Managing Your Personal Voice Mail Options
Using Active Assistant on the Internet
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Cisco Unity User Guide
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Managing Your Personal Voice Mail Options
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Preface

Managing Your Personal Voice Mail Options Using Active Assistant on the Internet

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 using the ActiveAssistant while you work with Cisco Unity and are marked as shown below:

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

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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:

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

Getting Started

Managing Your Personal Voice Mail Options
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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 access ActiveAssistant™ with your Web browser to change your Cisco Unity settings.
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 1</th>
<th>Start Internet Explorer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Enter <code>http://&lt;your server name&gt;/web/aa</code>. (If you do not know your server name, contact your system administrator.)</td>
</tr>
<tr>
<td>Step 3</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>Step 4</td>
<td>When you are finished making changes to your ActiveAssistant pages, click Log off in the bottom right corner of the navigation bar.</td>
</tr>
</tbody>
</table>
The Tools You Use

Managing Your Personal Voice Mail Options
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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.
Working with the ActiveAssistant

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.*
Changing Personal Settings

Managing Your Personal Voice Mail Options
Using Active Assistant on the Internet

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.

**Recorded name**
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.

**Password**
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.

**Directory listing status**
When you are listed in the directory, callers can reach you through directory assistance.
To Change Your Recorded Name

**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 **Microphone** 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 **Enter**.

**Step 5** Click **Save** to save your changes.

---

**Shannon Delgado**

**Personal Settings**

**Name**

- **First name:** Shannon
- **Last name:** Delgado
- **Recorded name:**

**Telephones**

- **Extension:** 55436

**Directory Listing**

- **List in phone directory**

**Change Phone Password**

- **Enter new password:**
- **Confirm new password:**
- **Password last changed:** 4/14/01 4:23:06 PM

**Language**

- **My language:** English (United States)
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 to save your changes.
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.
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 all your greetings in the ActiveAssistant, including your standard, closed, and alternate greetings.

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.
To Enable or Disable a Greeting

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.