



User Guide for the Cisco Unity Connection Inbox Web Tool

Release 7.x

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The Cisco Unity Inbox Web Tool

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About the Cisco Unity Inbox Web Tool

The Cisco Unity Inbox web tool contains voice messages and any message receipts you receive.

By clicking the applicable icon on each Cisco Unity Inbox page, you can sort and delete the messages on the page, and compose and listen to a voice message. You use the Media Master to play and record messages.

The Cisco Unity Inbox does not refresh the display automatically; you must click the Refresh Messages icon to check for new messages.

By default, ten messages are presented at a time, though you can change the number for each session by clicking a different value in the Messages Per Page list. When the number of messages in your Cisco Unity Inbox exceeds the value specified in the Messages Per Page list, click the arrows or the page number at the bottom of the page to navigate to additional Cisco Unity Inbox pages.

Talk to your Connection administrator if you experience performance or sound quality issues when playing messages through multimedia speakers in a low-bandwidth environment.

Access to the Cisco Unity Inbox web tool is provided through the Cisco Personal Communications Assistant (PCA) website.



Note

The Internet browser on your computer must be set up to use the Cisco PCA and the Cisco Unity Inbox. Although it is likely that your Connection administrator has already done so for the computer that you use at the office, if your organization offers remote access to the Cisco PCA, you must set up the installed browser(s) on any other computer that you plan to use for accessing the website. Ask your Connection administrator for instructions.

Accessing the Cisco Unity Inbox Web Tool

This section contains two procedures:

- [To Access the Cisco Unity Inbox, page 2](#)
- [To Access Help for the Cisco Unity Inbox, page 2](#)

To Access the Cisco Unity Inbox

- Step 1** Go to the Cisco PCA logon page at **http://<Cisco Unity Connection server>/ciscopca**. (The URL is case sensitive.)



Timesaver

Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the Cisco Unity Inbox.

- Step 2** Enter your username and password.
If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.
- Step 3** Click **Log In**.
- Step 4** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
- Step 5** When you are finished, click **Log Out** in the top right corner of any Cisco Unity Inbox page.

To Access Help for the Cisco Unity Inbox

- Step 1** On any Cisco Unity Inbox page, click the **Help** menu.
- Step 2** From the Help menu, click the applicable link:

Contents	Provides a list of topics in Help.
Index	Provides a Help index.
This Page	Provides the Help topic applicable to the page you are viewing.

For help on an icon, hover the mouse over the icon until a tooltip is displayed.



Working with the Media Master in the Cisco Unity Inbox Web Tool

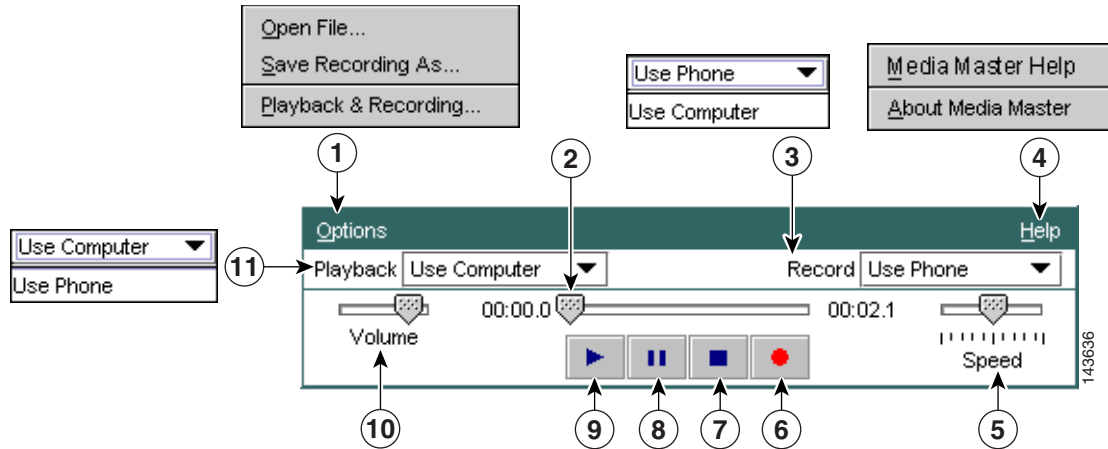
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About the Media Master

The Media Master appears in voice messages in the Cisco Unity Inbox web tool. By clicking the controls, you play and record messages with either your phone or your computer microphone and speaker(s).

You also use the Media Master to change the recording and playback devices you use while working with the Cisco Unity Inbox, and to change playback volume and playback speed for all messages you hear through your computer speaker(s).

Updates to Media Master settings are saved per user, per computer. If you also use another computer to access the Media Master (for example, a computer at home), you need to update the Media Master settings on the second computer as well.

Figure 1 **Media Master**

1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play
4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

Table 1 describes the options available on the Media Master Help menu (4 in Figure 1).

Table 1 **Help Menu**

Option	Description
Media Master Help	Open Media Master Help.
About Media Master	Display Media Master version and configuration information.

Using Sound Files in Your Recordings

The Options menu on the Media Master (1 in Figure 1) allows you to work with other sound (WAV) files in your recordings. Table 2 describes the available options.

Table 2 **Options Menu**

Option	Description
Open File	Open a WAV file saved on your computer to play on the selected playback device.
Save Recording As	Save a recording as a WAV file to a location that you specify.

Changing Your Playback and Recording Devices

You can choose the devices that you use for playing and recording messages while working with the Cisco Unity Inbox web tool:

Playback devices	<ul style="list-style-type: none"> Phone—Cisco Unity Connection calls you, and you listen through the phone handset or through the speakerphone speaker. Computer speakers (if available).
Recording devices	<ul style="list-style-type: none"> Phone—Cisco Unity Connection calls you, and you speak into the phone handset or into the speakerphone microphone. Computer microphone (if available).

The phone offers the best sound quality for recordings.

To Change Your Playback or Recording Device

- Step 1** In the Cisco Unity Inbox web tool, open a voice message.
- Step 2** On the Media Master, from the Options menu, click **Playback & Recording**.
- Step 3** Set the applicable device:

Playback Device	Choose the phone or the computer.
Recording Device	Choose the phone or the computer.

- Step 4** If you set the phone as your playback or recording device, in the Active Phone Number section, choose your primary extension or enter another phone number. This is the number that Connection calls for you to listen or record by phone.



Tip Once you have set the active phone number, you can choose devices in the Playback and Record lists on the Media Master (11 and 3 in [Figure 1](#)). The lists offer a quick way to change devices, and your selections are saved for all Cisco Unity Inbox pages that contain the Media Master.

- Step 5** Choose the performance setting that best suits your system:

Play Message While Downloading	Play messages as they download to Connection.
Download Complete Message Before Playing	<p>Download messages completely before they are played.</p> <p>Tip For the best performance and quality, we recommend that users who use Connection in a low-bandwidth environment (for example, with a slow modem) download messages completely before playing them.</p>

- Step 6** Click **OK**.

Changing Message Playback Volume When Computer Speakers Are Your Playback Device

The procedure in this section changes the playback volume for all messages played in the Cisco Unity Inbox web tool when your computer speakers are set as the playback device in the Media Master.



Note

The volume that you set in the following procedure does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Message Playback Volume When Computer Speakers Are Your Playback Device

- Step 1** In the Cisco Unity Inbox web tool, open a voice message.
- Step 2** On the Media Master, click and drag the **Volume** slider to decrease or increase volume, as applicable.

Changing Message Playback Speed When Computer Speakers Are Your Playback Device

The procedure in this section changes the playback speed for all messages played in the Cisco Unity Inbox web tool when your computer speakers are set as the playback device in the Media Master.



Note

The speed that you set in the following procedure does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Message Playback Speed When Computer Speakers Are Your Playback Device

- Step 1** In the Cisco Unity Inbox web tool, open a voice message.
- Step 2** On the Media Master, click and drag the **Speed** slider for slower or faster playback, as applicable.
- Step 3** Click **Play** to save the speed setting for all messages that you hear through your computer speakers.

Media Master Keyboard Shortcuts

- Alt-O to open the Options menu.
- Alt-H to open the Help menu.



Managing Messages

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- [Sending Voice Messages, page 8](#)
- [Checking Messages, page 9](#)
- [Replying to Voice Messages, page 10](#)
- [Forwarding Voice Messages, page 11](#)
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- [Managing Receipts, page 13](#)

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.

Replying 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

-
- 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.
-
- 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**.
-

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**.
-

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.



Managing the Deleted Items Folder

When you delete messages from the Cisco Unity Inbox web tool, Cisco Unity Connection saves them in the Deleted Items folder. You can listen to deleted voice messages; retrieve the deleted messages so that you can listen to them, reply to or forward them; restore them to the Cisco Unity Inbox; or delete them permanently.

To Manage Deleted Items

- Step 1**
- In the Cisco Unity Inbox, click the **View Deleted Items** icon below the menu bar.
- Step 2**
- On the Deleted Items page, do any of the following tasks:

Listen to a voice message	Click the speaker icon next to the message. Or Open the message and play it by using the Media Master.
Reply to or forward a message	Open the message, and click the applicable icon.
Restore a message to the Cisco Unity Inbox	Check the check box to the left of the message, and click the Restore Selected Rows to Inbox icon below the menu bar.
Permanently delete a message	Check the check box to the left of the message, click the Delete Selected Rows icon below the menu bar, then click OK .





Managing the Size of Your Mailbox

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About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you access the Cisco Unity Inbox web tool, Connection notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

Your Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



Note

Broadcast messages are not included in your total mailbox size.

Reasons Your Mailbox May Fill Up Quickly

If you feel that your Cisco Unity Connection mailbox fills up more quickly than you expect, the reasons listed below may explain why. (Your Connection administrator specifies the size of your mailbox.)

Message Retention Policy May Not Be Enforced

By default, Connection does not automatically delete messages once they reach a certain age. This means that unless your Connection administrator set up the system to enforce a message-retention policy, you are responsible for managing the size of your mailbox by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Connection is set up to enforce a message-retention policy, ask your Connection administrator how long the system stores your messages before permanently deleting them. You can then plan to archive or move important messages ahead of time. 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.

Deleted Items and Nondelivery Receipts Are Included in Total Mailbox Size

Messages in the Deleted Items folder in the Cisco Unity Inbox web tool are included in the total mailbox size. In addition, when you receive nondelivery receipts (NDRs) for messages that you send, your mailbox can quickly increase in size—especially when original messages included large attachments.

Total Message Size Includes Original When Messages Are Forwarded

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Total Message Size Includes Attachments

You may receive messages that contain attached files such as spreadsheets, documents, and faxes, and pictures. The message plus all attached files equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Tips for Managing the Size of Your Mailbox

The following tips can help you make more room in your mailbox:

- Delete messages, including messages in the Deleted Items folder in the Cisco Unity Inbox web tool, if applicable.
- Archive message recordings before deleting them by saving them as WAV files to your hard disk. In the Cisco Unity Inbox, use the Save Recording As option on the Options menu in the Media Master.
- Move voice messages to a folder on your hard disk before deleting them from the Cisco Unity Inbox.



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