



# Messages

## About Problems with Messages

Message problems fall into four categories:

Messages appear to be delayed	Some subscriber errors or misconceptions can lead to the impression that Cisco Unity is delaying messages. See the <a href="#">“Messages Appear to Be Delayed” section on page 5-1</a> .
Messages seem to disappear	Some Cisco Unity situations can affect message delivery. See the <a href="#">“Some Messages Seem to Disappear” section on page 5-2</a> .
Messages are incomplete	A setup problem may cause callers to be cut off when they try to leave a message. See the <a href="#">“Cisco Unity Stops Recording Before a Caller Has Finished Leaving a Message” section on page 5-3</a> .
Messages include dial tone or reorder tone	See the <a href="#">“Dial Tone or Reorder Tone Is Present at the End of a Message” section on page 5-4</a> .

Begin your troubleshooting by gathering information about the message problem. By discussing the problem with the subscriber, sometimes you can determine whether a problem is due to a misunderstanding of how Cisco Unity works. If you encounter a message problem that is not described in this section, contact the Cisco Technical Assistance Center (TAC).

## Messages Appear to Be Delayed

The following sections describe possible reasons that messages may appear to be delayed. Use the [Task List for Troubleshooting Delay in Appearance of Messages](#) to troubleshoot the possible causes.

### Task List for Troubleshooting Delay in Appearance of Messages

1. Investigate whether the subscriber misunderstands how Cisco Unity delivers messages. See the [“Subscriber Misunderstandings” section on page 5-2](#).

## Subscriber Misunderstandings

- **A subscriber misunderstands the use of the # key**—When a subscriber presses the # key while listening to a message, Cisco Unity saves the message as a new message and skips to the next message. Later, the subscriber checks messages again, hears the same message, and believes the message arrived after a delay.  
Explain to the subscriber that pressing the # key while a message plays saves it as a new message.
- **System clock time is incorrect**—When the system clock is slow or when a desk clock is fast, the subscriber may believe messages were delayed.  
Confirm that the system clock on the Cisco Unity server is reporting the correct time.

## Some Messages Seem to Disappear

The following sections describe possible reasons that messages may not be delivered to the intended recipients. Use the [Task List for Troubleshooting the Disappearance of Some Messages](#) to troubleshoot the possible causes.

### Task List for Troubleshooting the Disappearance of Some Messages

1. Verify that subscribers who are assigned to the Unaddressed Messages distribution list have been forwarding messages to the intended recipients. See the [“Undeliverable Messages Have Not Been Forwarded to Recipients”](#) section on page 5-2.
2. Confirm that you or another administrator did not inadvertently delete a subscriber who was assigned to review the messages for Cisco Unity entities. See the [“Subscribers Assigned to Cisco Unity Entities Were Deleted and No Replacements Were Assigned”](#) section on page 5-2.

### Undeliverable Messages Have Not Been Forwarded to Recipients

Messages returned to the Unity Messaging System mailbox are forwarded automatically to subscribers whose names appear on the Unaddressed Messages public distribution list. The messages then must be forwarded to the intended recipients. Explain to subscribers on the Unaddressed Messages public distribution list the importance of regularly checking for and forwarding undeliverable messages.

### Subscribers Assigned to Cisco Unity Entities Were Deleted and No Replacements Were Assigned

When you delete a subscriber who was assigned to review the messages sent to any of the following Cisco Unity entities, make sure that you assign another subscriber or a public distribution list to replace the deleted subscriber; otherwise, messages may be “lost.”

- Unaddressed Messages distribution list
- System Event Messages distribution list (because the Example Administrator is the only member of this distribution list by default)
- Operator call handler (because the Example Administrator is the only member of this distribution list by default)
- Opening Greeting call handler
- Good-Bye call handler

- Example Interview call handler

## Cisco Unity Stops Recording Before a Caller Has Finished Leaving a Message

The following sections describe possible reasons that Cisco Unity may stop recording before a caller has finished leaving a message. Use the [Task List for Troubleshooting Recordings Being Cut Off](#) to troubleshoot the possible causes.


### Task List for Troubleshooting Recordings Being Cut Off

1. Check to see if the quiet parameter is set to recognize low voice volume. See the [“Dialogic Quiet Parameter Is Incorrect”](#) section on page 5-3.
2. Calls may be cut off by Cisco Unity, the phone system, or the central office. See the [“Cisco Unity, the Phone System, or the Central Office Disconnected the Call”](#) section on page 5-4.

### Dialogic Quiet Parameter Is Incorrect

A caller may report hearing a prompt and being prevented from completing a message, or a subscriber may report this problem after noticing that a recording ends before the caller finished leaving a message. This can happen when the quiet parameter is not set to recognize low voice volume. It also can happen when a changed quiet parameter is not retained after a Cisco Unity upgrade.

To change the Dialogic quiet parameter (systems equipped with Dialogic voice cards only)

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- Step 1** Shut down the Cisco Unity software.
- Step 2** On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
- Step 3** On the Service menu, click **Stop Service**. A second Dialogic Configuration Manager window appears.
- Step 4** When the message “Success: Dialogic service stopped” appears, click **Close**.
- Step 5** In the Service window, select a Dialogic voice card.
- Step 6** In the DCM–Properties dialog box for the card, click **Misc**.
- Step 7** Click **ParameterFile**.
- Step 8** Under Edit in the **Value** field, enter **quiet50.prm**, and click **OK**.
-  **Note** If spandti.prm or any other values exist in the Value field, enter a space at the end of the existing value, and enter **quiet50.prm**. The space ensures that both .prm entries exist in the field.
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- Step 9** Repeat [Step 5](#) through [Step 8](#) for each additional Dialogic voice card.
- Step 10** On the Service menu, click **Start Service**. A second Dialogic Configuration Manager window appears.
- Step 11** When the message “Success: Dialogic service started” appears, click **Close**.

- Step 12** Restart the Cisco Unity server.
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## Cisco Unity, the Phone System, or the Central Office Disconnected the Call

If a caller reports being cut off while leaving a message and if the caller did not hear a prompt prior to the disconnect, Cisco Unity, the phone system, or the central office may have disconnected the call.

To determine why the call was disconnected

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- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Event Viewer**.
- Step 2** On the Log menu, click **System**.
- Step 3** In the System Event log, look for an error that occurred at the time of the reported disconnected call. If an error appears, double-click the error and skip to [Step 6](#). If no error appears for the date and time of the disconnected call, continue with [Step 4](#).
- Step 4** On the Log menu, click **Application**.
- Step 5** In the Application Event log, look for an error that occurred at the time of the reported disconnected call. Double-click the error.
- Step 6** In the Event Detail dialog box, review the contents of the Description box. If you need assistance interpreting or resolving the error, or if no error appears in the Application Event log that matches the date and time of the reported disconnected call, contact Cisco TAC.
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## Dial Tone or Reorder Tone Is Present at the End of a Message

A possible cause may be that the switch disconnect tone and/or the PSTN disconnect tone are incorrect in the Switch.ini file (for circuit-switched phone systems only).

To run the Learn Tones utility

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- Step 1** Run the Learn Tones utility. See the [“Learn Tones” section on page 10-5](#) for detailed instructions.
- Step 2** If running the Learn Tones utility does not resolve the problem, contact Cisco TAC.
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