



Changing Your Message Playback Preferences

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About Message Playback Preferences

Message playback preferences control what you hear when you check messages by phone. You can use message playback preferences in conjunction with phone menu preferences to customize many aspects of the Cisco Unity Connection conversation.

What You Hear When You Check Messages

When you sign in by phone, Cisco Unity Connection plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Connection plays the Main menu.

Once you choose to play either your new or old messages, Connection plays them in the order you specify in the Messaging Assistant web tool—first ordered by message type and urgency, then by the time the message was sent.

What you hear about a message and the sender depends on whether the message was left by another user or by an unidentified caller:

Connection user	Connection plays the message number, time stamp, and name and/or extension of the user who left the message.
Unidentified caller	Connection plays the message number and time stamp. Connection may also play the phone number of the caller, if the number is available and if the system is set up to do so.

You can specify what information Connection plays about a message and the message sender before and after playing messages.

Changing Playback Volume for All Messages You Hear by Phone

The procedure in this section changes the playback volume you hear when checking messages by phone.



Note

The volume that you set here does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
 - Step 2** On the Message Playback Preferences page, in the Message Volume list, select the level at which you want to hear messages played.
 - Step 3** Scroll to the bottom of the page, and select **Save**.
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Changing Playback Volume for All Messages You Hear Through Computer Speakers

The procedure in this section changes the playback volume you hear when listening to messages through the speakers on your computer.



Note

The volume that you set here does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

Procedure

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- Step 1** In the Messaging Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, select Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, select and drag the **Volume slider** to decrease or increase playback volume, as applicable.
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Changing Playback Speed for All Messages You Hear by Phone

The procedure in this section changes the playback speed for an individual message or for all messages you hear when checking messages by phone.

**Note**

The speed that you set here does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Speed list, select the level at which you want to hear messages played.
- Step 3** Scroll to the bottom of the page, and select **Save**.
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Changing Playback Speed for All Messages You Hear Through Computer Speakers

The procedure in this section changes the playback speed for an individual message or for all messages you hear when listening to messages through the speakers on your computer.

**Note**

The speed that you set here does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

Procedure

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- Step 1** In the Messaging Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, select Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, select and drag the **Speed slider** for slower or faster playback, as applicable.
- Step 3** Select **Play** to save the speed setting for all messages that you hear through your computer speakers.
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Changing Message Playback Order

You can customize the order in which your new, saved, and deleted messages are played. For new and saved messages, you use playback settings to sort by message type (for example, voice or email) and by urgency. For example, you can specify that Cisco Unity Connection plays urgent voice messages first, then urgent faxes, followed by normal voice messages.

By type, the default playback order for new and saved messages is as follows:

- Voice messages—urgent, then normal
- Fax messages—urgent, then normal
- Email messages—urgent, then normal
- Receipts and notices

In the default playback order for new messages, Connection also plays the newest message first; for saved and deleted messages, Connection plays the oldest message first.

Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

Procedure

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- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback page, in the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 3** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
- Step 4** In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
- Step 5** In the Then By list, select **Newest First** or **Oldest First** to specify the message order for all saved messages.
- Step 6** In the Deleted Message Play Order section, select **Newest First** or **Oldest First** to specify the message order for all deleted messages.
- Step 7** Scroll to the bottom of the page, and select **Save**.
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Changing What Cisco Unity Connection Plays Before and After Messages

Message properties are pieces of information about a message. You can specify whether you want Connection to play all, none, or a combination of the message properties.

The default settings are that Connection plays the sender information, message number, and time the message was sent .

**Note**

For receipts, the information differs slightly. Connection plays the time stamp and reason for a receipt before the recipient list when there is more than one recipient; when there is only one recipient, Connection plays the time stamp and reason after the recipient name.

Procedure

Step 1 In the Messaging Assistant, from the Preferences menu, select **Message Playback**.

Step 2 On the Message Playback page, scroll down to the Before Playing Each Message Play section, and check or uncheck the applicable check boxes to specify what information Connection plays before each message:

Option	Description
Sender's Information	Before playing the message, Connection plays the name of the user who sent the message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Message Number	Before playing the message, Connection announces the sequential number of a message. (For example, "Message 1, a voice message...Message 2, a voice message...") Tip Although you can turn off message counts in the Messaging Assistant, it is handy to know how many messages you have as you can skip ahead or back to a particular message by entering the message number.
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent. (You can specify that Connection play this information before and/or after playing the message.)

Step 3 In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.

Step 4 Select **Save**.

Changing How Connection Handles Messages When You Hang Up or Are Disconnected

You can choose whether Cisco Unity Connection leaves new messages marked as new or marks them as saved when you have accessed the message body and then hang up or are disconnected before indicating how to manage the message.

Procedure

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback page, in the When Call Disconnected or Hung Up During Message Playback section, select the applicable option:

Option	Description
Mark a New Message as Saved	Connection marks messages as saved.
Mark a New Message as New	Connection marks message as new.

- Step 3** Select **Save**.

Changing Whether Connection Confirms Message Deletions

You can choose whether Cisco Unity Connection asks for confirmation when you delete new and saved messages by phone.

Procedure

- Step 1** In the Messaging Assistant, from the Preferences menu, select **Message Playback**.
- Step 2** On the Message Playback page, in the When Deleting a Message section, check the **Confirm Deletions of New and Saved Messages** check box to have Connection ask for confirmation. Uncheck the check box if you do not want Connection to ask for confirmation.
- Step 3** Select **Save**.