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Introduction

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Introduction

If you press an invalid key after the greeting plays in a Cisco Unity voicemail system, it takes the user to a default greeting. This document describes how to repeat the greeting if a user presses an invalid key after the greeting.

Prerequisites

Requirements

Basic knowledge of Cisco Unity Administration is necessary.

Components Used

The information in this document is created based on Cisco Unity 4.0.

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

The error greeting dictates where the callers are routed when an invalid entry is made while in a call handler or subscriber greeting. By default, callers are played a prompt that says "I am sorry, I did not hear that selection" and are routed back to the opening greeting call handler. If this greeting is not desired, you can change the error greeting and adjust it like any other greeting in the system. This document describes how to

configure Cisco Unity to repeat the same greeting even if you press an invalid key.

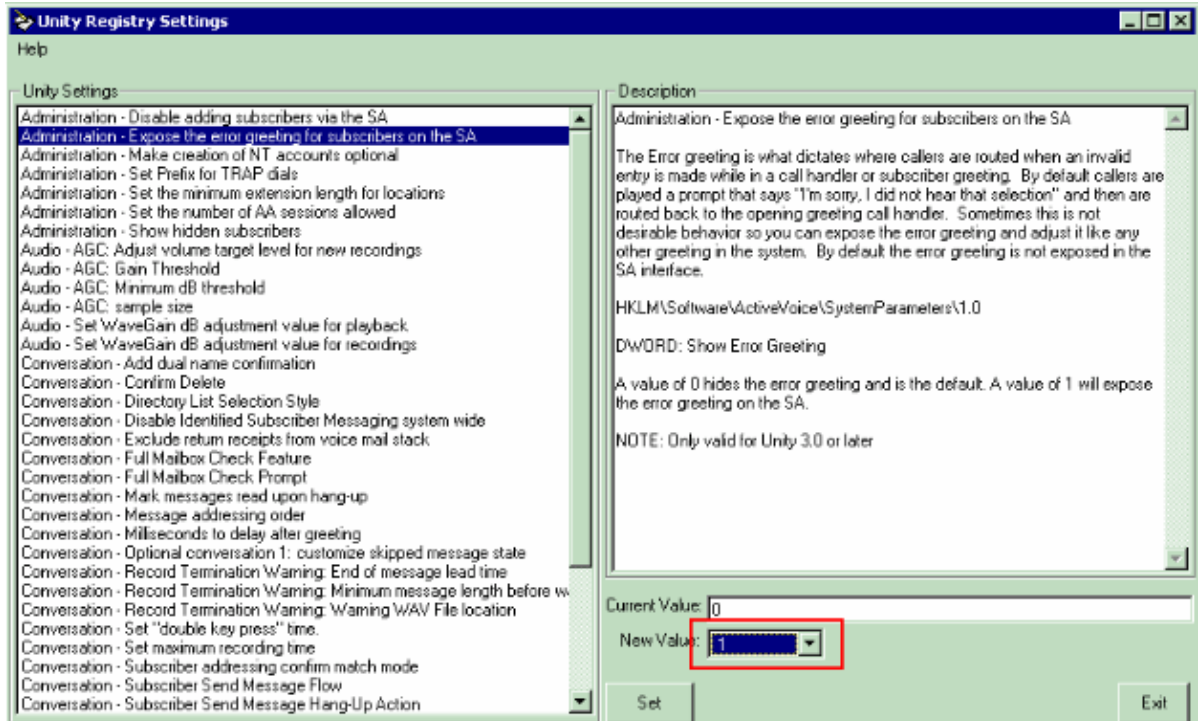
Configure a Call Handler when Exposed to an Error

This section presents you with information on how to configure the call handler to repeat the greeting if the call is exposed to an error. The default value of the registry is 0, which hides the error greeting.

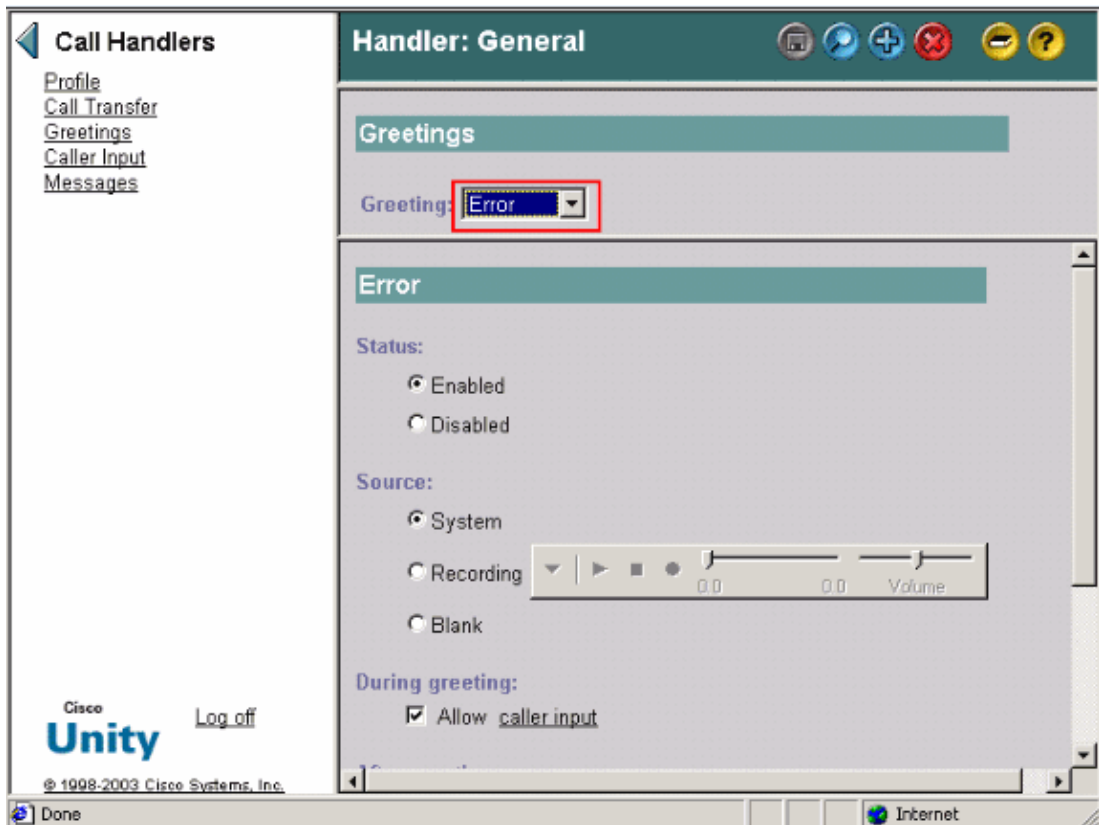
Step-by-Step Instructions

Complete these steps to configure Cisco Unity to repeat the same greeting even if a user presses an invalid key.

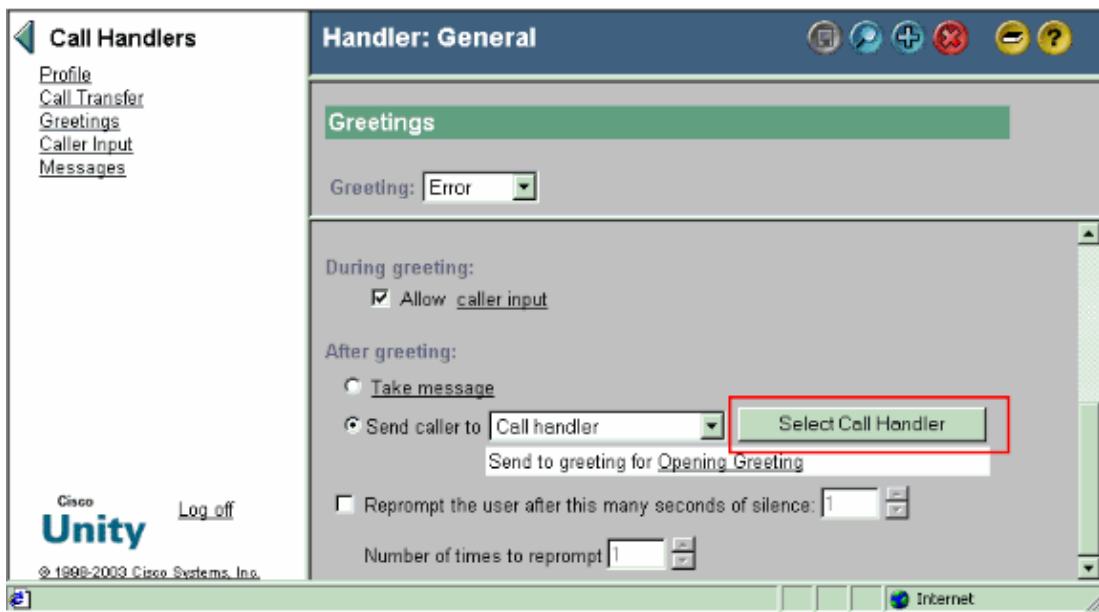
1. Open Cisco Unity Tools Depot and complete these steps:
 - a. Expand **Administration Tools**.
 - b. Double-click **Advanced Setting Tool**.
 - c. Select **Administration – Expose the error greeting for subscribers on the SA**.
 - d. Set the registry key to **1**.
 - e. Click **Set** and then **Exit**.



2. Open the Cisco Unity System Admin web page.
3. Select **Call Handlers > Greetings** and choose **Error** from the pull-down menu.



4. Scroll down the Greetings page and click **Select Call Handler**.
5. Select a call handler from the list and click **Save**.



Verify

Press an invalid key while in one of the subscribers or call handlers to verify this configuration.

Troubleshoot

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

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Voice & Video: Voice over IP
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Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

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

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