

# Convert Voice Mail Extension from DAT to WAV

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## Introduction

### Prerequisites

- Requirements

- Components Used

- Conventions

### Problem

### Solution

- For Internet Subscribers

- For Non Internet Subscribers (Regular Subscribers)

### Related Information

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## Introduction

This document explains how to convert the DAT extension of a voice mail to the WAV extension.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unity and Microsoft Exchange.

### Components Used

The information in this document is based on Cisco Unity and Microsoft Exchange.

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 Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Some voice mail is sent with a DAT extension instead of a WAV extension.

## Solution

The DAT attachment is a product of your Exchange Simple Mail Transfer Protocol (SMTP) settings. Microsoft has a proprietary encoding method called Transport Neutral Encapsulation Format (TNEF). Only some clients can support it, such as Outlook and Hotmail, but most other clients cannot. This includes Outlook Express.

If the client does not support the encoding method used, attachments appear as DAT. If you force Exchange to use Multipurpose Internet Mail Extensions (MIME) across all clients, everything appears as WAV.

## For Internet Subscribers

Complete these steps in order to convert the voice mail DAT extension to a WAV extension for Internet Subscribers.

1. Open **Active Directory Users and Computers**, and look for a particular internet subscriber affected by this behavior. The Active Directory (AD) shows it as a **Contact**.
2. Right-click it, and choose **Properties**.
3. Click the **E-mail Addresses** tab.
4. Click the **SMTP address**, and click **Edit**.
5. Click the **Advanced** tab, and enable **Override Internet Mail Service setting for this recipient**. Message format MIME is selected.
6. Click **Apply**, and **OK** in order to save the changes.

## For Non Internet Subscribers (Regular Subscribers)

Complete these steps in order to convert the voice mail DAT extension to a WAV extension for Regular Subscribers.

1. Open **Active Directory Users and Computers**, and look for a particular internet subscriber affected by this behavior. AD shows it as a **Contact**.
2. Right-click it, and choose **Properties**.
3. Choose **Exchange Advanced**, and click the **Protocol Settings** button. In the next window, choose the **IMAP4** protocol, and in the next window, uncheck the **Use Protocol Defaults** check box in order to enable the MIME format.

**Note:** Select both HTML and plain text so you can have the two options available.

4. Click **OK**, **OK**, **Apply** and **OK**.

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## 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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