

Unity Express Decode Cisco IOS Debug Prompts

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Introduction

This document provides information about how to decode prompts that are played to callers from Cisco IOS debugs for Cisco Unity Express (CUE) or Cisco Unity PhraseServer debugs.

Trace is the debug utility for CUE and is used to troubleshoot a variety of issues. When the trace function is enabled, it can have a negative impact on system performance. Because of this issue, Cisco recommends that you enable trace only at the request of Cisco Technical Support in order to gather information about specific problems. For systems in the lab or in maintenance windows, the trace function can be used to troubleshoot and understand CUE behavior.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity Express software and hardware.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Background Information

The decoder ring helps determine what the prompts indicate when you run debugs on CUE. Individuals that are familiar with Cisco IOS Software might not be familiar with the CUE command-line interface (CLI) and powerful debug capability.

CUE includes tools that are similar in functionality, but have some important differences. In CUE, the **debug** command does not exist. Instead, CUE provides a diagnostic utility, invoked with the **trace** command, that writes messages within a kernel buffer in memory. This memory space, which can be up to 10 MB in size, is (if configured) periodically written to a local trace file (atrace.log), to a file on an external FTP server, or to both.

CUE Decoded Trace

Trace

The configuration of traces on CUE can have a negative impact on system performance, especially when you write to a local log file that is enabled. This impact can include delays in prompts and dual-tone multifrequency (DTMF) tone response times, as well as quality problems in recorded or played audio. You should configure traces with caution.

Enable Voicemail VXML Trace

The **trace voicemail vxml all** command enables tracing to display DTMFs received and prompts played in response to DTMFs. This trace also displays Call-ID for differentiating different calls to voicemail and also displays voicemail telephone user interface (TUI) position.

In order to enable voicemail VXML trace, complete these steps:

1. Use the **service-module service-Engine <mod/slot> session** command in order to log in to the CUE.
2. Use the **trace voicemail vxmlr all** command in order to enable voicemail tracing.
3. Use the **show trace buffer long** command in order to view the log.

```
se-1-3-6-199#trace voicemail vxml all
se-1-3-6-199#show trace buffer long
Press any key to exit...
1569 03/01 21:38:57.711 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubSignInENU002.wav
1569 03/01 21:39:00.016 voicemail vxml "login.login_password.password"
0x00000003f5476a0b 1234
1569 03/01 21:39:00.868 voicemail vxml "TIMEOUT" 0x00000003f5476a0b rkoulagi-spokenName
1569 03/01 21:39:00.882 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMsgCountENU128.wav
1569 03/01 21:39:00.916 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMsgCountENU001.wav
1569 03/01 21:39:00.936 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMenuENU002.wav
1569 03/01 21:39:01.010 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMenuENU012.wav
1569 03/01 21:39:01.012 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMenuENU004.wav
1569 03/01 21:39:01.013 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMenuENU005.wav
```

```

1569 03/01 21:39:01.016 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvSubMenuENU006.wav
1569 03/01 21:39:04.562 voicemail vxml "main.sub_option.msg_option" 0x00000003f5476a0b 2
1569 03/01 21:39:04.953 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAesopCustomENU002.wav
1569 03/01 21:39:04.953 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU005.wav
1569 03/01 21:39:04.954 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU030.wav
1569 03/01 21:39:04.956 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU075.wav
1569 03/01 21:39:08.577 voicemail vxml "addressingSubscriber.dial_by_name.ext_name"
0x00000003f5476a0b 568
1569 03/01 21:39:12.053 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU013.wav
1569 03/01 21:39:12.055 voicemail vxml "TIMEOUT" 0x00000003f5476a0b rkoulagi-spokenName
1569 03/01 21:39:12.064 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU014.wav
1569 03/01 21:39:12.066 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU031.wav
1569 03/01 21:39:12.107 voicemail vxml "TIMEOUT" 0x00000003f5476a0b play:7008
1569 03/01 21:39:12.109 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU051.wav
1569 03/01 21:39:12.110 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU024.wav
1569 03/01 21:39:20.182 voicemail vxml
"addressingSubscriber.name_search_and_select.select_name" 0x00000003f5476a0b 1
1569 03/01 21:39:22.181 voicemail vxml "TIMEOUT" 0x00000003f5476a0b AvAddrSearchENU008.wav

```

This table describes the debugs:

Code	Message
AvAesopCustomENU001	{"Hello, Aesop Messageing System. From a touch tone telephone you may dial an extension at any time. Otherwise please hold for an operator."}
AvAesopCustomENU002	{"Spell the name of the person."}
AvAesopCustomENU003	{"Recording Help. To listen to your recording, press 1. To delete the recording and start over, press 3. To stop recording, press #."}
AvAesopCustomENU004	{"To listen to your message, press 3. To re-record it, press 4. "}
AvAesopCustomENU005	{"You have more than 20 new messages."}
AvAesopCustomENU006	{"and more than 20 are urgent."}
AvAesopCustomENU007	{"You have more than 20 saved messages."}
AvAesopCustomENU008	{"Plus, you have more than 20 saved

	messages." }
AvAesopCustomENU009	{"You still have more than 20 new messages." }
AvAesopCustomENU010	{"Message Summary Help. In the message summary, you hear information about a message, such as who sent it and when it arrived." }
AvAesopCustomENU011	{"Message Menu Help. You can use all these options after playing a message. To repeat the message, press 1. To save it, press 2. To delete it, press 3. If the message is from a subscriber, you can reply to it by pressing 4. To forward the message to a subscriber, press 5. To mark the message new again, press 6. To skip over the message and keep it as is, press #. To exit message playback, press *." }
AvAesopCustomENU012	{"Send Message Help. Use this menu to change messages you send. To add or change addresses, press 1. To record or re-record the message, press 2. For special delivery settings, such as urgent or return receipt, press 3. To review the message and its settings, press 4. To send the message as-is, press #. To cancel sending this message and exit to the subscriber menu, press *." }
AvAesopCustomENU013	{"To hear your recording, press 1. To save it, press 2. To re-record it, press 3. To send the message, press #. For message options, press *." }
AvAesopCustomENU014	{"Edit Message Help. Use this menu to edit the recording of your message. To listen to your current recording, press 1. To save your current recording, press 2. To delete your recording and start over, press 3. To send your message as-is, press #. For message options, press *." }
AvAesopCustomENU015	{"For greetings, press 1. For personal settings, press 3." }
AvAesopCustomENU016	{"Setup Options Help. Use this menu to change your mailbox settings. You can re-record your greetings and change personal settings, such as your recorded name." }
	{"Welcome to Cisco Messaging System. To get the most from

AvAesopCustomENU017	Messaging System, take a moment to personalize or update your settings. To exit, press *."}
AvAesopCustomENU018	{"Delivery Options Help. Use this menu to add or remove special delivery options. Urgent messages are heard before regular messages. For urgent, press 1. Private messages cannot be forwarded to another recipient using the telephone. For private, press 3. To send a message as-is, press #. To exit delivery options, press *. " }
AvAesopCustomENU019	{"Beep."}
AvAesopCustomENU020	{"This mailbox is disabled."}
AvAesopCustomENU021	{"The following messages in your mailbox has expired."}
AvAesopCustomENU022	{"The following?"}
AvAesopCustomENU023	{"expired messages will be deleted from your mailbox."}
AvAesopCustomENU024	{"Expired Message Help. This message has reached the maximum duration that messages can be stored in this mailbox. To repeat this message, press 1. To save it again for the maximum duration, press 2. To delete it, press 3. To skip it, press #."}
AvAesopCustomENU025	{"Your inbox is full. You cannot receive new messages please delete some messages now."}
AvAesopCustomENU026	{"For General Delivery Mailboxes, press 9."}
AvAesopCustomENU027	{"General Delivery Mailboxes."}
AvAesopCustomENU028	{"General Delivery Mailbox help. Use this list to choose the general delivery mailbox you want to log into. When you hear the general delivery mailbox you want, press its number. To go back to the Main Menu press *."}
AvAesopCustomENU029	{"For English, press 1."}
AvAesopCustomENU030	{"For language settings, press 4."}
AvAesopCustomENU031	{"For British English, press 2."}
AvAesopCustomENU032	{"Mathing names"}
AvAesopCustomENU033	{"Sorry, the mailbox you are trying to reach is currently disabled. Please call again later."}

AvAesopCustomENU034	{"Sorry, your mailbox is currently disabled. Please contact system administrator."}
AvAesopCustomENU035	{"Sorry. There is no mailbox associated with this extension."}
AvAesopCustomENU036	{"Sorry, you message.."} }
AvAesopCustomENU037	{"could not be delivered to."}
AvAesopCustomENU038	{"could not be delivered to the following recipients."}
AvAesopCustomENU039	{"You are not the owner of this mailbox. Please contact System Administrator."}
AvAesopCustomENU040	{"There are"}
AvAesopCustomENU041	{"an unknown caller"}
AvAesopCustomENU042	{"For a global search, press #."}
AvAesopCustomENU043	{"For language setting help, please make your choice."}
AvAesopCustomENU044	{"Your language setting has been changed. The new setting will take effect the next time you log into the system."}
AvAesopCustomENU045	{"Delivery Error Help. Delivery errors are announced when a message cannot be delivered to a recipient. The address might be wrong or the address might be temporarily unavailable. If you think the situation is temporary, you may try sending the message again. Otherwise, contact your system administrator for help."}
AvAesopCustomENU046	{"To edit your Standard greeting, press 1. Alternate greeting, press 3. For help, press 0."}
AvAesopCustomENU047	{"Sorry. The mailbox you are trying to reach is full. Please try again later."}
AvAesopCustomENU048	{"Sorry. Private messages cannot be forwarded to another recipient."}
AvAesopCustomENU049	{"For more General Delivery Mailboxes, press 9."}
AvAesopCustomENU050	{"Sorry. You have reached the maximum length for the recording as the recipient mailbox is full."}
AvAesopCustomENU051	{"Your password cannot be greater than."}
AvAesopCustomENU052	{"digits long."}

AvAesopCustomENU053	{ "To change your recorded name, press 2." }
AvAesopCustomENU054	{ "To change your password, press 1." }
AvAesopCustomENU055	{ "Sorry. This mailbox is already in use." }
AvAesopCustomENU056	{ "Please try again later." }
AvAesopCustomENU057	{ "To record a new name, say your mailbox name at the tone, then press #." }
AvAesopCustomENU058	{ "To record a new name, say your first and last names at the tone, then press #." }
AvAesopCustomENU059	{ "To keep the current recorded name, press *." }
AvAesopCustomENU060	{ "To keep the current recorded name, press #." }
AvAesopCustomENU061	{ "Sorry. Your inbox is full. You cannot record greetings. Please delete some messages now." }
AvAesopCustomENU062	{ "The standard greeting is played to callers before the system takes a message for you. The alternate greeting is used in place of standard greeting, when it is turned on. You can use it for special situations, such as a vacation. If you want to delete your greeting just press # after the tone." }
AvAesopCustomENU063	{ "Sorry. Please record a message that is atleast.." }
AvAesopCustomENU064	{ "seconds long." }
AvAesopCustomENU065	{ "Personal Settings Help. Use this menu to change information about you, such as your telephone password or your recorded name." }
AvAesopCustomENU066	{ "Personal Settings Help. Use this menu to change your recorded name." }
AvAesopCustomENU067	{ "and password." }
AvAddrSearchENU001	{ "Spell the name of the person" }
AvAddrSearchENU005	{ "Spell the last and first name." }
AvAddrSearchENU006	{ "Spell the first and last name." }
AvAddrSearchENU008	{ "added." }
AvAddrSearchENU013	{ "For" }
AvAddrSearchENU014	{ "at" }

AvAddrSearchENU016	{"There are 2 matching names."}
AvAddrSearchENU017	{"There are 3 matching names."}
AvAddrSearchENU018	{"There are 4 matching names."}
AvAddrSearchENU019	{"There are 5 matching names."}
AvAddrSearchENU020	{"There are 6 matching names."}
AvAddrSearchENU022	{"Choose the name by number."}
AvAddrSearchENU023	{"For a new search, press #."}
AvAddrSearchENU024	{"For a new search, press *."}
AvAddrSearchENU025	{"No more names."}
AvAddrSearchENU030	{"For Q, press 7. For Z, press 9."}
AvAddrSearchENU031	{"Extension"}
AvAddrSearchENU033	{"To cancel, press *."}
AvAddrSearchENU037	{"Enter the extension. "}
AvAddrSearchENU051	{"Press 1."}
AvAddrSearchENU052	{"Press 2."}
AvAddrSearchENU053	{"Press 3."}
AvAddrSearchENU054	{"Press 4."}
AvAddrSearchENU055	{"Press 5."}
AvAddrSearchENU056	{"Press 6."}
AvAddrSearchENU065	{"Address Searcher Help."}
AvAddrSearchENU066	{"Add names by spelling a name, or by entering an extension."}
AvAddrSearchENU069	{"This directory will be searched for the name or extension."}
AvAddrSearchENU070	{"End each entry with #"}
AvAddrSearchENU072	{"Use the keypad to spell names."}
AvAddrSearchENU074	{"To stop adding names, press *."}
AvAddrSearchENU075	{"To switch between spelling and number entry, press ##."}
AvAddrSearchENU077	{"Multiple Matches Help."}
AvAddrSearchENU078	{"Use this list to choose which matching name you want."}
AvAddrSearchENU079	{"When you hear the name you want, press its number."}
AvAddrSearchENU082	{"Start a new search by pressing *."}
AvAddrSearchENU106	{"Sorry. No matching names. Try a different spelling."}
AvAddrSearchENU113	{"Too many matching names. To add more letters, press 1."}
AvAddrSearchENU117	{"Add more letters to the name."}

AvAddrSearchENU127	{ "press #." }
AvAddrSearchENU128	{ "If this is not correct, press *." }
AvCommonENU001	{ "yesterday" }
AvCommonENU002	{ "today" }
AvCommonENU047	{ "at" }
AvConvPauseENU008	{ "press." }
AvConvUtilsENU010	{ "Sorry. That is not a valid selection. Please try again. " }
AvConvUtilsENU026	{ "Sorry. You have reached the maximum length for a recording." }
FailsafeENU	{ "Sorry, this system is temporarily unable to complete your call. Please call again later. Goodbye." }
AvPHGreetENU001	{ "To send this message, press 1." }
AvPHGreetENU002	{ "To send this message with normal priority, press 1. To send this message with urgent priority, press 2." }
AvPHGreetENU003	{ "To listen to your message, press 3. To re-record it, press 4. To add to it, press 5." }
AvPHGreetENU005	{ "Please wait while I transfer your call." }
AvPHGreetENU008	{ "Thank you. Your message has been sent." }
AvPHGreetENU011	{ "Sorry. The extension you requested is not available." }
AvPHGreetENU017	{ "Recording." }
AvPHGreetENU018	{ "Sorry. " }
AvPHGreetENU019	{ "is busy or does not answer." }
AvPHGreetENU020	{ "is busy." }
AvPHGreetENU021	{ "Sorry. Extension" }
AvPHGreetENU402	{ "Sorry. I did not recognize that as a valid entry." }
AvPHGreetENU403	{ "To cancel press 6." }
AvSubAddrMsgENU002	{ "To add a name, press 1. To hear the current names, press 2. To remove a name, press 3. To send, press #." }
AvSubAddrMsgENU004	{ "To add a name, press 1. To send, press #. To exit, press *." }
	{ "Address Message Help. Use this menu to create or edit the list of names that will receive your

AvSubAddrMsgENU006	message. You can include individual names and distribution list names in the address list. To add a name, press 1. To hear the current names on the list, press 2. To remove a name, press 3. To send the message, press #. For message options, press *."}
AvOcwedENU024	{"To repeat this message, press 1."}
AvSubGreetingsENU001	{"Your current greeting is the Standard greeting:"}
AvSubGreetingsENU003	{"Your current greeting is the Alternate greeting:"}
AvSubGreetingsENU004	{"To re-record this greeting, press 1."}
AvSubGreetingsENU006	{"To turn on your alternate greeting, press 2."}
AvSubGreetingsENU008	{"To turn off your alternate greeting, press 2."}
AvSubGreetingsENU010	{"To edit other greetings, press 3. To hear all your greetings, press 4. To exit, press *. For help, press 0."}
AvSubGreetingsENU012	{"Your Standard greeting is:"}
AvSubGreetingsENU014	{"Sorry."}
AvSubGreetingsENU016	{"Your Alternate greeting is:"}
AvSubGreetingsENU017	{"You may record your greeting at the tone. When you are finished, press #."}
AvSubGreetingsENU018	{"is not available."}
AvSubGreetingsENU019	{"To edit your Standard greeting, press 1. Closed greeting, press 2. Alternate greeting, press 3. For help, press 0."}
AvSubGreetingsENU022	{"The Standard greeting plays during your normal business hours. The Closed greeting plays after your normal business hours. The Alternate greeting is used in place of all other greetings, when it is turned on. You can use it for special situations, such as a vacation."}
AvSubGreetingsENU023	{"To re-record this greeting, press 1. To keep it and continue, press #."}
AvSubMenuENU001	{"To hear new messages, press 1."}
AvSubMenuENU002	{"To send a message, press 2."}
AvSubMenuENU003	{"To review old messages, press 3."}
AvSubMenuENU004	{"For setup options, press 4."}

AvSubMenuENU005	{"For help, press 0."}
AvSubMenuENU006	{"To exit, press *."}
AvSubMenuENU012	{"You have no old messages"}
AvSubMenuENU013	{"Subscriber Help. Use this subscriber menu to hear new messages that have arrived, to send a message to another subscriber, to hear all messages that you already opened, or to change your status options such as your greeting and recorded name."}
AvSubMsgCountENU001	{" You have no new messages."}
AvSubMsgCountENU002	{" You have one new message."}
AvSubMsgCountENU003	{" You have two new messages."}
AvSubMsgCountENU004	{" You have three new messages."}
AvSubMsgCountENU005	{" You have four new messages."}
AvSubMsgCountENU006	{" You have five new messages."}
AvSubMsgCountENU007	{" You have six new messages."}
AvSubMsgCountENU008	{" You have seven new messages."}
AvSubMsgCountENU009	{" You have eight new messages."}
AvSubMsgCountENU010	{" You have nine new messages."}
AvSubMsgCountENU011	{" You have ten new messages."}
AvSubMsgCountENU012	{" You have eleven new messages."}
AvSubMsgCountENU013	{" You have twelve new messages."}
AvSubMsgCountENU014	{" You have thirteen new messages."}
AvSubMsgCountENU015	{" You have fourteen new messages."}
AvSubMsgCountENU016	{" You have fifteen new messages."}
AvSubMsgCountENU017	{" You have sixteen new messages."}
AvSubMsgCountENU018	{" You have seventeen new messages."}
AvSubMsgCountENU019	{" You have eighteen new messages."}
AvSubMsgCountENU020	{" You have nineteen new messages."}
AvSubMsgCountENU021	{" You have twenty new messages."}
AvSubMsgCountENU023	{" and one is urgent."}
AvSubMsgCountENU024	{" and two are urgent."}
AvSubMsgCountENU025	{" and three are urgent."}

AvSubMsgCountENU026	{ " and four are urgent. " }
AvSubMsgCountENU027	{ " and five are urgent." }
AvSubMsgCountENU028	{ " and six are urgent." }
AvSubMsgCountENU029	{ " and seven are urgent." }
AvSubMsgCountENU030	{ " and eight are urgent. " }
AvSubMsgCountENU031	{ " and nine are urgent." }
AvSubMsgCountENU032	{ " and ten are urgent." }
AvSubMsgCountENU033	{ " and eleven are urgent." }
AvSubMsgCountENU034	{ " and twelve are urgent." }
AvSubMsgCountENU035	{ " and thirteen are urgent." }
AvSubMsgCountENU036	{ " and fourteen are urgent." }
AvSubMsgCountENU037	{ " and fifteen are urgent." }
AvSubMsgCountENU038	{ " and sixteen are urgent." }
AvSubMsgCountENU039	{ " and seventeen are urgent." }
AvSubMsgCountENU040	{ " and eighteen are urgent." }
AvSubMsgCountENU041	{ " and nineteen are urgent." }
AvSubMsgCountENU042	{ " and twenty are urgent." }
AvSubMsgCountENU086	{ " You have one saved message." }
AvSubMsgCountENU087	{ " You have two saved messages." }
AvSubMsgCountENU088	{ " You have three saved messages." }
AvSubMsgCountENU089	{ " You have four saved messages." }
AvSubMsgCountENU090	{ " You have five saved messages." }
AvSubMsgCountENU091	{ " You have six saved messages." }
AvSubMsgCountENU092	{ " You have seven saved messages." }
AvSubMsgCountENU093	{ " You have eight saved messages." }
AvSubMsgCountENU094	{ " You have nine saved messages." }
AvSubMsgCountENU095	{ " You have ten saved messages." }
AvSubMsgCountENU096	{ " You have eleven saved messages." }
AvSubMsgCountENU097	{ " You have twelve saved messages." }
AvSubMsgCountENU098	{ " You have thirteen saved messages." }
AvSubMsgCountENU099	{ " You have fourteen saved messages." }
AvSubMsgCountENU100	{ " You have fifteen saved messages." }
AvSubMsgCountENU101	{ " You have sixteen saved messages." }

AvSubMsgCountENU102	{" You have seventeen saved messages." }
AvSubMsgCountENU103	{" You have eighteen saved messages." }
AvSubMsgCountENU104	{" You have nineteen saved messages." }
AvSubMsgCountENU105	{" You have twenty saved messages." }
AvSubMsgCountENU107	{" Plus you have one saved message." }
AvSubMsgCountENU108	{" Plus you have two saved messages." }
AvSubMsgCountENU109	{" Plus you have three saved messages." }
AvSubMsgCountENU110	{" Plus you have four saved messages." }
AvSubMsgCountENU111	{" Plus you have five saved messages." }
AvSubMsgCountENU112	{" Plus you have six saved messages." }
AvSubMsgCountENU113	{" Plus you have seven saved messages." }
AvSubMsgCountENU114	{" Plus you have eight saved messages." }
AvSubMsgCountENU115	{" Plus you have nine saved messages." }
AvSubMsgCountENU116	{" Plus you have ten saved messages." }
AvSubMsgCountENU117	{" Plus you have eleven saved messages." }
AvSubMsgCountENU118	{" Plus you have twelve saved messages." }
AvSubMsgCountENU119	{" Plus you have thirteen saved messages." }
AvSubMsgCountENU120	{" Plus you have fourteen saved messages." }
AvSubMsgCountENU121	{" Plus you have fifteen saved messages." }
AvSubMsgCountENU122	{" Plus you have sixteen saved messages." }
AvSubMsgCountENU123	{" Plus you have seventeen saved messages." }
AvSubMsgCountENU124	{" Plus you have eighteen saved messages." }
	{" Plus you have nineteen saved

AvSubMsgCountENU125	messages." }
AvSubMsgCountENU126	{ " Plus you have twenty saved messages." }
AvSubMsgCountENU127	{ " Plus you have more than twenty saved messages." }
AvSubMsgCountENU149	{ " You still have one new message." }
AvSubMsgCountENU150	{ " You still have two new messages." }
AvSubMsgCountENU151	{ " You still have three new messages." }
AvSubMsgCountENU152	{ " You still have four new messages." }
AvSubMsgCountENU153	{ " You still have five new messages." }
AvSubMsgCountENU154	{ " You still have six new messages." }
AvSubMsgCountENU155	{ " You still have seven new messages." }
AvSubMsgCountENU156	{ " You still have eight new messages." }
AvSubMsgCountENU157	{ " You still have nine new messages." }
AvSubMsgCountENU158	{ " You still have ten new messages." }
AvSubMsgCountENU159	{ " You still have eleven new messages." }
AvSubMsgCountENU160	{ " You still have twelve new messages." }
AvSubMsgCountENU161	{ " You still have thirteen new messages." }
AvSubMsgCountENU162	{ " You still have fourteen new messages." }
AvSubMsgCountENU163	{ " You still have fifteen new messages." }
AvSubMsgCountENU164	{ " You still have sixteen new messages." }
AvSubMsgCountENU165	{ " You still have seventeen new messages." }
AvSubMsgCountENU166	{ " You still have eighteen new messages." }
AvSubMsgCountENU167	{ " You still have nineteen new messages." }
AvSubMsgCountENU168	{ " You still have twenty new messages." }

AvSubMsgCountENU128	{" hello." }
AvSubMsgCountENU134	{" You have." }
AvSubMsgCountENU135	{" ...which is urgent." }
AvSubMsgCountENU138	{" ...new messages." }
AvSubMsgCountENU139	{" and." }
AvSubMsgCountENU140	{" ...are urgent." }
AvSubMsgCountENU141	{" ...saved messages. " }
AvSubMsgCountENU142	{" Plus you have." }
AvSubMsgCountENU170	{" You still have." }
AvSubMsgCountENU331	{"Note. Your inbox is almost full. Please delete some messages now. " }
AvSubMsgCountENU341	{" To hear it press 1. " }
AvSubMsgCountENU342	{" To hear them press 1." }
AvSubMsgPlayENU002	{"...sent." }
AvSubMsgPlayENU003	{"Message." }
AvSubMsgPlayENU004	{"Saved message." }
AvSubMsgPlayENU006	{"an urgent voice message." }
AvSubMsgPlayENU007	{"Left." }
AvSubMsgPlayENU008	{"Message Summary Help. In the message summary, you hear information about a message, such as who sent it and when it arrived. To control what summary details you hear before or after the message, review your setup options." }
AvSubMsgPlayENU010	{"To repeat this message, press 1. To save it, press 2. To delete it, press 3. To reply, press 4. To skip it, press #. For more options and help, press 0." }
AvSubMsgPlayENU016	{"Message Menu Help. You can use all these options after playing a message. To repeat the message, press 1. To save it, press 2. To delete it, press 3. IF the message is from a subscriber, you can reply to it by pressing 4. To forward the message to a subscriber, press 5. To mark the message new again, press 6. To move backward in the message, press 7. To hear the message summary, press 9. To skip over the message and keep it as is, press #. To exit message playback, press *." }
AvSubMsgPlayENU017	{"Message saved." }
AvSubMsgPlayENU018	{"Message deleted." }

AvSubMsgPlayENU019	{"Reply sent."}
AvSubMsgPlayENU021	{"Message marked new."}
AvSubMsgPlayENU022	{"Sorry. This message cannot get a reply."}
AvSubMsgPlayENU023	{"Reply. You may record your reply at the tone. When you are finished press #."}
AvSubMsgPlayENU087	{"This message has been forwarded. Next, decide what to do with the original message."}
AvSubMsgPlayENU088	{"Reply cancelled."}
AvSubMsgPlayENU090	{"Sorry. That message is no longer available."}
AvSubMsgPlayENU099	{"extension."}
AvSubMsgPlayENU103	{"Your inbox is almost full. Please delete some messages."}
AvSubMsgPlayENU108	{"Forward message."}
AvSubMsgPlayENU159	{"Marked private."}
AvSubMsgStackENU001	{"End of new messages."}
AvSubMsgStackENU002	{"Saved messages."}
AvSubMsgStackENU003	{"End of saved messages."}
AvSubMsgStackENU004	{"New messages."}
AvSubMsgStackENU005	{"..an urgent voice message"}
AvSubSendMsgENU001	{"To change addressing, press 1."}
AvSubSendMsgENU002	{"To address the message, press 1."}
AvSubSendMsgENU003	{"To change your recording, press 2."}
AvSubSendMsgENU005	{"To change special delivery, press 3."}
AvSubSendMsgENU007	{"To review the message, press 4."}
AvSubSendMsgENU008	{"To send the message, press #."}
AvSubSendMsgENU009	{"To cancel the message and exit, press *."}
AvSubSendMsgENU017	{"Message sent."}
AvSubSendMsgENU018	{"Message cancelled."}
AvSubSendMsgENU020	{"This message is addressed to:"}
AvSubSendMsgENU021	{"This urgent message is addressed to: "}
AvSubSendMsgENU023	{"marked private "}
AvSubSendMsgENU027	{"This message has no recording."}
AvSubSendMsgENU028	{"This message has no address."}

AvSubSendMsgENU029	{"This urgent message has no address."}
AvSubSendMsgENU030	{"Send Message Help. Use this menu to change messages you send. To add or change addresses, press 1. To record or re-record the message, press 2. For special delivery settings, such as urgent or return receipt, press 3. To review the message and its settings, press 4. To send the message as-is, press #. To cancel sending this message and exit to the subscriber menu, press *."}
AvSubSendMsgENU031	{"To add another name, press 1. To record the message, press #."}
AvSubSendMsgENU032	{"For message options, press 1. To send your message, press #."}
AvSubSendMsgENU033	{"To send another message, press 1. To exit, press *."}
AvSubSendMsgENU034	{"If you want more people to receive your message, press 1. If you are ready to record your message, press #. To cancel your message, press *."}
AvSubSendMsgENU035	{"For message options, press 1. To send your message as-is, press #."}
AvSubSendMsgENU036	{"Your message has been sent. To send a new message, press 1. Otherwise, press * to return to the Subscriber menu."}
AvSubSendMsgENU050	{"You may record your message at the tone. When you are finished, press #."}
AvSubSendMsgENU055	{"Edit Message Help. Use this menu to edit the recording of your message. To listen to your current recording, press 1. To save your current recording, press 2. To delete your recording and start over, press 3. To add to your recording, press 4. To send your message as-is, press #. For message options, press *."}
AvSubSendMsgENU056	{"Recording saved."}
AvSubSendMsgENU057	{"Thank you."}
AvSubSendMsgENU058	{"To add another name, press 1. To record an introduction to the message, press 2. For message options, press 3. To forward the message as-is, press #."}

AvSubSendMsgENU060	{ "To record an introduction, press 2." }
AvSubSendMsgENU061	{ "You may record your introduction at the tone and when finished press #. Recording.." }
AvSubSendMsgENU062	{ "Forwarding canceled." }
AvSubSendMsgENU064	{ "If you want more people to receive this message, press 1. If you want to record an introduction at the start of the message, press 2. For message options, press 3. To forward the message without changes, press #. To cancel forwarding the message, press *." }
AvSubSetupMenuENU001	{ "Setup options." }
AvSubSetupMenuENU002	{ "For greetings and transfer, press 1. For message settings, press 2. For personal settings, press 3. For help, press 0." }
AvSubSetupMenuENU004	{ "Setup Options Help. Use this menu to change your mailbox and message settings. You can re-record your greetings, change call transfer, change how messages are played to you, and change personal settings, such as your recorded name and password. " }
AvSubSetupMenuENU012	{ "To change your password, press 1. To change your recorded name, press 2. To change your directory listing, press 3." }
AvSubSetupMenuENU014	{ "Personal Settings Help. Use this menu to change information about you, such as your telephone password, your recorded name, or your listing in directory assistance." }
AvSubSetupMenuENU015	{ "Personal settings." }
AvSubSetupMenuENU016	{ "Message Settings Help. Use this menu to change how your messages are handled and announced. You can change how messages are delivered to you, how the system says menus, and what you hear about incoming messages. You can also edit any personal distribution lists you set up." }
AvSubSetupMenuENU020	{ "To change greetings, press 1. To change call transfer, press 2. For help, press 0." }
	{ "Greetings and Transfer Help. Use

AvSubSetupMenuENU022	this menu to change your personal greetings. You may also set call transfer to route calls directly to voice mail, without ringing your extension." }
AvSubSetupMenuENU094	{"To exit, press *." }
AvSubSetupMenuENU177	{"Message Settings" }
AvSubSetupUtilsENU001	{"For help, press 0. " }
AvSubSetupUtilsENU002	{"Your recorded name is" }
AvSubSetupUtilsENU003	{"You have no recorded name." }
AvSubSetupUtilsENU004	{"To keep the current recorded name, press *. To record a new name, say your first and last names at the tone and press #." }
AvSubSetupUtilsENU005	{"Recorded Name Help. A recorded name identifies you to callers. It is also used to identify the messages you send. Record only your first and last name with no other words. To keep from recording extra noise press # as soon as you finish speaking. If you want to delete your recorded name just press # after the tone." }
AvSubSetupUtilsENU008	{"Enter your new password, then press #." }
AvSubSetupUtilsENU009	{"Enter your new password again to confirm it, then press #." }
AvSubSetupUtilsENU011	{"Your new password is active." }
AvSubSetupUtilsENU012	{"You need a valid password to use the system." }
AvSubSetupUtilsENU014	{"Your password has not been changed." }
AvSubSetupUtilsENU019	{"Welcome to Cisco Unity. To get the most from Unity, take a moment to personalize or update your settings. To exit, press *." }
AvSubSetupUtilsENU020	{"A recorded name identifies you to other callers. It also lets others know who left a message." }
AvSubSetupUtilsENU021	{"A password protects the privacy of your messages. Your password must be at least." }
AvSubSetupUtilsENU022	{"When callers cannot reach you they may leave a message. A personal greeting encourages callers to leave a message." }

AvSubSetupUtilsENU023	{ "...digits long. Use a password that is easy to remember, but hard for others to guess. For extra security, you may occasionally be asked to change your password. " }
AvSubSetupUtilsENU025	{ "Thank you. You have finished enrollment." }
AvSubSetupUtilsENU031	{ "To keep the current recorded name, press #. To record a new name, say your first and last names at the tone." }
AvSubSignInENU001	{ "Please enter your ID, followed by #. <2 seconds of silence>" }
AvSubSignInENU002	{ "Please enter your password. <1.5 seconds of silence>" }
AvSubSignInENU003	{ "Sorry. I did not hear your entry." }
AvSubSignInENU004	{ "Sorry. That is not a valid entry." }
AvSubSplDeliveryENU001	{ "Delivery Options." }
AvSubSplDeliveryENU002	{ "To mark this urgent, press 1." }
AvSubSplDeliveryENU004	{ "To cancel urgent delivery, press 1." }
AvSubSplDeliveryENU010	{ "To mark this private, press 3." }
AvSubSplDeliveryENU012	{ "To cancel private delivery, press 3." }
AvSubSplDeliveryENU020	{ "Urgent cancelled." }
AvSubSplDeliveryENU021	{ "Marked urgent." }
AvSubSplDeliveryENU022	{ "Private cancelled." }
AvSubSplDeliveryENU023	{ "Marked private." }
AvSubUtilsENU027	{ "This list has" }
AvSubUtilsENU028	{ "names." }
AvSubUtilsENU029	{ "To exit the list, press #." }
AvSubUtilsENU030	{ "This list has one name." }
AvSubUtilsENU044	{ "To review the entire list for names to remove, press 1. To remove a name by number, press 2. For help, press 0. To exit, press *." }
AvSubUtilsENU046	{ "When you hear the name to remove, press 3. To end the list, press #." }
AvSubUtilsENU053	{ "You may remove a name by number." }
	{ "Remove Names Help. You can remove names from a list in two ways. To have the entire list played

AvSubUtilsENU061	to you, press 1. You can then press the delete key as soon as you hear a name you want to remove. To hear a numbered list of up to six names at a time, press 2. You can then choose a name by number. In long lists, you can skip ahead to the next set of names by pressing 9."}
VOICEMAIL_10	{"Voicemail for 10 Seconds.."}
VOICEMAIL_20	{"Voicemail for 20 Seconds.."}
VOICEMAIL_25	{"Voicemail for 25 Seconds.."}
VOICEMAIL_30	{"Voicemail for 30 Seconds.."}
VOICEMAIL_40	{"Voicemail for 40 Seconds.."}
VOICEMAIL_45	{"Voicemail for 45 Seconds.."}
VOICEMAIL_50	{"Voicemail for 50 Seconds.."}
VOICEMAIL_60	{"Voicemail for 60 Seconds.."}
VOICEMAIL_15	{"Voicemail for 15 Seconds.."}
FORWARD_VM_30	{"Forward Msg for 30 Seconds.."}
REPLY_MSG_30	{"Reply Msg for 30 Seconds.."}
REPLY_MSG_20	{"Reply Msg for 20 Seconds.."}
RECORDED_NAME1	{"Virender Sehwag"}
RECORDED_NAME2	{"Sachin Tendulkar"}
RECORDED_NAME3	{"Saurav Ganguly"}
RECORDED_NAME4	{"Rahul Dravid"}
RECORDED_NAME5	{"Mohammad Kaif"}
RECORDED_NAME6	{"Yuvraj Singh"}
RECORDED_NAME7	{"Javagal Srinath"}
RECORDED_NAME8	{"Zaheer Khan"}
RECORDED_NAME9	{"John Wright"}
GDM_RECORDED_NAME	{"Umpires"}
RECORDED_GREETING1	{"This is Sachin Tendulkar. Please leave a message"}
RECORDED_GREETING2	{"This is Virendra Sehwag. Please leave a message"}
RECORDED_GREETING3	{"This is John Wright. Please leave a message"}
RECORDED_GREETING	{"This is Ravi Koulagi. Please leave a message"}
0	{"0"}
1	{"1"}
2	{"2"}

3	{"3"}
4	{"4"}
5	{"5"}
6	{"6"}
7	{"7"}
8	{"8"}
9	{"9"}
10	{"10"}
11	{"11"}
12	{"12"}
13	{"13"}
14	{"14"}
15	{"15"}
16	{"16"}
17	{"17"}
18	{"18"}
19	{"19"}
20	{"20"}

Auto Attendant Decoded Prompt

Code	Message
AAWelcome	{"Welcome to Automated Attendant"}
AAMainMenu	{"To enter the phone number of the person you are trying to reach press 1, To enter the name of the person you are trying to reach press 2, To transfer to operator press 0" }
AAEnterExtn	{"Please enter the phone number & press the # key"}
AACallingExtn	{"Calling"}
AAPhoneReach	{"The phone number you are trying to reach"}
AAOutOfServicePhone	{"Is currently out of service"}
AANameDial	{"Spell the last name of the person you want to call followed by the first name. For letter Q, press 7, for Z press 9"}
AACalling	{"Calling"}
AASorry	{"Sorry You are having trouble. Please stay on the line and some will be with you shortly."}
still_there	{"Are you still there?"}

star	{"star"} en_USrecord {"Press 1 to get the day of the week, press 2 to get the time of the day, press 3 to exercise other general steps, press * to exit"}
a	{"a"}
b	{"b"}
c	{"c"}
d	{"d"}
e	{"e"}
f	{"f"}
g	{"g"}
h	{"h"}
i	{"i"}
j	{"j"}
k	{"k"}
l	{"l"}
m	{"m"}
n	{"n"}
o	{"o"}
p	{"p"}
q	{"q"}
r	{"r"}
s	{"s"}
t	{"t"}
u	{"u"}
v	{"v"}
x	{"x"}
y	{"y"}
z	{"z"}

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Related Information

- [Set Up and Gather Trace Data in CUE](#)
- [Cisco CallManager Express/Cisco Unity Express Configuration Example](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Technical Support & Documentation - Cisco Systems](#)