Cisco Unity Express 8.0 Voice-Mail System User's Guide for Advanced Features

This guide provides information about using some of the advanced voice-mail features of your Cisco Unity Express voice-mail system. It describes how to access these features by dialing in to the Cisco Unity Express system using your Cisco Unified IP phone. Information is also provided about using Cisco VoiceView Express. Use this guide together with the documents listed in the "Related Documents" section on page 3.

Contents

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Restrictions

Your system administrator must enable some of the features described in this guide (for example, retrieving voice-mail messages using e-mail, configuring voice-mail notifications, or using live reply). If you are unable to access a feature, contact your system administrator to ensure the function is enabled on your system.

Cisco Unity Express is subject to an erroneous login limit as set by your system administrator.

There are two types.

- There may be a limit on the number of incorrect consecutive logins allowed, after which the system administrator is required to restore the user's login rights.
- Depending on the configuration by your system administrator, login may be temporarily disabled for the user for a time period after several consecutive unsuccessful log in attempts.

If a Cisco Unity Express voice-mail session is in progress, a second session for the same user cannot be initiated. This does not apply to voice-mail sessions that are initiated by an Internet Message Access Protocol (IMAP) client, such as Microsoft Office Outlook.

- If you initiate a voice-mail session by using your Cisco Unified IP phone to call your voice-mail system, attempting to log in to VoiceView Express cannot preempt the voice-mail session.
- If you are logged in to VoiceView Express, using your Cisco Unified IP phone to call your voice-mail system preempts the VoiceView Express session. The VoiceView Express session is automatically logged out without notification.
- If you are logged in to VoiceView Express, logging in to a second VoiceView Express session from a different phone preempts the first session. The first VoiceView Express session is automatically logged out without notification.

VoiceView Express has an inactivity timeout parameter, after which the VoiceView Express session is automatically logged out without notification.

- If you are logged in to VoiceView Express using your Cisco Unified IP phone and you receive an incoming call, the call information appears on the phone display. Lifting the handset or pressing the Headset or Speaker button connects the call. Depending on which Cisco Unified IP phone you have, you can return to the VoiceView Express session if the call is terminated before the session is ended by the inactivity timeout parameter. Otherwise, the VoiceView Express session will be automatically logged out without notification. For more information, see the user's guide for your Cisco Unified IP phone. See http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html.

Related Documents

Related Topic	Document Title or URL
• Information required to use the Cisco Unity Express Voice-Mail System • Setting Up Your Voice Mailbox • Accessing Cisco Unity Express by Phone • Accessing Cisco Unity Express by Computer • Listening to Voice Messages • Sending Voice Messages • Personalizing Settings	*Cisco Unity Express 8.0 Voice-Mail System Quick Start Guide* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel8_0/quick/guide/voicemail/enu/80vq_enu.pdf
• Information required to use the Cisco Unity Express VoiceView Express • Setting Up Your Voice Mailbox • Accessing Cisco Unity Express VoiceView Express • Listening to Voice Messages • Sending Voice Messages • Personalizing Settings	*Cisco Unity Express 8.0 VoiceView Express Quick Start Guide* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel8_0/quick/guide/vve/enu/80wq_enu.pdf

Related Topic	Document Title or URL
Using the Cisco Unity Express GUI to: • Access voice-mail settings, including notifications • Manage voice-mail group subscriptions • Change your password • Manage voice-mail distribution lists	*User Online Help for Cisco Unity Express* (press the "help" button when using the Cisco Unity Express GUI)
• Obtaining Documentation • Obtaining Support • Security Guidelines	For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Accessing Cisco Unity Express by Phone

Dial the internal or external phone number to call Cisco Unity Express.

- If you are asked for a PIN, enter it and press **#**.

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Note If you are calling from someone else's phone, press ***** to enter your own ID (usually your extension) and press **#**. Then enter your PIN and press **#** again.

- If you are asked for your ID (usually your phone extension), enter it and press **#**. Then enter your PIN and press **#** again.

Logging in Without Entering Your PIN

You can log in to Cisco Unity Express voice mailbox from any phone (configured for your mailbox settings) without entering your PIN.

Dial the internal or external phone number to call Cisco Unity Express:

- You are directed to your mailbox without being asked for a PIN.
- If you are calling from someone else's phone, press * to enter your own ID (usually your extension) and you are directed to your mailbox.

Voice-mail Options

After dialing in to Cisco Unity Express, you can choose the following options from the main menu:

Option	Description
1	Listen to new messages. See the *Cisco Unity Express Voice-Mail System Quick Start Guide* for more information.
	Access the Live Reply function. See the "Calling the Message Sender Using Live Reply" section on page 5.
	Manage fax messages. See the "Managing Fax Messages" section on page 6.
2	Send a message. See the *Cisco Unity Express Voice-Mail System Quick Start Guide* for more information.
	Access the nonsubscriber delivery function. See the "Delivering Nonsubscriber Messages" section on page 8.
3	Listen to old messages. See the *Cisco Unity Express Voice-Mail System Quick Start Guide* for more information.
4	Access setup options, such as voice-mail greetings, distribution lists, passwords, message notification, and cascading notification. See the "Accessing Setup Options" section on page 9.

Calling the Message Sender Using Live Reply

Note To call the message sender using the live reply function, the function must first be activated by your system administrator.

When listening to a message, you can request the system to dial the message-sender to initiate a live conversation. This function is available when listening to new, saved, or deleted voice messages from subscribers or from non-subscribers where caller ID is available.

To access the live reply function, press **44** (4 pressed twice) on the dial pad while listening to the message. Cisco Unity Express attempts to establish a call to the message sender. Depending on the identifying information contained in the message, you will hear a prompt with some or all of the following: "*calling <spoken name> at extension <calling number> at <remote location identifier>.*"

Note If you activate this function, you will not be returned to your voice-mail session on termination of the call. You must redial your voice mail access number.

Managing Fax Messages

Cisco Unity Express can receive and process faxes through the voice-mail system. Faxes can be forwarded, marked as new, saved, deleted, and undeleted similarly to regular voice messages. Additionally, you can send fax messages from a mailbox to a local fax machine for printing.

Supported IMAP clients can receive faxes as a .tif file attachment to an e-mail. The IMAP clients allow subscribers to download the message and save the fax attachment to a local workstation where it can be viewed and printed using standard .tif readers.

You must compose and send a fax from an analog fax machine. You cannot compose a fax through the Cisco Unity Express voice-mail system.

If your system administrator configures a dedicated extension for fax calls, these calls will not ring on a subscriber's extension. Your system administrator, however, may configure an extension that will receive both fax and voice calls. In this case, when the subscriber picks up an incoming call that is a fax, an identifier tone is heard. The system monitors for such tones and automatically sends the fax to the designated mailbox and terminates the voice leg of the call.

Note Your system administrator must enable the fax function on a mailbox and extension. The fax number may be the same as the voice-mail extension of a subscriber or a dedicated fax extension may be configured.

To manage fax messages:

Step 1 Dial in to the Cisco Unity Express system. The voice prompt summarizes how many new and saved messages your have.

Step 2 Press **1** to listen to new messages.

The voice prompt identifies a fax in your mailbox and lists its properties, for example, the time and date sent and the originating location. The voice prompt also indicates if a voice message is attached to the fax.

Note If the fax was forwarded from another subscriber, a voice message can be attached from the forwarding subscriber.

Step 3 Select the fax.

Step 4 Press one of the following numbers to access options for the fax:

Option	Description
1	Repeat the fax properties.
2	Save the fax. See the *Cisco Unity Express Voice-Mail System Quick Start Guide*.
3	Delete the fax. See the *Cisco Unity Express Voice-Mail System Quick Start Guide*.
4	Reply, with a voice message, to the subscriber who sent the fax. See the *Cisco Unity Express Voice-Mail System Quick Start Guide*.
5	Forward the fax. See the *Cisco Unity Express Voice-Mail System Quick Start Guide*.
6	Mark the fax as a new message. See the *Cisco Unity Express Voice-Mail System Quick Start Guide*.
8	Send the fax to a local printer. See the "Setting Up and Using a Printer for Faxes" section on page 7.
*	Cancel.
0	Help.

Setting Up and Using a Printer for Faxes

To identify the fax printer and print a fax:

Step 1 Dial in to the Cisco Unity Express system, and press **1** to listen to messages.

Step 2 Select the fax, then press **8** to send the fax to a local printer.

The system prompts you to enter the number of the fax printer.

Step 3 Perform one of the following actions:

- Press **1** to send to a currently configured fax printer.

Note If you pause before entering **1**, the system prompt gives the number of the last printer (if any) that was set up.

- Press **2** if there is no configured printer choice or to print to a different printer. Enter the phone number of the fax printer then press **#**.
- Press ***** to cancel printing the fax.

Note If the number entered or chosen is not an acceptable fax printer, the system prompt indicates that the selected action cannot be completed.

Delivering Nonsubscriber Messages

You can compose voice messages for delivery to external numbers or nonsubscribers. You can set up delivery dates for up to one year in advance.

Step 1 Perform steps in the "Accessing Cisco Unity Express by Phone" section on page 4 to reach the main voice-mail menu.

Step 2 Press **2** to access the Send menu.

Step 3 Press **#4** to access the nonsubscriber Message Delivery menu.

Step 4 Enter the phone number of the recipient.

Step 5 After the system prompt that the nonsubscriber is added, select one of the following:

Option	Description
1	Add another recipient.
2	Access Message options. See the "Accessing Message Options" section on page 8.
#	Record the message. See the "Recording the Message" section on page 9.
*	Cancel.

Accessing Message Options

After you identify the nonsubscriber recipients, you can specify the message parameters. In the Message Options menu, you can select the following:

- **1**—Change addressing
- **2**—Record the message (see the "Recording the Message" section on page 9)
- **3**—Change special delivery
  - Mark the message as urgent (**1**)—Not available for nonsubscriber delivery
  - Mark the message as private (**3**)—Not available for nonsubscriber delivery
  - Choose a future delivery date and time (**4**)
- **4**—Review the message

  If no message is recorded, you are prompted to record your message.
- **#**—Send the message

  If no message is recorded, you are prompted to record your message.
- *****—Cancel

Recording the Message

Step 1 In the nonsubscriber delivery menu, press **#** to record your message.

Step 2 Press **#** when you finish recording.

Step 3 Press **1** to access Message Options. See the "Accessing Message Options" section on page 8.

Step 4 Press **2** to send the message.

Accessing Setup Options

After dialing in to the Cisco Unity Express system, and pressing **4** to access setup options, choose from the following options:

Option	Description
1	Manage your greetings. See the "Managing Greetings" section on page 9.
2	Configure or change message settings. See the: • "Setting Up Message Notification" section on page 12 • "Setting up Cascading Notification" section on page 18 • "Using Distribution Lists" section on page 20
3	Configure personal settings. See the: • "Changing Your Password" section on page 27 • "Changing Your Recorded Name" section on page 27
4	Configure language options (not available on all systems). Contact your system administrator for more information.

Managing Greetings

This section contains the following procedures:

- Managing Greetings, page 11
- Rerecording Your Current Greeting, page 11
- Turning Greetings On and Off, page 11
- Rerecording Your Standard Greeting, page 12
- Rerecording Your Alternate Greeting, page 12
- Reviewing All Greetings, page 12

Greetings are messages that callers hear when they reach your voice mail. You can have the following greetings:

- Standard greeting—Normal greeting played to callers when they reach your voice mail. This can be either the default system greeting or a greeting that you have recorded and chosen as your own standard greeting.

- Multiple Alternate greetings—Multiple alternate greetings are recorded by you and played to the callers when they reach your voice mail. You can turn these greetings on or off using the voice-mail menu. These greetings are used as an alternative to your standard greeting. Following are the Multiple Alternate greetings:

  - Alternate greetings—To record a special greeting (other than standard greeting).

  - Meeting greeting—To record a greeting that plays when you are in a meeting.

  - Vacation greetings—To record a greeting that plays during the time when you are on a Vacation.

  - Extended Absence greetings—To record a greeting that plays during the time when you are absent for an extended period of time. If extended absence greeting is turned on then mailbox will not take messages from external callers or will not accept messages from subscribers.

- State Based greetings—State based greetings are recorded by you and played to the callers according to the state of your business. Following are the State Based greetings:

  - Busy greeting—To record a that plays when you are busy. This greeting is played and it takes precedence over standard, closed, and internal greetings if the subscriber is busy over the phone and if this greeting is enabled. But if a multiple alternate greeting is enabled then it takes precedence over busy greeting. Phone or call agent must provide the support necessary for Cisco Unity Express to identify that the phone is busy and the call forward is on busy rather than on no-answer.

  - Closed greeting—To record a greeting that plays during non-business hours or hours past your business hours. This greeting is played if it is not a business hour and if this greeting is enabled. Business hours are based on the business schedule that is associated to Voicemail. If internal greeting is enabled and if the call is during non-business hours then closed greeting is played over standard greeting. But multiple alternate greeting, busy greeting and internal greeting takes precedence over closed greeting.

  - Internal greeting—To record a greeting that plays when you receive a call from an internal extension number.

Greetings	Default	Precedence Rules
Standard	Enabled	Standard greeting plays if all other (multiple alternate or state-based) greetings are disabled.
Alternate	Enabled or Disabled	Alternate greeting takes precedence over all other greetings if this greeting is enabled.
Meeting	Enabled or Disabled	Meeting greeting takes precedence over all other greetings if this greeting is enabled.
Vacation	Enabled or Disabled	Vacation greeting takes precedence over all other greeting if this greeting is enabled.
Extended Absence	Enabled or Disabled	Extended absence greeting takes precedence over all other greetings if this greeting is enable.

Busy	Disabled	Busy greeting takes precedence over standard greeting if the system is busy.
Closed	Disabled	Closed greeting takes precedence over standard greeting if business is closed.
Internal	Disabled	Internal greeting takes precedence over standard greeting if the call is from an internal extension number.

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Note Either standard or one of the multiple alternate greetings can be enabled at a time, but all or none of the state based greetings can be enabled at the same time.

Managing Greetings

Step 1 Perform steps in the "Accessing Cisco Unity Express by Phone" section on page 4 to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 Press **1** to access the Greetings menu. Your active greeting plays.

- To rerecord your current greeting, press 1. See the "Rerecording Your Current Greeting" section on page 11.
- To turn on or turn off your greetings, press **2**. See the "Turning Greetings On and Off" section on page 11.
- To edit a greeting, press **3**. See the "Rerecording Your Standard Greeting" section on page 12 and the "Rerecording Your Alternate Greeting" section on page 12.
- To hear all greetings, press **8**. See the "Reviewing All Greetings" section on page 12.

Rerecording Your Current Greeting

Step 1 After your current greeting plays, press **1** to rerecord your current greeting.

Step 2 At the tone, speak your greeting. When done, press **#**. Your newly recorded greeting plays.

Step 3 To rerecord, press **1**.

Turning Greetings On and Off

Step 1 Press **1** to access the Greetings menu. Your current greeting plays.

Step 2 Press **2** to turn off your current greeting and turn on the alternate greeting (make sure you have recorded an alternate greeting).

Step 3 Press **3** to turn off your alternate greeting and turn on your meeting greeting.

Step 4 Press **4** to turn off the meeting greeting and turn on your vacation greeting.

Step 5 Press **5** to turn off vacation greeting and turn on your extended absence greeting.

Step 6 Press **6** to turn off the extended absence greeting.

Step 7 Press **7** to edit other greetings.

Step 8 Press **8** to play all your greetings.

Step 9 Press **0** for help and press ***** to exit.

Rerecording Your Standard Greeting

To rerecord your standard greeting:

Step 1 In the Greetings menu, press **3**.

Step 2 Press **1** to rerecord your standard greeting.

Step 3 At the tone, speak your greeting. When done, press **#**. Your newly recorded standard greeting plays.

Step 4 To accept this greeting and continue, press **#**. To rerecord, press **1**.

Rerecording Your Alternate Greeting

To rerecord your alternate greeting:

Step 1 In the Greetings menu, press **3**.

Step 2 Press **3** to rerecord your alternate greeting.

Step 3 At the tone, speak your greeting. When done, press **#**. Your newly recorded alternate greeting plays.

Step 4 To rerecord, press **1**.

Reviewing All Greetings

Step 1 To listen to all greetings, press **8** in the Greetings menu. Your standard greeting, multiple-alternate greeting, and current greeting play.

Setting Up Message Notification

This section contains the following procedures:

You can set up Cisco Unity Express to notify you of newly received voice-mail messages by phone, pager, or e-mail. Cisco Unity Express contacts your device to inform you that you have received a voice-mail message.

You can also set up a cascading notification option in which Cisco Unity Express sends unanswered voice-mail messages to specified first-tier recipient devices followed by additional recipients' devices if the message continues in an unread state.

This section describes using the telephone voice-mail system to configure notifications for phone or numeric pagers only. You can use the following tools to set up notifications for alphanumeric pagers and e-mail (in addition to phones and numeric pagers):

- Cisco Unity Express VoiceView Express—Use your Cisco IP phone to set up notifications for phones, alphanumeric pagers, or e-mail. See the "Personalizing Your Settings" section on page 41 for more information.

- Cisco Unity Express GUI—Use your PC to configure notifications for phones, alphanumeric pagers, or e-mail. Access the GUI using Microsoft Internet Explorer (5.5 or later) to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID, or password. See the online help for more information on using the GUI to configure notifications (press the "help" button when using the Cisco Unity Express GUI).

Accessing the Notification Menu

Step 1 Perform steps in the "Accessing Cisco Unity Express by Phone" section on page 4 to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 In the Setup Options menu, press **2** to access Message Settings.

Step 4 Press **1** to configure message notification. The system tells you if notification is enabled and if so, for which device it is enabled.

Choosing the Device to Notify

Step 1 In the Message Notification menu, press one of the following numbers to select the device to notify:

- **1**—Pager
- **2**—Home phone
- **3**—Work phone
- **4**—Cell phone

Step 2 After selecting the device you want to configure, you can select the following actions by number:

Option	Description
1	Enable message notification (if off) or disable message notification (if on).
2	Hear current notification settings.
3	Change the notification phone number (the number of your phone or pager). Cisco Unity Express dials this number to send notification of newly-received voice-mail messages. See the "Changing the Notification Phone Number" section on page 14.
4	Listen to the current notification schedule. Configure the time of day you want to receive notifications; for example, you may want to turn off notifications during the evening. See the "Configuring the Notification Schedule" section on page 15.
5	Change notification preferences (have notifications sent for all messages, or urgent messages only). See the "Changing Notification Preferences" section on page 18.

Changing the Notification Phone Number

Step 1 After pressing **3** in the Message Notification Menu to change the notification phone number, the system tells you if a phone number is currently assigned to the device (phone or pager).

- If a phone number is already assigned, perform one of the following:
  - Press * to keep the current number.
  - Enter the new number and press **#**.
- If a phone number is not yet assigned, enter the new number and press **#**.

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Note You can only enter digits 1 to 9. You cannot enter pauses, breaks, or other special variables in the phone number.

Step 2 After entering the number:

- If you entered a new number that is permitted by the voice-mail system, the system repeats the number.
- If you entered a number that is not permitted by the system (such as a toll number), you receive an error message.

Press * to keep the number, or if you want a new number, enter it and press **#**.

Step 3 Press * to continue. The system tells you if extra digits are set. Extra digits are numbers that are sent by Cisco Unity Express after the phone or pager has answered its notification call. For example, you might use extra digits to reach a certain extension after dialing a main access number. To set extra digits, see the "Setting Extra Digits" section on page 15. To exit, press *.

Setting Extra Digits

Extra digits are numbers that are sent by Cisco Unity Express after the phone or pager has answered its notification call. For example, you might use extra digits to reach a certain extension after dialing a main access number.

Step 1 If extra digits are set, the system plays the digits. If extra digits are not set, the system tells you this. Press **1** to set extra digits.

Step 2 Enter the extra digits and press **#**. To include a one-second pause, press *****.

Step 3 The system plays the extra digits you entered. Press **#** to keep these digits, or return to Step 2.

Step 4 The system plays the extra digits you set.

Configuring the Notification Schedule

You can set up a notification schedule to turn notifications on or off for specific times of the day, days of the week, or everyday. For example, you may want to turn off notifications at night. By default, notifications are active Monday through Friday from 8 a.m. to 5 p.m.

After pressing **4** in the Message Notification Menu to configure the time of day you want to receive notifications, press one of the following numbers:

Option	Description
1	Listen to the current notifications schedule. See the "Listening to the Current Schedule" section on page 15.
2	Change the notification schedule for all days. See the "Changing the Schedule for All Days" section on page 16.
3	Change the notification schedule for a specific day. See the "Changing the Schedule for a Specific Day" section on page 17.

Listening to the Current Schedule

Step 1 After pressing **1** in the Notification Schedule Menu to listen to the current notifications schedule, enter one of the numbers below to choose the day:

Option	Description
1	Sunday
2	Monday
3	Tuesday
4	Wednesday
5	Thursday
6	Friday
7	Saturday

Step 2 If you configured notification for at least a half hour of that day, the system plays the notification schedule. Enter a number to listen to the schedule for another day, or press ***** to exit and return to the Message Notification Menu.

Changing the Schedule for All Days

After pressing **2** in the Notification Schedule Menu to change the notification schedule for all days, perform the following steps:

Step 1 Enter the hour to start sending notifications. You must enter the time in two-digit format; for example, to choose 9:00, you would first enter "09."

Step 2 Press **#**.

Step 3 Depending on the number you entered, perform the following:

If You Entered	Press
0	• **1** to start notifications at midnight. • **2** to start notifications at 12:30 p.m.
12	• **1** to start notifications at midnight. • **2** to start notifications at 12:30 a.m. • **3** to start notifications at noon. • **4** to start notifications at 12:30 p.m.
1 - 11	• **1** to start notifications on the hour in the morning. • **2** to start notifications on the half-hour in the morning. • **3** to start notifications on the hour in the evening. • **4** to start notifications on the half-hour in the evening.
12 - 24	• **1** to start notifications on the hour in the evening. • **2** to start notifications on the half-hour in the evening.

Step 4 Enter the hour to stop sending notifications. You must enter the time in two-digit format; for example, to choose 9:00, you would first enter "09."

Step 5 Press **#**.

Step 6 Depending on the number you entered, perform the following:

If You Entered	Press
0	• **1** to stop notifications at midnight. • **2** to stop notifications at 12:30 p.m.

12	• **1** to stop notifications at midnight.
	• **2** to stop notifications at 12:30 a.m.
	• **3** to stop notifications at noon.
	• **4** to stop notifications at 12:30 p.m.
1 - 11	• **1** to stop notifications on the hour in the morning.
	• **2** to stop notifications on the half-hour in the morning.
	• **3** to stop notifications on the hour in the evening.
	• **4** to stop notifications on the half-hour in the evening.
12 - 24	• **1** to stop notifications on the hour in the evening.
	• **2** to stop notifications on the half-hour in the evening.

Step 7 If you entered a valid time, the system tells you the times you have selected for notifications. Press one of the following numbers:

- **1**—Save the schedule. Then do one of the following:
    - Press **1** to set up an additional schedule. See Step 1.
    - Press **#** to stop adding schedules. The system notifies you that your schedule is set.
- **2**—Change the schedule you just entered. See Step 1.

Changing the Schedule for a Specific Day

After pressing **3** in the Notification Schedule Menu to change the notification schedule for a specific day, perform the following steps:

Step 1 Enter one of the numbers below to choose the day:

Option	Description
1	Sunday
2	Monday
3	Tuesday
4	Wednesday
5	Thursday
6	Friday
7	Saturday

Step 2 Follow the steps in the "Changing the Schedule for All Days" section on page 16.

Changing Notification Preferences

You can change notification preferences to specify the types of messages about which you want to be notified. For example, you can have notifications sent for all messages, or urgent messages only.

Tip The ability to set notifications for all messages must be granted by your system administrator.

Step 1 After pressing **5** in the Message Notification Menu to configure notification preferences, the system tells you if notifications are set for all messages, or for urgent messages only.

- If notifications are set for all messages, and you want to change this, press **1** to have notifications sent for urgent messages only.

- If notifications are set for urgent messages only, and you want to change this, press **1** to have notifications sent for all messages.

Step 2 If the system allows you to change notification preferences for all messages, you receive a message that your preferences have changed. If the system does not allow you to change notification preferences, you receive an error message. Press ***** to exit and return to the Message Notification Menu.

Setting up Cascading Notification

This section contains the following procedures:

- Playing Your Cascading Notification Rules, page 19
- Adding Cascading Notification Rules, page 19
- Changing Cascading Notification Rules, page 20
- Deleting Cascading Notification Rules, page 20

You can set up cascading notification rules that enable you to notify other users of unread messages after specified time periods.

For example, you can set up rules so that another user is notified, on a specified device after a specified number of minutes, of unread messages in a mailbox. You can also specify that a second user is notified after additional minutes if the messages continue in an unread state.

Step 1 Perform steps in the "Accessing Cisco Unity Express by Phone" section on page 4 to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 Press **2** to access Message Settings.

Step 4 Press **1** to access the Message Notification menu.

Step 5 Press **5** to access the Cascading Rules menu.

Step 6   After pressing **5**, press one of the following numbers:

Option	Description
1	Play your cascading rule settings. See the "Playing Your Cascading Notification Rules" section on page 19.
2	Change your cascading rule settings. See the "Adding Cascading Notification Rules" section on page 19, "Changing Cascading Notification Rules" section on page 20, and the "Deleting Cascading Notification Rules" section on page 20.

Playing Your Cascading Notification Rules

Use the cascading settings playback menu to play your current notification rules. The playback will list the subscribers set to receive notifications for unheard, new messages and the timing parameters associated with those notifications. If there are no notification rules, the system will indicate that no cascading rules are set.

After playback, press **2** to set up new rules or to change existing rules.

Adding Cascading Notification Rules

To add new notification rules, follow these steps.

Step 1   To add a new cascading notification rule, press **2** in the **Change Cascading Settings** menu.

Step 2   Enter the subscriber name or extension. (The system default is to enter by name.) To enter by name, use the dial pad to spell the last name followed by **#**. Alternately, to enter the subscriber's extension, press **##**, then the extension number, then **#**.

Tip   For the letter Q, press 7. For the letter Z, press 9.

Step 3   The system lists the possible matches to the information you have input. Select the matching subscriber and press **#**.

Step 4   Enter the time at which the first subscriber receives a message notification followed by **#**. This can be between 5 and 1440 minutes.

Step 5   At the response from the system, press **1** to change the time entry or press ***** if the entry is acceptable.

The system indicates that a rule was successfully added, naming the subscriber, extension, and time interval.

Step 6   Press **#** to exit or press **1** to add another cascading notification rule.

Changing Cascading Notification Rules

Step 1   To change a cascading rule, press **2** in the **Change Cascading Settings** menu.

Step 2   Each subscriber name and extension with a cascading rule is spoken. On the dial pad, enter the number of the subscriber to be changed.

Step 3   Follow the prompts to change the time of notification.

Step 4   To accept the changes, press **1**.

Step 5   Press ***** to continue.

Deleting Cascading Notification Rules

Step 1   To delete a cascading rule, press **3** in the **Change Cascading Settings** menu.

Step 2   Each subscriber name and extension with a cascading rule is spoken. On the dial pad, enter the number of the subscriber to be deleted.

Step 3   At the system prompt, confirm the deletion of the subscriber you have chosen.

Step 4   Press ***** to exit.

Using Distribution Lists

Use distribution lists to send a voice-mail message to more than one system user at the same time. Members of lists can be any of the following:

- Blind addresses
- General-delivery mailboxes
- Groups
- Other private lists
- Other public lists
- Remote users
- Users

Note   Private lists cannot be members of public lists. They can be members only of other private lists that you own.

To access distribution lists, you can:

- Use your phone; see the "Accessing the Distribution Lists Menu" section on page 21.
- Use the Cisco Unity Express GUI. Access the GUI using Microsoft Internet Explorer (5.5 or later) to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID, or password.

Accessing the Distribution Lists Menu

To access the Distribution Lists Menu, perform the following steps:

Step 1 Perform steps in the "Accessing Cisco Unity Express by Phone" section on page 4 to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 In the Setup Options menu, press **2**.

Step 4 Press **4** to access voice-mail distribution lists.

In the Distribution Lists Menu, you can select the following actions by number:

Option	Description
1	Review your private distribution lists. See the "Reviewing Your Private Distribution Lists" section on page 21.
2	Add or modify private distribution list members or recorded names. See the "Adding a Private Distribution List" section on page 22 or the "Modifying a Private Distribution List" section on page 22.
3	Delete a private distribution list. See the "Deleting a Private Distribution List" section on page 24.
4	Review public distribution lists. See the "Reviewing Public Distribution Lists" section on page 24.
5	Add or modify public distribution list members or recorded names. See the "Adding a Public Distribution List" section on page 25 or the "Modifying a Public Distribution List" section on page 25.
6	Delete a public distribution list. See the "Deleting a Public Distribution List" section on page 27.

Configuring Private Distribution Lists

This section contains the following procedures:

- Reviewing Your Private Distribution Lists, page 21
- Adding a Private Distribution List, page 22
- Modifying a Private Distribution List, page 22
- Deleting a Private Distribution List, page 24

Reviewing Your Private Distribution Lists

Step 1 In the Distribution Lists Menu, press **1** to hear a listing of your private distribution lists.

Step 2 Enter the list number (1 to 5) to hear the members of the list.

During list review, you can select the following actions by number:

Option	Description
3	Delete a member. Press during playback of member's name. Press **1** to confirm removal.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2**.

Step 2 Enter the number of an empty, unconfigured list (1 to 5).

Step 3 Follow the instructions in the "Modifying a Private Distribution List" section on page 22 to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.

Modifying a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2**.

Step 2 Enter the list number (1 to 5).

Step 3 Select one of the following actions by number:

Option	Description
1	Add a member to the list. See the "Adding a Member to a Private Distribution List" section on page 23.
2	Play names of current list members. See options in the "Reviewing Your Private Distribution Lists" section on page 21 or press **#** to exit.
3	Remove a member. See the "Removing a Member from a Private Distribution List" section on page 23.
4	Record name of list. See the "Recording the Name of a Private Distribution List" section on page 23.

Adding a Member to a Private Distribution List

Step 1   In the Distribution Lists Menu, press **2** and select the list number.

Step 2   Press **1** to add a member.

Step 3   Enter the member name (default), or press **##** to switch between addressing by name and addressing by number.

Step 4   Press **#** after each entry.

Step 5   Press **#** to add new member, or ***** to start a new search.

Step 6   If multiple member names are presented, choose the member by number.

Step 7   Press ***** to stop adding members.

Removing a Member from a Private Distribution List

Step 1   In the Distribution Lists Menu, press **2** and select the list number.

Step 2   Press **3** to delete a member.

Step 3   Select one of the following actions by number:

Option	Description
1	Play names of current list members and remove during playback. See options in the "Reviewing Your Private Distribution Lists" section on page 21. Press **#** to exit.
2	Remove a list member by name or extension: 1. Enter the member name (default), or press **##** to switch from addressing by name to addressing by number. 2. Press **#** after each entry. 3. Press **1** to remove the member. 4. If multiple member names are presented, choose the member by number. 5. Press ***** to start a new search.

Recording the Name of a Private Distribution List

Step 1   In the Distribution List Menu, press **2** and select the list number.

Step 2   Press **4** to record the list name.

Step 3   At the tone, record the list name.

Tip   Record the number of the list and also the name.

Step 4 During recording, you can select one of the following actions by number:

Option	Description
1 or *	Stop recording. The recording is played back. Press **1** to rerecord, or * to keep the recorded name.
2	Save the recording. The recording is played back. Press **1** to rerecord, or * to keep the recorded name.

Deleting a Private Distribution List

Step 1 In the Distribution Lists Menu, press **3**.

Step 2 Enter the list number (1 to 5), or press **##** to switch from number entry to name entry. Spell the name of the distribution list.

✎

Note The name of the distribution list is the name that is configured in the Cisco Unity Express Graphical User Interface, *not* the spoken name that you created for the list following the steps in the "Recording the Name of a Private Distribution List" section on page 23.

Step 3 If more than one list is found, choose the list number.

If only one list is found, press **#** to delete the list. Press * to start a new search.

Configuring Public Distribution Lists

This section contains the following procedures:

Reviewing Public Distribution Lists

Step 1 In the Distribution Lists Menu, press **4**.

Step 2 Enter the list number of the list you want to review.

During list review, you can select the following actions by number:

Option	Description
3	Delete a member. Press during playback of member's name. Press **1** to confirm removal.
	Note You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to delete list members. Contact your system administrator.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Public Distribution List

Note   You must have the Manage Public Lists privilege to add a public distribution list. Contact your system administrator.

Step 1   In the Distribution Lists Menu, press **5**.

Step 2   Enter the number of an empty, unconfigured list (1 to 5).

Step 3   Follow the instructions in the "Modifying a Public Distribution List" section on page 25 to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.

Modifying a Public Distribution List

This section contains the following procedures:

- Adding a Member to a Private Distribution List, page 23
- Removing a Member from a Private Distribution List, page 23
- Recording the Name of a Private Distribution List, page 23

Note   You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to modify the list. Contact your system administrator.

Adding a Member to a Public Distribution List

Step 1   In the Distribution Lists Menu, press **5** and select the list number.

Step 2   Press **1** to add a member.

Step 3 Enter the member name (default), or press **##** to switch from addressing by name to addressing by number.

Step 4 Press **#** after each entry.

Step 5 If multiple member names appear, choose the member by number.

Step 6 Press **#** to stop adding members.

Removing a Member from a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **3** to delete a member.

Step 3 Select one of the following actions by number:

Option	Description
1	Play names of current list members and remove during playback. See options in the "Reviewing Public Distribution Lists" section on page 24. Press **#** to exit.
2	Remove a list member by name or extension: 1. Enter the member name (default), or press **##** to switch from addressing by name to addressing by number. 2. Press **#** after each entry. 3. If multiple member names are presented, choose the member by number.

Recording the Name of a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **4** to record the list name.

Step 3 At the tone, record the list name.

Tip Record the number of the list and also the name.

Step 4 During recording, you can select one of the following actions by number:

Option	Description
1 or *	Stop recording. The recording is played back. Press **1** to rerecord, or * to keep the recorded name.
2	Save the recording. The recording is played back. Press **1** to rerecord, or * to keep the recorded name.

Deleting a Public Distribution List

> **Note**   You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to delete the list. Contact your system administrator.

Step 1   In the Distribution Lists Menu, press **6**.

Step 2   Enter the list number (1 to 5), or press **##** to switch from number entry to name entry. Spell the name of the distribution list.

Step 3   If more than one list is found, choose the list number.

If only one list is found, press **#** to delete the list. Press ***** to start a new search.

Changing Your Password

To change your voice-mail password, perform the following steps:

> **Note**   You can also change your password using the Cisco Unity Express Graphical User Interface (GUI). Access the GUI using Microsoft Internet Explorer (5.5 or later) to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID, or password.

Step 1   Perform steps in the to reach the main voice-mail menu.

Step 2   Press **4** to access the Setup Options menu.

Step 3   Press **3** to access your personal settings.

Step 4   Press **1** to change your password.

Step 5   Enter your new password. Press **#** when done.

Step 6   Enter your new password again to confirm, and press **#**.

Changing Your Recorded Name

To change your recorded name, or the name that identifies you to callers, perform the following steps:

Step 1   Perform steps in the to reach the main voice-mail menu.

Step 2   Press **4** to access the Setup Options menu.

Step 3   Press **3** to access your personal settings.

Step 4   Press **2** to change your recorded name.

Step 5   To record a new name, wait for the tone and say your first and last name. When done, press **#**.

Step 6   Your newly recorded name plays. Press ***** to keep it, or to rerecord, wait for the tone and say your first and last name. When done, press **#**.

What to Do When Receiving Notifications by Phone

When you receive a call from Cisco Unity Express notifying you of a voice-mail message, you can:

- Enter **1** to turn off voice-mail notification to this phone number. If you disable notification, the system sends you a voice-mail message to tell you that notification is turned off.

- Enter your extension and PIN to check your voice-mail messages. (This feature must be enabled by your system administrator.)

- If the notification is part of a notification cascading rule, you can:

  - Press **1** to reject the notification to your number or device. Your notification profile is changed to reflect this.

  - Press **2** to disable cascade notification function from this subscriber. A notification is sent to the sender of the notification that cascade notification is disabled for your extension.

Recording a Live Conversation

On receipt of a call, you can initiate the live record function to record the conversation. The recorded conversation is stored as a message in your mailbox and you can access and manage it similarly to ordinary messages. The recording function can only be initiated by a subscriber at the subscriber's extension location.

⚠️

Caution   See disclaimer statement relating to recording a conversation: DISCLAIMER FOR RECORDING A CONVERSATION, page 49.

To record a conversation:

Step 1   While in your conversation, press the conference (**Confrn**) button. The current conversation is put on hold.

✎

Note   Depending on your Cisco IP phone, you may need to press **More**, then press **Confrn**.

Step 2   Dial the live record pilot number provided by your system administrator.

The call request is forwarded to the system's live record pilot number. Cisco Unity Express receives the request and initiates the recording function.

Step 3   To begin recording, again press the **Confrn** button.

✎

Note   Cisco Unity Express sends periodic beeps to remind participants that the call is being recorded. These beeps are not part of the recording.

Step 4 To end the live record function, press the **End** button or hang up.

The recorded conversation is saved as a voice message in the mailbox of the subscriber who initiated the recording.

Receiving Voice-mail Messages in Your E-mail

> **Note** This feature is not available on all systems. Contact your system administrator.

You can set up Cisco Unity Express to deliver your voice-mail messages to an e-mail program. You must use a standard IMAP e-mail client. Your voice-mail messages are sent to your e-mail program as an e-mail file attachment in .wav file format. The file can be played with a media player such as Microsoft Windows Media Player.

The following e-mail programs are supported:

- IBM Lotus Notes (6.5, 6)
- Microsoft Outlook (2003, 2002, 2000)
- Microsoft Outlook Express 6.0

> **Note** User authentication—user ID and password—is required for web-based applications using HTTPS or HTTP over Secure Socket Layer (SSL).

Downloading Voice-mail Messages

You will need to see the documentation for your e-mail program for instructions on how to set up your program to retrieve IMAP messages.

Cisco Unity Express voice-mail messages download to a folder called *Inbox*. If you are having problems retrieving voice-mail messages, check the following:

If You Receive	Meaning
Authentication Failed	Be sure you are using the correct user ID and password to access your Cisco Unity Express account.
Password Expired	Your password is expired and you must change it. You must log in to the Cisco Unity Express graphical user interface system to change your password.
Authorization Failed	You do not have the proper privileges to retrieve your voice-mail messages using e-mail. Contact your system administrator.

After Receiving Voice-Mail Messages

After you receive voice-mail messages in your e-mail, you can perform the following actions:

- Listen to messages—Typically, you can double-click the .wav file message attachment to listen to it.

- Change the status of a message—Mark a message as *read* or *unread*.

- Delete messages—Mark a message as *deleted* in your inbox, which also moves it into the deleted messages portion of your voice-mail system. Logging out of your e-mail client removes all deleted messages in your e-mail mailbox.

> **Note** Deleted messages must be purged to entirely remove the message from your system.

- Undelete messages—Change the state of a message from *deleted* to *saved* and remove it from the deleted message storage space. As long as deleted messages are not purged, you can undelete them.

- Purge deleted messages—Remove deleted messages from your e-mail client and server.

Updating the status of a message in your e-mail program also updates the message status on the voice-mail system. For example, marking a message as *Read* on your e-mail client will mark the message as saved on the telephone voice-mail system, and turn off your message-waiting indicator light on your phone if you have no other new messages.

> **Note** Not all of these actions may be supported by your e-mail program; see your e-mail program documentation for more information.

Private Voice-Mail Messages

You can only download the *headers*, or summaries, of voice-mail messages that have been marked "Private" by the sender. You must dial in to the voice-mail system to listen to the body of the private voice-mail message.

> **Caution** Do not delete a private message from your Inbox before listening to it. Deleting the message in your e-mail client deletes the actual voice-mail message from the system and you cannot listen to it.

Broadcast Messages

You can only download broadcast messages that you have previously listened to and saved through the telephone voice-mail system. New broadcast messages are not downloaded to your e-mail program.

Accessing Cisco Unity Express Using Your Cisco Unified IP Phone and VoiceView Express

Note To use Cisco VoiceView Express, it must first be configured and activated by your system administrator.

This section provides information about using VoiceView Express and the buttons and soft keys on your Cisco Unified IP phone to browse, listen, and manage voice-mail messages in your personal voice mailbox.

Use any of the following buttons anytime while using VoiceView Express:

Dial Pad	Press numbers to choose corresponding menu items. To enter multiple-digit numbers, press the first and subsequent numbers in quick succession.
	Press keys to enter data and special characters. Each key represents one or more alphanumeric characters. Continue to press the key to select the desired alphanumeric character from the subsequent menu.
Navigation button	Scroll through menus and highlight menu items. Use in conjunction with soft keys to activate functions for a highlighted item.
Services button	Access or exit VoiceView Express.

Soft keys engage the functions displayed as tabs on the LCD screen of your Cisco Unified IP phone. The following functions can be available at any time while using VoiceView Express, depending on which VoiceView Express window or menu appears. Activate the soft key function by pressing the corresponding soft key button.

<<	Navigate to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Back	Discard not yet executed operations or unsaved choices and display the previously viewed menu or window.
Cancel	Discard not yet executed operations or unsaved choices.
Logout	(Personal Mailbox window only) Exit the VoiceView Express feature.
More	Display additional soft keys.
OK	Confirm receipt of a displayed message and display the next menu or window.
Select	Accept a choice and display the next menu or window.

Supported Cisco Unified IP Phones for VoiceView Express

The following phones support VoiceView Express in Cisco Unity Express 8.0:

- Cisco Unified IP Phone 7921
- Cisco Unified IP Phone 7925
- Cisco Unified IP Phone 7940
- Cisco Unified IP Phone 7941
- Cisco Unified IP Phone 7942
- Cisco Unified IP Phone 7945
- Cisco Unified IP Phone 7960
- Cisco Unified IP Phone 7961
- Cisco Unified IP Phone 7965
- Cisco Unified IP Phone 7970
- Cisco Unified IP Phone 7971
- Cisco Unified IP Phone 7975
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Personal Mailbox Menu

The Personal Mailbox menu appears only after you successfully log in to VoiceView Express. Using the Personal Mailbox menu, you can perform any of the following tasks:

- Open your inbox to list and manage your voice-mail and fax messages.
- Initiate live reply to voice messages.
- Send a voice-mail message to one or more recipients.
- Display the My Options menu for personalizing settings.
- Open general delivery mailboxes to which you subscribe.
- Send a broadcast message (only if you have broadcast or local-broadcast privileges).
- Log out to terminate the VoiceView Express session.

Logging In To VoiceView Express

Tip If your voice mailbox is not initialized and you do not have a PIN, you cannot log in to VoiceView Express. To enable access to VoiceView Express, first call your voice mailbox from your own phone extension and set up your voice mailbox using the voice-mail system telephone user interface. For more information, see the "Accessing Cisco Unity Express by Phone" section on page 4.

To log in and display the Personal Mailbox menu:

Step 1 Depending on how your system is configured, perform one of the following actions to display the VoiceView Express Login window on a Cisco Unified IP phone:

- Press **Services**; then from the Services menu, choose **VoiceView Express** and press **Select**.
- Press **Services**.
- Press the **VoiceView Express** soft key.
- Press the **VoiceView Express** line button.

Step 2 If the Personalization Wizard window appears, press **OK** to continue, then:

Tip The Skip function is available while using the wizard. Press the **Skip** soft key to display the next window.

- To listen to your recorded name, choose **Listen** and press **Select**.
- To record your name, choose **Record**. Press **Select**, say your name, then press **Stop**.
- To listen to your standard greeting, choose **Listen** and press **Select**. The greeting plays.
- To record a personalized standard greeting, choose **Record**. Press **Select**, say your greeting, then press **Stop**.
- To change your PIN, choose **Change** to display the Change PIN window. Use the dial pad to enter a new PIN. Choose **Confirm** and use the dial pad to enter your new PIN again. Press **Submit**.

Step 3 When the VoiceView Express Login window appears:

Caution Always use the navigation button on your Cisco Unified IP phone to choose the PIN field before using the dial pad to enter your PIN. If you enter your PIN before choosing the PIN field, your PIN will appear in clear text in the Mailbox ID field.

- If you are using your Cisco Unified IP phone, choose **PIN**. Use the dial pad to enter your PIN, then press **Submit**.
- If you are a using a different Cisco Unified IP phone, press **<<** to erase the Mailbox ID. Use the dial pad to enter your Mailbox ID. Choose **PIN**, use the dial pad to enter your PIN, then press **Submit**.
- If you are logging in after a failed login attempt, press **Login**. Choose **PIN**, use the dial pad to enter your PIN, then press **Submit**.

Step 4 If your voice mailbox is full or almost full, press **OK** and if necessary, delete messages now.

Step 5 If your voice mailbox contains a broadcast message, press **Listen** to play the message.

Step 6 If your voice mailbox contains an expired message, press **Listen**, **Save**, or **Delete** for each expired message.

The Personal Mailbox menu appears.

Logging In if Your PIN is Expired

To log into VoiceView Express if the PIN Expired window appears:

Step 1 Press **OK** to accept the message about your expired PIN.

Step 2 On the Change PIN window, use the dial pad to enter a new PIN.

Step 3 Choose **Confirm** and use the dial pad to enter your new PIN again.

Step 4 Press **Submit**. The Login window appears. See the "Logging In To VoiceView Express" section on page 33.

Logging In Limitations for VoiceView Express

Cisco Unity Express is subject to two erroneous login limits as set by your system administrator.

- There may be a limit on the number of incorrect consecutive log ins allowed, after which the system administrator is required to restore the user's log in rights.
- Depending on the configuration by your system administrator, login may be temporarily disabled for the user for a time period after several consecutive unsuccessful log in attempts.

Retrieving and Sending Messages in VoiceView Express

The section contains the following information and procedures:

Information About Soft Keys for Voice-Mail Messages

Tip To display additional soft keys, press the **More** soft key.

While listening to a message, you can press any of the following soft keys:

Option	Description
End	Jump to end of message.
F.Fwd	Go forward 3 seconds.
Pause	Pause or restart message.
Rewind	Restart message or go back 3 seconds.

After listening to a message, you can press any of the following soft keys:

Option	Description
Delete	Mark message as "deleted." Message is permanently deleted when you exit VoiceView Express.
FwdMsg	Forward message to another voice mailbox. Not available for all messages.
Home	Display Personal Mailbox menu.
Listen	Play message again.
MrkNew	Mark message as "new."
NxtMsg	Display information about the message listed just below this message on the page.
PrevMsg	Display information about the message listed just above this message on the page.
Reply	Switch on the microphone and begin recording the message. Not available for all messages. You can also select the Live Reply option.
Re-Send	Send a Nondelivery Receipt (NDR) message again.
Save	Save message.

Tip See the "Managing Your Inbox" section on page 40 to modify the order and type of messages listed in your inbox.

If your inbox contains more than 32 messages, you can press one of the following soft keys to view additional pages of messages:

Option	Description
Home	Display Personal Mailbox menu.
Next Pg	Display the next page of inbox.
Prev Pg	Display the previous page.

Listening to Voice Messages

To open your inbox and listen to voice-mail messages:

Step 1   Perform steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2   From the Personal Mailbox menu, choose **Inbox** and press **Select**.

Step 3   Choose a message and press **Select**.

Step 4   Press **Listen**.

Printing a Fax

To print a fax:

Step 1   Perform steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2   From the Personal Mailbox menu, choose **Inbox** and press **Select**.

Step 3   Choose the fax and press **Select**.

Step 4   Press **Options**.

Step 5   Choose **1**, **Print to Fax Number,** then press **Select.**

Step 6   Enter the extension and press **Submit**.

Replying to a Voice Message

✎
Note   You can request Cisco Unity Express to make a live call to the message sender. See the "Accessing Live Reply in VoiceView Express" section on page 37.

To reply to a message immediately after listening to the message:

Step 1   To reply after listening to a voice-mail message, press **Reply.**

Step 2   Choose **Reply Via Voice Mail**.

Step 3   Say your message, then press **Stop**. The **Send Message** menu appears.

Step 4   To send immediately, press **Send**; otherwise, choose any of the following and press **Select**:

- Listen to Recorded Message—Play message to be sent.

- Record Again—Switch on the microphone and begin recording. Say your message, then press **Stop**.

- Edit Recipients—Return to Recipient List menu where you can add or remove recipients.

- Mark as Urgent—Mark or unmark message to be sent.

- Mark as Private—Mark or unmark message to be sent.
- Message Delivery Time—Display Send Message menu. See the "Specifying Delivery Time" section on page 39 to schedule delivery of message to be sent.

Accessing Live Reply in VoiceView Express

When you press the **Reply** button for a selected message, you may have the option of choosing the Live Reply function.

This function is available when responding to new, saved, or deleted voice messages from subscribers or from messages containing the required identification information. The Live Reply function is not available if the voice-message does not contain the required caller information.

Your system administrator must activate the live reply function.

Note If you invoke this function, you will not be returned to your voice-mail session on termination of the call. You must redial the voice mail pilot number.

To access Live Reply:

Step 1 Select the message.

Step 2 Press the **Reply** button.

Step 3 Choose **2 Call <extension>**. Press **Select**.

Cisco Unity Express attempts to establish a call to the subscriber who sent the message.

Forwarding a Fax or Voice Message

To forward a fax or voice message, with or without recording an introduction:

Step 1 To forward a fax or a voice message after listening to it, press **FwdMsg**.

Step 2 Address message by number or (optional) press **Name** to open the Address by Name window, then:
- To address by number, use the dial pad to enter the exact number for the recipient. For extensions at remote locations, enter the location ID before the extension number.
- To address by name, use the dial pad to enter the recipient's last name or partial name to search for matching names.

Step 3 Press **Submit**. The Matching Address menu appears.

Step 4 Choose the desired address and press **Add** to build a recipient list.

Step 5 After adding an address, press any of the following soft keys:
- AddMore—Return to Address by Number window to add addresses to the recipient list.
- Remove—Remove address from list. You cannot empty the list by removing the only recipient.
- Cancel—Cancel operation.

- Done—Display the Send Message menu.

Step 6 To send immediately after recording a message, press **Send**; otherwise, choose any of the following and press **Select**:

- Listen to Introduction—Play recorded introduction for message to be sent.

- Record Introduction—Switch on the microphone and begin recording. Say your message, then press **Stop**.

- Edit Recipients—Return to Recipient List menu where you can add or remove recipients.

- Mark as Urgent—Mark or unmark message to be sent.

- Mark as Private—Mark or unmark message to be sent.

- Message Delivery Time—Display Send Message menu. See the "Specifying Delivery Time" section on page 39 to schedule delivery of the message to be sent.

Sending Voice Messages

To record and send a voice-mail message:

Step 1 Perform steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu: Choose **Send Message** and press **Select**.

Step 3 Address message by number or (optional) press **Name** to open the Address by Name window, then:

- To address by number, use the dial pad to enter the exact number for the recipient. For extensions at remote locations, enter the location ID before the extension number.

- To address by name, use the dial pad to enter the recipient's name or partial name to search for matching names.

✎
Note If activated by your administrator, you can search the global directory for the names and numbers of other users. Press **Global**.

Step 4 Press **Submit**. The Matching Address menu appears.

Step 5 Choose the desired address and press **Add** to build a recipient list.

Step 6 After adding an address, press any of the following soft keys:

- AddMore—Return to the Address by Number window to add addresses to the recipient list.

- Remove—Remove the address from the list. You cannot empty the list by removing the only recipient.

- Cancel—Cancel the operation.

- Record—Switch on the microphone and begin recording. Say your message, then press **Stop**. The Send Message menu appears.

Step 7 To send immediately after recording the message, press **Send**; otherwise, choose any of the following and press **Select**:

- Listen to Recorded Message—Play the message to be sent.

- Record Again—Switch on the microphone and begin recording. Say your message, then press **Stop**.
- Edit Recipients—Return to Recipient List menu where you can add or remove recipients.
- Mark as Urgent—Mark or unmark the message to be sent.
- Mark as Private—Mark or unmark the message to be sent.
- Message Delivery Time—Display the Send Message menu. See the "Specifying Delivery Time" section on page 39 to schedule delivery of the message to be sent.

Specifying Delivery Time

Tip The item number for each hour is the corresponding designator in 24-hour clock format. For example, "17" is the item number for 5 p.m. The item number for each minute is 1 to 59 and 60, where "60" is the item number for zero minutes.

To specify the delivery time for a voice-mail message to be sent:

Step 1 To send this message immediately, choose **Immediately** and press **Select**; otherwise, choose one of the following and press **Select**:

- Later Today—Display the Message Delivery Time menu for sending this message at a specified time later on the same day. Then, choose the hour and press **Select**. Choose the minute and press **Select**.
- Tomorrow—Display the Message Delivery Time menu for sending this message at a specified time tomorrow. Then, choose the hour and press **Select**. Choose the minute and press **Select**.
- Message Delivery Time—Display the Message Delivery Time menu for sending this message at a future date and time, up to one year from now. Then, choose the month and press **Select**, choose the date and press **Select**, choose the hour and press **Select**, then choose the minute and press **Select**.

Step 2 When the Send Message menu appears with the modified date and time displayed under the "Message Delivery Time," press **Send**.

Setting up Nonsubscriber Message Delivery

You can compose voice messages for delivery to external numbers or nonsubscribers. Delivery dates can be set for up to one year in advance.

Step 1 Perform steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **Send Message** and press **Select**.

Step 3 Press **#4** followed by the phone number of the nonsubscriber, then press **Submit**.

Step 4 Press **Add**.

The screen displays the text, *1 external #<phone number>*.

Step 5 Select a soft key to add more names (**AddMore**), cancel the operation, remove the address from the list **Remove**), or record your message.

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Step 6   When you complete your recording, press **Stop**.

Step 7   To send immediately after recording the message, press **Send**. Otherwise, choose any of the following and press **Select**:

- **Listen to Recorded Message**—Play message to be sent.

- **Record Again**—Switch on microphone and begin recording. Say your message, then press **Stop**.

- **Edit Recipients**—Return to Recipient List menu where you can add or remove recipients.

- **Mark as Urgent**—Not available for nonsubscriber delivery.

- **Mark as Private**—Not available for nonsubscriber delivery.

- **Message Delivery Time**—Display Send Message menu. See the "Specifying Delivery Time" section on page 40 to schedule delivery of the message to be sent.

Specifying Delivery Time

To send the message immediately, choose **1-Immediately** and press **Select**; otherwise, choose one of the following and press **Select**:

- **2** (**Later Today**)—Display the Message Delivery Time menu for sending this message at a specified time later today. Then, choose the hour and press **Select**. Choose the minute and press **Select**.

- **3** (**Tomorrow**)—Display the Message Delivery Time menu for sending this message at a specified time tomorrow. Then, choose the hour and press **Select**. Choose the minute and press **Select**.

- **4** (**Select a Delivery Time**)—Display the Message Delivery Time menu for sending this message at a future date and time, up to one year from now. Then, choose the month and press **Select**, choose the date and press **Select**, choose the hour and press **Select**, then choose the minute and press **Select**.

When the Send Message menu appears with the modified date and time displayed, press **Send**.

Managing Your Inbox

Messages in your inbox are listed on message pages.

✎ **Note**   Changes to sort order and filters apply to your inbox during the current VoiceView Express session only.

Messages are sorted by default in the following order:

- New Urgent (NU)

- New (N)

- Saved (S)

Messages within each category are sorted in the order received. Only 32 messages are listed per page at a time. When more than 32 messages are in your inbox, additional message pages are required. Message numbering restarts with 1 on each subsequent page so messages on each page are numbered 1 to 32.

Changing the Sort Order of Your Inbox

To change the sort order of messages in your inbox:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **Inbox** and press **Select**.

Step 3 Press **More**, then press **Sort** to display the Voice Mail Sort menu.

Step 4 Choose a sort order and press **Select** to display your inbox, which is sorted in the new order.

Filtering Messages in Your Inbox

To view a list of all messages of a single category in your inbox:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **Inbox** and press **Select**.

Step 3 Press **More**, then press **List** to display the Voice Mail List Type menu.

Step 4 Choose a message type.

Tip All messages—Lists all messages, sorted according to your desired sort order. See the "Changing the Sort Order of Your Inbox" section on page 41 to change the sort order of your inbox.

Step 5 Press **Select** to display your inbox, which lists only messages of the specified type.

Personalizing Your Settings

This section contains the following procedures:

- Managing Your Greetings, page 42
- Managing Message Settings, page 42
- Changing Your PIN, page 44
- Recording Your Name, page 45
- Configuring Your Zero-out Number, page 45

Managing Your Greetings

Greetings are messages that callers hear when they reach your voice mail.

- Standard Greeting—Normal greeting that callers hear. This can be either the default greeting or a personalized greeting that you have recorded and chosen as your standard greeting.

- Alternate greeting—Special greeting recorded by you is turned on or off using the Greetings menu.

To manage your greetings:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **My Options** and press **Select**.

Step 3 From the My Options menu, choose **Greetings** and press **Select**.

Tip On the Greetings menu, "(Active)" appears next to the greeting that callers hear when they reach your voice mailbox.

Step 4 From the Greetings menu, choose **Standard** or **Alternate** and press **Select**, then:

- To listen to the greeting, choose **Listen** and press **Select**. The greeting plays.

- To rerecord the greeting, choose **Record**. Press **Select**, say your greeting, then press **Stop**.

- To activate a greeting and automatically deactivate the other greeting, choose **Activate** and press **Select**.

Note The language of the standard greeting is set by your system administrator.

Managing Message Settings

With the Message Notification feature, the voice-mail system informs you of new voice mail, based on preference and schedule, by calling a phone or numeric pager, or by creating and sending a text message to a text pager or an e-mail address. The types of messages for which you can send notifications are configured by the system administrator.

Note Not all menu items are valid for all users. If you receive a "message notification is disabled" message while attempting to perform this procedure, this feature is disabled.

To edit or configure message notification settings:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **My Options** and press **Select**.

Step 3 From the My Options menu, choose **Message Settings** and press **Select**.

Step 4 From the Message Settings menu, choose **Message Notifications** and press **Select**.

Step 5 Choose the notification device to be configured and press **Select**.

Step 6 From the device menu, choose any of the following and press **Select**:

- Turn Off (On) Notifications—Disable or enable the sending of notifications to this device.

- Edit Number—Display the Edit Number window for editing the number of a phone based notification device. Then, on the Edit Number window, press **<<** to erase the digits to change. Use the dial pad to enter the new number. Press **Submit**.

> **Tip** The characters permitted in Number are 0-9. Include any numbers required to access an outside line in the number field. Removing the phone number by leaving it blank automatically disables this device.

- Extra Digits—Display the Edit Extra Digits window for changing or configuring extra digits to be dialed after this phone based device answers. Then, press **<<** to erase the digits to change, if required. Use the dial pad to enter an extra digit. To enter a plus sign (+), press **#** and continue to press **#** to choose "**+**" from the subsequent menu. Repeat for each extra digit to be added, then press **Submit**.

> **Tip** The characters permitted in extra digits are 0-9, #, *, and to insert a pause use a plus sign (+). Up to 64 characters are permitted.

- Notification Preference—Display the Notification Trigger menu for editing the notification preferences for this device. Then, choose the desired trigger and press **Select**. If the specified trigger is not allowed, an error message appears.

- Notification Schedule—Display the Notification Schedule menu. See the "Editing the Notification Schedule" section on page 43 to use the Notification menu for a device.

If the notification device is a text pager or an e-mail device, choose any of the following additional items from the device menu and press **Select**:

- Edit E-mail Address—Display the Edit Number window. Then, (optionally) press **<<** to erase the portion of the address to be changed. Use the dial pad to enter the address. To enter a hyphen (-), underline (_), or period (.), press **0** and continue to press **0** to choose the desired character from the subsequent menu. To enter the at symbol (@), press ***** and continue to press ***** to choose @ from the subsequent menu. Repeat for each alphanumeric character to be added, then press **Submit**.

- Attach Voice Message Yes (No)—Enable or disable the Attach Voice Message feature for notifications. This item is for e-mail only.

- Edit Text—Add or edit text be added to the body of a notification. Press **<<** to erase the portion of the text to be changed. Use the dial pad to enter the new text, then press **Submit**.

Editing the Notification Schedule

> **Tip** The item number for each hour is the corresponding designator in 24-hour clock format. For example, "17" is the item number for 5 p.m.

To use the Notification Schedule menu for a device:

Step 1 From the Notification Schedule menu, choose one of the following and press **Select**:

- View Current Schedule—View the weekly notification schedule for this device.
- Edit a Particular Day—Modify parameters for a to-be-specified day of the week. Choose the day of the week to be modified and press **Select**.
- Edit for all days—Modify parameters for all days.
- Edit for the weekdays—Modify parameters for Monday to Friday only.

Step 2 To designate start and stop time for enabling or disabling notification, choose **Enable time range** or **Disable time rang**e and press **Select**, then:

- **a.** Choose the hour for starting the desired action and press **Select**.
- **b.** Choose one of the following and press **Select**.
  - 1—Perform the action on the hour
  - 2—Perform the action on the half hour
- **c.** Choose the hour for stopping the desired action and press **Select**. The Stop time must occur after the specified Start time, between 12 a.m. and 11:59 p.m. on the same calendar day.
- **d.** Choose one of the following and press **Select**.
  - 1—Perform the action on the hour
  - 2—Perform the action on the half hour
- **e.** When the "Schedule changed successfully" message appears, press **Ok** to return to the device menu.

Step 3 To enable or disable notifications for an entire calendar day, from 12 a.m. to 11:59 p.m., choose **Enable whole days** or **Disable whole days** and press **Select**.

Step 4 When the "Schedule changed successfully" message appears, press **Ok** to return to the device menu.

Changing Your PIN

To change your PIN:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **My Options** and press **Select**.

Step 3 From the My Options menu, choose **Personal Settings** and press **Select**.

Step 4 From the Personal Settings menu, choose **Change PIN** and press **Select** to display the Change PIN window.

Step 5 Use the dial pad to enter your new PIN.

Step 6 Choose **Confirm**.

Step 7 Use the dial pad to enter your new PIN again, then press **Submit**.

Step 8 When "Your new PIN is now active" appears, press **Ok**.

Recording Your Name

To record your name:

Step 1   Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2   From the Personal Mailbox menu, choose **My Options** and press **Select**.

Step 3   From the My Options menu, choose **Personal Settings** and press **Select**.

Step 4   From the Personal Settings menu, choose **Change Recorded Name.**

Step 5   Press **Select** to display the Recorded Name menu, then:

- To listen to your recorded name, choose **Listen** and press **Select**.
- To record a new recorded name, choose **Record**. Press **Select**, say your name, then press **Stop**.

Configuring Your Zero-out Number

A zero-out number is the number to which the incoming call is redirected if the caller presses 0 after reaching your voice mailbox.

To add or modify your zero-out number:

Step 1   Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2   From the Personal Mailbox menu, choose **My Options** and press **Select**.

Step 3   From the My Options menu, choose **Zero Out Number** and press **Select**. The Zero Out Number window appears.

Step 4   (Optional) Press **<<** to erase the digits to be edited.

Step 5   Use the dial pad to enter the zero-out number, then press **Submit**.

Logging In to General Delivery Mailboxes

Note   This procedure is applicable only if you subscribe to one or more General Delivery Mailboxes.

To log in to a general delivery mailbox:

Step 1   Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2   From the Personal Mailbox menu, choose **General Delivery Mailboxes** and press **Select**. The General Delivery Mailboxes menu with all general delivery mailboxes to which you subscribe appears.

Step 3 Choose the desired mailbox and press **Select**.

Administering Broadcast Messages

✎

Note The "Administer Broadcast Msgs" item is listed in your Personal Mailbox menu only if you have broadcast or local-broadcast privileges.

This section contains the following procedures:

Sending Broadcast Messages to a Local Location or All Locations

✎

Note Not all menu items are available for all users. Items in the Send Broadcast Message menu correspond to your broadcast privileges. If you receive a "networking messaging is disabled" message, networking messaging is disabled.

To record and send a broadcast message to a local location or all locations:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **Administer Broadcast Msgs** and press **Select**. The Send Broadcast Messages menu appears. Choose **Local Location** or **All Locations**.

Step 3 To record your message, press **Select**, say your message, then press **Stop**. The Send Broadcast Message window appears. To cancel recording, press **Stop** immediately, then press **Cancel**.

Step 4 Review start and end time for the broadcast message, then press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.

Step 5 To send the message immediately, press **Send**; otherwise, choose any of the following and press **Select**:

- Listen to Recorded Message—Play message to be sent.
- Record Again—Switch on the microphone and begin recording. Say your message, then press **Stop**.
- Review Start & Stop Time—Display window, then press **Cancel** to cancel the message or press **OK** to accept the start and end time for the broadcast message.
- Set Start Time—Display the Set Start Time menu. See the "Specifying Start or End Time" section on page 48 to modify the start time.
- Set End Time—Display the End Time menu. See the "Specifying Start or End Time" section on page 48 to modify the end time.

Sending Broadcast Messages to Select Locations

> ✎
> **Note** Not all menu items are valid for all users. If you receive a "Networking messaging is disabled" message, this feature is disabled.

To record and send a broadcast message to select locations:

Step 1 Perform the steps in the "Logging In To VoiceView Express" section on page 33 to display the Personal Mailbox menu.

Step 2 From the Personal Mailbox menu, choose **Administer Broadcast Msgs** and press **Select**. The Send Broadcast Messages menu appears.

Step 3 Choose **Select Locations**.

Step 4 Address message by location ID number or (optionally) press **Name**, then:

- To address by location ID, use the dial pad to enter the exact location ID number.

- To address by location name, use the dial pad to enter the location name or partial location name to search for matching names. Each key represents one or more characters. Continue to rapidly press the key to select the desired letter from the menu.

Step 5 Press **Submit**. The Matching Address menu appears.

Step 6 Choose the desired address and press **Add** to build a recipient list.

Step 7 After adding an address, press any of the following soft keys:

- **AddMore**—Return to Address by Number window and add another address to the recipient list.

- **Remove**—Remove address from list. You cannot empty the list by removing the only recipient.

- **Cancel**—Cancel operation.

- **Record**—Switch on the microphone and begin recording. Say your message, then press **Stop**. To cancel recording, press **Stop** immediately, then press **Cancel**.

Step 8 After recording the message, review start and end time for the broadcast message. Press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.

Step 9 To send the message immediately, press **Send**; otherwise, choose one of the following and press **Select**.

- **Listen to Recorded Message**—Play message to be sent.

- **Record Again**—Switch on the microphone and begin recording. Say your message, then press **Stop**.

- **Edit Recipients**—Return to Recipient List menu where you can add or remove recipients.

- **Review Start & Stop Time**—Display window, then press **Cancel** to cancel the message or press **OK** to accept the start and end time for the broadcast message.

- **Set Start Time**—Display the Set Start Time menu. See the "Specifying Start or End Time" section on page 48 to modify the start time.

- **Set End Time**—Display the Set End Time menu. See the "Specifying Start or End Time" section on page 48 to modify the end time.

Specifying Start or End Time

To specify a start or end time for a broadcast message to be sent:

Step 1 From the menu, choose one of the following and press **Select**. After you make your selection and perform any additional required steps, the Send Broadcast Message window appears.

- **Immediately**—Start or end this message immediately.

- **Later Today**—Display the menu for starting this message at a specified time later on the same day. Then, choose the hour and press **Select**. Choose the minute and press **Select**.

- **Tomorrow**—Display the next menu for starting this message at a specified time tomorrow. Then, choose the hour and press **Select**. Choose the minute and press **Select**.

- **Select Start Time**—Display the next menu for starting this message at a future date and time, up to one year from now. Then, choose the month and press **Select**. Choose the date and press **Select**. Choose the hour and press **Select**. Choose the minute and press **Select**. This item is on the Set Start Time menu only.

- **Select End Time**—Display the next menu for ending this message at a future date and time, up to one year from now, Then, choose the month and press **Select**. Choose the date and press **Select**. Choose the hour and press **Select**. Choose the minute and press **Select**. This item is on the Set End Time menu only.

- **Indefinitely**—Enable this broadcast message to be available forever. This item is on the Set End Time menu only.

Step 2 Review start and end time for the broadcast message, then press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.

Step 3 To send the message with specified start and end time, press **Send**. "Message Sent" appears. Press **OK.**

Where to Go Next

For more information, see the:

- *Cisco Unity Express Voice-Mail System Quick Start Guide*
- *Cisco Unity Express VoiceView Express Quick Start Guide*
-

DISCLAIMER FOR RECORDING A CONVERSATION

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 Express voice-mail system provides a user with the option of activating "the beep." Prior to activating the Cisco Unity Express live 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 CISCO UNITY EXPRESS 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 CISCO UNITY EXPRESS 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/OR LOCAL LAWS.

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