



## **Cisco Unity User Guide**

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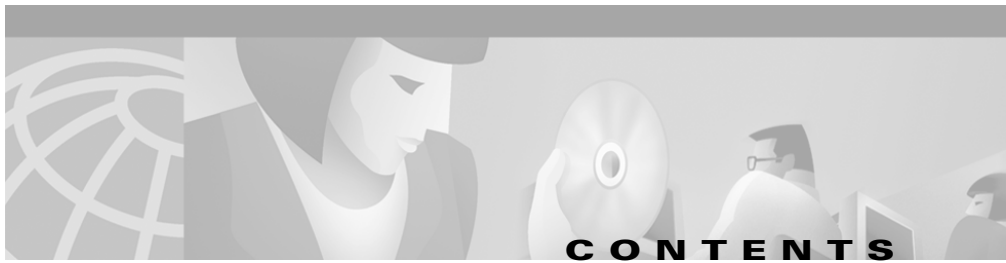
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# Preface

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The *Cisco Unity User Guide* shows you, the Cisco Unity user, how to manage voice and fax messages, and how to change the settings that define how you work with Cisco Unity. (For information about managing e-mail messages, see the documentation for your e-mail program.)

Information in the *Cisco Unity User Guide* is presented by task, and related tasks are grouped into sections. The information on section fronts applies to the tasks within the sections.

Each task includes procedures for doing the task; the procedures relate to the tools you use to work with Cisco Unity and are marked accordingly:



**Phone**

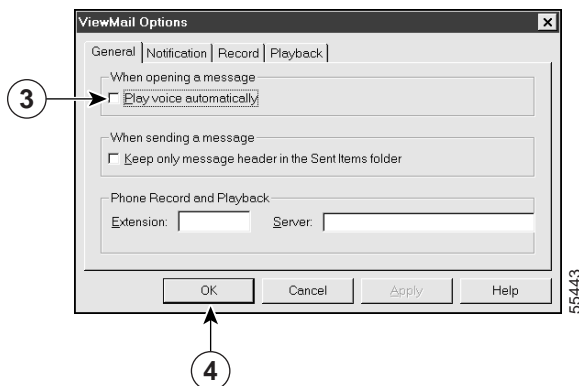


**Inbox**



**ActiveAssistant**

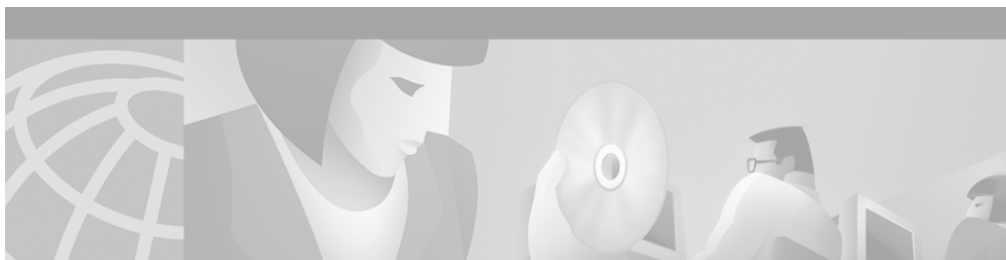
Procedures for the ActiveAssistant often have figures that indicate the number of a step (the number within a circle) pointing to an item on the screen (the element that the step applies to). For example, the following sample figure indicates that Step 4 applies to the **OK** button.



The *User Guide* presents procedures for a full-featured Cisco Unity system. Some procedures may work differently for you, depending on how Cisco Unity is set up at your organization.

The *User Guide* includes space for reference information, on page 107. Write the phone numbers for calling Cisco Unity from inside and outside your organization; your ID; the Web site address for the ActiveAssistant; your server's name; and the name and phone number of your system administrator.

To see a map of the main Cisco Unity menus available by phone, see *Cisco Unity at a Glance*. This card provides an overview of using Cisco Unity on the phone.



# Introduction

---

## Introducing Cisco Unity

Welcome to Cisco Unity™. On Cisco Unity, you and the other users in your organization are known as subscribers. As a subscriber, you can send and manage voice, fax, and e-mail messages from a touchtone phone, from your computer, or over the Internet.

With a full-featured system, Cisco Unity provides these options:

- |                              |  |
|------------------------------|--|
| <b>Unified messaging</b>     | ViewMail® for Microsoft® Outlook® lets you manage voice and fax messages from your Outlook Inbox, along with your e-mail messages.   |
| <b>Fax option</b>            | A fax program, when installed, lets you send and receive fax messages from your computer the same way you send and receive other messages with Outlook. It also lets you print your fax and e-mail messages to a fax machine over the phone. |
| <b>Text-to-speech option</b> | This option lets you hear the text portion of your e-mail messages over the phone.   |
| <b>ActiveAssistant™</b>      | This Web-based option lets you personalize your Cisco Unity phone settings.  |

Your system administrator can tell you whether these options are available to you.





## Getting Started

---

Your first step in using Cisco Unity is to enroll as a subscriber, which you do by phone. During enrollment, you record and enter information about yourself. You can call Cisco Unity from inside or from outside your organization to enroll.

After enrollment, you can:

- Log on to Cisco Unity by phone to check and send messages, and to change many of your Cisco Unity settings. You can call Cisco Unity from inside or from outside your organization.
- Access the ActiveAssistant with your Web browser to change your Cisco Unity settings.

# To Enroll on Cisco Unity

The information that Cisco Unity prompts you for as you log on to enroll depends on where you are calling from:

**Inside your organization** Cisco Unity may ask you to enter your ID and a password.

**Outside your organization** Cisco Unity asks you to enter your ID and may ask you to enter a password.

Your system administrator gives you your ID and a temporary password, if one is required.

Depending on how Cisco Unity is set up at your organization, this procedure may not be required.



## Phone

---

- Step 1** Dial the internal or external Cisco Unity phone number.
  - Step 2** If you dialed the external phone number, press **\*** when Cisco Unity answers.
  - Step 3** Enter your ID, if required, then press **#**.
  - Step 4** Enter a password, if required.
  - Step 5** Depending on how Cisco Unity is set up at your organization, you may be asked to:
    - Record your name.
    - Set a new password.
    - Choose whether to be listed in directory assistance.
-

# To Log on to Cisco Unity

After you enroll as a subscriber, use this procedure whenever you log on to Cisco Unity to manage messages and settings by phone.

The information that Cisco Unity prompts you for as you log on depends on where you are calling from:

**Inside your organization** Cisco Unity may ask you to enter your password.

**Outside your organization** Cisco Unity asks you to enter your ID and may ask you to enter your password.

You may be able to skip some or all of the following steps if your organization's phone system is set up to automatically do some steps when you call Cisco Unity from your desk, or if your desk phone has a quick-access button that you can press to automatically call Cisco Unity.



## Phone

---

- Step 1** Dial the internal or external Cisco Unity phone number.
  - Step 2** If you dialed the external phone number, press **\*** when Cisco Unity answers.
  - Step 3** Enter your ID, if required, then press **#**.
  - Step 4** Enter your password, if required.
-

# To Access the ActiveAssistant

After you enroll as a subscriber, use this procedure whenever you access the ActiveAssistant to manage your Cisco Unity settings.

After accessing the ActiveAssistant, you may have to enter logon information again on some ActiveAssistant pages, depending on how Cisco Unity is set up.

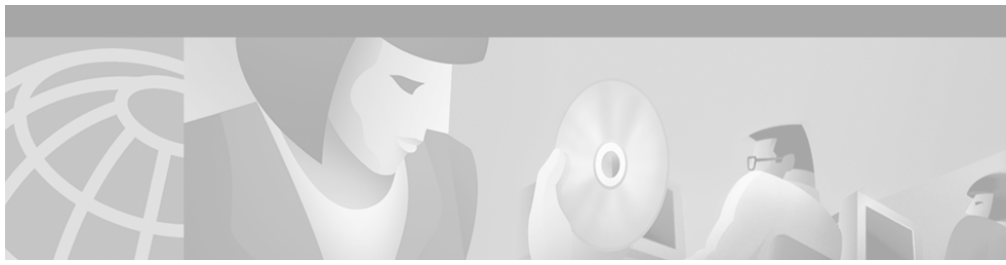
You may want to add the ActiveAssistant site to your list of favorites in Internet Explorer, so you do not have to enter the Web address each time you log on.



## ActiveAssistant

---

- Step 1** Start Internet Explorer.
  - Step 2** Enter **http://<your server name>/web/aa**. (If you do not know your server name, contact your system administrator.)
  - Step 3** Enter your network user name and password, if required. (Use your Microsoft Windows NT<sup>®</sup> or Windows<sup>®</sup> 2000 user name and password, not your Cisco Unity phone password.)
  - Step 4** When you are finished making changes to your ActiveAssistant pages, click **Log off** in the bottom right corner of the navigation bar.
-



## The Tools You Use

---

# Messaging by Phone

When you interact with Cisco Unity by phone, you hear the Cisco Unity conversation. The conversation's recorded instructions guide you as you listen to, send, and manage messages, and as you change your Cisco Unity settings.

Two menu types are available in the Cisco Unity conversation:

- Full menus provide comprehensive instructions and are easiest for new users.
- Brief menus provide abbreviated versions of full menus and are convenient for users familiar with full menus.

In the Cisco Unity conversation, you choose menu options by pressing the corresponding touchtone keys on your phone keypad.

## Help

For Cisco Unity conversation Help, press 0 on your phone keypad.

**Table 1**     *Use These Keys Anytime*

Key	Task	Key	Task
*	Cancel last action or back up to previous point in Cisco Unity conversation	#	Skip ahead to next point in Cisco Unity conversation

# Messaging from Your Inbox

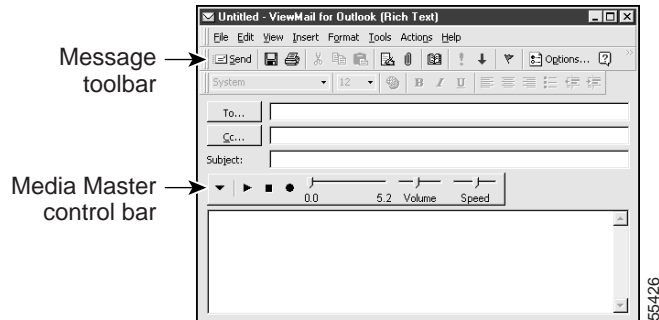
On your computer, voice messages are collected in your Inbox, along with your fax and e-mail messages. The voice messaging tasks you can perform from your Inbox depend on whether your organization uses ViewMail for Microsoft Outlook:

**With ViewMail** You can send, listen to, and manage voice messages from your Outlook Inbox. ViewMail's voice message form works the same way as an Outlook e-mail message form. The ViewMail form also has a Media Master control bar, which you use to record and play messages (see "Working with the Media Master Control Bar," on page 12).

**Without ViewMail** You can listen to voice messages from your Inbox. Other voice messaging tasks must be done by phone.

## Help

For ViewMail Help, press F1 on your computer keyboard.



# Working with the ActiveAssistant

The Cisco Unity ActiveAssistant is a Web site that you access by using your Web browser. Your ActiveAssistant pages contain settings that control how you and your callers interact with Cisco Unity by phone.

The site's navigation bar contains the links to your ActiveAssistant pages. You click a link to move from one page to another as you make your changes.

Each ActiveAssistant page on which a name or greeting can be recorded includes a Media Master control bar (see “Working with the Media Master Control Bar,” on page 12).

When you are finished making changes to your ActiveAssistant pages, click “Log off” in the bottom right corner of the navigation bar.

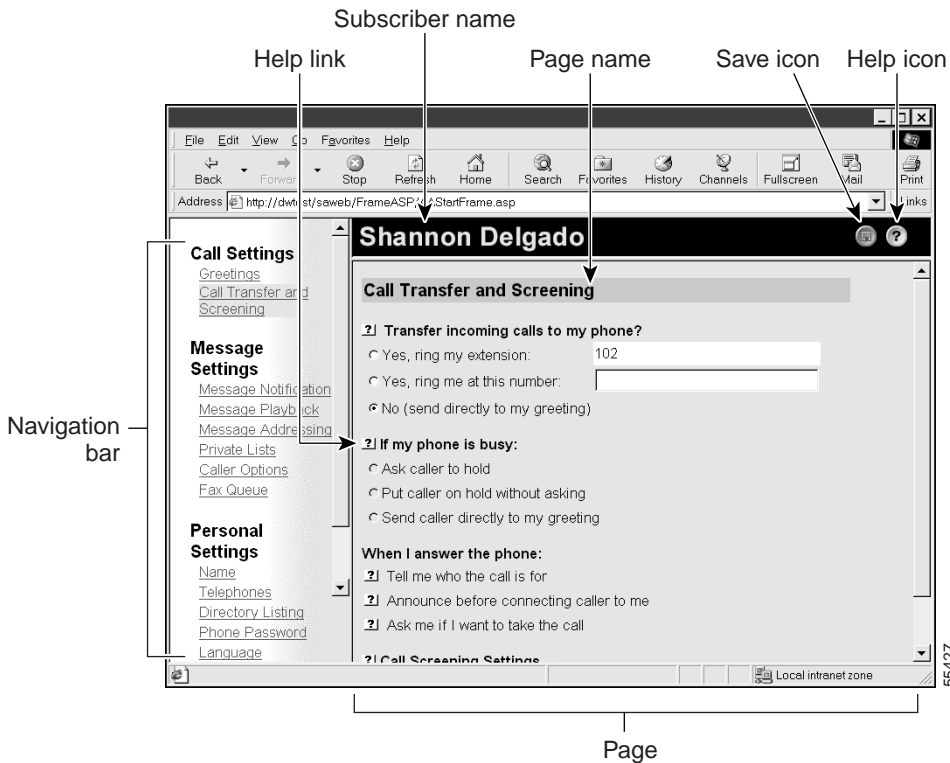
## Help

For ActiveAssistant Help, click the Help icon (the question mark) at the top of the ActiveAssistant page. Question mark links appear next to settings that have descriptions. To see a description, click the link.



### Caution

Do not use the “Back” button in Internet Explorer to return to a page that you viewed earlier. Instead, use the links in the ActiveAssistant navigation bar.



# Working with the Media Master Control Bar

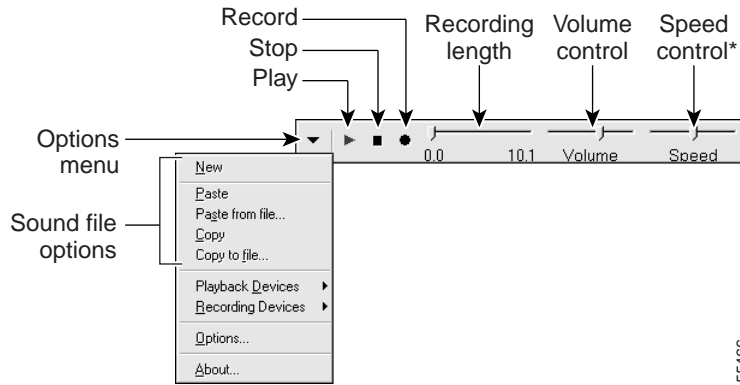
The Media Master control bar appears in the ViewMail for Microsoft Outlook form and on ActiveAssistant pages where you can make recordings.

In the ViewMail form, you use the Media Master control bar to play and to record voice messages. On the ActiveAssistant pages, you use the control bar to record names and greetings.

You use the Options menu on the Media Master control bar to work with other sound (WAV) files in your recordings. These sound file options are available:

- |                        |   |
|------------------------|---|
| <b>New</b>             | Erase a recording to rerecord.                                      |
| <b>Paste</b>           | Paste a sound recording the same way you paste text in a text file. |
| <b>Paste from file</b> | Paste another sound file to a recording.                            |
| <b>Copy</b>            | Copy a sound recording the same way you copy text in a text file.   |
| <b>Copy to file</b>    | Copy the recording to a sound file that you name.                   |

You also use the Options menu to set your recording and playback devices, if applicable (see “To Change Recording and Playback Devices,” on page 52).



\*Available only in the ViewMail form's Media Master control bar. The slider does not appear in the control bar on ActiveAssistant pages.





## Checking Messages

---

You can check messages from your Inbox or by phone. Once you have listened to or opened a message, it becomes an old, or saved, message—unless you mark it as new or delete it.

Depending on how Cisco Unity is set up, messages that you delete by phone are either placed in the Deleted Items folder in your Inbox or are no longer accessible. All messages that you delete from your Inbox are placed in the Deleted Items folder. Messages in your Deleted Items folder can be retrieved from your Inbox, but not by phone.

Settings for the types of messages you hear when you check messages by phone, the order in which messages play, and what you hear in message summaries can be customized in the ActiveAssistant.

# To Check Messages

If you are using the fax option, Cisco Unity plays the message summaries and any voice annotations on your fax messages.

If you are using the text-to-speech option, Cisco Unity also plays your e-mail messages.



## Phone

- 
- Step 1** Call Cisco Unity and log on.
- Step 2** Press **1** to hear new messages,  
or  
press **3** to review old messages.
- Step 3** Use the following keys to manage your messages and to control playback.

**Table 1** Use These Keys During a Message

Key	Task	Key	Task
<b>1</b>	Restart message	<b>7</b>	Rewind, small
<b>2</b>	Save	<b>8</b>	Pause or resume
<b>3</b>	Delete	<b>9</b>	Fast-forward to end
<b>5</b>	Change volume		

**Table 2** *Use These Keys After a Message*

Key	Task	Key	Task
<b>1</b>	Replay message	<b>6</b>	Save as unheard
<b>2</b>	Save	<b>7</b>	Rewind, small
<b>3</b>	Delete	<b>8</b>	Deliver an e-mail or fax to a fax machine*
<b>4</b>	Reply	<b>9</b>	Play message summary
<b>5</b>	Forward message		




\*Available only if you are using the fax option.

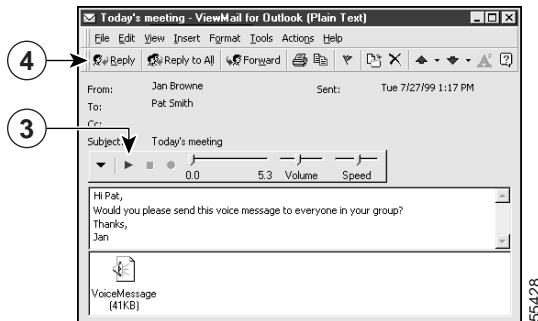
**Table 3** *Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

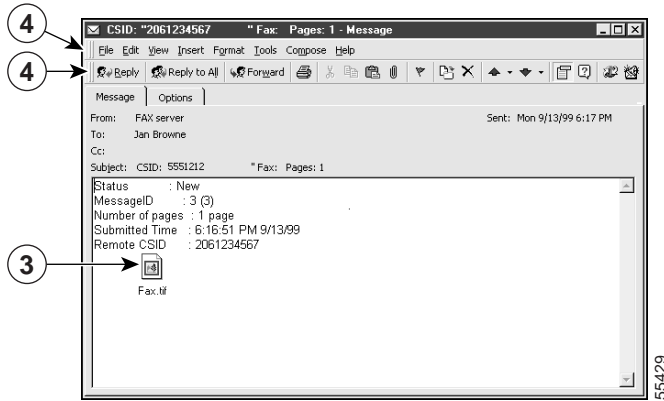


## Inbox

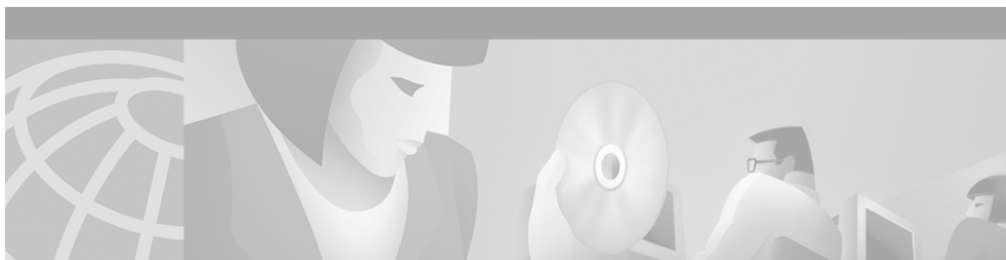
- Step 1** Open your Outlook Inbox.
- Step 2** Double-click a voice message , or double-click a fax message .
- Step 3** In the open voice message, click  on the Media Master control bar to play the message. Or, in the open fax message, double-click the attached file to start the viewer program on your computer.



**Step 4** In the voice or fax message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages. Or, in the fax message, click the print button on the viewer toolbar or click **Print** on the File menu to print the fax.







## Sending Messages

---

You can send messages to subscribers, private lists, and public distribution lists. If your organization has multiple locations, you also may be able to send messages to subscribers at another location.

### Lists

Private lists and public distribution lists are lists of message recipients that are grouped as one recipient. A message sent to a list goes to each recipient on the list.

Anyone can send messages to public distribution lists. Only you can send messages to your private lists.

### Addressing Voice Messages by Phone

You address messages by phone either in spelling mode or number mode, depending on the type of recipients. Press the # key twice (##) to switch between spelling mode and number mode.

**Spelling mode** On the phone keypad, spell the name of a subscriber, public distribution list, or (if available) another location. You cannot address messages to private lists in spelling mode.

**Number mode** On the phone keypad, enter the number of an extension, public distribution list, private list, or (if available) another location.

You can address a message to more than one recipient or type of recipient.

### **Addressing Fax Messages**

When you enter a fax phone number on your computer keyboard, do not use spaces, dashes, or parentheses between digits. For a long-distance fax call, include a 1 and the area code in the phone number.

Your phone system may require additional characters for the fax phone number. If you experience difficulties, contact your system administrator.

# To Send a Voice Message

When addressing a message, press the # key twice (##) to switch between spelling mode and number mode.



## Phone

- 
- Step 1** Call Cisco Unity and log on.
- Step 2** Press **2**.
- Step 3** Follow the Cisco Unity conversation to address the message.
- Step 4** Press **#** to record the message,  
or  
press **1** to add another name or list.
- Step 5** Press **#** to send the message,  
or  
press **1** for message options.

**Table 1** *Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Table 2**     *Use These Keys as You Record*

<b>Key</b>	<b>Task</b>	<b>Key</b>	<b>Task</b>
<b>8</b>	Pause or resume	<b>#</b>	End recording

**Table 3**     *Use These Keys Anytime*

<b>Key</b>	<b>Task</b>	<b>Key</b>	<b>Task</b>
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead




---

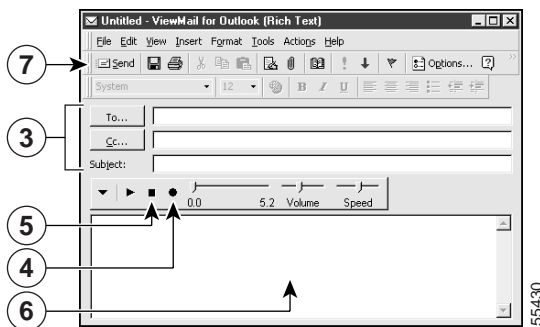
You can use your phone or a multimedia microphone—if your computer has one—to record messages from your Inbox.

(See also “To Change Recording and Playback Devices,” on page 52.)



### Inbox

- Step 1** Open your Outlook Inbox.
- Step 2** On the Outlook toolbar, click , or click **New voice message** on the Actions menu.
- Step 3** Enter recipient names and a subject.
- Step 4** On the Media Master control bar, click  and record the message with your recording device:
  - Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
  - Multimedia microphone** Wait for the tone, then speak into the microphone.
- Step 5** When you finish recording, click .
- Step 6** Add text and attachments as appropriate.
- Step 7** Click **Send**.



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# To Send a Voice Message to a Private List

You address messages to private lists only by phone, and only in number mode.



## Phone

- 
- Step 1** Log on to Cisco Unity.
- Step 2** Press **2**.
- Step 3** Switch to number mode, if in spelling mode, by pressing **#** twice.
- Step 4** Enter the number of the private list. (Private lists are numbered 1 through 20.)
- Step 5** Press **#** to record the message,  
or  
press **1** to add another name or list.
- Step 6** Press **#** to send the message,  
or  
press **1** for message options.

**Table 4**     *Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Table 5** *Use These Keys as You Record*

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

**Table 6** *Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

# To Send a Voice Message to Another Location

To send messages by phone to subscribers at other locations, you must identify the location as well as the subscriber when addressing the message.

Press the # key twice (##) to switch between spelling mode and number mode.



## Phone

- 
- Step 1** Log on to Cisco Unity.
- Step 2** Press **2**.
- Step 3** If addressing in spelling mode, spell the location name, then spell the subscriber's name.
- or
- If addressing in number mode, enter the location ID, then enter the subscriber's extension.
- Step 4** Press **#** to record the message,
- or
- press **1** to add another name or list.
- Step 5** Press **#** to send the message,
- or
- press **1** for message options.

**Table 7**     *Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Table 8** *Use These Keys as You Record*

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

**Table 9** *Use These Keys Anytime*

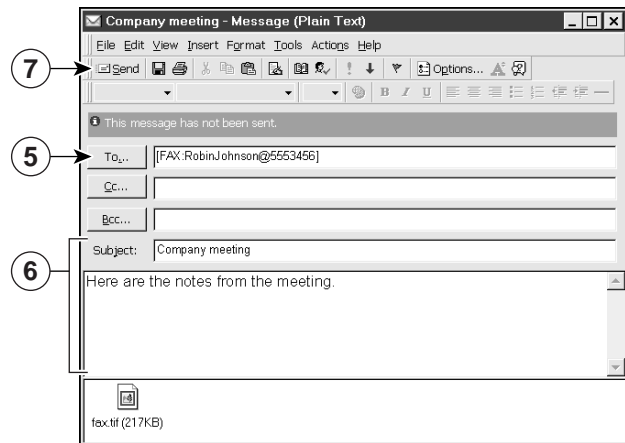
Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

# To Send a Fax Message from a Document Program

You can fax a document from any Windows-based program.

The document program creates a TIF file of your document and attaches it to a new message.

- 
- Step 1** Start the program, and open the document that you want to fax.
- Step 2** On the File menu, click **Print**.
- Step 3** In the Print dialog box, click **Print to mail** in the list of printer names.
- Step 4** Click **OK**.
- Step 5** In the **To** box of the new message, enter the recipient's name and fax phone number in this format, including the brackets:
- [FAX:FirstnameLastname@5551212]
- Step 6** Enter a subject and any text message to accompany your fax.
- Step 7** Click **Send**.





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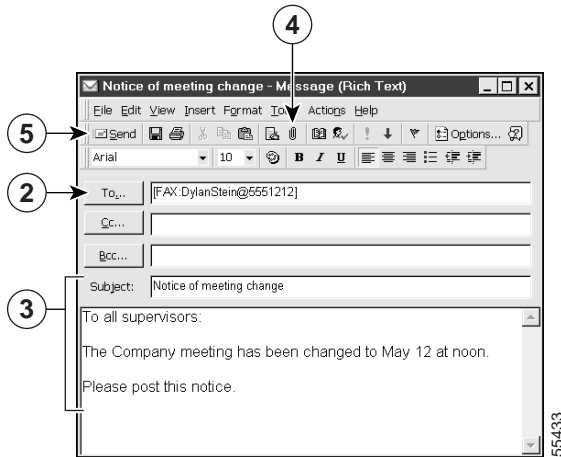
# To Send a Fax Message from Outlook

You may want to send a fax message from Outlook if, for example, the recipient does not have access to e-mail or if you need to fax a scanned document.



## Inbox

- Step 1** On the Outlook toolbar, click .
- Step 2** In the **To** box of the new message, enter the recipient's name and fax phone number in this format, including the brackets:  
[FAX:FirstnameLastname@5551212]
- Step 3** Enter a subject and the text of your fax.
- Step 4** Click  to attach any files that you want to include in the fax message.
- Step 5** Click **Send**.



# To Reply to a Message

When you reply by phone to any type of message, your response is a voice message.

You can reply by phone only to messages from other subscribers.



## Phone

- 
- Step 1** After listening to the message, press **4**.
- Step 2** Record your reply.
- Step 3** Press **#** to send the reply,  
or  
press **1** for message options.

**Table 10** *Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Table 11** Use These Keys as You Record

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

**Table 12** Use These Keys Anytime

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

From your Inbox, you can reply with a voice message only to another voice message from a subscriber.




### Inbox

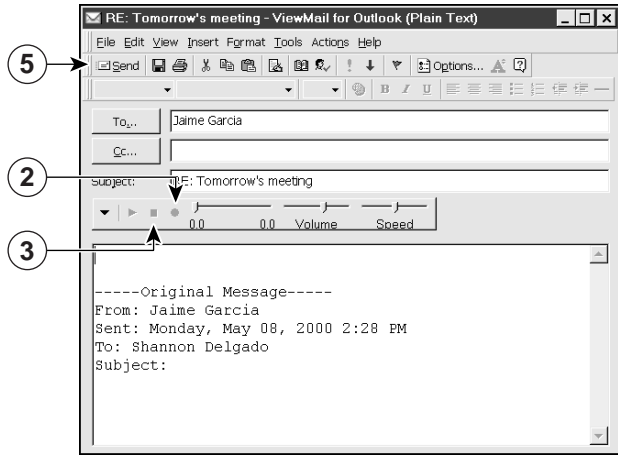
- Step 1** In the open voice message, click **Reply**.
- Step 2** On the Media Master control bar, click  and record a reply with your recording device:

**Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

**Multimedia microphone** Wait for the tone, then speak into the microphone.

- Step 3** When you finish recording, click .
- Step 4** Add text and attachments as appropriate.
- Step 5** Click **Send**.

To Reply to a Message



# To Forward a Message

You can forward a message as is or record an introduction that plays before the forwarded message.

When addressing a message, press the # key twice (##) to switch between spelling mode and number mode.



## Phone

- 
- Step 1** After listening to the message, press **5**.
- Step 2** Follow the Cisco Unity conversation to address the forwarded message.
- Step 3** Press **#** to forward the message as is,  
or  
press **2** to record an introduction,  
or  
press **3** for message options.
- Step 4** Press **#** to forward the message as is,  
or  
press **1** for message options.

**Table 13** *Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Table 14** *Use These Keys as You Record*

<b>Key</b>	<b>Task</b>	<b>Key</b>	<b>Task</b>
<b>8</b>	Pause or resume	<b>#</b>	End recording

**Table 15** *Use These Keys Anytime*

<b>Key</b>	<b>Task</b>	<b>Key</b>	<b>Task</b>
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

---




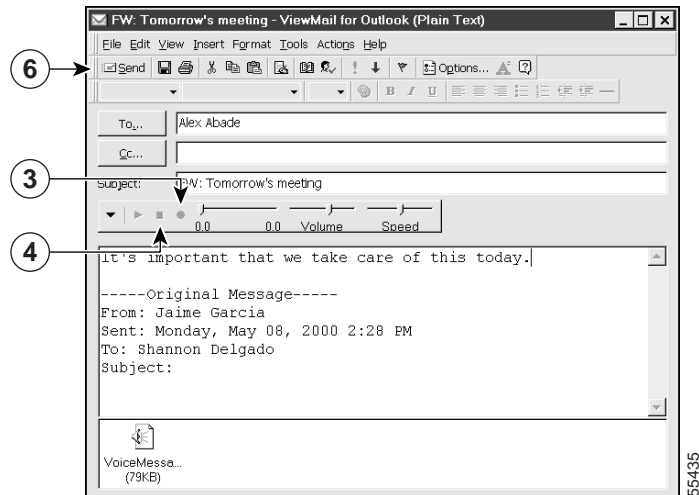
**Inbox**

- Step 1** In an open voice message, click **Forward**.
- Step 2** Enter recipients' names.
- Step 3** On the Media Master control bar, click  to record an introduction with your recording device:

**Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

**Multimedia microphone** Wait for the tone, then speak into the microphone.

- Step 4** When you finish recording, click .
- Step 5** Add text and attachments as appropriate.
- Step 6** Click **Send**.



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## Changing Personal Settings

---

Personal settings control the information about you as a subscriber on Cisco Unity and some of the choices you make for interacting with Cisco Unity.

- |                                 |   |
|---------------------------------|---|
| <b>Recorded name</b>            | Your recorded name plays with messages that you leave for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.       |
| <b>Password</b>                 | Your password protects the privacy of your messages. If you forget your Cisco Unity phone password, your system administrator creates a temporary password for you. Then, the next time you log on, you are prompted to create a new one. |
| <b>Directory listing status</b> | When you are listed in the directory, callers can reach you through directory assistance.   |

**Cisco Unity  
conversation  
language**

When your organization has more than one language installed on Cisco Unity, you can select the language in which you hear the Cisco Unity conversation when you log on. (Your system administrator sets the language in which callers hear the Cisco Unity conversation.)

**Cisco Unity  
conversation menus**

You can hear either full or brief menus when you interact with Cisco Unity by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

# To Change Your Recorded Name



## Phone

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **3** > **2**.
- Step 3** At the tone, record your name,  
or  
press **\*** to keep the current recording.

**Table 1** Use These Keys as You Record




Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

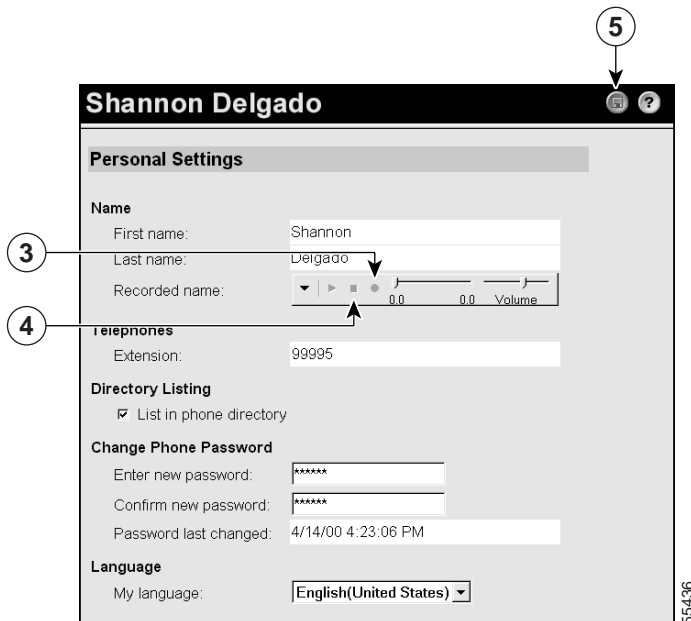
**Table 2** Use These Keys Anytime

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Personal Settings in the navigation bar, click **Name**.
- Step 3** On the Media Master control bar, click  and record your name with your recording device:
- Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
- Multimedia microphone** Wait for the tone, then speak into the microphone.
- Step 4** When you finish recording, click .
- Step 5** Click  to save your changes.



# To Change Your Password



## Phone

---

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **3** > **1**.
- Step 3** Enter a new password and press **#**.
- Step 4** Enter the new password again to confirm it and press **#**.


**Table 3**     *Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

---



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Personal Settings in the navigation bar, click **Phone password**.
- Step 3** In the **Enter new password box**, enter a password.
- Step 4** In the **Confirm new password** box, enter the password again.
- Step 5** Click  to save your changes.

**Shannon Delgado**

**Personal Settings**

**Name**

First name: Shannon

Last name: Delgado

Recorded name:  0.0 0.0 Volume

**Telephones**

Extension: 99995

**Directory Listing**

List in phone directory

**Change Phone Password**

Enter new password:  \*\*\*\*\*

Confirm new password:  \*\*\*\*\*

Password last changed: 4/14/00 4:23:06 PM

**Language**

My language: English(United States)

55437

# To Change Your Directory Listing Status



## Phone

---

- Step 1** Call Cisco Unity and log on.
- Step 2** (Press **4** > **3** > **3**).
- Step 3** Press **1** to change your listing status,  
or  
press **#** to keep your current listing status.

**Table 4** Use These Keys Anytime


Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

---

## To Change Your Directory Listing Status



### ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Personal Settings in the navigation bar, click **Directory listing**.
- Step 3** Check the **List in phone directory** check box to be listed,  
or  
uncheck the check box to not be listed.
- Step 4** Click  to save your changes.

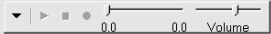
**Shannon Delgado**

**Personal Settings**

**Name**

First name: Shannon

Last name: Delgado

Recorded name: 

**Telephones**

Extension: 99995

**Directory Listing**

List in phone directory

**Change Phone Password**

Enter new password:

Confirm new password:

Password last changed: 4/14/00 4:23:06 PM

**Language**

My language:


55438

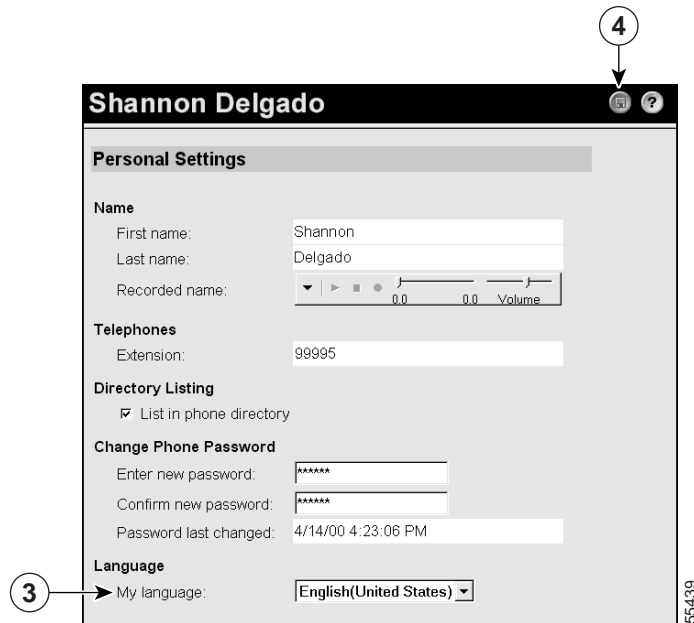
# To Change Your Cisco Unity Conversation Language

You can select a language only in the ActiveAssistant, not by phone.



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Personal Settings in the navigation bar, click **Language**.
- Step 3** In the My Language list, click the language in which you want to hear the Cisco Unity conversation.
- Step 4** Click  to save your changes.



55439

# To Change Your Cisco Unity Conversation Menus



## Phone

- 
- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **2** > **3**.
- Step 3** Press **1** to switch between full and brief menus.


**Table 5**     *Use These Keys Anytime*

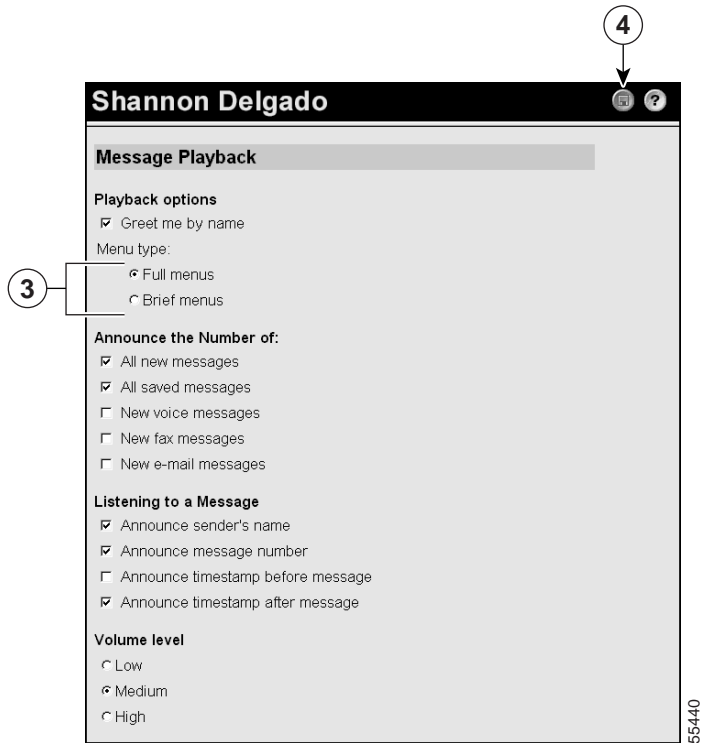
Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

---



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message playback**.
- Step 3** Under Menu Type, click **Full menus** or **Brief menus**.
- Step 4** Click  to save your changes.



■ To Change Your Cisco Unity Conversation Menus



## Changing Recording and Playback Settings

---

Recording and playback settings control how you record and play messages from your Inbox and how you record and play greetings and names in the ActiveAssistant.

Depending on how your computer is set up, you can choose your recording and playback devices:

**Recording devices** You speak into either your phone or a multimedia microphone (if your computer has one).

**Playback devices** You hear recordings through either your phone or multimedia speakers (if your computer has them).

You also have a volume control option and an automatic playback option for voice messages in your Inbox.

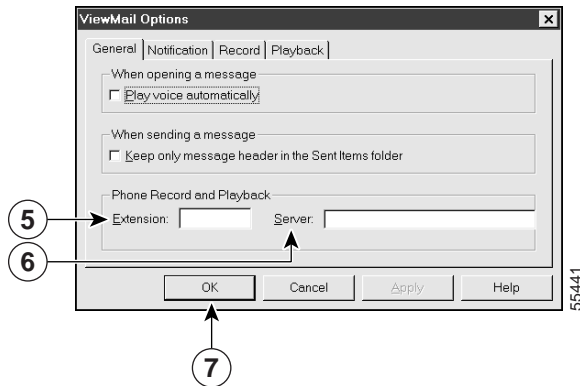
# To Change Recording and Playback Devices

Use your phone as the recording device to get the best sound quality in your recordings.



## Inbox




- Step 1** On the Outlook toolbar, click **ViewMail options**.
- Step 2** Click the **Record** or **Playback** tab.
- Step 3** In the Device list, click **Phone** or the appropriate wave driver. (For information on selecting the appropriate wave driver, contact your system administrator.)
- Step 4** If you chose **Phone** for your playback or recording device, click the **General** tab.
- Step 5** In the **Extension** box, enter your extension.
- Step 6** In the **Server** box, enter the name of your server. (If you do not know your server name, contact your system administrator.)
- Step 7** Click **OK** to save your changes.

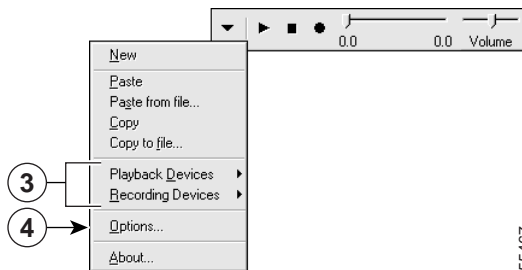


You can change your recording and playback devices from any Media Master control bar in the ActiveAssistant. Use your phone as the recording device to get the best sound quality in your recordings.



### ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Greetings**.
- Step 3** On the Media Master control bar's  menu, click **Playback device** or **Recording devices**, then click **Phone** or the appropriate wave driver. (For information on selecting the appropriate wave driver, contact your system administrator.)
- Step 4** If you chose **Phone** for your playback or recording device, click **Options** on the  menu.
- Step 5** In the dialog box, enter your extension and the name of your server. (If you do not know your server name, contact your system administrator.)
- Step 6** Click **OK**.
- Step 7** Click  to save your changes.



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# To Change Playback Volume

As you listen to a message by phone, you can adjust the volume of the message. The change does not affect the playback volume of other messages.

You cannot adjust recording volume or the playback volume of greetings.



## Phone

---

While listening to a message, press **5** to toggle among these volume settings:


- |                    |                               |
|--------------------|-------------------------------|
| <b>Press once</b>  | Increases the volume.         |
| <b>Press again</b> | Decreases the volume.         |
| <b>Press again</b> | Returns the volume to normal. |
-

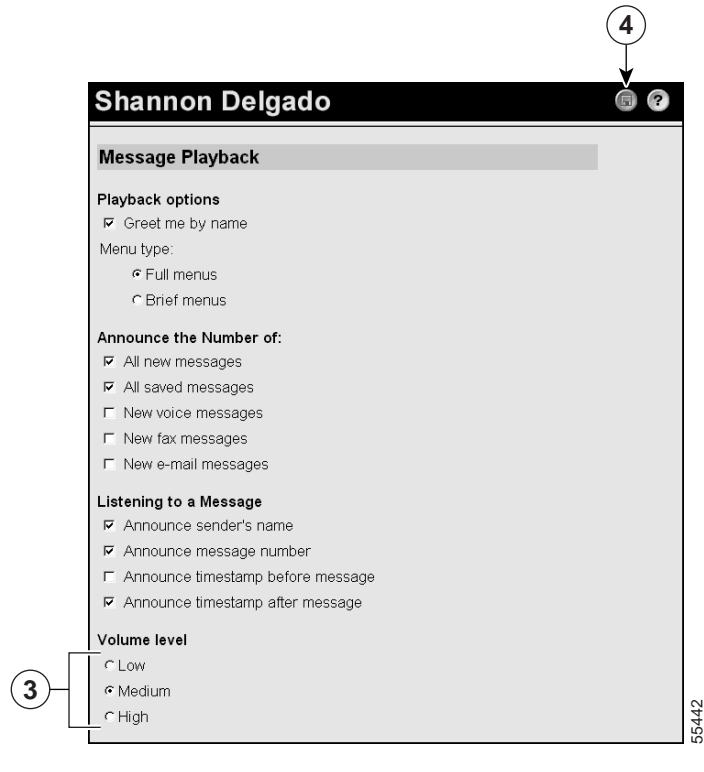
In the ActiveAssistant, you can adjust the playback volume for all of your messages.

You cannot adjust recording volume or the playback volume of greetings.



### ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message playback**.
- Step 3** Click **Low**, **Medium**, or **High**.
- Step 4** Click  to save your changes.



# To Change Automatic Voice Message Playback

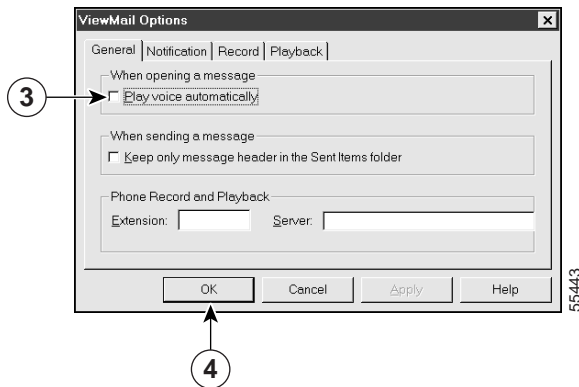
With automatic playback, your voice messages begin playing as soon as you open them in your Inbox.

Without automatic playback, you use the Media Master control bar to play voice messages.



## Inbox

- 
- Step 1** On the Outlook Tools menu, click **ViewMail options**.
  - Step 2** Click the **General** tab.
  - Step 3** Select or clear the **Play voice automatically** check box.
  - Step 4** Click **OK**.





## Changing Greeting Settings

---

You can record up to five personal greetings that callers hear when you are not available to take calls.

Cisco Unity plays your greetings in the appropriate situations, depending on your organization's hours and on how Cisco Unity is set up:

- |                           |  |
|---------------------------|--|
| <b>Standard greeting</b>  | This greeting generally plays during your work hours. The standard greeting plays unless it is overridden by another greeting.   |
| <b>Closed greeting</b>    | This greeting plays during your nonwork hours. The closed greeting overrides the standard greeting during your organization's nonbusiness hours.   |
| <b>Internal greeting</b>  | This greeting plays only to callers within your organization. It can provide information that coworkers need to know. The internal greeting overrides the standard and closed greetings when you do not answer your phone. |
| <b>Busy greeting</b>      | This greeting plays when you are on the phone. The busy greeting overrides the standard, closed, and internal greetings.   |
| <b>Alternate greeting</b> | This greeting plays to indicate special circumstances, such as when you are on vacation. The alternate greeting overrides all other greetings.   |

You can record your standard, closed, and alternate greetings, and enable or disable your alternate greeting by phone. You can record all five of your greetings and enable or disable them in the ActiveAssistant.

Enabling a greeting makes it available for Cisco Unity to play in the appropriate situations. (Your standard greeting is always enabled.)

Disabling a greeting makes it unavailable for Cisco Unity to play, but it does not erase the recording. (You cannot disable your standard greeting.)

# To Record a Greeting

You can record only your standard, closed, and alternate greetings by phone.



## Phone

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **1** > **1**.
- Step 3** After Cisco Unity plays your current greeting, press **1** to rerecord it, or press **3** to record a different greeting, choose the greeting, then rerecord it.

**Table 1** Use These Keys as You Record




Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

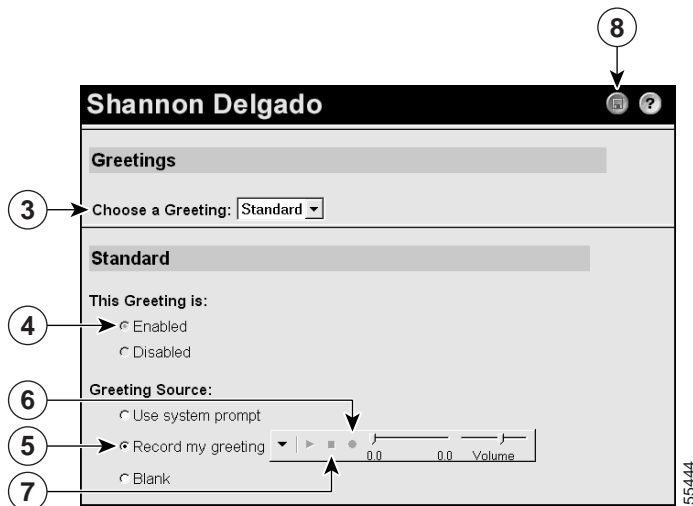
**Table 2** Use These Keys Anytime

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Greetings**.
- Step 3** In the Choose a Greeting list, click the greeting you want to record.
- Step 4** Click **Enabled**.
- Step 5** Click **Record my greeting**.
- Step 6** On the Media Master control bar, click  and record the greeting with your recording device:
- For a phone, pick up the handset when the phone rings, wait for the tone, then speak into the handset.
  - For a multimedia microphone, wait for the tone, then speak into the microphone.
- Step 7** When you finish recording, click .
- Step 8** Click  to save your changes.



# To Enable or Disable a Greeting

You can enable or disable only your alternate greeting by phone.



## Phone

- 
- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **1** > **1**.
- Step 3** After Cisco Unity plays your current greeting, press **2** to enable or disable your alternate greeting.

When your alternate greeting is enabled, it overrides all other greetings.


**Table 3** Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

You can enable or disable all of your greetings in the ActiveAssistant, except the standard greeting, which is always enabled.



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** In the Call Settings section of the navigation bar, click **Greetings**.
- Step 3** In the **Choose a Greeting** list, click the greeting you want to enable or disable.
- Step 4** Click **Enabled** to make the greeting available to Cisco Unity, When your alternate greeting is enabled, it overrides all other greetings.
- or
- click **Disabled** to make it unavailable to Cisco Unity.
- Step 5** Click  to save your changes.



# To Change a Greeting Source



## ActiveAssistant


---

- Step 1** Access the ActiveAssistant.
- Step 2** In the Call Settings section of the navigation bar, click **Greetings**.
- Step 3** In the Choose a Greeting list, click the greeting whose source you want to change.
- Step 4** Choose a source:

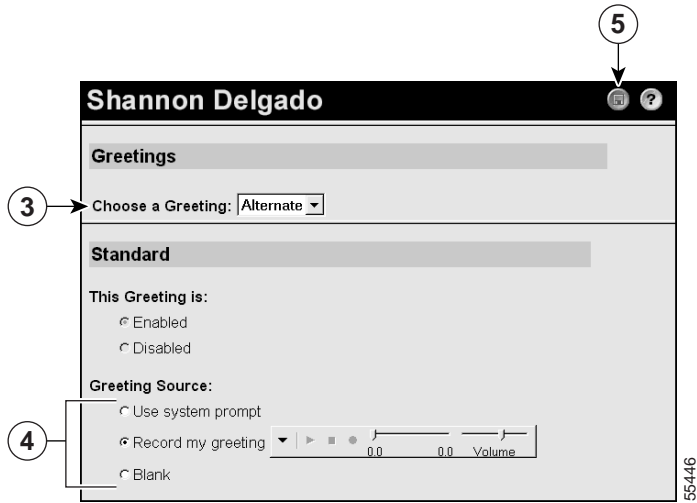
**Use system prompt** Cisco Unity plays a prerecorded greeting along with your recorded name (for example, “Sorry, <your name> is not available”).

**Record my greeting** Cisco Unity plays your recording. (Use the Media Master control bar to record your greeting.)

**Blank** Cisco Unity plays no greeting.

- Step 5** Click  to save your changes.

To Change a Greeting Source



55446



## Changing Call Settings

---

Call settings control some caller options and how Cisco Unity handles your incoming external calls:

- |                                 |  |
|---------------------------------|--|
| <b>Answer options</b>           | When you answer your phone, Cisco Unity can announce who the call is for and when it connects the call, and it can give you the options of taking the call or routing it to your greeting for the caller to leave a message.   |
| <b>Call screening</b>           | With call screening on, Cisco Unity records a caller's name and plays it for you before connecting the call.   |
| <b>Busy/hold options</b>        | When your phone is busy, Cisco Unity has two hold options or it can route callers to your greeting to leave a message.   |
| <b>Call transfer</b>            | You can choose to answer your calls or to have them routed to your greeting. Generally, call transfer is set to ring a phone—either your extension or another phone—when you are available to answer calls. You likely would transfer calls directly to your greeting when you planned to be out of the office for an extended period, such as a vacation. (When you route calls to your greeting, callers do not have to wait while your phone rings unanswered.) |
| <b>Callers' message options</b> | You can choose whether callers who leave messages can edit their messages and mark them urgent.  |

# To Change What Cisco Unity Says When You Answer Calls



## ActiveAssistant


---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Call transfer and screening**.
- Step 3** Choose what Cisco Unity says when you answer your phone:

**Tell me who...** Cisco Unity plays the recorded name attached to the dialed extension. Use this setting when two or more people share a phone.

**Announce before connecting...** Cisco Unity tells you when it connects the call.

**Ask me if...** Cisco Unity asks if you want to take the call or have the caller leave a message. You can use this setting with the “Tell me who the call is for” option (for example, to decline a call for someone you share a phone with). You also can use this setting with the “Screen calls to me” option under “Call screening settings” (for example, to accept or decline calls based on the identity of the caller).

- Step 4** Click  to save your changes.

**Shannon Delgado**

**Call Transfer and Screening**

**Transfer incoming calls to my phone?**

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

**If my phone is busy:**

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

**When I answer the phone:**

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

**Call Screening Settings**

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.

55447


# To Change Call Screening

Cisco Unity screens calls by asking for and recording a caller's name, then placing the caller on hold. Cisco Unity rings your phone and announces the caller's name.



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Call Transfer and Screening**.
- Step 3** Choose whether Cisco Unity screens your calls.  
  
To have the option of declining a call and routing it to your greeting instead, you also must select the “Ask me if I want to take the call” check box under “When I answer the phone.”
- Step 4** Click  to save your changes.

**Shannon Delgado**

**Call Transfer and Screening**

**Transfer incoming calls to my phone?**

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

**If my phone is busy:**

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

**When I answer the phone:**

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

**Call Screening Settings**

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.

55448

# To Change How Cisco Unity Handles Calls When Your Phone is Busy



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Call transfer and screening**.
- Step 3** Choose whether callers are put on hold:

- Ask caller to hold** Cisco Unity gives the caller the options of holding or leaving a message.
- Put caller on hold...** Cisco Unity automatically puts the caller on hold, without the option of leaving a message.
- Send caller directly...** Cisco Unity automatically routes the caller to your greeting, without the option of holding, then prompts the caller to leave a message.

- Step 4** Click  to save your changes.

**Shannon Delgado**

**Call Transfer and Screening**

**Transfer incoming calls to my phone?**

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

**If my phone is busy:**

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

**When I answer the phone:**

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

**Call Screening Settings**

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.

55449

# To Change Call Transfer

Depending on how Cisco Unity is set up at your organization, this option may not be available.



## Phone

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **1** > **2**.
- Step 3** Press **1** to switch between transferring calls to an extension and to your greeting.
- or
- Press **2** to change your transfer phone number. (To transfer calls to an external phone number, contact your system administrator.)

**Table 1**     *Use These Keys Anytime*

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Call Settings in the navigation bar, click **Call transfer and screening**.
- Step 3** Choose a transfer setting:

**Yes, ring my extension** Use this setting to have calls ring your extension.

**Yes, ring me at...** Use this setting to have calls ring the extension or phone number you type in the adjacent box.  
(To transfer calls to an external phone number, contact your system administrator.)

**No (send directly...)** Use this setting to have calls transferred directly to your greeting. Your phone does not ring.

- Step 4** Click  to save your changes.

**Shannon Delgado**

**Call Transfer and Screening**

**Transfer incoming calls to my phone?**

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

**If my phone is busy:**

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

**When I answer the phone:**

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

**Call Screening Settings**

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.


55450

# To Change Caller Message Options



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Caller options**.
- Step 3** Choose what callers can do when they leave messages.
- Step 4** Click  to save your changes.



■ To Change Caller Message Options



## Changing Message Settings

---

Message settings control how Cisco Unity announces your messages; they also control some options for the messages you send:

- |                                    |  |
|------------------------------------|--|
| <b>Message types</b>               | You can choose the types of messages for which Cisco Unity announces count totals then plays when you check messages by phone.                                 |
| <b>Message summary information</b> | You can choose the pieces of summary information you want to hear about messages before or after Cisco Unity plays them (for example, sender, date, and time). |
| <b>Logon greeting</b>              | You can choose whether Cisco Unity plays your recorded name when you log on.   |
| <b>Fax delivery phone number</b>   | If you are using the fax option, you can have your fax and e-mail messages delivered to a fax machine when you check messages by phone.                        |
| <b>Sound notification</b>          | You can choose the sound that notifies you at your computer when new voice messages arrive in your Inbox.  |
| <b>Message addressing</b>          | You have three options for how you address messages to other subscribers when you send messages by phone.  |

# To Change Message Types

Cisco Unity announces counts of and plays new messages in the following order, depending on the types of messages you choose to hear: urgent receipts, regular receipts, urgent voice, regular voice, urgent fax, regular fax, urgent e-mail, regular e-mail.


Cisco Unity then plays old messages in the same order.

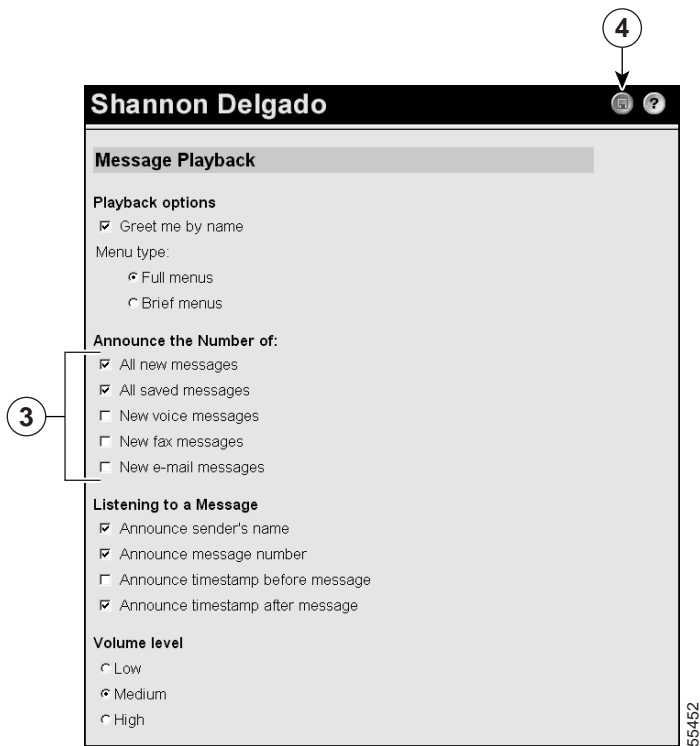
With fax messages, Cisco Unity plays message summary information only.



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message playback**.
- Step 3** Choose the types of messages you want to hear when you check messages by phone. To hear the total number of a specific type, select that check box. To hear no totals, clear all check boxes.
- Step 4** Click  to save your changes.



# To Change Message Summary Information



## ActiveAssistant


---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message playback**.
- Step 3** Choose the summary information you want to hear about your messages:

**Announce sender's name** Cisco Unity plays the recorded name of the subscriber who sent a message.

**Announce message number** Cisco Unity announces the sequential number of a message.

**Announce time stamp...** Cisco Unity announces the day, date, and time that a message was received. Select either the “before” or “after” check box.

- Step 4** Click  to save your changes.

**Shannon Delgado**

**Message Playback**

**Playback options**

- Greet me by name

Menu type:

- Full menus
- Brief menus

**Announce the Number of:**

- All new messages
- All saved messages
- New voice messages
- New fax messages
- New e-mail messages

**Listening to a Message**

- Announce sender's name
- Announce message number
- Announce timestamp before message
- Announce timestamp after message

**Volume level**


- Low
- Medium
- High

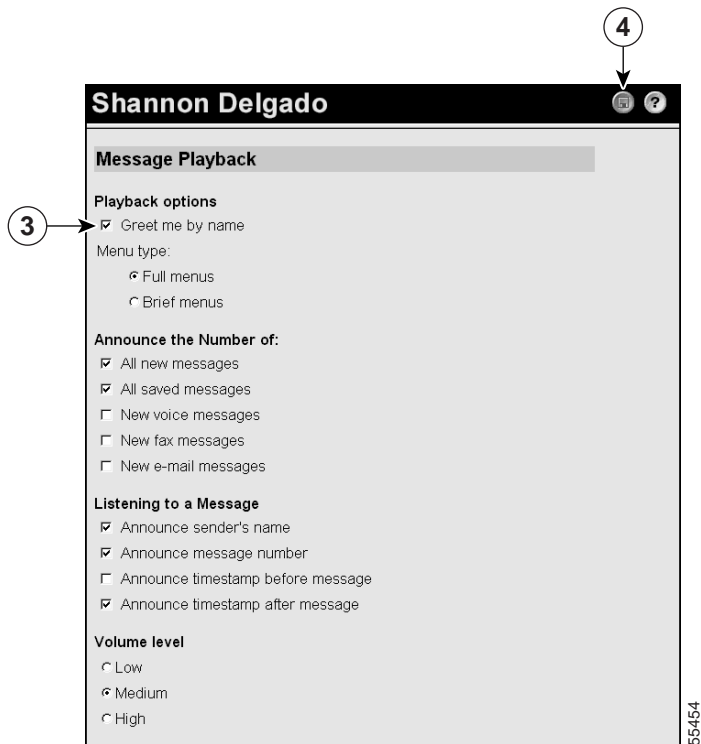
55453

# To Change Your Logon Greeting



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message playback**.
- Step 3** Choose whether to have Cisco Unity play your recorded name when you log on.
- Step 4** Click  to save your changes.



# To Change Your Fax Delivery Phone Number



## Phone

---

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **2** > **2**.
- Step 3** After you hear the current number, press **2** to enter a new number, or  
press **1** to keep the current number.

**Table 1** Use These Keys Anytime


Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

---

To Change Your Fax Delivery Phone Number

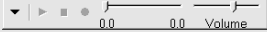


**ActiveAssistant**

- Step 1** Access the ActiveAssistant.
- Step 2** Under Personal Settings in the navigation bar, click **Telephone**.
- Step 3** Enter the phone number to which you usually want your faxes sent.
- Step 4** Click  to save your changes.

**Shannon Delgado**

**Personal Settings**

**Name**  
 First name: Shannon  
 Last name: Delgado  
 Recorded name: 

**Telephones**  
 Extension: 99995

**Faxes**  
 Fax ID:   
 Fax delivery number:

**Directory Listing**  
 List in phone directory

**Change Phone Password**  
 Enter new password:   
 Confirm new password:   
 Password last changed: 4/14/00 4:23:06 PM

**Language**  
 My language: English(United States)


55468

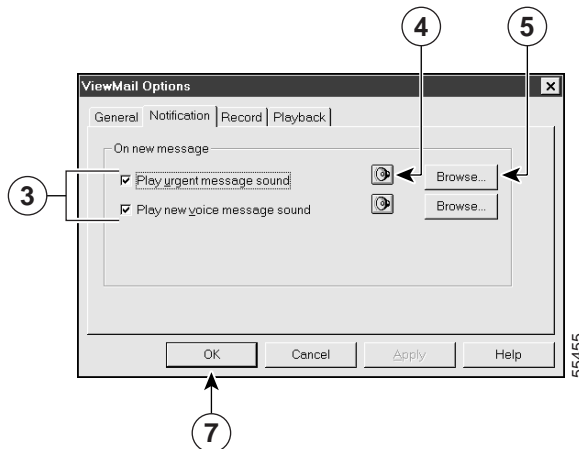
# To Change the Sound that Notifies You of New Voice Messages

This option is available only if your computer has multimedia speakers.



## Inbox

- Step 1** On the Outlook Tools menu, click **ViewMail options**.
- Step 2** In the ViewMail Options dialog box, click the **Notification** tab.
- Step 3** Choose notification options.
- Step 4** To preview the sound for an option, click the corresponding .
- Step 5** To change the default sound for an option, click the corresponding **Browse** button.
- Step 6** In the **Browse Files** dialog box, choose a sound (WAV) file, then click **Open**.
- Step 7** When the **ViewMail Options** dialog box reappears, click **OK** to save your changes.




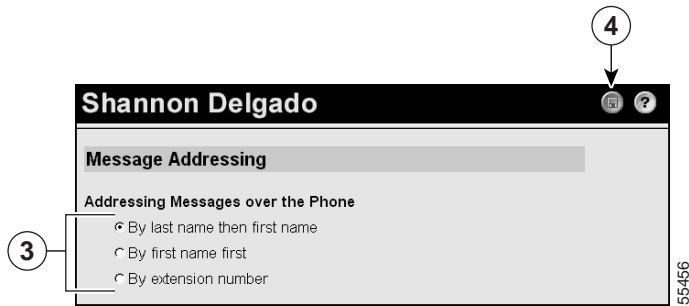
# To Change Message Addressing Settings



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message addressing**.
- Step 3** Choose an option for addressing messages.
- Step 4** Click  to save your changes.





# Changing Message Notification Settings

---

Cisco Unity can call a phone or pager to notify you of new messages. When you answer a notification call, you can log on to Cisco Unity immediately to check your messages.

Cisco Unity calls a phone or pager based on notification schedules and options that you set in the ActiveAssistant. For Cisco Unity to make notification calls, the phone or pager must be enabled, or turned on.

You can turn notification on and off by phone, and change notification phone numbers for your home phone, work phone, a pager, and a spare phone. In the ActiveAssistant, you can do the same tasks for the same devices and for one additional pager, five additional phones, and two text pagers.

## Initial Setup of a Notification Device

The first time you set up a notification device, do all of the tasks in this section for that phone or pager.



---

**Caution**

To set up multiple notification devices to function in a cascading or chaining sequence, contact your system administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

---

# To Enable or Disable a Notification Device

By phone, you can turn notification on and off for your home phone, work phone, a pager, and a spare phone. Additional notification devices can be turned on and off in the ActiveAssistant.

Disabling a phone or pager does not delete its settings.



## Phone

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **2** > **1**.
- Step 3** After Cisco Unity announces your notification status, press the corresponding key for the phone or pager you want to change.

**Table 1** *Device Options*

Key	Option	Key	Option
<b>1</b>	Pager	<b>3</b>	Work phone
<b>2</b>	Home phone	<b>4</b>	Spare phone

- Step 4** Press **1** to enable or disable notification to the phone or pager.


**Table 2** *Use These Keys Anytime*

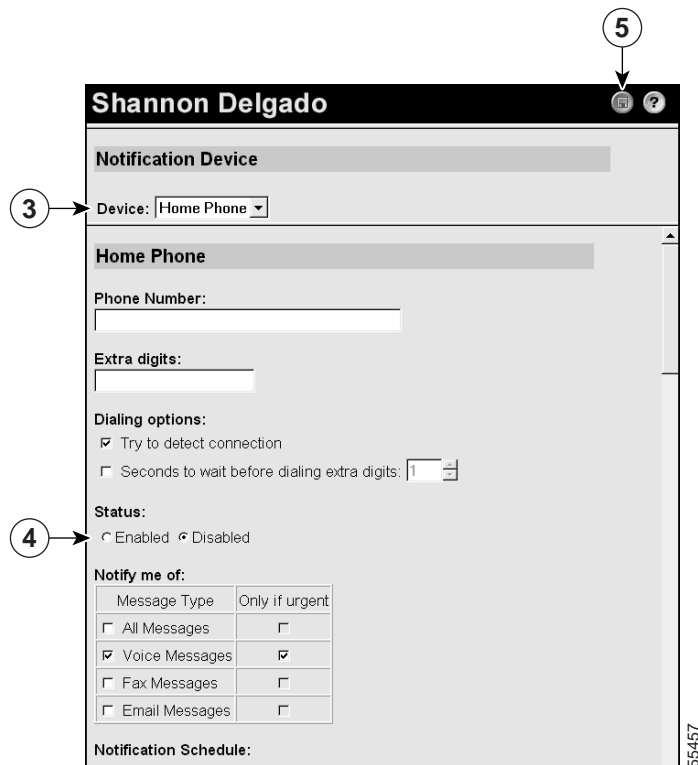
Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

Disabling a phone or pager does not delete its settings.



### ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the phone or pager you want to change.
- Step 4** Click **Enabled** or **Disabled**.
- Step 5** Click  to save your changes.



# To Change a Notification Phone Number

By phone, you can change the notification number for your home phone, work phone, a pager, and a spare phone. Additional notification numbers can be changed in the ActiveAssistant.

When entering phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use the # key to add 1-second pauses, as necessary. Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers.



## Phone

- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **2** > **1**.
- Step 3** After Cisco Unity announces your notification status, press the corresponding key for the phone or pager whose number you want to change.

**Table 3** *Device Options*

Key	Option	Key	Option
<b>1</b>	Pager	<b>3</b>	Work phone
<b>2</b>	Home phone	<b>4</b>	Spare phone

- Step 4** Press **3** to change the notification number.
- Step 5** Enter the new number,  
or  
press **#** to keep the current number. (Enter only an extension when you use phone numbers inside your organization for message notification.)

**Table 4** *Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead


When typing phone numbers, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use commas (,) to add 1-second pauses, as necessary.

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers.



### ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the phone or pager whose number you want to change.
- Step 4** Enter the number of the phone or pager.
- Step 5** Enter any extra digits related to the phone or pager. These digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- Step 6** Choose dialing options for the extra digits:
- |                           |  |
|---------------------------|--|
| <b>Try to detect...</b>   | Cisco Unity automatically tries to detect a connection to the phone or pager before dialing the extra digits.  |
| <b>Seconds to wait...</b> | After dialing the phone or pager number, Cisco Unity waits this length of time before dialing the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.) |
- Step 7** Click  to save your changes.

To Change a Notification Phone Number

**Shannon Delgado**

**Notification Device**

Device: Home Phone

**Home Phone**

Phone Number:

Extra digits:

**Dialing options:**

- Try to detect connection
- Seconds to wait before dialing extra digits:

**Status:**

Enabled  Disabled

**Notify me of:**

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>

**Notification Schedule:**


55458

# To Change the Address and Text Settings for a Text Pager



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the text pager whose settings you want to change.
- Step 4** Enter the e-mail address of the text pager.
- Step 5** Enter the Cisco Unity external phone number. The number appears at the end of the text display.  
  
If you have a text-compatible cellular phone that you set up as a text pager, you can activate the phone's automatic callback function when this number is displayed.
- Step 6** Enter any text you want displayed on the pager (for example, "You have voice mail").
- Step 7** Choose whether to include message counts as part of the text display.
- Step 8** Click  to save your changes.

To Change the Address and Text Settings for a Text Pager

**Shannon Delgado**

**Notification Device**

Device:

**Text Pager 1**

To: (E-mail address)

From: (Phone number)

Send:  
Text:

Include voice mail, e-mail, and fax counts.

**Status:**  
 Enabled  Disabled

**Notify me of:**

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>


551460

# To Change the Types of Messages About Which You Are Notified



## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the phone or pager whose message types you want to change.
- Step 4** Choose the types of messages about which you are notified.
- Step 5** Click  to save your changes.

To Change the Types of Messages About Which You Are Notified

**Shannon Delgado**

**Notification Device**

Device: Home Phone

**Home Phone**

Phone Number:

Extra digits:

Dialing options:

- Try to detect connection
- Seconds to wait before dialing extra digits: 1

Status:

- Enabled  Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>


Notification Schedule:

55461

# To Change a Notification Schedule



## ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the phone or pager whose schedule you want to change.
- Step 4** Click the blocks to change between inactive and active hours. Cisco Unity makes notification calls during the active hours, if you have new messages.  
  
You can use the **Copy day's schedule** function—below the schedule—to copy one day's schedule to other days.
- Step 5** Click  to save your changes.

**Shannon Delgado**

Notification Device

Device: Home Phone

Notification Schedule:

Click individual blocks to set hours:  = Inactive  = Active

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6 AM							
8 AM		✓	✓	✓	✓	✓	
10 AM		✓	✓	✓	✓	✓	
12 PM		✓	✓	✓	✓	✓	
2 PM		✓	✓	✓	✓	✓	
4 PM		✓	✓	✓	✓	✓	
6 PM		✓	✓	✓	✓	✓	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat

Copy day's schedule: Monday >> All Weekdays Copy day's schedule:

55462

# To Change Notification Options

Use these options to set the timing and frequency of the calls that Cisco Unity makes to notify you of new messages.




## ActiveAssistant

---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Message notification**.
- Step 3** Choose the phone or pager whose notification options you want to change.
- Step 4** Choose options for the phone or pager:

- Send initial notification...** Cisco Unity makes the first notification call this many minutes after a new message arrives.
- Restart notification...** Cisco Unity makes a notification call each time you receive a new message.
- Repeat notification...** Cisco Unity makes regular notification calls at the interval you set, as long as you have new messages.
- If device does not answer** Cisco Unity follows your settings for an unanswered device.
- If device is busy** Cisco Unity follows your settings for a busy device.
- If notification fails...** When Cisco Unity cannot reach the phone or pager, it can call an alternate device that you choose here. The alternate device must be enabled; it follows its own settings and schedule, not the settings and schedule for the device it is backing up.

- Step 5** Click  to save your changes.

**Shannon Delgado** ⓘ ?

**Notification Device**

Device: Home Phone ▾

11 PM

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
--	-----	-----	-----	-----	-----	-----	-----

Copy day's schedule: Monday ▾ >> All Weekdays ▾ Copy day's schedule:

**Notification Options:**

Send initial notification after how many minutes? 1 ▾

Restart notification each time a new message arrives

Repeat notification if there are still new messages after this many minutes: 15

If device does not answer:

Wait for how many rings before hanging up? 4 ▾

Try again how many times? 4 ▾

How many minutes to wait between tries? 15 ▾

If device is busy:

Try again how many times? 4 ▾

How many minutes to wait between tries? 5 ▾

If notification fails, notify me at: None ▾

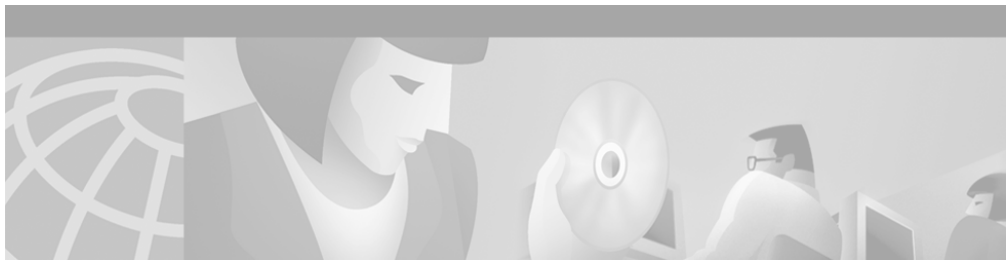
55463

Callout 3 points to the 'Device' dropdown menu.

Callout 4 points to the 'Notification Options' section.

Callout 5 points to the help icon in the header.

■ To Change Notification Options



## Changing Private List Settings

---

Use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message.

Cisco Unity provides 20 empty lists for you to personalize. Only you can access your private lists.

You can send only voice messages to your private lists, and you can send those messages only by calling and logging on to Cisco Unity. You cannot send messages from your Inbox to your private lists.

# To Change the Name of a Private List

The name you enter and record here is for verification purposes only. When you address a voice message to a private list, you address it in number mode, by using a list number (1 through 20). After you enter a private list number during addressing, Cisco Unity plays the recorded name so you can confirm that you have chosen the correct list.






## Phone

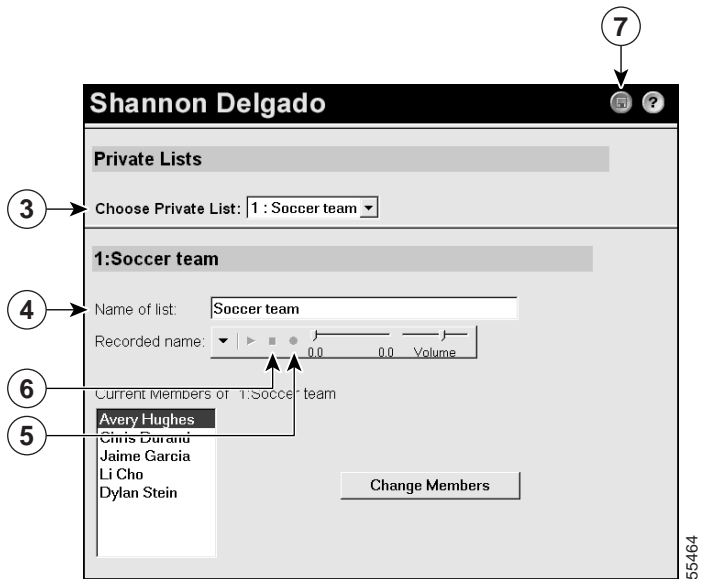
---

- Step 1** Call Cisco Unity and log on.
  - Step 2** Press **4** > **2** > **4** > **2**.
  - Step 3** Choose the private list whose name you want to change by pressing the number of the list.
  - Step 4** Press **4** to record the name.
-



### ActiveAssistant

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Private Lists**.
- Step 3** Choose the private list whose name you want to change.
- Step 4** Enter a name for the list.
- Step 5** On the Media Master control bar, click  and record the list's name with your recording device:
  - For a phone, pick up the handset when the phone rings, wait for the tone, then speak into the handset.
  - For a multimedia microphone, wait for the tone, then speak into the microphone.
- Step 6** When you finish recording, click .
- Step 7** Click  to save your changes.



55464

# To Change the Members of a Private List

Each private list can contain up to 25 members. Other private lists cannot be members of a private list. However, a public distribution list can be a member of a private list.



## Phone

- 
- Step 1** Call Cisco Unity and log on.
- Step 2** Press **4** > **2** > **4** > **2**.
- Step 3** Choose the private list whose members you want to change by pressing the number of the list.
- Step 4** After Cisco Unity plays the name of the list, use the following keys to change the members.

**Table 1** *Change Member Options*


Key	Option	Key	Option
<b>1</b>	Add a name	<b>3</b>	Remove a name
<b>2</b>	Hear the names in the list	<b># #</b>	Switch between spelling mode and number mode

---

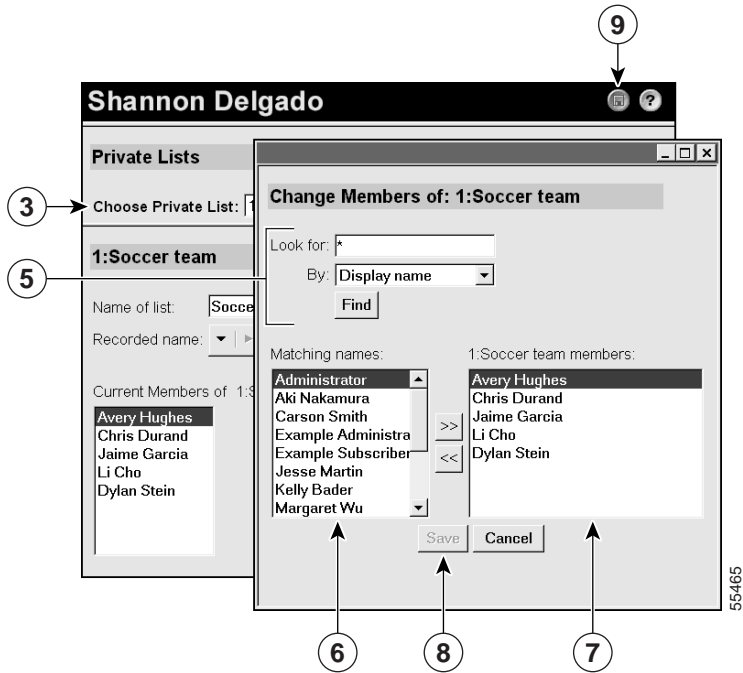


## ActiveAssistant

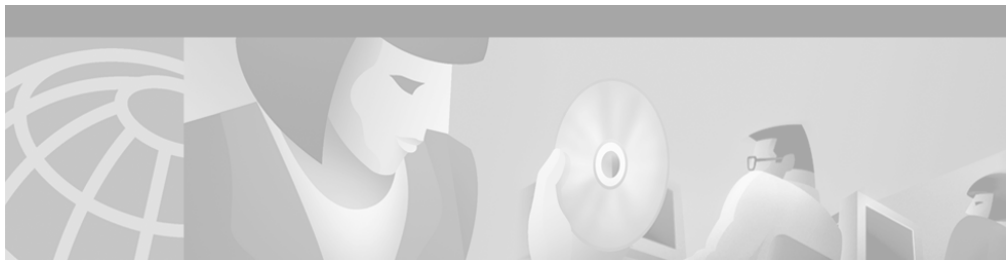
---

- Step 1** Access the ActiveAssistant.
- Step 2** Under Message Settings in the navigation bar, click **Private Lists**.
- Step 3** Choose the private list whose members you want to change.
- Step 4** Click **Change Members**. The Change Private List Members dialog box appears, which you use to search for each subscriber or public distribution list that you want to add as a member of your private list.
- Step 5** Choose a search method in the By list: Display Name (full name), Extension, First Name, or Last Name.
- Step 6** Enter the full name, extension, first name, or last name in the Look For box, then click **Find**.
- You can enter an asterisk (\*) to list all subscribers and public distribution lists in your organization. The wildcard character also can be used to search for partial matches (for example, **K\*** results in a list of all names beginning with the letter K).
- Step 7** To add the name to the list, click it in **Matching Names**, then click **>>**.
- Step 8** To delete a name from the list, click it in **<List Name> Members**, then click **<<**.
- Step 9** Click **Save** to save your member changes.
- Step 10** If you made other changes to the private list, click  to save your list changes.

To Change the Members of a Private List



55465



## Reference Information

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Cisco Unity phone number, internal \_\_\_\_\_

Cisco Unity phone number, external \_\_\_\_\_

ID (extension) \_\_\_\_\_

ActiveAssistant Web site address \_\_\_\_\_

Server name \_\_\_\_\_

System administrator's name \_\_\_\_\_

System administrator's phone number \_\_\_\_\_





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