

I had a large migration from Unity Voicemail 4.2 to Unity Connection 8.5. They asked me why the upgrade changed the new message playback from Oldest First to Newest First. I had no idea it changed, but told them we could run Bulk Edit and fixit!

The image displays two side-by-side screenshots of Cisco Unity administration interfaces. The left screenshot is titled "Unity Connection 8.5" and shows the "Cisco Unity Connection Administration" page. The "Users" menu item is highlighted in red. A red box highlights the "New Message Play Order" section, which includes a "Then By" dropdown menu set to "Newest first". A red arrow points from the text "Edit > Message Playback Settings" to the "Conversation" link in the left sidebar. The right screenshot is titled "Unity Unified Messaging 7.0(2)" and shows the "Spears, Charlie" subscriber profile page. A red box highlights the "New Message Play Order" section, which includes a "Then by:" dropdown menu set to "Oldest first".

Unity Connection 8.5

Cisco Unity Connection Administration
For Cisco Unified Communications Solutions

Users

For Draft Messages, Play **Edit > Message Playback Settings**

Before Playing Messages, Play

New Message Play Order

Sort by Message Type

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes
- Normal Faxes
- Urgent Email
- Normal Email
- Receipts and Notices

Then By

Newest first

Saved Message Play Order

Sort by Message Type

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes
- Normal Faxes
- Urgent Email
- Normal Email
- Receipts and Notices

Then By

Unity Unified Messaging 7.0(2)

Cisco Unity - Subscribers

Spears, Charlie

For saved messages play

Before playing messages, play

New Message Play Order

Sort by message type

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes
- Normal Faxes
- Urgent e-mails
- Normal e-mails
- Receipts and Notices

Move Up Move Down

Then by:

Oldest first

Saved Message Play Order

Sort by message type

- Urgent Voice Messages
- Normal Voice Messages
- Urgent Faxes

Log off