About Message Monitor

The Message Monitor feature allows you to listen to a message as the caller records it and provides options for managing the call. When a caller is forwarded to your voice mail, Message Monitor plays a tone and opens a window on your Cisco Unified IP Phone display. You use the black buttons under the display screen to listen to the message and to manage the call. You can use Message Monitor in the following ways:

• Listen to the message as the caller records it.
• While you are on another call, listen to the message as the caller records it.
• Connect to the caller who is recording the message.
• Give the caller the option of recording the message or connecting to you.

Using Message Monitor

**Step 1** When the Message Monitor window appears on your Cisco Unified IP Phone display, press the applicable black button(s) **BEFORE LIFTING THE HANDSET** to manage the call:

<table>
<thead>
<tr>
<th>Monitor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor</td>
<td>You hear the caller recording a message. The caller does not hear you.</td>
</tr>
<tr>
<td>Stop</td>
<td>Cisco Unity stops monitoring so that you no longer hear the caller recording a message. This button is available only when you are listening to the caller.</td>
</tr>
<tr>
<td>Ask</td>
<td>Cisco Unity interrupts the recording session to give the caller a choice to connect to you or to continue recording the message. Your phone will display the choice that the caller makes.</td>
</tr>
<tr>
<td>Take</td>
<td>Cisco Unity interrupts the recording session and connects the caller to your extension. Note that your phone will ring a few seconds after choosing this option. When you answer this call you will be connected to the individual who was leaving a message.</td>
</tr>
</tbody>
</table>

**Step 2** Press the **Exit** button to close the Message Monitor window on your IP Phone display. Otherwise, the window will close after several seconds.
Important Note for Individuals with Multiple Phones

If you have multiple phones, ITS has enabled Message Monitor on the phone that is most likely your primary phone. If this is not your preference, you may specify the phone on which to enable the feature. There is a limit of one phone per extension that can have Message Monitor active.

To Enable Message Monitor for a Particular Phone

Step 1 Call into and log on to your Cisco Unity account. You can initiate this by pressing the Messages button on your Cisco phone.

Step 2 From the Main menu, choose the options
   Setup Options > Personal Settings > Message Monitor Settings.

Step 3 Follow the prompts to enable Message Monitor.

Disabling Message Monitor

By default, Message Monitor is enabled for your primary extension. You have the ability to turn it off, if you prefer.

To Disable Message Monitor

Step 1 Call into and log on to your Cisco Unity account. You can initiate this by pressing the Messages button on your Cisco phone.

Step 2 From the Main menu, choose the option
   Setup Options > Personal Settings > Message Monitor Settings.

Step 3 Follow the prompts to disable Message Monitor.