



# Cisco Unity User Guide

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This chapter should be used in conjunction with the *Cisco Unity User Guide, Release 4.0(5)*. New features are described in individual sections.

This chapter contains the following sections:

- [Alternate Greeting Notices \(Cisco Unity Voice Messaging with Microsoft Exchange 2003/2000 Only\), page 8-1](#)
- [Checking Messages by Phone When Cisco Unity Plays New Messages Automatically, page 8-2](#)
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- [Live Reply \(“Call The Subscriber”\) Behavior When Used To Leave Messages, page 8-3](#)
- [Message Locator Searches Include Receipts \(Cisco Unity with Exchange\), page 8-3](#)
- [Using Mobile Message Access for BlackBerry \(Cisco Unity with Exchange\), page 8-3](#)

## Alternate Greeting Notices (Cisco Unity Voice Messaging with Microsoft Exchange 2003/2000 Only)



Note

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When alternate greeting notices are enabled, all subscribers associated with a Cisco Unity server are alerted when a message recipient has the alternate greeting enabled. If you enable notices for the Cisco Unity server, consider providing the information below to subscribers.

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Alternate greeting notices are a type of message receipt and work as follows: whenever you leave or send a message to another subscriber who has the alternate greeting enabled, Cisco Unity delivers the message and also sends the sender an alternate greeting notice. The notice says:

“The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

You can play notices by phone or view the text from the Cisco Unity Inbox. Alternate greeting notices do not trigger message waiting indicators (MWIs).

# Checking Messages by Phone When Cisco Unity Plays New Messages Automatically



## Note

If you set up Cisco Unity to include play new messages automatically, provide the information below to applicable subscribers.

When you call Cisco Unity to check messages, your new messages begin playing automatically. (Note, if you have the Message Type menu enabled, Cisco Unity plays the menu instead.)

Otherwise, the conversation that you hear sounds and acts the same:

- Cisco Unity plays your recorded name, alternate greeting notification and new message counts, as specified.
- System broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts are likewise played before Cisco Unity begins playing new messages.
- You must indicate whether you want to save or delete the message before Cisco Unity plays the next new message.
- You can exit message playback to hear the Main menu at any time.
- If you have no new messages, the Main menu is played as usual.

## Live Record



## Note

Provide the information below to applicable subscribers.

Live record allows you to record conversations while you talk to callers. The recorded conversation is stored as a message in your mailbox. You can play it or forward it to another subscriber or group of subscribers. Note that live record does not work properly when you have a full mailbox.

Before using live record, review the following Disclaimer.

**DISCLAIMER:** The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco/Unity phone system provides a user with the option of activating “the beep.” Prior to activating Cisco/Unity's call record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. **IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS UNITY PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS UNITY PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY**

LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND LOCAL LAWS.

## Live Reply (“Call The Subscriber”) Behavior When Used To Leave Messages



Note

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Provide the information below to applicable subscribers.

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When you use the live reply feature to return a call from a subscriber and then leave a message for that subscriber, Cisco Unity uses your calling number to identify who the message is from. Cisco Unity can correctly identify who the message is from only when you use live reply from your own extension or a number that you have specified as an alternate device in the Cisco Unity Assistant.

When you call from another number, Cisco Unity may indicate that the message is from an “unidentified caller” even though you were logged on to Cisco Unity at the time that you left the message.

## Message Locator Searches Include Receipts (Cisco Unity with Exchange)



Note

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If you set up Cisco Unity to include receipts in Message Locator searches, provide the information below to applicable subscribers.

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When you use the Message Locator to search for messages from a particular subscriber, nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices are included in the search results—in addition to voice messages.

## Using Mobile Message Access for BlackBerry (Cisco Unity with Exchange)



Note

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If you set up the Mobile Message Access for BlackBerry feature for your site, provide the information and procedures below to applicable subscribers.

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You can use your BlackBerry device to check voice messages in your Cisco Unity mailbox. Voice messages appear along with other messages in your BlackBerry Inbox.

To set up your BlackBerry device to check voice messages in your Cisco Unity mailbox, you must specify that it uses the BlackBerry browser. In addition, the first time that you use the device to access Cisco Unity voice messages, you will need to specify which phone number that Cisco Unity calls to play

your messages. You can change the number at any time. To set up your device, do the first procedure in this section, “[To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox \(First-Time Use Only\)](#).”

Once your device is properly set up, you can use the second or third procedure (as applicable) in this section to check voice messages using your BlackBerry device:

- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Standard Conversation\)](#), page 8-4
- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Optional Conversation 1\)](#), page 8-5

Note that you cannot use your device to play the voice messages that you may have received or saved before you set up the device.

Keypad mappings for other conversation styles are documented in the “Cisco Unity Phone Menus and Shortcuts” chapter of the *Cisco Unity User Guide*. Ask your Cisco Unity administrator which conversation style you are set up to use.

#### To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox (First-Time Use Only)

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- Step 1** On your BlackBerry device, confirm that the Default Browser Configuration is set to use the **BlackBerry Browser**.
- Step 2** From the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.
- Step 3** In the message body, select the link and click **Get Link** from the menu.
- Step 4** In the **Cisco Unity Voicemail Password** field, enter the numeric password that you use to log on to Cisco Unity by phone.
- Step 5** In the **Number To Call To Play Messages** field, enter the phone number of the BlackBerry device or another phone, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
  - # and \* to correspond to the # and \* keys on the phone.




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**Note** You cannot enter phone numbers that include plus signs (+). If you are experiencing difficulties with this setting, contact your Cisco Unity Administrator.

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- Step 6** Click **Submit**.
- Step 7** Test your setup:
- Click **Call #**.
  - Answer the phone when it rings; Cisco Unity should begin playing your message.
  - If the phone number does not work, click **Change #**, then repeat [Step 4](#) through [Step 7](#)
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#### To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Standard Conversation)

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- Step 1** From the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.

- Step 2** In the message body, select the link and click **Get Link** from the menu.
- Step 3** to activate it.
- Step 4** Answer the phone when it rings.
- Step 5** Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
<b>1</b>	Restart message	<b>8</b>	Pause/Resume
<b>2</b>	Save	<b>9</b>	Fast-forward
<b>3</b>	Delete	<b>#</b>	Fast-forward to end
<b>4</b>	Slow playback	<b>##</b>	Skip message, save as is
<b>5</b>	Change volume <sup>1</sup>	<b>*</b>	Cancel or back up
<b>6</b>	Fast playback	<b>0</b>	Help
<b>7</b>	Rewind message		

1. Not available on some systems.

- Step 6** Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
<b>1</b>	Replay message	<b>6</b>	Save as new (The message waiting indicator on your phone may light or remain lit.)
<b>2</b>	Save	<b>7</b>	Rewind message
<b>3</b>	Delete	<b>9</b>	Play message properties
<b>4</b>	Reply	<b>#</b>	Save as is
<b>42</b>	Reply to all	<b>*</b>	Cancel or back up
<b>44</b>	Call the subscriber <sup>1</sup>	<b>0</b>	Help
<b>5</b>	Forward message		

1. Not available on some systems.

- Step 7** After saving or deleting the message, you can:
- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
  - Hang up, and click the **Back** button on your device to return to the BlackBerry Inbox.

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#### To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Optional Conversation 1)

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- Step 1** From the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.
- Step 2** In the message body, select the link and click **Get Link** from the menu.
- Step 3** Answer the phone when it rings.

**Step 4** Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
<b>1</b>	Rewind message	<b>6</b>	Fast playback
<b>2</b>	Pause/Resume	<b>66</b>	Faster playback
<b>3</b>	Fast-forward	<b>7</b>	Decrease volume <sup>1</sup>
<b>33</b>	Fast-forward to end	<b>8</b>	Reset volume <sup>1</sup>
<b>4</b>	Slow playback	<b>9</b>	Increase volume <sup>1</sup>
<b>44</b>	Slower playback	<b>#</b>	Skip message, save as is
<b>5</b>	Play message properties	<b>##</b>	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)
<b>6</b>	Fast playback	<b>*</b>	Cancel or back up
<b>66</b>	Faster playback	<b>0</b>	Help

1. Not available on some systems.

**Step 5** Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
<b>1</b>	Skip back	<b>88</b>	Call the subscriber <sup>1</sup>
<b>4</b>	Replay message	<b>9</b>	Save
<b>5</b>	Play message properties	<b>#</b>	Save as is
<b>6</b>	Forward message	<b>##</b>	Save as new
<b>7</b>	Delete message	<b>*</b>	Cancel or back up
<b>8</b>	Reply	<b>0</b>	Help
<b>82</b>	Reply to all		

1. Not available on some systems.

**Step 6** After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, then click the **Back** button on your device to return to the BlackBerry Inbox.