



Managing Messages with ViewMail for Outlook

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Sending Voice Messages

You can send voice messages and record responses to messages from Outlook. You can send, reply to, and forward messages to users, as well as to public distribution lists and email addresses.

If your organization has multiple locations, you may be able to send and respond to messages to users at another location. Ask your administrator for details.



Note

When your Cisco Unity Connection mailbox exceeds its size quota, you may not be able to send messages. (See the [“Managing the Size of Your Mailbox”](#) section on page 33.)

To Send a Voice Message

Step 1 In your Outlook Inbox, on the Outlook toolbar, click the **New Voice Message** icon.

Or

From the Actions menu, click **New Voice Message**.

Step 2 Enter Connection usernames or email addresses, and a subject.



Note

Messages addressed to email addresses are sent as sound (WAV) files attached to email messages.

Step 3 On the Media Master, click **Record** (circle) and record the message.

Step 4 When you finish recording, click **Stop** (square).

Step 5 Add text and attachments as applicable.

Step 6 Click **Send**.

Checking Messages

You can check voice messages and receipts in Outlook. Voice messages and receipts appear in a separate Outlook folder from your email.

Once you have opened a new message, it is saved until you delete it. Ask your administrator if Connection is set up to enforce a message-retention policy, and, if so, how long the system stores your messages before permanently deleting them. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

Information in the From field identifies the sender. The field contains the name of a Connection user, or it will contain “Unity Connection Messaging System” when a message is left by someone who is not a Connection user or by a user who did not log on to Connection before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in the Outlook folder that contains your voice messages.

To Check a Message

Step 1 In the Outlook folder that contains your voice messages, double-click a message to open it.



Note You cannot check messages in the Outlook Preview pane.

Step 2 In the open voice message, on the Media Master, click **Play** (right arrow) to play the message.

Step 3 In the message, use the buttons on the message toolbar to manage the message the same way you handle email messages.

Replying to Messages

Do the procedure in this section to reply to a voice message or to reply to an email message by recording a reply. You can respond to only the sender, and you can add recipients.

A message from “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on when the message was left. You cannot reply to messages from such callers.

To Reply to a Message

Step 1 In the open voice message, click **Reply**.

Or

In the open email message, from the Actions menu, click **Reply with Voice**.

Step 2 On the Media Master, click **Record** (circle).

- Step 3** When you finish recording, click **Stop** (square).
 - Step 4** Add text and attachments as applicable.
 - Step 5** Click **Send**.
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Forwarding Voice Messages

Do the procedure in this section to forward a voice message as is or to record an introduction that plays before a forwarded voice or email message.

To Forward a Voice Message

- Step 1** In the open voice message, click **Forward**.
Or
In the open email message, from the Actions menu, click **Forward with Voice**.
 - Step 2** Enter the names of recipients.
 - Step 3** On the Media Master, click **Record** (circle) and record an introduction.
 - Step 4** When you finish recording, click **Stop** (square).
 - Step 5** Add text and attachments as applicable.
 - Step 6** Click **Send**.
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Managing Deleted Messages

You delete messages from the Outlook folder that contains your voice messages the same way you delete email messages. However, deleted voice messages are displayed with gray strike-through text. Deleted voice messages remain in your voice message folder until Cisco Unity Connection purges them.

Connection may automatically purge deleted messages once they reach a certain age. Ask your administrator how long messages are stored before they are permanently deleted for you. This way you can plan to archive or move important messages ahead of time.



Tip

To archive voice messages before deleting them, use the Copy to File option on the Media Master Options menu.

You can also manually purge your deleted messages.

To Manually Purge Deleted Messages

In the Outlook folder that contains your voice messages, from the Edit menu, click **Purge Deleted Messages**.
