

# Troubleshooting Guide

---

## To print this book

- ❶ On the File menu, click “Print.”
- ❷ To print the entire book, click “OK.”

To print a portion of the book, type a range of pages, then click “OK.”



# Troubleshooting Guide

---

**unity**<sup>TM</sup>  
VERSION 2.4

© 2000 Cisco Systems, Inc.

All rights reserved.

First edition 2000.

Unity is a trademark, and ActiveAssistant, Cisco, and Cisco Systems are registered trademarks of Cisco Systems, Inc. in the United States and certain other countries.

D/41D, D/41E, D/120, D/160SC-LS, and Dialogic are trademarks of Dialogic Corporation.

Microsoft, Windows, and Windows NT are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Natural MicroSystems is a trademark of Natural MicroSystems Corporation.

pcAnywhere and Symantec are trademarks of Symantec Corporation.

Protected by one or more of the following United States patents: 5,070,526; 5,434,906; 5,488,650; 5,533,102; 5,568,540; 5,581,604; 5,625,676; 5,651,054; 5,940,488; 6,041,114.

Cisco Systems, Inc.  
San Jose, California  
U.S.A.

[www.cisco.com](http://www.cisco.com)

800-03175

Writer: Anita Taylor  
Editor: Christina Amante  
Production artist: Janet Joseph  
Project manager: Patsy Cox

# CONTENTS

---

<b>■ CHAPTER 1:</b>	<b>Introduction .....</b>	<b>1</b>
	About this guide .....	2
	New in this guide .....	3
	Troubleshooting preparation .....	4
<b>■ CHAPTER 2:</b>	<b>Internal and external calls .....</b>	<b>7</b>
	About problems with internal and external calls .....	8
	Unity is not answering internal and/or external calls.....	9
	Unity is not answering some internal calls .....	13
<b>■ CHAPTER 3:</b>	<b>Call transfers .....</b>	<b>15</b>
	About call transfer problems .....	16
	Release transfers are not being performed correctly .....	17
	Supervised transfers are not being performed correctly .....	20
	“Confirm” call transfers are not being performed correctly .....	25
	Calls are not transferred to the correct greeting.....	28
	Unity does not respond to touchtones .....	30
	Subscriber hears a reorder tone when answering a call from Unity .....	32
<b>■ CHAPTER 4:</b>	<b>Messages .....</b>	<b>33</b>
	About problems with messages .....	34
	Researching message problems.....	35
	Messages appear to be delayed.....	36
	Some messages seem to disappear.....	38
	Unity stops recording before a caller has finished leaving a message.....	39
<b>■ CHAPTER 5:</b>	<b>Message waiting indicators .....</b>	<b>41</b>
	About problems with MWIs .....	42
	MWIs are not being turned on and off at all for multiple subscribers.....	43
	MWIs are not being turned on and off at all for a subscriber...	47
	MWIs are being turned on and off slowly .....	48
	MWIs are sometimes not being turned off .....	50

<b>■ CHAPTER 6:</b>	<b>Message notification calls ..... 51</b>
	About problems with message notification calls..... 52
	Message notification is slow for multiple subscribers ..... 53
	Message notification is slow for a subscriber ..... 54
	Message notification calls are not made to any external numbers ..... 56
	Message notification is not working at all for a subscriber ..... 57
<b>■ CHAPTER 7:</b>	<b>Error messages ..... 59</b>
	About error messages ..... 60
	Startup error messages ..... 61
	Browser error messages ..... 68
	E-mail and voice error messages ..... 69
	Blue-screen error or video compatibility error after installing pcAnywhere ..... 71
<b>■ CHAPTER 8:</b>	<b>Hardware, voice and fax boards, and phone system integrations..... 73</b>
	About problems when using the Cisco CallManager integration 74
	About supervised transfer problems when using the NMS T1 integration ..... 78
	About problems with a third-party fax integration ..... 79
	About live record beep tone volume problems when using a Dialogic voice board ..... 81
<b>■ CHAPTER 9:</b>	<b>Utilities ..... 83</b>
	The Integration Monitor ..... 84
	The Call Viewer ..... 89
	The Learn Tones utility ..... 90
	The Universal Dialogic Diagnostics utility..... 93
<b>■ APPENDIX:</b>	<b>Shutting down and starting Unity..... 95</b>
	Shutting down and starting Unity..... 96
<b>■ INDEX</b>	<b>..... 99</b>

## Introduction

### In this chapter...

---

About this guide.....	2
New in this guide .....	3
Troubleshooting preparation .....	4

## About this guide

The *Unity Troubleshooting Guide* is divided into chapters relating to general problem areas.

Each section in a chapter addresses a specific problem, which is listed in the section title. The section contains possible causes, in order from most to least likely to occur, when applicable. The section also contains procedures to determine if a possible cause applies to your situation and to resolve the problem.

When the expected result is achieved during a procedure, continue with the next step when applicable, or continue with the next possible cause within the section.

The “Utilities” chapter contains information about how to use utilities for researching and resolving problems. The appendix contains procedures for stopping and starting Unity™.

If you encounter a problem that is not described in this guide, contact Technical Support.

You can find compliance information for third-party electronic devices in the manufacturer's documentation included in the Unity package. Do not use a third-party manufacturer's documentation to install, upgrade, or manage Unity. Refer only to Unity documentation to install, upgrade, and manage Unity.

## New in this guide

The following table lists items that have been added to or changed in the *Unity Troubleshooting Guide*.

Item	Description	Documentation of item
Event Notification utility	Common error messages and problem resolution information for this utility are provided.	“E-mail and voice error messages,” on page 69
Cisco® CallManager integration	Problems and troubleshooting procedures specific to this integration are provided.	“About problems when using the Cisco CallManager integration,” on page 74
Fax integration	Problems and troubleshooting procedures specific to this integration are provided.	“About problems with a third-party fax integration,” on page 79
Live record	A procedure to change the volume of the live record beep on systems equipped with Dialogic® voice boards is provided.	“About live record beep tone volume problems when using a Dialogic voice board,” on page 81

# Troubleshooting preparation

Problems with external and internal calls, message notification calls, and message waiting indicators can be caused by the phone system, by Unity, or by both, and are therefore difficult to diagnose. Several of the procedures for resolving problems use the single-line test, in which the phone lines connected to Unity are tested one at a time.

Most phone systems provide documentation on the codes that perform transfers, recalls, and other call progress functions. Have the phone system documentation available while performing the procedures in this chapter.

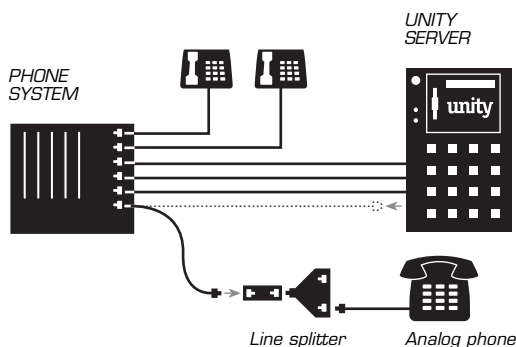
## Setting up for a single-line test

To perform diagnostic tests, you need a lineman's test set or an analog phone with a ringer. Additional equipment and the method you use to set up for a single-line test depend on the type of voice boards in the Unity server.

### To set up a Dialogic D/41D or D/120 board for single-line testing

These voice boards support two lines per jack, so you need a line splitter to test individual lines.

- 1 Determine which line you are having trouble with, and unplug it from the voice board.



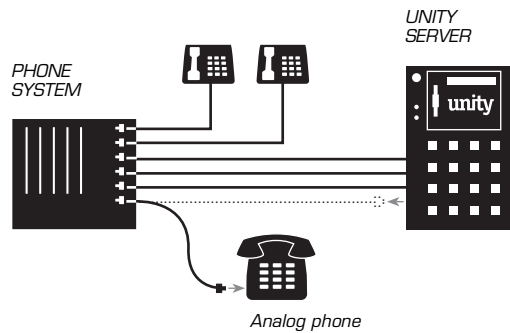
- 2 Plug that line into a line splitter.

- 3 Plug the test phone into the jack on the line splitter corresponding to the port you are having trouble with. The inner pair of wires correspond to the first port, and the outer pair of wires correspond to the second port.

### To set up a Dialogic D/41E-series board for single-line testing

This voice board supports only one line per jack.

- 1 Determine which line you are having trouble with, and unplug it from the voice board.



- 2 Plug that line into the test phone.

*Continued*

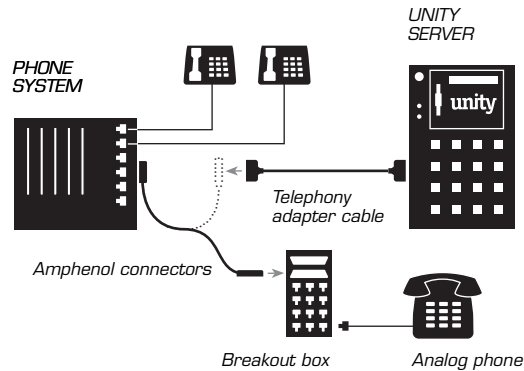
## Troubleshooting preparation

*Continued*

### To set up a Dialogic D/160SC-LS for single-line testing

This voice board supports 16 lines, so you need a breakout box to test individual lines.

- 1 Unplug the amphenol connector from the telephony adapter cable that connects to the voice board.



- 2 Plug the amphenol connector into a breakout box.
- 3 Plug the test phone into the jack on the breakout box corresponding to the line you are having trouble with (one of the first 16 jacks on the breakout box.)

### Natural MicroSystems single-span and dual-span T1

For these voice boards, you need a multifunction test set (for example, a Sage 930A) that has the following features:

- ◆ Supervision simulation, including loop start, E & M signaling, and wink detection and timing.
- ◆ DS-1 PCM dual-direction drop/insert with D4 superframe and ESF.
- ◆ FXO/FXS PCM supervision.
- ◆ Dual-direction fractional T1/DDS.

For testing information, see the documentation for the Natural MicroSystems® voice boards and for the test set.

## Internal and external calls

### In this chapter...

---

About problems with internal and external calls.....	8
Unity is not answering internal and/or external calls .....	9
Unity is not answering some internal calls .....	13

# About problems with internal and external calls

Call problems fall into two categories.

**Internal and external call problems** Problems that prevent internal calls from being answered are a subset of problems that prevent external calls from being answered. See “Unity is not answering internal and/or external calls,” on page 9.

**Internal call problems only** If you determine that none of the common possible causes for internal and external call problems apply to your situation and the problem occurs only with some internal calls, see “Unity is not answering some internal calls,” on page 13.

If you encounter a call problem that is not described in this chapter, call Technical Support.

# Unity is not answering internal and/or external calls

Possible causes are:

## Unity was not restarted after an Exchange shutdown and restart

When you shut down and restart Microsoft® Exchange on the Unity server, Unity may need to be restarted manually. For more information, see “Shutting down and starting Unity,” on page 96.

## The phone system settings are incorrect

When the phone system settings in the Unity Administrator do not match the type of phone system that Unity is connected to, Unity may not answer calls.

### To verify the phone system settings in the Unity Administrator

- 1 In the Unity Administrator, go to System > Switch.
- 2 In the Set Active Switch Type section, verify all values.
- 3 Correct any incorrect values for the phone system.
- 4 If you changed values in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

## The phone system is not generating a ring signal

In order for Unity to answer calls, the ports and trunks must be configured correctly.

### To test whether the phone system is generating a ring signal

- 1 Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.

*Continued*

## Unity is not answering internal and/or external calls

*Continued*

- 2** On an extension that is connected to the phone system but that will not be connected to Unity (Phone 2), call Phone 1.  
If Phone 1 rings, the phone system recognizes the port and is generating a ring signal.  
If Phone 1 does not ring, skip to step 6.
- 3** Repeat step 2 for each extension that is normally connected to Unity.
- 4** On Phone 2, dial the access code necessary to get an external line, then call Phone 1.  
If Phone 1 rings, the trunk is configured correctly to be answered by Unity's ports.  
If Phone 1 does not ring, skip to step 6.
- 5** Repeat step 4 for each extension that is normally connected to Unity.
- 6** Verify the phone system programming, and change values as necessary.
- 7** Confirm that the wiring and the jacks are securely connected.
- 8** Repeat steps 1 through 5.  
If Phone 1 rings for each extension tested, the phone system is generating a ring signal and the ports and trunks are programmed correctly.  
If Phone 1 still does not ring for each extension tested, call the phone system vendor or Technical Support for the phone system.

## Hunt groups are programmed incorrectly

Do the following procedure when the lines connected to Unity are organized in one or more hunt groups, and the phone system is programmed to forward calls when ports are busy.

### To test hunt group programming

- ❶ Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- ❷ Connect Phone 1 to the last line in the first hunt group.
- ❸ Busy every extension in the first hunt group except the last one by using the phone system programming. (The Ports page in the Unity Administrator does not currently allow busying of individual lines.)
- ❹ From an extension that is connected to the phone system but that will not be connected to Unity (Phone 2), dial the first hunt group pilot number.

If Phone 1 rings, continue with step 5.

If you hear the busy tone or if Phone 1 does not ring, verify the phone system programming for the first hunt group and change values as necessary, then repeat this step. If Phone 1 still does not ring, call the phone system vendor or Technical Support for the phone system.

- ❺ Busy the last extension, so every extension in the first hunt group is busied.
- ❻ On Phone 2, dial the first hunt group pilot number again.

If you hear the busy tone, the first hunt group is programmed correctly.

If you do not hear the busy tone, verify the phone system programming for the first hunt group and change values as necessary, then repeat this step. If you still do not hear the busy tone, call the phone system vendor or Technical Support for the phone system.

- ❼ Repeat steps 1 through 6 for each hunt group.

*Continued*

## Unity is not answering internal and/or external calls

*Continued*

### Routing rules are not working correctly

By default, Unity does not reject any calls. If routing rules have been changed, Unity may have been unintentionally programmed to reject internal or external calls.

#### To confirm that Unity routing rules are working correctly

- 1 On the Windows® Start menu, click Programs > Unity > Call Viewer.
- 2 Use the call log data in the Call Viewer to confirm that routing rules are working as intended. For more information on using the Call Viewer, see “The Call Viewer,” on page 89. For more information on call routing rules, see “Call routing tables” in Chapter 10 of the *Unity System Administration Guide*.

If you determine that changed routing rules are not the source of the problem, and Unity is not answering any internal or external calls, call Technical Support. If Unity is answering only some internal calls, skip to “Unity is not answering some internal calls,” on page 13.

# Unity is not answering some internal calls

Possible causes are:

## The number of ports on the system key does not match the number of ports on the voice boards

When the system key is programmed for fewer voice ports than are installed in the Unity server, Unity does not answer calls on the extra ports. (For example, if the voice boards in the Unity server have 48 ports but the system key is programmed for 24 ports, Unity will answer calls on only the first 24 ports.)

### To verify the number of ports

- 1 In the Unity Administrator, go to System > Licensing > Licensed Features.
- 2 Confirm that the “Voice ports” value matches the number of ports on the voice boards.

If the values match, skip to the possible cause “A phone line or voice board is not working,” on page 14.

If the “Voice ports” value is smaller than the number of ports on voice boards in the Unity server, call your sales representative.

## A port is set incorrectly

If a port is disabled or set incorrectly, it will not answer calls.

### To confirm that ports are set correctly

- 1 In the Unity Administrator, go to System > Ports.
- 2 Verify the settings for each port.

If a port is disabled, clear the “Out of service” check box to enable it.

If all of the ports are enabled and set correctly, continue with “A phone line or voice board is not working,” on page 14.

*Continued*

## Unity is not answering some internal calls

*Continued*

## A phone line or voice board is not working

### To isolate a problem with a phone line or voice board

- 1 Swap the phone lines from one jack to another on a voice board.

If the problem follows a phone line, the problem is in the phone line.

- 2 Swap the phone lines from a jack on one voice board to a jack on another voice board.

If the problem follows a jack, the problem is in the jack.

- 3 Swap the locations of voice boards.

If the problem follows a voice board, the problem is in the board.

For information on testing Dialogic voice boards, see “The Universal Dialogic Diagnostics utility,” on page 93. For information on testing Natural MicroSystems voice boards, refer to the voice board documentation.

### See also

*Unity System Administration Guide:*  
“Voice port settings,” in Chapter 6

## Call transfers

### In this chapter...

---

About call transfer problems .....	16
Release transfers are not being performed correctly .....	17
Supervised transfers are not being performed correctly .....	20
“Confirm” call transfers are not being performed correctly .....	25
Calls are not transferred to the correct greeting .....	28
Unity does not respond to touchtones.....	30
Subscriber hears a reorder tone when answering a call from Unity .....	32

# About call transfer problems

Call transfer problems fall into two categories.

**Problems on a newly installed or upgraded system** Call transfer problems usually occur on newly installed systems or on systems that have just been upgraded.

For specific call transfer types, see “Release transfers are not being performed correctly,” on page 17, “Supervised transfers are not being performed correctly,” on page 20, or ““Confirm” call transfers are not being performed correctly,” on page 25. Also see “Calls are not transferred to the correct greeting,” on page 28, “Unity does not respond to touchtones,” on page 30, or “Subscriber hears a reorder tone when answering a call from Unity,” on page 32.

**Problems on an existing system** See “Calls are not transferred to the correct greeting,” on page 28, “Unity does not respond to touchtones,” on page 30, or “Subscriber hears a reorder tone when answering a call from Unity,” on page 32.

If you encounter a call transfer problem that is not described in this chapter, call Technical Support.

# Release transfers are not being performed correctly

The symptoms of a problem with release transfers include callers being disconnected, hearing silence, hearing the opening greeting, hearing touchtones, or hearing the conference tone. Possible causes are:

## The phone system settings are incorrect

When the phone system settings in the Unity Administrator do not match the type of phone system that Unity is connected to, Unity may not perform release transfers correctly.

### To verify the phone system settings in the Unity Administrator

- 1 In the Unity Administrator, go to System > Switch.
- 2 In the Set Active Switch Type section, verify all values.
- 3 Correct any incorrect values for the phone system.
- 4 If you changed values in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

## The phone system classes of service do not allow transfers

### To confirm that classes of service for the phone system allow transfers

- 1 Determine if the phone system supports classes of service.
- 2 Confirm that all classes of service assigned to Unity ports allow transfers. For more information, see the phone system documentation.

## The phone system transfer connect sequence is programmed incorrectly

To allow callers to leave a message when an extension is busy or not answered, each extension must be programmed to forward calls to Unity.

*Continued*

## Release transfers are not being performed correctly

*Continued*

### To test release transfers

- ❶ Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- ❷ On an extension that is connected to the phone system but that is not connected to Unity (Phone 2), dial the access code necessary to get an external line, then call Phone 1.
- ❸ Answer Phone 1.
- ❹ On Phone 1, flash the hookswitch. You should hear a secondary dial tone.

If you do not hear a secondary dial tone within one second, you may have flashed the hookswitch too quickly. Start again at step 2, but flash the hookswitch a little more slowly.

If you still do not hear a secondary dial tone, the phone system or station programming may not allow internal transfers from that extension. Verify the phone system programming, and start again at step 2.

If you still do not hear a secondary dial tone, and if other callers are using the system, too many people may be trying to dial at the same time, and no DTMF receiver is available to process your call. You may need to add DTMF receivers to the phone system.

- ❺ On Phone 1, dial a third extension (Phone 3). If the phone system requires an override digit to force ringing, dial it.
- ❻ Hang up Phone 1.
- ❼ On Phone 2, listen for the ringback tone. If you hear the ringback tone, continue with step 8.

If you do not hear the ringback tone, a hookflash alone may not transfer calls. Verify the call transfer sequence in the phone system documentation, and repeat the test.

- ❽ Answer Phone 3.

If the transfer succeeds, release transfers work on the phone system, and the problem likely is in the Unity setup. Continue with step 9.

If the transfer fails, verify the transfer connect sequence in the phone system documentation and repeat the test using the correct sequence. If the transfer still fails, call the phone system vendor or Technical Support for the phone system.

- 9 The hookflash timer and transfer initiate values in the phone system should match the comparable value in Unity's phone system template file. Verify the value in the phone system documentation or in the phone system programming.
- 10 Verify the hookflash timer and transfer initiate values for Unity by running the Edit Switch utility and locating the values in the "Hookflash duration" and "Transfer initiate" boxes.

If the phone system and Unity values do not match, call Technical Support.

**CAUTION:** *Do not use the Edit Switch utility to change values without calling Technical Support for assistance.*

If the hookflash timer and transfer initiate values in the phone system template file match the phone system values, and release transfers are still not performed correctly, call the phone system vendor or Technical Support for the phone system.

# Supervised transfers are not being performed correctly

Possible causes are:

## The phone system settings are incorrect

When the phone system settings in the Unity Administrator do not match the type of phone system that Unity is connected to, Unity may not perform supervised transfers correctly.

### To verify the phone system settings in the Unity Administrator

- 1 In the Unity Administrator, go to System > Switch.
- 2 In the Set Active Switch Type section, verify all values.
- 3 Correct any incorrect values for the phone system.
- 4 If you changed values in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

## The phone system is set to forward calls when an extension is busy

When the target extension is busy or the call is not answered, Unity must be able to hear the busy or ringback tone, recall the call, and route it to another extension or to the subscriber’s personal greeting.

### To verify the phone system’s forward setting

- 1 On an extension that is connected to the phone system but that is not connected to Unity (Phone 1), call the subscriber’s extension (Phone 2).
- 2 Do not answer Phone 2.  
  
If the call is forwarded to the operator or to another extension, then the phone system or station is set to forward calls when the extension is busy. Continue with step 3.  
  
If the call is not forwarded, the call forward setting for the phone system or station is correct. Skip to the next possible cause, “Supervised transfers are not working on the phone system.”
- 3 Access the phone system or station set programming.
- 4 Change the setting to not forward calls when an extension is busy.

# Supervised transfers are not working on the phone system

## To test completed supervised transfers

- 1 Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- 2 On an extension that is connected to the phone system but that is not connected to Unity (Phone 2), dial the access code necessary to get an external line, then call Phone 1.
- 3 Answer Phone 1.
- 4 On Phone 1, flash the hookswitch.

If you do not hear a secondary dial tone within one second, you may have flashed the hookswitch too quickly. Start again at step 2, but flash the hookswitch a little more slowly.

If you still do not hear a secondary dial tone, the phone system or station programming may not allow internal transfers from that extension. Verify the phone system programming, and start again at step 2.

If you still do not hear a secondary dial tone, and other callers are using the system, too many people may be trying to dial at the same time, and no DTMF receiver is available to process your call. You may need to add DTMF receivers to the phone system.

- 5 On Phone 1, dial a third extension (Phone 3). If the phone system requires an override digit to force ringing, dial it.

*Continued*

## Supervised transfers are not being performed correctly

*Continued*

- 6 If you hear the ringback tone, answer Phone 3 and hang up Phone 1.

If you do not hear the ringback tone on Phone 1, the problem may be that a single hookflash does not transfer calls. Verify the call transfer connect sequence in the phone system documentation, and repeat the test by using the correct sequence.

If the transfer succeeds, Phone 2 is connected to Phone 3, and supervised transfers work on the phone system. The problem likely is in the Unity setup. Continue with step 7.

If the transfer fails, verify the transfer connect sequence in the phone system documentation and repeat the test.

The phone system may require an override digit to complete the transfer. In the phone system documentation, determine if an override digit is required, then repeat the test. If the transfer is successful with an override digit, call Technical Support for information on adding the override digit to the Unity setup.

If the transfer still fails, call the phone system vendor or Technical Support for the phone system.

- 7 The hookflash timer in the phone system programming should match the comparable value in Unity's phone system template file. Verify the value in the phone system documentation or in the phone system programming.
- 8 Verify the hookflash timer value for Unity by running the Edit Switch utility and locating the value in the "Hookflash duration" box. If the phone system and Unity values do not match, call Technical Support.

**CAUTION:** Do not use the Edit Switch utility to change values without calling Technical Support for assistance.

If the hookflash timer value in the phone system template file matches the phone system value, and supervised transfers are still not performed correctly, continue with the next possible cause, "The phone system is unable to recall unanswered calls."

## The phone system is unable to recall unanswered calls

The phone system must be able to recall calls that are unanswered or that are routed to busy extensions.

### To test the recall sequence for unanswered calls

- ❶ Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- ❷ On an extension that is connected to the phone system but that is not connected to Unity (Phone 2), dial the access code necessary to get an external line, then call Phone 1.
- ❸ Answer Phone 1.
- ❹ On Phone 1, initiate a transfer. If a single hookflash does not initiate a transfer on the phone system, use the sequence you used in the procedure “To test completed supervised transfers,” on page 21.
- ❺ On Phone 1, dial a third extension (Phone 3). Do not answer Phone 3.
- ❻ After hearing a few ringback tones on Phone 1, perform the recall sequence (usually a hookflash). This should reconnect Phone 1 to Phone 2.

If Phone 1 is reconnected to Phone 2, the test succeeded and the phone system is able to recall a transfer. Skip to the next procedure, “To test the busy recall sequence.”

If Phone 1 and Phone 2 do not reconnect, verify the recall sequence in the phone system documentation and repeat the test with the correct sequence. If the recall sequence is correct, or the test fails after changing the recall sequence, run the Learn Tones utility. See “The Learn Tones utility,” on page 90.

If the test continues to fail, call the phone system vendor or Technical Support for the phone system.

*Continued*

## Supervised transfers are not being performed correctly

*Continued*

### To test the busy recall sequence

- ❶ Set up a test phone (Phone 4) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- ❷ On an extension that is connected to the phone system but that is not connected to Unity (Phone 1), dial another extension (Phone 2). Do not set Phone 1 to forward on busy, or this test will not work.
- ❸ On another extension on the phone system (Phone 3), dial the access code necessary to get an external line, then call Phone 4.
- ❹ Answer Phone 4.
- ❺ On Phone 4, initiate a transfer. If a single hookflash does not initiate a transfer on the phone system, use the sequence you used in “To test completed supervised transfers,” on page 21.
- ❻ On Phone 4, dial the busy extension (Phone 1).
- ❼ After hearing the busy tone on Phone 4, perform the busy-recall sequence (usually a hookflash). This should reconnect Phone 4 to the original call on Phone 3.
- ❽ If Phone 4 reconnects to Phone 3, the test was successful and the phone system is able to recall transfers from busy extensions.

If Phone 4 does not reconnect to Phone 3, verify the busy-recall sequence in the phone system documentation and repeat the test using the correct sequence.

If the test continues to fail, or if you need further assistance to resolve a supervised transfer problem, call the phone system vendor or Technical Support for the phone system.

# “Confirm” call transfers are not being performed correctly

Possible causes are:

## The phone system settings are incorrect

When the phone system settings in the Unity Administrator do not match the type of phone system that Unity is connected to, Unity may not perform “Confirm” call transfers correctly.

### To verify the phone system settings in the Unity Administrator

- 1 In the Unity Administrator, go to System > Switch.
- 2 In the Set Active Switch Type section, verify all values.
- 3 Correct any incorrect values for the phone system.
- 4 If you changed values in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

## The “Confirm” call transfer setting is incorrect

Problems with the “Confirm” call transfer setting can occur when a call is accepted or when it is rejected. When “Confirm” call transfers are not working, the phone system may completely drop calls or may put both parties on hold.

Do both of the following procedures to determine if the problem is with Unity’s “Confirm” call transfer setting. For more information on how the “Confirm” setting is enabled, see “Subscriber call transfer settings” in Chapter 9 of the *Unity System Administration Guide*.

Depending on your phone system, the dialed party may need to hang up within 2 seconds after pressing “2” to reject the call, or the call is transferred. The calling party may hear the “Confirm” and/or “Introduce” prompts if the dialed party hangs up without pressing “1” to accept or “2” to reject the call.

### To test transfers in which the dialed party accepts the call

- 1 Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.

*Continued*

## **“Confirm” call transfers are not being performed correctly**

*Continued*

- ➊ On an extension that is connected to the phone system but that is not connected to Unity (Phone 2), dial the access code necessary to get an external line, then call Phone 1.
- ➋ Answer Phone 1.
- ➌ On Phone 1, initiate a transfer.
- ➍ On Phone 1, dial another regular extension (Phone 3).
- ➎ Answer Phone 3. Press “1” to accept the call.
- ➏ Hang up Phone 1 to complete the transfer.

If the call is transferred to Phone 3, the test succeeded. Skip to the next procedure, “To test transfers in which the dialed party rejects the call.”

If the call is not transferred to Phone 3, the test failed. Call the phone system vendor or Technical Support for the phone system.

### **To test transfers in which the dialed party rejects the call**

- ➊ Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- ➋ On an extension that is connected to the phone system but that is not connected to Unity (Phone 2), dial the access code necessary to get an external line, then call Phone 1.
- ➌ Answer Phone 1.
- ➍ On Phone 1, initiate a transfer.
- ➎ On Phone 1, dial another extension on the phone system (Phone 3).
- ➏ Answer Phone 3. Press “2” to reject the call.
- ➐ Hang up Phone 3 to reject the transfer.

- 8 If required, perform a recall sequence (for example, a hook-flash) on Phone 1.

If Phone 1 and Phone 2 reconnect, the test succeeded. The problem likely is in the Unity setup, not in the phone system. Call Technical Support.

If Phone 1 and Phone 2 do not reconnect, the test failed, and the problem is most likely in the phone system. Call the phone system vendor or Technical Support for the phone system.

# Calls are not transferred to the correct greeting

A possible cause is:

## The phone system's forward timer is out of sync with Unity's "Rings to wait for" setting

For supervised transfers, the number of rings that Unity waits before routing a call to a subscriber's personal greeting (or to another extension) can be reconfigured. If the phone system is programmed to forward calls, confirm that the phone system waits longer to forward a call than Unity waits before taking a message.

If the phone system is forwarding the call to another extension before Unity can take a message, the following may occur:

- ◆ The caller does not hear the beginning of the subscriber's personal greeting. (For example, the subscriber's greeting is "Hi, this is Maria Ramirez. Please leave a message after the tone." But the caller hears only "...leave a message after the tone.")
- ◆ The call is forwarded to another phone (for example, the operator) rather than to the subscriber's personal greeting.
- ◆ The call is forwarded to the opening greeting.
- ◆ The caller hears only ringing.

## To determine whether the phone system is waiting longer to forward a call than Unity is waiting to take a message

- 1 In the phone system programming, find the value of the forward timer.
- 2 In the Unity Administrator, go to Subscribers > Subscribers > Call Transfer.
- 3 Click the Find icon, and find the subscriber whose calls are not being routed to the correct greeting.
- 4 In the Transfer Incoming Calls to Subscriber's Phone section, confirm that "Yes, ring subscriber's extension" is selected.
- 5 In the Transfer Type section, confirm that "Supervise transfer" is selected.

- 6 In the “Rings to wait for” box, the value should be one ring less than the value of the phone system’s forward timer, which you found in step 1, and no greater than “4.” This value specifies the number of rings that Unity waits before routing the call to the subscriber’s personal greeting.

If the values do not meet the parameters, either reprogram the phone system so it waits longer before forwarding unanswered calls, or change the value in the “Rings to wait for” box so that Unity routes the call before the phone system forwards it.

- 7 To change the default “Rings to wait for” value for all subscribers, go to the Subscribers > Subscriber Template > Call Transfer page.

**NOTE:** *If you change the value in the subscriber template, the value for existing subscriber accounts is not changed. Changing the template affects only the value for subscriber accounts that are created after the template is changed. For more information on subscriber templates, see “Subscriber templates” in Chapter 7 of the Unity System Administration Guide.*

- 8 Determine if the phone system changes the ringback cadence after a certain number of rings. If so, in the Unity Administrator, set the “Rings to wait for” value to a number less than the number of rings at the initial cadence.
- 9 If you have determined that the phone system is waiting longer to forward a call than Unity is waiting to take a message, but Unity still is not routing calls to the correct greeting, run the Learn Tones utility. For more information, see “The Learn Tones utility,” on page 90.

If running the Learn Tones utility does not resolve the problem, call Technical Support.

# Unity does not respond to touchtones

Possible causes are:

## DTMF signal is not being sent

The first procedure is important only for feature-set phones, because feature-set phones rely on the phone system to generate touchtones, while analog phones generate their own touchtones. For feature-set phones, you may need to enable touchtones on the phone system.

If you are having trouble only with the operator console, continue with the next procedure, “To test manual DTMF signaling on the operator console.” If you are using only analog phones to access Unity and are having trouble with response to touchtones, call Technical Support.

## To test manual DTMF signaling on feature-set phones

Do this procedure for each type of feature-set phone that you use to access Unity.

- 1 Set up a test phone (Phone 1) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4.
- 2 On a feature-set phone that is connected to the phone system but that is not connected to Unity (Phone 2), call Phone 1. For Phone 2, use a phone that is the same type that subscribers use to access Unity.
- 3 Answer Phone 1.
- 4 On Phone 2, press touchtone keys.

If you hear touchtones on Phone 1, then the type of phone you are using for Phone 2 is sending DTMF signals to Unity. Continue with step 5.

If you do not hear touchtones, reprogram the phone system to provide station-to-station DTMF signaling on that line, and repeat the test. If you still do not hear touchtones, call the phone system vendor or Technical Support for the phone system.

- 5 Connect a line-monitoring device (for example, a ZiadLine-master) to Phone 1, and test the duration and volume of the touchtones Phone 2 is generating. Write down the values, and call Technical Support to determine whether touchtone durations in the phone system template file need to be changed. For information on setting up the line-monitoring device, see the manufacturer’s documentation.

### **To test manual DTMF signaling on the operator console**

- 1 Do the previous procedure, “To test manual DTMF signaling on feature-set phones,” but use the operator console for Phone 2.
- 2 If you hear touchtones on Phone 1, then the operator console is sending DTMF signals to Unity. The reason Unity is not responding to touchtones is probably related to the Unity setup. Call Technical Support.

If you cannot hear touchtones on Phone 1, the operator console is not generating touchtones. Add a tone dialer that generates DTMF tones, and repeat the test. If you still cannot hear touchtones, call Technical Support.

### **DTMF values in Unity are inconsistent with the values in the phone system**

#### **To compare phone system and Unity values for DTMF duration and delay between digits**

- 1 In the phone system documentation or programming, find and write down the duration of DTMF tones and the delay between digits that the phone system expects from Unity.
- 2 Start the Edit Switch utility, and locate the “Dialed DTMF duration” and “Delay between dialed DTMF digits” boxes.
- 3 Compare the phone system values with the Unity values. If the values do not match, call Technical Support.

**CAUTION:** Do not use the Edit Switch utility to change values without calling Technical Support for assistance.

# Subscriber hears a reorder tone when answering a call from Unity

A possible cause is:

## “Rings to wait” settings are incorrect

Unity requires a minimum setting of three rings to wait to properly transfer a call or to make a message notification call. If the number of rings to wait is set to less than “3,” a subscriber may hear the reorder tone instead of the Unity conversation.

### To set “Rings to wait”

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Notification Options section for each device used, set the “Wait for how many rings before hanging up” box to three or more rings.
- 3 Go to Subscribers > Subscriber Template > Message Notification.
- 4 In the Notification Options section for each device used, confirm that the “Wait for how many rings before hanging up” box is set to three or more rings. This ensures that future subscriber accounts get the correct default value.
- 5 Go to Call Management > Call Handlers > Call Transfer.
- 6 View the Standard, Alternate, and Closed rules. In the Transfer Type section, if “Supervise transfer” is selected for any of the rules, confirm that the “Rings to wait for” box is set to three or more rings.

If “Rings to wait for” is set correctly, and the subscriber still hears a reorder tone when answering a call from Unity, call Technical Support.

## Messages

### In this chapter...

---

About problems with messages.....	34
Researching message problems.....	35
Messages appear to be delayed .....	36
Some messages seem to disappear .....	38
Unity stops recording before a caller has finished leaving a message .....	39

## About problems with messages

Message problems fall into three categories.

**Messages appear to be delayed** Some subscriber errors or misconceptions can lead to the impression that Unity is delaying messages. See “Messages appear to be delayed,” on page 36.

**Messages seem to disappear** Some Exchange and Unity situations can affect message delivery. See “Some messages seem to disappear,” on page 38.

**Messages are incomplete** A setup problem may cause callers to be cut off when they try to leave a message. See “Unity stops recording before a caller has finished leaving a message,” on page 39.

Begin your troubleshooting by gathering information about the message problem. See “Researching message problems,” on page 35.

If you encounter a message problem that is not described in this chapter, call Technical Support.

# Researching message problems

Begin message troubleshooting by getting detailed information about the problem.

## Information from the subscriber

Ask the subscriber these questions. The answers may help you determine the cause of the message problem.

- ◆ How did you access your messages? (If possible, have the subscriber demonstrate.)
- ◆ After you logged on, what was the first thing Unity said?
- ◆ On what day and at what time did you check for messages?
- ◆ When did you receive the message?
- ◆ According to the date and time on the message, when was the message recorded?
- ◆ How often has this problem occurred?

## Subscriber message activity report

To confirm the arrival times of messages, generate a subscriber message activity report for the subscriber. Sometimes you can determine whether a problem is due to a subscriber's misunderstanding of how Unity works.

### See also

*Unity System Administration Guide:*  
"Subscriber message activity report," in Chapter 13

# Messages appear to be delayed

Possible causes are:

## **A subscriber exits Unity before hearing all messages**

For example, a subscriber hangs up or presses the \* key repeatedly, exiting Unity before all messages have been played. Later, the subscriber checks messages again and believes that the messages not heard the first time were delayed.

Explain to the subscriber that hanging up during message retrieval may result in not hearing all new messages.

## **A subscriber logs on to Unity but does not check messages**

For example, a subscriber logs on to send a message but chooses not to listen to new messages. Later, the subscriber checks messages and hears that new messages were left before the subscriber logged on the first time.

Encourage the subscriber to check new messages when logging on to Unity.

## **A subscriber misunderstands the use of the # key**

For example, when a subscriber presses the # key while listening to a message, Unity saves the message as a new message and skips to the next message. Later, the subscriber checks messages again and hears the same message.

Explain to the subscriber that pressing the # key while a message plays saves it as a new message.

## **A subscriber's watch does not match the system clock**

For example, if the system clock is slow or if a subscriber's watch or desk clock is fast, the subscriber may believe messages were delayed.

Confirm that the system clock on the Unity server is reporting the correct time.

## **A subscriber's Exchange settings have been changed**

When settings are changed for a subscriber in Exchange, the new values may not be reflected immediately in Unity.

Explain to the subscriber that the settings may take a few minutes to resynchronize, causing a delay in receipt of messages.

## **Some messages seem to disappear**

In some situations, messages may not be delivered to the intended recipients. Possible causes are:

### **The network or a subscriber's home Exchange server goes down**

This applies only if there are multiple Exchange servers. Increasing the “Max open retries” value and decreasing the “Open interval” value will increase the number of tries and decrease the wait time Exchange uses when it tries to deliver a message after the network or server comes back up.

Change these message transfer agent (MTA) site configuration values, if needed, in the Exchange Administrator.

### **A subscriber's Exchange mailbox is full**

When a subscriber's Exchange mailbox has exceeded the “Prohibit send and receive” limit set in the Exchange Administrator, no new messages can be sent or received. When a message recipient's mailbox is full, an undeliverable message is returned to the sender's mailbox.

Encourage the subscriber to dispose of messages promptly so the Exchange mailbox does not fill up.

### **Undeliverable messages have not been forwarded to recipients**

Messages returned to the Unity Messaging System mailbox are forwarded automatically to subscribers whose names appear on the Unaddressed Messages public distribution list. The messages then must be forwarded to the intended recipients.

Explain to subscribers on the Unaddressed Messages public distribution list the importance of regularly checking for and forwarding undeliverable messages.

### **A subscriber's Exchange mailbox has been moved**

When a subscriber's Exchange mailbox is moved from one server to another, Unity must be shut down and restarted before the subscriber can access messages. For more information, see “Shutting down and starting Unity,” on page 96.

# Unity stops recording before a caller has finished leaving a message

Possible causes are:

## The Dialogic quiet parameter is incorrect

A caller may report hearing a prompt and be prevented from completing a message, or a subscriber may report this problem after noticing that a recording ends before the caller finished leaving a message. This can happen when the quiet parameter is not set to recognize low voice volume. It also can happen when a changed quiet parameter is not retained after a Unity upgrade.

### To change the Dialogic quiet parameter

- 1 Shut down Unity. For more information, see “Shutting down and starting Unity,” on page 96.
- 2 On the Windows Start menu, click Programs > Dialogic System Software > Dialogic Configuration Manager–DCM.
- 3 On the Service menu, click “Stop service.” A second Dialogic Configuration Manager window appears.
- 4 When the message “Success: Dialogic service stopped” appears, click “Close.”
- 5 In the Service window, select a Dialogic board.
- 6 In the DCM–Properties dialog box for the board, click the Misc tab.
- 7 Click “ParameterFile.”
- 8 In the Edit section, type `quiet50.prm` in the “Value” box, and click “OK.”
- 9 Repeat steps 5 through 8 for additional Dialogic boards.
- 10 On the Service menu, click “Start service.” A second Dialogic Configuration Manager window appears.
- 11 When the message “Success: Dialogic service started” appears, click “Close.”
- 12 Restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

*Continued*

## Unity stops recording before a caller has finished leaving a message

*Continued*

## Unity, the phone system, or the central office disconnected the call

If a caller reports being cut off while leaving a message and did not hear a prompt prior to the disconnect, Unity, the phone system, or the central office may have disconnected the call.

### To determine why the call was disconnected

- 1 On the Windows Start menu, click Programs > Administrative Tools > Event Viewer.
- 2 On the Log menu, click “System.”
- 3 In the system event log, look for an error that occurred at the time of the reported disconnected call. Double-click the error and skip to step 6.

If no errors appear for the date and time of the disconnected call, continue with step 4.

- 4 On the Log menu, click “Application.”
- 5 In the application event log, look for an error that occurred at the time of the reported disconnected call. Double-click the error.
- 6 In the Event Detail dialog box, review the contents of the “Description” box.

If you need assistance interpreting or resolving the error, or if no error appears in the event log that matches the date and time of the reported disconnected call, contact Technical Support.

## Message waiting indicators

### **In this chapter..**

---

About problems with MWIs .....	42
MWIs are not being turned on and off at all for multiple subscribers .....	43
MWIs are not being turned on and off at all for a subscriber .....	47
MWIs are being turned on and off slowly .....	48
MWIs are sometimes not being turned off .....	50

## About problems with MWIs

Problems with message waiting indicators (MWIs) fall into three categories.

**MWIs are not turned on or off at all** When MWIs are not working at all, a phone system integration problem or Unity setup problem is the likely cause. See “MWIs are not being turned on and off at all for multiple subscribers,” on page 43. Isolated complaints about MWIs not working can be caused by a problem with a subscriber’s phone. See “MWIs are not being turned on and off at all for a subscriber,” on page 47.

**MWIs are turned on and off slowly** Some Unity setup problems can prevent prompt activation of MWIs. See “MWIs are being turned on and off slowly,” on page 48.

**MWIs are turned off intermittently** Some phone systems may require special port setup for MWIs. See “MWIs are sometimes not being turned off,” on page 50.

# MWIs are not being turned on and off at all for multiple subscribers

Possible causes are:

## The phone system settings are incorrect

When the phone system settings in the Unity Administrator do not match the type of phone system that Unity is connected to, Unity may not turn MWIs on and off.

### To verify phone system settings in the Unity Administrator

- ❶ In the Unity Administrator, go to System > Switch.
- ❷ In the Set Active Switch Type section, verify all values.
- ❸ Correct any incorrect values for the phone system.
- ❹ If you changed values in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

## The MWI codes are incorrect

Unity may be sending the wrong code to the phone system for turning MWIs on or off. If the on code is wrong, MWIs will not be turned on for any subscriber. If the off code is wrong, MWIs will not be turned off once they have been turned on.

Some phone systems may not allow you to change MWI codes. If that is true for your phone system, the “MWI on code” and “MWI off code” boxes will not be available in the Unity Administrator. For help resolving this problem, call Technical Support.

*Continued*

## MWIs are not being turned on and off at all for multiple subscribers

*Continued*

### To verify the MWI codes (analog integrations only)

- 1 In the phone system programming or documentation, locate and write down the codes that turn MWIs on and off.
- 2 In the Unity Administrator, go to System > Switch.
- 3 Compare the codes for the phone system with the codes in the “MWI on code” and “MWI off code” boxes in the Active Switch Settings section.

If either of the codes in the Unity Administrator is different from the related code for the phone system, change the value in Unity, and continue with step 4.

If both codes in the Unity Administrator are correct, call the phone system vendor or Technical Support for the phone system to resolve the problem.

- 4 If you changed either value in step 3, click the Save icon, then shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

### The phone system is not set to turn MWIs on and off

When the phone system is not set to turn MWIs on and off, it does not matter whether Unity is sending the codes that the phone system is expecting. The MWIs will not be turned on or off.

In the phone system programming, confirm that the phone system is set to turn MWIs on and off.

## The phone system is not able to turn MWIs on and off

### To test whether the phone system can turn MWIs on and off

❶ Set up a test phone (Phone 1) for single-line testing by following the instructions under “Troubleshooting preparation,” on page 4. Use a line connected to a port that is set to dial out for “Message waiting indication.”

❷ On Phone 1, dial the code to turn on the MWI on a nearby phone (Phone 2). Hang up Phone 1.

❸ Confirm that the MWI on Phone 2 is on.

If the MWI is not on, call the phone system vendor or Technical Support for the phone system to resolve the problem.

❹ On Phone 1, dial the code to turn off the MWI on Phone 2. Hang up Phone 1.

❺ Confirm that the MWI on Phone 2 is off.

If the MWI is not off, call the phone system vendor or Technical Support for the phone system to resolve the problem.

Repeat steps 2 through 5 for each subscriber extension, if necessary.

❻ Confirm that Unity recognizes the phone system’s dial tone by running the Learn Tones utility. For more information, see “The Learn Tones utility,” on page 90.

If running the utility does not resolve the problem, continue with the next possible cause, “The DTMF duration and delay settings are incorrect.”

*Continued*

## MWIs are not being turned on and off at all for multiple subscribers

*Continued*

### The DTMF duration and delay settings are incorrect

If Unity is dialing longer or shorter tones than the phone system is expecting, the phone system may not realize that Unity is trying to turn MWIs on and off. The same miscommunication may occur if Unity is waiting a longer or shorter period to dial the next digit than the phone system is expecting.

#### To verify the DTMF duration and delay settings

- 1 In the phone system programming or documentation, locate and write down the values for the duration of DTMF tones and the delay between digits.
- 2 Start the Edit Switch utility, and locate the “Dialed DTMF duration” and “Delay between dialed DTMF digits” boxes.
- 3 Compare the phone system values with the Unity values.

If either of the Unity values is different from the related phone system value, call Technical Support to correct the value.

**CAUTION:** *Do not use the Edit Switch utility to change values without calling Technical Support for assistance.*

# **MWIs are not being turned on and off at all for a subscriber**

Although rare, a possible cause is:

## **An MWI is malfunctioning**

When an MWI problem is limited to a single subscriber, the subscriber's phone may have a malfunctioning MWI.

### **To test an MWI**

- ➊ Replace the subscriber's phone with another phone that has a working MWI.
- ➋ Leave a test message for the subscriber.
- ➌ Confirm that the MWI is on.

If the MWI is still not working, call Technical Support.

## **MWIs are being turned on and off slowly**

Possible causes are:

### **Ports are too busy to turn MWIs on and off promptly**

When the ports that turn MWIs on and off are also set to perform other operations, they may be too busy to turn MWIs on and off promptly. You can improve MWI performance by dedicating a smaller number of ports to turning MWIs on and off exclusively.

Systems that handle a large volume of calls may require additional ports to improve MWI performance.

### **To review port configuration for message waiting indication**

- ❶ In the Unity Administrator, go to System > Ports.
- ❷ Review the existing port configuration and determine if one or more ports can be set to dial out for “Message waiting indication” only.

### **Not enough ports are set for message waiting indication**

When Unity takes a lot of messages, the ports assigned to turn MWIs on and off may not always be able to dial out promptly. A single port set to dial out only for “Message waiting indication” can change 240 to 360 MWIs per hour, depending on the phone system.

## To determine if the number of message waiting indication ports is adequate

- ❶ In the Unity Administrator, go to Reports > System > Port Usage.
- ❷ Generate a port usage report for the ports set to dial out for “Message waiting indication” only.

If the value of “Percentage of ports used” exceeds 40 percent usage during peak periods, go to System > Ports in the Unity Administrator, then continue with step 3.

If the value of “Percentage of ports used” does not exceed 40 percent usage during peak periods, then the number of message waiting indication ports is adequate. Call Technical Support to resolve the problem.

- ❸ Review the existing port configuration and determine if one or more additional ports can be set to dial out for “Message waiting indication” only.

### See also

*Unity System Administration Guide:*  
“Voice port settings,” in Chapter 6

# MWIs are sometimes not being turned off

A possible cause is:

## The phone system restricts message waiting indication

Some phone systems require that only one port be set to turn MWIs on and off. This means the same port that turns on an MWI also must turn it off. When multiple ports are set for message waiting indication on such a phone system, MWIs may be turned off intermittently.

### To test for a phone system restriction on message waiting indication

- ❶ Set up two test phones (Phones 1 and 2) for single-line testing. For more information, see “Troubleshooting preparation,” on page 4. Use lines connected to ports that are set to dial out for “Message waiting indication” only.
- ❷ On Phone 1, dial the code to turn on the MWI on a nearby phone (Phone 3).
- ❸ On Phone 2, dial the code to turn on the MWI on another nearby phone (Phone 4).
- ❹ On Phone 1, dial the code to turn off the MWI on Phone 3.  
If the MWI on Phone 3 is still on, and you have confirmed that the MWI code you are using is correct, call Technical Support.
- ❺ On Phone 1, dial the code to turn off the MWI on Phone 4.  
If the MWI is on, continue with step 6.  
If the MWI is off, you can use more than one port to dial out for MWIs, and a phone system restriction is not causing MWIs to be turned off intermittently. Call Technical Support to resolve the problem.
- ❻ On Phone 2, dial the code to turn off the MWI on Phone 4.  
If the MWI is off, this means that a port that turns on an MWI must also be the port that turns off the MWI. In the Unity Administrator, set only one port to dial out for “Message waiting indication.”

## Message notification calls

### In this chapter..

About problems with message notification calls.....	52
Message notification is slow for multiple subscribers.....	53
Message notification is slow for a subscriber .....	54
Message notification calls are not made to any external numbers.....	56
Message notification is not working at all for a subscriber .....	57

## About problems with message notification calls

Problems with message notification calls that Unity makes to a subscriber's pager, work, home, or spare phone fall into two categories.

**Message notification is slow** When multiple subscribers complain about slow message notification, a port setup problem is the likely cause. See "Message notification is slow for multiple subscribers," on page 53. Isolated complaints about slow message notification likely are related to a subscriber's message notification settings. See "Message notification is slow for a subscriber," on page 54.

**Message notification does not work at all** Some system problems can prevent Unity from making any notification calls. See "Message notification calls are not made to any external numbers," on page 56. When a subscriber sets up message notification incorrectly, it can prevent Unity from making any notification calls to that subscriber. See "Message notification is not working at all for a subscriber," on page 57.

# Message notification is slow for multiple subscribers

Possible causes are:

## Ports are too busy to make notification calls promptly

When the ports that make notification calls are also set to perform other operations, they may be too busy to make notification calls promptly. You can improve notification performance by dedicating a smaller number of ports to making notification calls exclusively.

Systems that handle a large volume of calls may require additional ports to improve notification performance.

### To review port configuration for message notification

- 1 In the Unity Administrator, go to System > Ports.
- 2 Review the existing port configuration and determine if one or more ports can be set to dial out for “Message notification” only.

## Not enough ports are set for “Message notification” only

When a small number of ports are set to make notification calls and Unity takes a lot of messages, the notification ports may not always be able to dial out promptly.

### To determine if the number of notification ports is adequate

- 1 In the Unity Administrator, go to Reports > System > Port Usage.
- 2 Generate a port usage report for the ports set to dial out for “Message notification.”

If the value of “Percentage of ports used” exceeds 70 percent usage during peak periods, go to System > Ports in the Unity Administrator, then continue with step 3.

If the value of “Percentage of ports used” does not exceed 70 percent usage during peak periods, the number of notification ports is adequate. Call Technical Support to resolve the problem.

- 3 Review the existing port configuration and determine if more ports can be set to dial out for “Message notification” only.

#### See also

*Unity System Administration Guide:*  
“Voice port settings,” in Chapter 6

# Message notification is slow for a subscriber

Possible causes are:

## Message notification setup is inadequate

When a subscriber complains that notification calls are not being received when expected, the problem may be with the notification settings.

### To determine if notification setup is adequate

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 Confirm with the subscriber that the notification device is appropriate for the subscriber's needs. If the subscriber has selected a very busy phone for Unity to call, ask if there is an alternate phone or pager to use for message notification.
- 4 Confirm with the subscriber that the notification schedule is consistent with the days and times that the subscriber is available to receive notification calls.

## Notification attempts are being missed

A subscriber who is frequently away from or using a notification device may repeatedly miss notification attempts. To the subscriber, it appears that Unity has delayed message notification.

### To resolve missed notification attempts

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 In the Notification Options section, select the "Restart notification each time a new message arrives" check box.
- 4 In the "Try again how many times" boxes, increase the number so that Unity makes more notification calls when the device does not answer or is busy.
- 5 In the "How many minutes to wait between tries" boxes, decrease the number so that Unity makes notification calls more often when the device does not answer or is busy.

- 6 In the “If notification fails...” box, select “Pager” as a backup device if the subscriber has a pager available for use. Also enter settings and a schedule for the pager.
- 7 Suggest that the subscriber set up an answering machine for the notification phone, so that notification calls are received even when the subscriber is unavailable.

When Unity is set to call a phone that has an answering machine, confirm with the subscriber that the answering machine greeting is short enough so that the machine starts recording before the notification message is repeated.

## The repeat notification option is misunderstood

Setting Unity to repeat notification at a particular interval when there are still new messages can be useful for subscribers who receive a lot of messages but who do not want immediate notification. However, when a subscriber chooses not to have Unity restart notification each time a new message arrives, setting a long interval between repeat notification calls may lead the subscriber to believe that Unity is delaying notification.

### To resolve a repeat notification problem

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 In the Notification Options section, in the box next to the “Repeat notification if there are still new messages after this many minutes” check box, set a shorter interval, such as 15 minutes.

#### See also

*Unity System Administration Guide:*  
“Subscriber message notification settings,” in Chapter 9

# Message notification calls are not made to any external numbers

A possible cause is:

## Unity cannot access an external line

To make notification calls to external numbers, Unity must be able to access an external line.

### To verify external line access

- 1 Set up a test phone (Phone 1) for single-line testing. Use a line connected to a port that is set to dial out for “Message notification.” For more information, see “Troubleshooting preparation,” on page 4.
- 2 On Phone 1, dial the access code necessary to get an external line.
- 3 Dial an external phone number.

If you do not reach the external number, continue with step 4.

If you reach the number, Unity can access external lines for message notification. Message notification settings in the subscriber template may be preventing Unity from making notification calls. Verify the message types and access code in the template, and change the values if necessary. If you make changes to the template message types or access code, you must make the same changes to all existing subscriber accounts based on the subscriber template.

- 4 Review the phone system programming for restrictions on external line access. Change the phone system programming values as necessary, and repeat the test.

If the test fails again, call Technical Support.

# Message notification is not working at all for a subscriber

Possible causes are:

## Only certain types of messages are set to trigger notification

Unity can be set so that a subscriber is notified only of certain types of messages, for example, fax and urgent voice messages. Set that way, e-mail and regular voice messages would not cause Unity to make a notification call.

### To change the message types that trigger notification calls

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 In the Notify Subscriber Of section, verify the selected message types with the subscriber.

## The access code for an external line is missing

To place an external call, a subscriber usually must dial an access code to get an external line (for example, 9). When the phone system requires an access code, an external message notification phone number set in Unity must include the access code.

In addition, some phone systems may require a brief pause between dialing the access code and being connected to an external line.

### To verify an access code

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 In the “Phone number” box, confirm that the correct access code is included before the phone number.
- 4 If the phone system requires a pause, type two commas between the access code and the phone number (for example, 9,,5551234).

*Continued*

## Message notification is not working at all for a subscriber

*Continued*

### The notification number is incorrect or the device is disabled or not working

The subscriber may have entered a wrong phone number for Unity to call. Also, when a subscriber disables a phone or pager, Unity will not attempt a notification call to the device regardless of the other notification settings.

#### To verify a device phone number and status

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Message Notification for the subscriber.
- 2 In the Device list, click the correct notification device.
- 3 In the “Phone number” box, confirm that the correct access code and phone number are entered for the device.
- 4 In the Status section, confirm that the device is set to “Enabled.”

#### To test whether a device is working

- 1 If the notification device is a cellular phone or pager, ask the subscriber to have it available for the test.  
  
If the notification device is a home phone or another phone away from the office, ask the subscriber to have someone available to answer the phone during the test.
- 2 Confirm that the notification device is on.
- 3 Set up a test phone (Phone 1) for single-line testing. Use a line connected to a port that is set to dial out for “Message notification.” For more information, see “Troubleshooting preparation,” on page 4.
- 4 On Phone 1, dial the notification number set in Unity for the device.

If the pager is activated or the phone rings, you have confirmed that Unity can call the device.

If the pager is not activated or the phone does not ring, there may be a problem with the device. Consult the device manufacturer’s documentation, or ask the subscriber to obtain a different notification device and repeat the test.

#### See also

*Unity System Administration Guide:*  
“Subscriber message notification settings,” in Chapter 9

## Error messages

### In this chapter...

---

About error messages .....	60
Startup error messages.....	61
Browser error messages .....	68
E-mail and voice error messages.....	69
Blue-screen error or video compatibility error after installing pcAnywhere .....	71

## About error messages

Error messages fall into four categories:

**Startup error messages** For information about error messages that may appear when Unity is started, see “Startup error messages,” on page 61.

**Browser error messages** For information about error messages that may appear during a logon attempt to the Unity Administrator or the ActiveAssistant™, see “Browser error messages,” on page 68.

**E-mail and voice error messages** For information about error messages that Unity generates, see “E-mail and voice error messages,” on page 69.

**pcAnywhere error message** See “Blue-screen error or video compatibility error after installing pcAnywhere,” on page 71.

# Startup error messages

A system administrator may see the following error messages when attempting to start Unity:

## **“No security key is installed. Please install the security key, then run Setup again.”**

This startup error message may appear after a new installation or upgrade. Attach the system key to the parallel port on the Unity server and run the Setup program again. The system key is included in the software envelope.

If you are connecting a printer to the Unity server, plug the printer into the parallel port on the key.

## **“At least one service or driver failed during system startup.”**

When one or more of the services required by Unity does not start or one of the Unity services does not start, determine which service failed, then follow the appropriate troubleshooting steps.

If more than one service or driver failed to start, subsequent failures may have been caused by the first failure. Do the procedures to fix the first failure, then shut down and restart the Unity server. All subsequent failures may be resolved by fixing the first.

The procedures for this error message are meant to be followed in the order presented.

### **To determine which service failed to start**

- ➊ On the Windows Start menu, click Programs > Administrative Tools > Event Viewer.
- ➋ On the Log menu, click “System.”
- ➌ In the System event log, find the first event in the current startup attempt in the Date and Time columns. At startup, events occur in rapid succession, so look for the first event in a series of events that probably occurred just seconds apart.

*Continued*

## Startup error messages

*Continued*

- 4 Once you find the first event in this startup attempt, look for the first error that occurred after it for which a stop sign appears in the Date column.

If one or more errors appear in the System event log with a stop sign in the Date column for the startup attempt, continue with step 5.

If no errors appear in the System event log, skip to step 6.

- 5 Look at the value in the Source column.

If the value is `dlgc_log`, then the problem is with the installation or configuration of the Dialogic voice boards. Skip to the procedure “To determine what caused the Dialogic service to fail,” on page 64.

If the Source column has any other value, call Technical Support.

- 6 On the Log menu, click “Application.”

- 7 In the application event log, look at the event values in the Source column.

If the source is `AvTTS_Mc`, then one or more of the Unity services failed. Continue with the next procedure, “To determine what caused the Unity service to fail.”

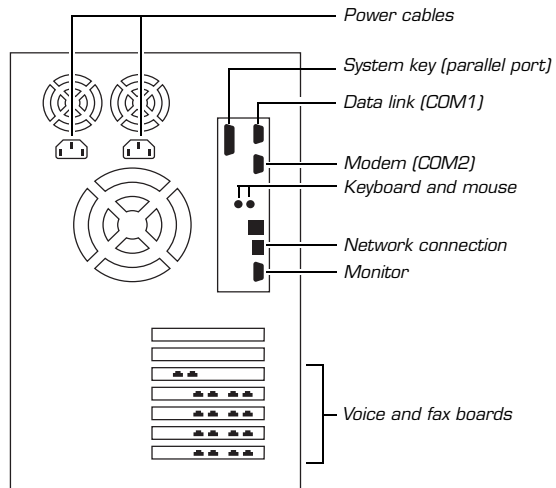
If the source is `Doh_Mc`, then Exchange probably is not running. Start Exchange, then try again to start Unity. For more information, see “Shutting down and starting Unity,” on page 96. If this does not resolve the problem, call your Microsoft reseller.

If the Source column contains any other value, call Technical Support.

## To determine what caused the Unity service to fail

- ❶ In the application event log, double-click the error.
- ❷ In the Event Detail dialog box, review the contents of the “Description” box.

If the error is “Initialize security key failed,” then the system key is probably missing or not installed correctly. Attach the system key to the Unity server as shown in the illustration. If you are connecting a printer to the Unity server, plug the printer into the parallel port on the key.



If any other error appears, or if you discover that the key is correctly installed, call Technical Support.

*Continued*

## Startup error messages

*Continued*

### To determine what caused the Dialogic service to fail

- 1 In the Event Viewer, double-click the Dialogic error in the System event log, and the Event Detail dialog box appears.
- 2 In the Event Detail dialog box, review the contents of the “Description” box, then follow the action listed for the error in the table.

Error description	Problem and action
“No board(s) found – check system configuration.”	No voice boards are installed, or the voice boards installed are not seated properly, are installed in the wrong slots, or are the wrong version. Skip to the procedure “To check switches, jumpers, and rotary dials on each Dialogic voice board,” on page 65.
“PEB/SCBUS connection failed/missing.”	The server contains two or more D/41ESC or D/160SC-LS voice boards, and the boards are not all connected to one another using an SC bus cable. Skip to the procedure “To check the SC bus cable that connects voice boards (Dialogic D/41ESC and D/160SC-LS only), and remove terminators,” on page 66.
Other	Continue with the next procedure, “To check the list of voice boards in the Dialogic Configuration Manager.”

### To check the list of voice boards in the Dialogic Configuration Manager

- 1 On the Windows Start menu, click Programs > Dialogic System Software > Dialogic Configuration Manager–DCM.
- 2 In the main DCM window, under “Configured devices,” confirm that the list includes all the voice boards installed in the Unity server.

If all the voice boards installed in the server appear in the list, skip to “The Universal Dialogic Diagnostics utility,” on page 93.

If one or more voice boards installed in the server are missing from this list, skip to the next procedure, “To check switches, jumpers, and rotary dials on each Dialogic voice board.”

If you have already checked the hardware settings and cable connections, skip to the procedure “To add voice boards to the Dialogic Configuration Manager,” on page 67.

## To check switches, jumpers, and rotary dials on each Dialogic voice board

Each Dialogic voice board has one or more switches, jumpers, or rotary dials that must be set correctly for the Dialogic service to start properly.

- 1 Attach an antistatic wrist strap.

**WARNING!** Always use an antistatic wrist strap when you handle boards or other components. Static electricity can damage the components in computer equipment.

- 2 Shut down Unity and the Unity server. For more information, see “Shutting down and starting Unity,” on page 96.
- 3 Remove the cover from the Unity server.
- 4 Compare the settings on the boards with the recommended settings in Appendix A of the *Unity Installation Guide*, and correct the settings as appropriate.
- 5 Pull the voice boards out of the server and reseal them in their slots. Moving the voice boards to different slots also may resolve the problem.
- 6 If the boards are D/41ESC or D/160SC-LS voice boards, skip to the next procedure, “To check the SC bus cable that connects voice boards (Dialogic D/41ESC and D/160SC-LS only), and remove terminators.”

If the boards are not D/41ESC or D/160SC-LS voice boards, restart the Unity server. For more information, see “Shutting down and starting Unity,” on page 96.

If Unity starts successfully, the problem is resolved.

If the error message “At least one service or driver failed during system startup” reappears, call Technical Support.

*Continued*

## Startup error messages

*Continued*

### To check the SC bus cable that connects voice boards (Dialogic D/41ESC and D/160SC-LS only), and remove terminators

When the Unity server contains more than one Dialogic D/41ESC or D/160SC-LS voice board, all the boards must be connected to one another by using an SC bus cable.

- 1 Attach an antistatic wrist strap.

**WARNING!** Always use an antistatic wrist strap when you handle boards or other components. Static electricity can damage the components in computer equipment.

- 2 Shut down Unity and the Unity server. For more information, see “Shutting down and starting Unity,” on page 96.
- 3 Confirm that the red stripe on the cable connects to pin 1 on each board, to ensure that there are no twists in the cable.
- 4 Press the connectors on the cable all the way into the connectors on the boards. If the cable has more connectors than the computer has voice boards, use the first and last connectors and leave unused connectors in the middle of the cable. If the end of a cable is allowed to dangle loose, it can act as a radio antenna and pick up noise from the bus.
- 5 The boards may have an in-line terminator in the socket next to the SC bus connector. If there is a terminator in this socket, remove it.
- 6 Restart the Unity server. For more information, see “Shutting down and starting Unity,” on page 96.

If Unity starts successfully, the problem is resolved.

If the error message “At least one service or driver failed during system startup” reappears, call Technical Support.

## To add voice boards to the Dialogic Configuration Manager

In some cases, the Dialogic Configuration Manager does not automatically recognize all the voice boards in the Unity server. If one or more of the boards in the server do not appear on the list in the DCM, the missing boards are not used.

- 1 On the Windows Start menu, click Programs > Dialogic System Software > Dialogic Configuration Manager–DCM.
- 2 In the main DCM window, under “Configured devices,” confirm that the list includes all the voice boards installed in the Unity server.

If the list is complete, skip to “The Universal Dialogic Diagnostics utility,” on page 93.

If the list is empty or incomplete, continue with step 3.

- 3 On the Action menu, click “Add device,” and follow the prompts.
- 4 In the Properties dialog box, click the System tab.
- 5 Verify values, depending on the voice board:
  - D/41D** The values for “D41DAddress” and “D41DInterrupt” must match the switch and jumper settings for each board.
  - D/41ESC and D/160SC-LS** If the server contains more than one D/41ESC or D/160SC-LS board:
    - ◆ The “BLTid” value must be different for each board. If two or more boards have the same “BLTid” value, change the values to make them all different.
    - ◆ The “BLTInterrupt” value must be the same for all boards. If the values do not all match, change them to match.
- 6 Click “OK” to close the Properties dialog box.
- 7 Close the DCM.
- 8 Skip to “The Universal Dialogic Diagnostics utility,” on page 93.

## Browser error messages

Unity administrators or subscribers may see the following error messages:

### **“Access denied. Your class of service prohibits you from accessing the Unity Administrator Web pages.”**

When this message appears during a logon attempt to the Unity Administrator, one of the following has occurred:

- ◆ The class of service for the logon account has been changed. See the system administrator for more information.
- ◆ The Unity class of service has been changed to subscriber for everyone who previously had administrator privileges. There is no longer a Unity account for the administrator class of service. Call Technical Support.

### **“Access denied. You cannot access the System Administration Web pages. Unity is not running.”**

When this message appears, Unity is not running. Unity must be running before anyone can log on to the Unity Administrator. For information, see “Shutting down and starting Unity,” on page 96.

### **“Access denied. Your Windows Domain Account [Domain\login] is not associated with a Unity subscriber.”**

When this message appears during a logon attempt to the Unity Administrator, an invalid user name or password is being used. Contact the system administrator to confirm the user name and password.

# E-mail and voice error messages

## TIP

For subscribers on the Unaddressed Messages public distribution list, create a separate Inbox folder for returned messages. Then create a rule that automatically moves messages sent by “Unity Messaging System” from the Inbox to the returned messages folder.

Unity administrators or subscribers may see the following error messages:

### **“Voice server hard disk almost full.”**

The Unity server hard disk is almost full. System logging and report data generation are terminated to conserve space. Reclaim space on the hard disk to avoid potential loss of new messages and to resume logging and report generation.

By default, the Unaddressed Messages public distribution list includes the Example Administrator. If no one is using the Example Administrator account, you can prevent the Unity server hard disk from filling up with undeliverable messages by removing Example Administrator from the Unaddressed Messages public distribution list.

### **“Security key missing from voice server.”**

The security key cannot be detected on the Unity server. The system will shut down in 72 hours unless a valid security key is attached. Confirm that the Unity system key is securely attached to the parallel port on the Unity server. If you do not have a valid system key, contact your sales representative.

### **“A conversation error has occurred.”**

A conversation error has occurred, sending a caller to the fail safe conversation. Refer to the Windows NT® or Windows 2000 application event log for more information about the error. If you are unable to determine the source of the problem from the information in the event log, call Technical Support.

### **“Account locked—logon attempt limit reached.”**

An account is locked because the limit of unsuccessful phone logon attempts was reached. Refer to the Windows NT/2000 application event log for more information about the error. If you are unable to determine the source of the problem from the information in the event log, call Technical Support.

*Continued*

## E-mail and voice error messages

*Continued*

### **“Voice server restart.”**

The Unity server stopped responding and was restarted. Refer to the Windows NT/2000 application event log for more information about the error. If you are unable to determine the source of the problem from the information in the event log, call Technical Support.

### **“One or more Exchange servers in the site are unavailable.”**

The Unity server detected that one or more Exchange servers are unavailable. Restart the Exchange server(s), and refer to the Windows NT/2000 application event log for more information about the error.

### **“Possible phone system integration failure.”**

The Unity server received an inbound call with no phone system integration information. Refer to the Windows NT/2000 application event log for more information. If you are unable to determine the source of the problem from the information in the event log, call Technical Support.

### **“System event notification.”**

Notification of a system event was attempted, but the notification text or voice message is missing or corrupt. Refer to the Windows NT/2000 application event log for more information, and review the notification message settings for the Event Notification utility. If you are unable to determine the source of the problem from the information in the event log, call Technical Support.

### **“That e-mail cannot be played at this time.”**

All of the licensed text-to-speech resources are in use. Subscribers can try again later, or you may need to add more licenses.

# Blue-screen error or video compatibility error after installing pcAnywhere

When Symantec® pcAnywhere® version 8.0 or earlier is installed on a machine that uses Windows NT and a video chip and driver from the ATI® Rage Pro™ series (a video chip that is installed in Unity turnkey systems), you may encounter one of the following problems:

- ◆ Windows NT displays a blue-screen error when you restart.
- ◆ pcAnywhere displays the error message “A video compatibility problem caused pcAnywhere32 to switch to the ‘compatibility’ video mode. To re-enable the ‘accelerated’ video mode, choose Application Options from the File menu and reset the video mode on the Host Operation page.”

These errors are caused by the installation program for the ATI Rage Pro video drivers, and prevent the use of pcAnywhere to transfer files or to perform a remote CTRL+ALT+DELETE. (The installation program adds two drivers to the system registry but copies only one of the drivers to the Windows NT System32 directory.) You can resolve this problem by installing two files from the Windows NT 4.0 compact disc.

## To install the video files from the Windows NT CD

- ➊ Insert the Windows NT version 4.0 disc in the CD-ROM drive.
- ➋ Open a DOS window.
- ➌ Expand the file “8514A.dll” from the CD to the System32 directory by using the following DOS command:

```
EXPAND <CD-ROM drive>:\I386\8514A.DL_  
C:\<Windows NT directory>\System32\8514A.DLL
```

- ➍ Expand the file “8514A.sys” from the CD to the Drivers directory by using the following DOS command:

```
EXPAND <CD-ROM drive>:\I386\8514A.SY_  
C:\<Windows NT directory>\System32\Drivers\  
8514A.SYS
```

- ➎ Restart the computer.
- ➏ Reinstall pcAnywhere32.

*Continued*

## Blue-screen error or video compatibility error after installing pcAnywhere

*Continued*

- 7 If either error occurs again, confirm that the files are in the correct locations, have the correct date and time stamp, and are the proper size, as follows:

C:\<Windows NT directory>\System32\8514A.DLL  
7/18/96 or newer  
11:42am  
39,312 bytes

C:\<Windows NT directory>\System32\Drivers\8514A.SYS  
7/16/96 or newer  
9:30pm  
5,808 bytes

## Hardware, voice and fax boards, and phone system integrations

### In this chapter...

---

About problems when using the Cisco CallManager integration.....	74
About supervised transfer problems when using the NMS T1 integration .....	78
About problems with a third-party fax integration.....	79
About live record beep tone volume problems when using a Dialogic voice board .....	81

# About problems when using the Cisco CallManager integration

Problems and troubleshooting procedures specific to the Cisco CallManager integration are described in this section. If you encounter a problem on a system equipped with Cisco CallManager that is not listed in this section or in the general troubleshooting chapters, contact Technical Support.

## Unity does not answer calls

Do the following two procedures to confirm that CallManager's call waiting feature is disabled and that call forwarding on TAPI lines is set properly.

### To confirm that call waiting is disabled

- 1 On the Cisco CallManager server, click Start > Programs > Cisco CallManager 2.4 > CallManager Administration.
- 2 On the Cisco CallManager Administration toolbar, click "Configuration." The System screen appears.
- 3 Scroll down to the System Parameters area, and click "Configure."
- 4 Confirm that Call Waiting Enable is set to "Off." If you change the setting, click "Update" to save the change.
- 5 Close Cisco CallManager Administration.

### To verify TAPI phone line settings

- 1 On the Cisco CallManager server, click Start > Programs > Cisco CallManager 2.4 > CallManager Administration.
- 2 On the Cisco CallManager Administration toolbar, click "Configuration," and then click "Cisco IP phone." The Phone list shows the TAPI lines, IP phones, and other devices.

- 3 Click the name of the TAPI line you want to review. The Device Information screen appears, showing the values entered for that line. Verify the information on the screen by using the following table. Correct any errors on the Device Information screen.

Field	Value
Device type	"TAPI port."
Device name	Name for the TAPI port, for example, tapi_01.
Description	Optional. A brief description of the purpose, for example, Customer Service.
Device pool	"Default pool."
Location	"Hub."
How many lines do you want to assign to the device?	Type 1.
Directory number	The extension that is connected to Unity.
Display	The number that appears in a phone's display when an external call arrives on this line.
Forward all	Leave this setting blank. <b>CAUTION:</b> Do not set a value for this setting. If information appears in this setting, Unity may operate improperly.
Forward busy	The extension of the next TAPI port in sequence. If this extension is the last TAPI port, then the extension of the first TAPI port. If the directory number for this TAPI port is busy, calls are forwarded to the extension shown in this setting.
Forward no answer	The extension of the next TAPI port in sequence. If this extension is the last TAPI port, then the extension of the first TAPI port. If the directory number for this TAPI port is not answered, calls are forwarded to the extension shown in this setting. Forward no answer is set in the event the port is disabled or out of service.

- 4 Repeat step 3 for all TAPI lines.
- 5 Close Cisco CallManager Administration.

If you have confirmed that call waiting is disabled and the TAPI lines are set up properly, and Unity still is not answering calls, contact Technical Support.

*Continued*

## About problems when using the Cisco CallManager integration

*Continued*

### Callers hear the opening greeting after dialing a subscriber's extension

Confirm that the integration is enabled and that the phone system settings are correct. If the settings are incorrect, call forward to personal greeting and easy message access will not be enabled.

#### To verify the integration and the phone system settings

- 1 In the Unity Administrator, go to System > Licensing > Licensed Features.
- 2 In the "Integration" box, confirm that the setting is "None."  
If the setting is not "None," contact your sales representative for the necessary system key.
- 3 Go to System > Switch.
- 4 Confirm that the settings match those in the following table. Change the settings if necessary.

Phone system parameter	Required settings
Manufacturer	Cisco
Model	
Switch PBX software version	2.4.3
Integration	None

- 5 Close the Unity Administrator.

If you changed any of the phone system settings in step 4, shut down and restart the Unity server. For more information, see "Shutting down and starting Unity," on page 96.

If you have confirmed that the integration is enabled and that the phone system settings are correct, and callers still hear the opening greeting after dialing the subscriber's extension, call Technical Support.

## **Subscribers logging on to Unity hear the opening greeting instead of the subscriber conversation**

Confirm that the integration is enabled and that the phone system settings are correct. Do the procedure “To verify the integration and the phone system settings,” on page 76.

If you are using the CallManager integration with Lucent, Nortel, or Mitel phone systems, call Technical Support to add the “MsToWaitForCallInfo” parameter to the “Configuration” section of the serial integration file and determine the appropriate millisecond value. After you have added the parameter, restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.

If you have confirmed that the integration is enabled and that the phone system settings are correct, and you have added the “MsToWaitForCall” parameter, and subscribers still hear the opening greeting instead of the subscriber conversation, call Technical Support.

## **No sounds play on the multimedia system after installing the CallManager software**

When a multimedia system is installed on the Unity server, registry entries for the multimedia system’s wave driver may be overwritten when you install the Cisco wave driver. If this happens, the multimedia system no longer plays sounds. Contact Technical Support.

# About supervised transfer problems when using the NMS T1 integration

If you encounter a problem on a system equipped with NMS T1 that is not listed in this section or in the general troubleshooting chapters, contact Technical Support.

## Caller hears a reorder tone during a supervised transfer to a subscriber (NMS T1 systems only)

This problem occurs when the transfer-to extension is set to an extension that does not exist.

### To verify a transfer-to extension

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Call Transfer for the subscriber.
- 2 Confirm that the extension in the “Yes, ring subscriber at this number” box is valid for the phone system.

If the extension is not valid, type the correct extension.

If the extension is valid, call Technical Support.

# About problems with a third-party fax integration

Problems and troubleshooting procedures specific to a fax integration are described in this section. If you encounter a fax integration problem that is not listed in this section or in the general troubleshooting chapters, contact Technical Support.

## A subscriber cannot send or receive faxes

### To verify a subscriber's fax settings

- 1 In the Unity Administrator, go to Subscribers > Subscribers > Profile for the subscriber.
- 2 Click the “View” link next to the “Class of service” box.
- 3 Confirm that the licensed features for the class of service include “FaxMail.”
- 4 Confirm that the subscriber is listed as a fax user in the fax server's database.

If the subscriber is in a class of service licensed for FaxMail and is listed as a fax user in the fax server's database, and still is unable to send or receive faxes, contact Technical Support.

## A subscriber cannot send an e-mail attachment as a fax

Unity sends only attached files that have .txt, .tif, or .dcx file name extensions.

*Continued*

## About problems with a third-party fax integration

*Continued*

### A subscriber's fax did not arrive at the destination

#### To research an outbound fax problem

- 1 Verify the fax phone number. Ask the subscriber to resend the fax to confirm that the problem was not with the receiving station or with an incorrect fax phone number.
- 2 In the fax server administration program, look for the fax in the outbound queue.

If the fax is there, continue with step 3.

If the fax is not there, verify the configuration of the Exchange gateway, make changes as necessary, and resend the fax. If the fax still is not in the queue, call Technical Support.

- 3 Confirm that the fax server is configured correctly for the fax board(s) that are installed.

If the server is not configured correctly, make changes as necessary and resend the fax.

If the server is configured correctly, then the problem is most likely with the fax board(s). Call Technical Support.

# About live record beep tone volume problems when using a Dialogic voice board

The troubleshooting procedure in this section is specific to a system using Dialogic voice boards. If you encounter a live record beep tone problem on a system equipped with Dialogic voice boards that is not listed in this section or in the general troubleshooting chapters, contact Technical Support.

## The volume of the live record beep tone is too loud or too quiet (Dialogic voice boards only)

### To adjust the volume of the live record beep tone

- 1 On the Windows Start menu, click Settings > Control Panel > Telephony. The Dialing Properties dialog box appears.
- 2 Select “Telephony drivers.” The Dialogic TSP Configuration dialog box appears.
- 3 Click “Advanced.”
- 4 In the Configuration Service window, select “Beep tone.”
- 5 Adjust the values in “Frequency 1” and “Amplitude 1” to meet your needs.
- 6 Click “Apply,” then click “OK.”
- 7 In the Dialogic TSP Configuration dialog box, click “OK.”
- 8 In the Dialing Properties dialog box, click “Close.”
- 9 Shut down and restart Unity. For more information, see “Shutting down and starting Unity,” on page 96.
- 10 After making the frequency and amplitude adjustments, if the beep tone is still too loud or too quiet, call Technical Support.



# ■ CHAPTER 9

---

## Utilities

### **In this chapter...**

---

The Integration Monitor .....	84
The Call Viewer .....	89
The Learn Tones utility .....	90
The Universal Dialogic Diagnostics utility.....	93

# The Integration Monitor

The Integration Monitor shows the information being sent between the phone system and Unity. Each packet of data contains information on one call that the phone system forwards to Unity. In some cases, seeing this data can help you diagnose integration problems.

With a serial integration, you can view the packets of data that are sent over the serial link. The Integration Monitor also displays the packets that Unity sends to the phone system, each of which contains one MWI on or off code.

With an analog integration, you can view the packets sent over the phone lines that connect the phone system and Unity.

## To run the Integration Monitor

- 1 Unity must be running for the Integration Monitor to display the packets being passed to and from the Unity server. If Unity is not running, start it. For more information see “Shutting down and starting Unity,” on page 96.
- 2 On the Windows Start menu, click Programs > Unity > Integration Monitor.
- 3 Use the View menu to select display options. For more information, see “Integration Monitor options,” on page 88.

## Values displayed in the Integration Monitor

For each call the phone system sends to Unity, the Integration Monitor displays one line of information. With a serial integration, the Integration Monitor also displays a line for each MWI on or off code that Unity sends to the phone system.

For information on the values that appear in the Integration Monitor, see the table “Integration Monitor fields and columns,” on page 86. For information on menu options, see the table “Integration Monitor options,” on page 88.

The following screen shows the Integration Monitor with a serial integration. If some of the data in a column is not visible, such as in the Packet column below, resize the column to view the remaining data.

Time	Packet	Port	Origin	Reason	Trunk	Dialed Number	Calling Number	Forwarding Ext
10:10:29	<STX>014...	1	Unknown	Fwd(Busy)			6666	4444
10:10:20	<STX>014...		Outgoing	Lamp Off				
10:10:04	<STX>014...	1	Unknown	Fwd(Ring no answer)			5555	4444
10:09:59	<STX>014...		Outgoing	Lamp Off				
10:08:52	<STX>014...		Outgoing	Lamp On				
10:08:31	<STX>014...		Outgoing	Lamp On				
10:07:51	<STX>014...	1	External	Unknown	3421			
10:06:47	<STX>014...	1	Unknown	Fwd(Unconditional)				4444
10:06:15	<STX>014...	1	Unknown	Fwd(Ring no answer)				4444
10:05:51	<STX>014...	1	Unknown	Fwd(Busy)				4444
10:05:32	<STX>014...	1	Internal	Direct			4444	
10:04:31	<STX>014...		Incoming	Invalid				

The following screen shows the Integration Monitor with an analog integration.

Time	Packet	Port	Origin	Reason	Trunk	Dialed Number	Calling Number	Forwarding Ext
10:41:37	#10123345	1	Internal	Fwd(Ring no answer)			345	123
10:38:13	#15695	1	External	Unknown	695			
10:35:02	#22	1	Incoming	Disconnect				
10:32:48	#12345	1	Unknown	Fwd(Busy)				345
10:28:57	#6345	1	Unknown	Fwd(Ring no answer)				345
10:28:40	#2345	1	Internal	Direct			345	
10:26:06	#4345	1	Internal	Direct			345	

*Continued*

# The Integration Monitor

Continued

## Integration Monitor fields and columns

Field/column	Meaning
Analog integration or Serial integration	Immediately below the menu bar, the Integration Monitor displays the name of the current integration and the integration type.
First digit delay (ms) (analog integrations only)	<p>The amount of time that Unity waits (in milliseconds) for the first digit of a packet to arrive after Unity answers a call. For example, to specify that the Integration Monitor wait three seconds for the first digit to arrive, type 3000.</p> <p><b>CAUTION:</b> <i>If you change this value, you are changing the value in Unity's phone system template file for the current integration. Changing this value may cause Unity to work incorrectly.</i></p>
Next digit delay (ms) (analog integrations only)	<p>The amount of time that Unity waits between digits for the next digit of a packet to arrive. If the next digit does not arrive within that amount of time, Unity considers the next digit part of another packet, and the Integration Monitor displays the digit on a new line. For example, to specify that the Integration Monitor wait two-tenths of a second for the next digit to arrive, type 200.</p> <p><b>CAUTION:</b> <i>If you change this value, you are changing the value in Unity's phone system template file for the current integration. Changing this value may cause Unity to work incorrectly.</i></p>
Time	The time at which Unity received the call from the phone system or the time at which Unity sent an MWI on or off code to the phone system. New packets appear at the top of the Integration Events list.
Packet	The unformatted information that the phone system sent to Unity or that Unity sent to the phone system. The Integration Monitor uses the phone system template file to parse the contents of the packet into the values in the remaining columns.
Port	The voice board port on the Unity server on which a call arrives from the phone system.

Field/column	Meaning		
Origin, Reason	The Origin and Reason columns are closely related. Following is a list of values and what the values mean.		
	Origin	Reason	Description
	Internal	Direct	A call from a subscriber who wants to check or send messages, or change setup options over the phone.
	External	Unknown	A call to Unity from an external caller who did not log on as a subscriber. If you are using the automated attendant, calls to the main number will have an origin of "External."
	Internal or Unknown	Fwd (Busy) Fwd (Ring no answer) Fwd (Unconditional)	A call forwarded to Unity because an extension is busy, unanswered, or set to do not disturb.
	Outgoing (serial integrations only)	Lamp on Lamp off	A call from Unity to the phone system to turn an MWI on or off.
	Incoming	Digits (analog integrations only) Disconnect	A digit that is not part of a packet because it arrived too many milliseconds after the previous digit. For more information, see "Next digit delay (ms)" earlier in this table. To display individual digits, click "Include digits" on the View menu.
	Incoming	Invalid (serial integrations only)	A packet that Unity cannot parse because the value of the packet does not correspond to any of the call types in the phone system template file.
	Incoming	Disconnect	A Unity subscriber repeatedly presses the * key to break the connection between Unity and the phone system.
Trunk	For external calls, the phone system trunk that the call came in on.		
Dialed number	The number that a caller dials to reach your organization, if this information is available.		
Calling number	The number that a caller is calling from. If the source of the call is external, this value appears only if the phone system supports automatic number identification and if the number is available.		
Forwarding extension	If a call is forwarded to Unity because the extension was busy, unanswered, or set to do not disturb, this is the extension the caller dials.		

*Continued*

## The Integration Monitor

*Continued*

## Integration Monitor options

The menus in the Integration Monitor let you save data to a file and change the display in a variety of ways that are described in the following table.

Menu	Option	Description
File	Log to file	To specify a file for saving Integration Monitor data.
Edit	Allow delay edits (analog integrations only)	To change the values in the “First digit delay (ms)” and “Next digit delay (ms)” boxes. If this option is not selected, the values are display only. For more information, see “First digit delay (ms)” and “Next digit delay (ms)” in the table “Integration Monitor fields and columns,” on page 86.
View	Always on top	To display the Integration Monitor window in front of all other windows regardless of which window is currently active. To cancel the option, click it again.
View	Include digits (analog integrations only)	To display individual digits that are not part of a packet because they arrived too many milliseconds after the previous digit. For more information, see “Next digit delay (ms)” in the table “Integration Monitor fields and columns,” on page 86.
View	Freeze display	To prevent new data packets from being displayed in the Integration Monitor window. If Unity is busy, this option can be useful for analyzing an individual packet. Freezing the display prevents the packet from scrolling out of the window before you can look at it. To unfreeze the display, click the option again.
View	Raw serial data (serial integrations only)	To display data from the phone system or from Unity regardless of whether the Integration Monitor recognizes the data as a valid packet. If no data is displayed in the Integration Monitor but you think it should be, try this option. There may be no display because the Integration Monitor is unable to determine what the pieces of the packets are. To return to displaying formatted packets, click the option again.
View	Outgoing data (serial integrations only)	To display only the packets that Unity is sending to the phone system to turn MWIs on and off. To return to displaying all packets, click the option again.
View	Incoming data only (serial integrations only)	To display only the packets that the phone system is sending to Unity, including: <ul style="list-style-type: none"><li>◆ Calls forwarded to Unity because the extension is busy.</li><li>◆ Calls forwarded to Unity because the extension is not answered.</li><li>◆ Calls forwarded to Unity because the extension is in do not disturb mode.</li><li>◆ Calls from subscribers who want to check or leave voice messages.</li><li>◆ Calls from external callers who called Unity.</li></ul> To return to displaying all packets, click the option again.

# The Call Viewer

For each call that the phone system integration sends to Unity, the Call Viewer displays one line of information. This information can be helpful when troubleshooting problems with the phone system integration.

When troubleshooting the Cisco CallManager or Mitel® VoiceBridge 2000 integrations, use the Call Viewer. Unity's Integration Monitor is not compatible with the CallManager or VoiceBridge 2000 integrations.

## To run the Call Viewer

- 1 Unity must be running for the Call Viewer to display the packets being passed to the Unity server. If Unity is not running, start it. For more information see “Shutting down and starting Unity,” on page 96.
- 2 On the Windows Start menu, click Programs > Unity > Call Viewer.
- 3 Use the Call Viewer window to see call information that the phone system integration provides to Unity.

# The Learn Tones utility

Unity comes with template files for a variety of phone systems. These template files should work with most phone systems without modification. However, problems with transfers, message waiting indication, and message notification can arise if Unity does not understand the phone system's tones. If any of these occur, run the Learn Tones utility to modify the phone system template file.

The Learn Tones utility learns the frequency and cadence of the phone system tones, such as busy and ringback, and teaches them to Unity. It also learns the central office dial tone. Once you start the utility, the process is automatic. One voice messaging port calls other ports to generate the tones. The utility then adds the tone information to the phone system template file.

The Learn Tones utility requires exclusive access to the ports. Therefore, run it when Unity is not taking calls.

## To run the Learn Tones utility

- 1 In the Unity Administrator, go to System > Switch.
- 2 In the Set Active Switch Type section, verify all values.
- 3 Correct any incorrect values for the phone system.
- 4 If you changed values in step 3, click the Save icon.
- 5 Shut down Unity. For more information, see "Shutting down and starting Unity," on page 96.
- 6 On the Windows Start menu, click Programs > Unity > Learn Tones.
- 7 If you want to work with the active phone system template file, skip to step 10.

If you want to see the tone values for another phone system template file, click "Load."

- 8 In the dialog box that appears, select the tones that you want to load, and click “OK.”
- 9 Select the switch config file from the list, and click “Open.”
- 10 Confirm that all ports and extensions are correct. Do not use a hunt group for the helper extensions.

Use manual mode when you want the primary port to call a specified extension rather than a helper port. You will be prompted to answer the extension and busy it. You also use manual mode when some aspect of the phone system programming, such as forwarding when a line is busy, conflicts with the tone-learning process.

- 11 Type 1000 in the “Delay between calls” box.
- 12 Type 25 in the “Deviation threshold” box. Values outside the “Deviation threshold” are discarded.
- 13 In the Dialtone section, click “Learn,” and the utility begins learning the phone system dial tones. This may take a few minutes.

If a “Success” message appears, continue with step 14.

If a “Failure” message appears, resolve the problem and repeat this step. For more information, see “Troubleshooting the Learn Tones utility,” on page 92.

- 14 In the Busy section, click “Learn,” and the utility begins learning the phone system busy tones. This may take a few minutes.

If a “Success” message appears, continue with step 15.

If a “Failure” message appears, resolve the problem and repeat this step. For more information, see “Troubleshooting the Learn Tones utility,” on page 92.

- 15 In the Ringback section, click “Learn,” and the utility begins learning the phone system ringback tones. This may take a few minutes.

If a “Success” message appears, continue with step 16.

If a “Failure” message appears, resolve the problem and repeat this step. For more information, see “Troubleshooting the Learn Tones utility,” on page 92.

*Continued*

## The Learn Tones utility

*Continued*

- 16 Click “Save.” (The Learn Tones utility automatically verifies tones after it learns them, so there is no need to click “Verify all” before saving the learned tones.)
- 17 In the dialog box that appears, select the “Dialtone,” “Busy,” and “Ringback” check boxes, then click “OK.”
- 18 Accept the default file name, and click “Open.” Changes to the phone system template file are saved.
- 19 Click “Done” to exit the Learn Tones utility.
- 20 Restart Unity. For more information see “Shutting down and starting Unity,” on page 96.

### Troubleshooting the Learn Tones utility

If the learn tones process fails, the phone system may not be generating a tone for a sufficient length of time. To adjust the length of the tone that Learn Tones expects, in the Learn Tones window change the number in the Frames column. For continuous tones, one sample is one second; for tones with cadence, one sample is one cycle.

The process may also fail if the first few seconds of the tone varies from the rest of the tone. To accommodate this situation, in the Learn Tones window change the number in the Delay column.

If you need assistance resolving these or other problems, call Technical Support.

# The Universal Dialogic Diagnostics utility

The Universal Dialogic Diagnostics (UDD) utility performs a wide range of tests on the Dialogic voice boards. It is used to determine if something is wrong with one or more of the Dialogic voice boards in the Unity server.

## To run the UDD utility

- 1 On the Windows Start menu, click Programs > Dialogic System Software > Universal Dialogic Diagnostics Utility.
- 2 Shut down the Dialogic service.
- 3 The UDD utility may display several warning or error messages. For each, choose the option that continues the process of starting the utility.
- 4 Select the options required to perform all tests on all boards. The tests take approximately five minutes per board.
- 5 When the tests are finished, the “Done” button becomes available. Click “Done” to display additional information on failed tests, if any.
- 6 If you get errors that you do not know how to resolve, call Technical Support.
- 7 When you are finished reviewing test results, click “Exit UDD.”
- 8 Shut down and restart the Unity server. For more information, see “Shutting down and starting Unity,” on page 96.



## Shutting down and starting Unity

### In this chapter...

---

Shutting down and starting Unity .....	96
--	----

# Shutting down and starting Unity

Unity is configured to start automatically when the Unity server starts. You also can start and shut down Unity by using the Status Monitor.

## To shut down Unity

- 1 At the Unity server, log on to Windows NT/2000 as a Unity administrator, and double-click the desktop shortcut to the Status Monitor.

If you are at another computer, start Microsoft Internet Explorer and go to `http://<server name>/status`. If prompted, type the Unity Administrator name and password (by default, EAdministrator and 12345).

- 2 Click the System Status icon.
- 3 Indicate a shutdown method: Unity shuts down after all calls are finished, or Unity interrupts calls in progress with a message, disconnects all calls, then shuts down.
- 4 Click “Shut down.” On the Unity server, an “X” appears in the Unity icon in the status area of the taskbar when Unity has finished shutting down.

## To shut down or restart the Unity server

- 1 Shut down Unity by using the previous procedure.
- 2 On the Windows Start menu, click “Shut down.”
- 3 Click “Shut down the computer” or “Restart the computer.”

During a restart, Unity starts automatically.

When Unity starts, three tones play and a check mark appears in the Unity icon in the status area of the taskbar.

If Unity does not start successfully, two tones play and an “X” appears in the Unity icon in the status area of the taskbar.

## To start Unity

Because Unity starts automatically when you turn on or restart the server, you do this procedure only if you shut down Unity but did not restart the server.

Exchange must be running before you start Unity. Like Unity, Exchange starts automatically when you turn on or restart the server. If you stopped Exchange manually but did not restart the server, start Exchange before doing this procedure.

### TIP

From the Unity server, you also can start and stop Unity by right-clicking the Unity icon in the status area of the taskbar, then selecting “Start Unity” or “Stop Unity.”

- 1 At the Unity server, log on to Windows NT/2000 as a Unity administrator, and double-click the desktop shortcut to the Status Monitor.

If you are at another computer, start Internet Explorer and go to `http://<server name>/status`. If prompted, type the Unity Administrator name and password (by default, EAdministrator and 12345).

- 2 Click the System Status icon.
- 3 Click “Start.”

When Unity starts, three tones play and a check mark appears in the Unity icon in the status area of the taskbar.

If Unity does not start successfully, two tones play and an “X” appears in the Unity icon in the status area of the taskbar.



# INDEX

---

## A

---

- a conversation error has occurred 69
- access code for external line is missing 57
- access denied, browser error messages 68
- account
  - class of service prohibits logon 68
  - locked, logon attempt limit reached 69
  - Windows NT, not associated with a subscriber 68

## B

---

- blue-screen error after pcANYWHERE32 installation 71
- browser error messages 68

## C

---

- call disconnected 40
- call progress problems 90
- call transfers
  - "confirm" setting is not working 25
  - calls not transferred to correct greeting 28
- Call Viewer 89
- Cisco CallManager integration
  - disabling the call waiting feature 74
  - multimedia sound system, problems with 77
  - phone system does not answer calls 74
  - subscriber incorrectly transferred to opening greeting 76
- class of service, transfer not allowed 17
- "confirm" call transfer setting is not working 25
- conversation error 69

## D

---

- data packets, viewing 84
- delayed messages, causes of 36
- Dialogic Configuration Manager
  - adding voice boards using 67
  - checking voice boards 64

- Dialogic voice board
  - changing the live record beep volume 81
  - quiet parameter 39
  - setting up for single-line tests 4
- disconnected call 40
- DTMF
  - duration and delay settings 31
  - feature set phone signal not sent 30
  - operator console problem 31
  - running the Learn Tones utility 90

## E

---

- e-mail attachment, subscriber can't send as a fax 79
- e-mail cannot be played at this time 70
- error message
  - "a conversation error has occurred" 69
  - "account locked - logon attempt limit reached" 69
  - "at least one service or driver failed during system startup" 61
  - "no security key installed" 61
  - "one or more Exchange servers in the site are unavailable" 70
  - "possible phone system integration failure" 70
  - "security key missing from voice server" 69
  - "system event notification" 70
  - "that e-mail cannot be played at this time" 70
  - "voice server hard disk almost full" 69
  - "voice server restart" 70
  - "you cannot access the system administration web pages. Unity is not running." 68
  - "your class of service prohibits you from accessing the administrator web pages" 68
  - "your Windows Domain account is not associated with a subscriber" 68
  - pcANYWHERE video incompatibility 71
- Event viewer, using to research system startup problems 61

- Exchange mailbox
  - messages not delivered when full 38
  - moving a subscriber's 38
- Exchange or network outage, messages not delivered due to 38
- Exchange shutdown and restart, manually starting Unity after 96
- external line
  - access code missing 57
  - use in message notification 56

## F

---

- fax
  - did not arrive at destination 80
  - subscriber can't send e-mail attachment 79
  - subscriber can't send or receive 79
- feature set phones, DTMF signal problems 30

## G

---

- greetings, calls not transferred to correct 28

## H

---

- hunt groups not working correctly 11

## I - K

---

- icons, on/off status 97
- installation problems, pcANYWHERE32 71
- Integration Monitor 84
- integration problems
  - calls not transferred to the correct greeting 28
  - diagnosing using Call Viewer 89
  - diagnosing using Integration Monitor 84
  - DTMF tones 90
  - MWIs are not turned on and off for a subscriber 47
  - MWIs are not turned on and off for multiple subscribers 43

- MWIs are turned on and off slowly 48
- setting up for single-line tests 4
- some internal calls not answered 13
- internal calls, some not answered 13

## L

---

- lamps (MWIs)
  - not turned on and off for a subscriber 47
  - not turned on and off for multiple subscribers 43
  - turned on and off slowly 48
- Learn Tones utility 90
- live record beep volume 81

## M

---

- manual DTMF signaling, feature set phones 30
- message notification
  - busy ports 53
  - device not working 58
  - insufficient ports 53
  - no calls made to external numbers 56
  - not working for a subscriber 57
  - number incorrect 58
  - slow for a subscriber 54
  - slow for multiple subscribers 53
- message types that trigger notification 57
- messages
  - delayed 36
  - MWIs are not turned on and off for a subscriber 47
  - MWIs are not turned on and off for multiple subscribers 43
  - MWIs are turned on and off slowly 48
  - recording stops before caller has finished leaving a message 39
  - seem to disappear 38
- multimedia system sound problems with Cisco CallManager integration 77

## MWIs

- not turned on and off for a subscriber 43
- not turned on and off for multiple subscribers 43
- turned on and off slowly 48

## N

---

- NMS T1 integration, supervised transfer problem 78
- NMS voice boards, setting up for single-line testing 6
- no security key is installed 61

## O

---

- one or more Exchange servers in the site are unavailable 70
- opening greeting
  - caller hears after dialing subscriber's extension when using Cisco CallManager integration 76
  - caller hears instead of personal options when using a Cisco CallManager integration 77
- operator console, DTMF signaling problem 31

## P - Q

---

- packets, viewing values passed to and from the phone system 84
- pcANYWHERE32 problems, blue-screen error or video-compatibility error 71
- phone line not working, isolating the problem 14
- phone system
  - does not answer calls when using Cisco CallManager integration 74
  - forward on busy setting 20
  - template files 90
  - testing for a ring signal 9
  - transfer connect sequence incorrect 17
  - unable to recall unanswered calls 23
  - viewing packets sent to and from 84

## port configuration

- disabled or set incorrectly 13
  - message notification problems associated with 53
  - system key does not match 13
- possible phone system integration failure 70
  - preparation for troubleshooting 4

## R

---

- release transfers not working 17
- reorder tone
  - caller hears during supervised transfer on a NMS T1 system 78
  - subscriber hears when answering a call 32
- repeat notification 55
- researching message problems 35
- restart notification 55
- restarting the Unity server 96
- ring signal, testing 9
- rings to wait, setting 32
- routing rules not working correctly 12

## S

---

- security key missing from voice server 69
- shutting down Unity 96
- single-line tests, setting up to diagnose integration problems 4
- starting Unity 96
- startup problem
  - browser error messages 68
  - service or driver failed during 61
- Status Monitor 96
- subscriber
  - changing Exchange settings 37
  - Exchange mailbox full 38
  - Exchange mailbox moved 38

- misuse of # key 36
- questions for researching message problems 35
- Subscriber message activity report, use in researching message problems 35
- supervised transfer
  - not correctly performed 20
  - problem when using a NMS T1 integration 78
- system event notification 70
- system key not installed 61

## T

---

- TAPI phone line settings, verifying 74
- that e-mail cannot be played at this time 70
- touchtones
  - no response to 30
  - running the Learn Tones utility 90
- transfer connect sequence incorrect 17
- troubleshooting preparation 4

## U

---

- unanswered calls, phone system unable to recall 23
- Universal Dialogic Diagnostics utility 93
- utilities
  - Call Viewer 89
  - Integration Monitor 84
  - Learn Tones 93
  - Universal Dialogic Diagnostics 93

## V

---

- voice board
  - add using Dialogic Configuration Manager 67
  - Dialogic, test using the Universal Dialogic Diagnostics utility 93
  - not working, isolating the problem 14
- voice server
  - hard disk almost full 69
  - restart 70
- volume of live record beep is too loud or too quiet 81

## W - Z

---

- Windows NT accounts, access problems caused by 68

