Cisco Unity User Guide—Modified/Abridged

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Preface

The *Cisco Unity User Guide* shows you, the Cisco Unity user, how to manage voice 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.
Introduction

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

Among the options available with Cisco at ECC are the following:

Unified messaging  ViewMail® for Microsoft® Outlook® lets you manage voice and e-mail messages from your Outlook Inbox, along with your e-mail messages.

ActiveAssistant™ This Web-based option lets you personalize your Cisco Unity phone settings.

Your system administrator can tell you if additional options are available to you.
Getting Started

The first step in using Cisco Unity is to be enrolled as a subscriber, which will be done for you. During enrollment, your information recorded and entered.

After you have been enrolled as a subscriber, 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 Log on to Cisco Unity

After you have been enrolled 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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Dial the internal or external Cisco Unity phone number.</td>
</tr>
<tr>
<td>Step 2</td>
<td>If you dialed the external phone number, press * when Cisco Unity answers.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter your ID, if required, then press #.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Enter your password, if required.</td>
</tr>
</tbody>
</table>
To Access the ActiveAssistant

After you have been enrolled 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

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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Skip ahead to next point in Cisco Unity conversation</td>
<td>*</td>
<td>Cancel last action or back up to previous point in Cisco Unity conversation</td>
</tr>
</tbody>
</table>
Messaging from Your Inbox

On your computer, voice messages are collected in your Inbox, along with your e-mail messages. The voice messaging tasks you can perform from your computer are handled though Inbox in Microsoft Outlook with ViewMail.

**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).

**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:

- **New**: Erase a recording to rerecord.
- **Paste**: Paste a sound recording the same way you paste text in a text file.
- **Paste from file**: Paste another sound file to a recording.
- **Copy**: Copy a sound recording the same way you copy text in a text file.
- **Copy to file**: Copy the recording to a sound file that you name.

*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 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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restart message</td>
<td>7</td>
<td>Rewind, small</td>
</tr>
<tr>
<td>2</td>
<td>Save</td>
<td>8</td>
<td>Pause or resume</td>
</tr>
<tr>
<td>3</td>
<td>Delete</td>
<td>9</td>
<td>Fast-forward to end</td>
</tr>
<tr>
<td>5</td>
<td>Change volume</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 2  Use These Keys After a Message

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

*Available only if you are using the fax option.

Table 3  Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
Inbox

Step 1  Open your Outlook Inbox.
Step 2  Double-click a voice message 📡.
Step 3  In the open voice message, click ▶️ on the Media Master control bar to play the message.
Step 4  In the voice message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.
Sending Messages

You can send messages to other subscribers (as well as both private and public distribution lists) at any ECC 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.
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>
<thead>
<tr>
<th>Key</th>
<th>Option</th>
<th>Key</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change addressing</td>
<td>3</td>
<td>Set special delivery</td>
</tr>
<tr>
<td>2</td>
<td>Change recording</td>
<td>4</td>
<td>Review message</td>
</tr>
</tbody>
</table>

Continued
## To Send a Voice Message

### Table 2  Use These Keys as You Record

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

### Table 3  Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Key</th>
<th>Option</th>
<th>Key</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change addressing</td>
<td>3</td>
<td>Set special delivery</td>
</tr>
<tr>
<td>2</td>
<td>Change recording</td>
<td>4</td>
<td>Review message</td>
</tr>
</tbody>
</table>
Table 8   Use These Keys as You Record

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

Table 9   Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or resume</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
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 (not outside ECC).

Phone

Step 1  After listening to the message, press 4.

Step 2  Record your reply.

Step 3  Press 4 to send the reply, or press 1 for message options.

Table 10  Message Options

<table>
<thead>
<tr>
<th>Key</th>
<th>Option</th>
<th>Key</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change addressing</td>
<td>3</td>
<td>Set special delivery</td>
</tr>
<tr>
<td>2</td>
<td>Change recording</td>
<td>4</td>
<td>Review message</td>
</tr>
</tbody>
</table>

Step 4  Follow the Cisco Unity conversation to handle the original message.

Table 11  Use These Keys as You Record

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
</tr>
<tr>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

Table 12  Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
From your Inbox, you can reply with a voice message only to another voice message from a subscriber (not outside ECC).

**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 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

<table>
<thead>
<tr>
<th>Key</th>
<th>Option</th>
<th>Key</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change addressing</td>
<td>3</td>
<td>Set special delivery</td>
</tr>
<tr>
<td>2</td>
<td>Change recording</td>
<td>4</td>
<td>Review message</td>
</tr>
</tbody>
</table>

Step 5 Follow the Cisco Unity conversation to handle the original message.
### Table 14  Use These Keys as You Record

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

### Table 15  Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
Sending Messages

To Forward a Message

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  Wait for the tone, then speak into the microphone.

Microphone

Step 4  When you finish recording, click 🎤.

Step 5  Add text and attachments as appropriate.

Step 6  Click **Send**.
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.

<table>
<thead>
<tr>
<th>Recorded name</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>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.</td>
</tr>
<tr>
<td>Directory listing status</td>
<td>When you are listed in the directory, callers can reach you through directory assistance.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

Table 2  Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
**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.

---

**Shannon Delgado**

<table>
<thead>
<tr>
<th>Personal Settings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td></td>
</tr>
<tr>
<td>First name:</td>
<td>Shannon</td>
</tr>
<tr>
<td>Last name:</td>
<td>Delgado</td>
</tr>
<tr>
<td>Recorded name:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension:</td>
<td>09905</td>
</tr>
</tbody>
</table>

**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)**
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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
To Change Your Password

**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 **Save** to save your changes.
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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
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: 58895

#### Directory Listing

- **List in phone directory**

#### Change Phone Password

- **Enter new password:**
- **Confirm new password:**
- **Password last changed:** 4/14/00 4:23:05 PM

#### Language

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

- **Standard greeting**: This greeting generally plays during your work hours. The standard greeting plays unless it is overridden by another greeting.

- **Closed greeting**: This greeting plays during your nonwork hours. The closed greeting overrides the standard greeting during your organization’s nonbusiness hours.

- **Internal greeting**: 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.

- **Busy greeting**: This greeting plays when you are on the phone. The busy greeting overrides the standard, closed, and internal greetings.

- **Alternate greeting**: 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*

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
Changing Greeting Settings

To Record a Greeting

**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.

---

**Shannon Delgado**

**Greetings**

Choose a Greeting: **Standard**

**Standard**

This Greeting is:

- Enabled
- Disabled

**Greeting Source:**

- Use system prompt
- Record my greeting
- Blank

---
To Enable or Disable a Greeting

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

**Phone**

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Call Cisco Unity and log on.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Press 4 &gt; 1 &gt; 1.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.</td>
</tr>
</tbody>
</table>

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

**Table 3  Use These Keys Anytime**

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>#</td>
<td>Skip or move ahead</td>
</tr>
</tbody>
</table>
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.

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**Shannon Delgado**

Greetings

Choose a Greeting: **Alternate**

Standard

This Greeting is:
- Enabled
- Disabled

Greeting Source:
- Use system prompt
- Record my greeting
- Blank