

Cisco Unity: Filtering Messages to Not Download Voice Messages When Synchronizing

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Introduction

This document explains how to set up a filter in the Outlook 2000 inbox to prevent the downloading of voice messages when synchronizing with the message store. This addresses a laptop user concern over the amount of time it takes to download messages.

You can also use this document to create voice messaging (VM)-only subscribers in a Unified Messaging (UM) environment. When creating a VM-only subscriber, the Class of Service (COS) setup does not include voice messaging for Outlook (VMO). However, voice messages will still go to their Outlook inboxes as an e-mail with a .wav attachment. To prevent this from happening, but still allow customers to retrieve their messages through the phone, you will have to set up Outlook inbox as indicated in this document.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be familiar with the Outlook 2000 interface.

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco Unity for Exchange Unified Messaging, all versions
- Client station using Outlook 2000

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Configuring Outlook 2000 for Filtering Messages

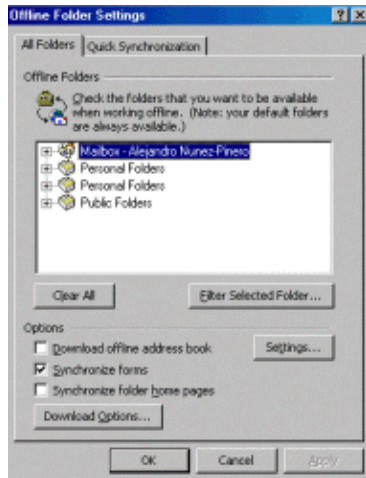
To filter messages in the Outlook 2000 inbox to prevent the downloading of voice messages when

synchronizing with the message store, perform the following steps.

Note: Outlook must be connected to the Exchange server during this configuration.

1. Open Outlook 2000.
2. From the **Tools** menu, select **Synchronize**, then select **Offline Folder Settings**.

The Offline Folder Settings window appears.

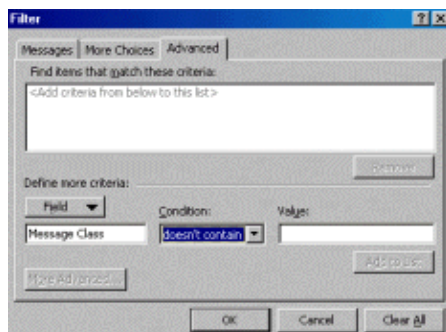


3. Click the **All Folders** tab.
4. From the Offline Folders list, select the appropriate mailbox.
5. Click **Filter Selected Folder**.

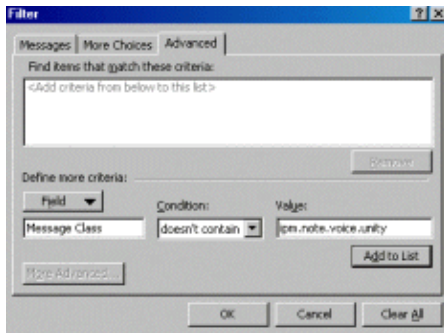
The Filter window appears.



6. Click the **Advanced** tab.
7. From the Define More Criteria area, click the **Field** button, then select **All Mail Fields > Message Class**.
8. In the Conditions field, select **doesn't contain**, as shown below.



9. In the Value field, type **ipm.note.voice.unity**, as shown below.



10. Click **OK**.

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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