



Managing Messages

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Using the Address Book

The Cisco Unity Inbox Address Book contains all Cisco Unity Connection users, and private and system distribution lists to whom you can send voice messages.

Depending on how Connection is set up at your organization, the Address Book may also contain remote contacts to whom you can send voice messages. (Remote contacts are users on remote voice messaging systems who are not in the directory.)

To Address a Voice Message by Using the Address Book

- Step 1** In the New Message dialog box, click the **Address Book** icon below the menu bar.
- Step 2** In the Find Names dialog box, click the applicable tab to specify the search scope.
- Step 3** In field, enter the applicable information about the user, private or system distribution list, or remote contact to whom you want to address the message.
- Step 4** Click **Find**.
- Step 5** In the list of possible matches, click the recipient that you want to receive the message, then click **To**, **Cc**, or **Bcc**. (To listen to the recorded name of a user or list, click the speaker icon.)
Or
If you do not see the recipient you want, try entering different search criteria, then click **Find** to search again.



Tip

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria. Then click Find to search again.

Step 6 Click **Close**.

Sending Voice Messages

You can send voice messages to Cisco Unity Connection users, e-mail addresses, and private and system distribution lists.

To address messages to Connection users, enter their names. (You cannot address messages to users by entering their extensions.) Messages addressed to e-mail addresses are sent as sound (WAV) files attached to e-mail messages.

The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether Connection is set up to send receipts to users.)

Note that Connection does not save copies of the messages you send.



Tip

When your mailbox exceeds its size quota, you may not be able to send messages. (See the “[Managing the Size of Your Mailbox](#)” chapter.)

To Send a Voice Message

Step 1 In the Cisco Unity Inbox web tool, click the **New Message** icon below the menu bar.

Step 2 Address the message in one of the following two ways:

- Enter usernames and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable. Separate multiple names and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
- Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the “[Using the Address Book](#)” section on page 7.)

- Step 3** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name conflicts. (When names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip Click a link to remove an unwanted addressee.

- Step 4** In the Subject field, type the subject of the message.

- Step 5** Choose one or more special delivery options, as applicable.

- Step 6** On the Media Master, click **Record** and record the message.

- Step 7** When you finish recording, click **Stop**.

To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.

- Step 8** Click **Send**.

Checking Messages

Periodically click the Refresh Messages icon to check for new messages in the Cisco Unity Inbox web tool. After you have listened to or opened a new message, you may need to refresh again to see the New Message icon disappear.

The From field of a message contains either the name of a Cisco Unity Connection user or “Unity Connection Messaging System”. A message from “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on as a user when the message was left. (You cannot reply to messages from such callers.)

The Subject field displays the phone number of the caller, if it is available.

To Check Messages

- Step 1** In the Cisco Unity Inbox, click the speaker icon next to the message to play it. (Click the icon again to stop playback.)

Or

Click the name of the sender to open the message in a new window, then click **Play** on the Media Master.



Note The Cisco Unity Inbox cannot display attachments (such as documents, spreadsheets, text, or faxes) or text that the sender included in the message. You must use the applicable application to display attachments or text.

- Step 2** Use the following icons or Message menu options to manage voice messages:

Previous Message	Open the previous message.
Next Message	Open the next message.
Reply (Resend original message when responding to an NDR)	Respond with a voice message to the sender. (Available only for messages from other Connection users.)
Reply to All	Respond with a voice message to all Connection users who received the message.
Forward	Send the message to another Connection user and/or distribution list. (Note that you cannot forward any message that is marked private.)
Delete	Delete the message. Tip To archive messages before deleting them, save them as WAV files to your hard disk. On the Media Master in an open message, use the Save Recording As option on the Options menu.
Save	Save the message and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unheard (Mark Message as Unread for faxes and NDRs)	Check this check box to save the message as new. (This may trigger the message waiting indicator on your phone.)
Close	Close the message without saving changes, and return to the Cisco Unity Inbox.

Replies to Voice Messages

You can reply to voice messages from other Cisco Unity Connection users. You can respond to just the sender, and you can add recipients, such as users, e-mail addresses, and private and system distribution lists. You can also respond to nondelivery receipts (NDRs) by resending the original message.

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

The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.)

Note that Connection does not save copies of the replies you send.

To Reply to a Voice Message

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- Step 1** In the Cisco Unity Inbox, click the name of the sender.
- Step 2** In the open message, click **Reply**, **Reply to All**, or **Resend**, as applicable.
- Step 3** Address the message to additional recipients in one of the following two ways:
- Enter usernames and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable. Separate multiple names and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the “[Using the Address Book](#)” section on page 7.)
- Step 4** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip Click a link to remove an unwanted addressee.

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- Step 5** Edit the Subject field, as applicable.
- Step 6** Choose one or more special delivery options, as applicable.
- Step 7** On the Media Master control bar, click **Record** and record the message.
- Step 8** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 9** Click **Send**.

Forwarding Voice Messages

You can forward voice messages to other Cisco Unity Connection users, e-mail addresses, and private and system distribution lists. Messages that are marked private by you or by another Connection user cannot be forwarded to anyone from the Cisco Unity Inbox web tool.

You can forward a voice message as is or record an introduction that plays before the forwarded message. The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	<p>You are notified when the recipient opens the message.</p> <p>Note You may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.</p>

Note that Connection does not save copies of the messages you forward.

To Forward a Voice Message

- Step 1** In the Cisco Unity Inbox, click the name of the sender.
- Step 2** In the open message, click **Forward**.
- Step 3** Address the message in one of the following two ways:
- Enter usernames and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable. Separate multiple names and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the “[Using the Address Book](#)” section on page 7.)
- Step 4** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip You can click a link to remove an unwanted addressee.

- Step 5** Choose one or more special delivery options, as applicable.
- Step 6** On the Media Master, click **Record** and record an introduction, if applicable.
- Step 7** When you finish recording, click **Stop**.
To review your introduction before you send the forwarded message, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 8** Click **Send**.
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Deleting Messages

You can delete a message or group of messages directly from the Cisco Unity Inbox web tool, or you can delete a message after you have opened it.

To Delete a Message

- Step 1** In the Cisco Unity Inbox, check the check box to the left of the message that you want to delete. You can check multiple check boxes to delete more than one message at a time.
Or
Click the **Select All Rows** icon below the menu bar to mark all messages on the page for deletion.
- Step 2** Click the **Delete Selected Rows** icon below the menu bar.
- Step 3** When prompted, click **OK**.
Alternatively, you can delete a message by opening the message, clicking **Delete**, and clicking **OK**.
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Managing Receipts

As you work with Cisco Unity Connection, you may manage several different types of receipts, which are described in [Table 1](#). Ask your Connection administrator which receipts the system is set up to use.

Table 1 Cisco Unity Connection Receipts

Type	Description
Return	Receipt you request when you are sending a message by phone.
Read	Receipt message that informs you when the recipient opens or plays your message.
Nondelivery (NDR)	Receipt message that informs you when your message could not be delivered to the intended recipient.

In the Cisco Unity Inbox web tool, Connection displays receipts along with voice messages. You open receipts in the Cisco Unity Inbox in the same way as voice messages. You can only save or delete receipts; you cannot reply to or forward them.

With receipts, you can view the recipients who received the message you sent and/or played it. With NDRs, the Cisco Unity Inbox identifies the recipients whose mailboxes did not accept your message.

As you view an NDR, you can use the Media Master to play the original message and you can resend it to the recipient(s) who did not receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend a message, the NDR is not automatically deleted as it is when you resend a message by phone. Instead, the NDR remains in the Cisco Unity Inbox until you delete it.

To Manage Receipts

Step 1 In the Cisco Unity Inbox, click the name of the sender to open the receipt.

Step 2 Use the following icons or Message menu options to manage the receipt:

Previous Message	Open the previous message.
Next Message	Open the next message.
Resend Original Message (for NDRs only)	Resend original message to recipients who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options.
Delete	Delete the receipt.
Save	Save the receipt and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unread	Check this check box to save the message as new.
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox. The receipt is marked read.

