.0 and earlier. Use this procedure in order to add the registry key and then set the DWORD value to **1**.

1. On the Cisco Unity server, select **Start > Run**, type in **Regedit** and hit **Enter**.
2. If you do not have a current backup of the registry, select **Registry > Export Registry File** in order to save the registry settings.
3. Expand the **HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Conversations\1.0** registry key.
4. From the edit menu, select **New Key**.
5. Name the new key **Message Playback**.
6. Select the new **Message Playback** key.
7. From the edit menu, select **New DWORD Value**.
8. Name the new DWORD value **Upon Hangup Mark Read** and set the value to **1**.
9. Close the Registry Editor.

Note: It is not necessary to restart the Cisco Unity server.



Caution: If you change the wrong registry key, or enter an incorrect value, it can cause the server to malfunction. Before you edit the registry key, confirm that you know how to restore it if a problem occurs. For more information, refer to the Restoring topics within the Registry Editor Help. A typical backup of the Cisco Unity server does not back up the registry. Also, for a Cisco Unity failover system, registry changes on

one Cisco Unity server must be made manually on the other Cisco Unity server since registry changes are not replicated. If you have any questions about how to change the registry key settings, contact Cisco Technical Support.

Verify

Try to hang up the call when you check for a new message to see if the MWI is off.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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Related Information

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

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