



Finding Messages

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About Finding Messages

Cisco Unity Connection offers three options for finding messages by phone:

Message Locator	Allows you to find new and saved voice messages based on search criteria.
Phone View	Allows you to find new and saved voice messages based on search criteria, then displays results on the LCD screen of your Cisco IP phone.
Go to Message	Allows you to find a saved message based on the message number.

Not all of these options may be available to you. Check with your Connection administrator.

Finding Messages by Using the Message Locator Option

With Message Locator, you find voice messages from a particular user by entering the username or extension. You can also find voice messages from all outside callers or messages left by callers who called from a specific number.

Based on the criteria that you enter, Cisco Unity Connection begins playing messages as they are found. By default, messages are presented in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

To Find Messages with Message Locator by Using the Phone Keypad

- Step 1**
- Call and log on to Connection.
- Step 2**
- If you are not using voice commands, skip to [Step 3](#).
If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using the phone keypad.

**Tip**

To switch back to using voice commands after you have finished using Message Locator, hang up and log on to Connection again.

Step 3 At the Main menu, choose the option **Find Messages**.

Step 4 Choose the applicable option and follow the prompts to find and manage the voice messages you are looking for:

From another user	When prompted, use the phone keypad to spell the username or to enter the extension of the user. Press # # to switch between spelling and number entry.
From all outside callers	Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
From a specific outside caller	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. Note Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

Finding Messages by Using the Phone View Option

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With Phone View, the LCD screen of your Cisco IP phone provides a visual display of the sender, date, and time of your voice messages. You enter search criteria to view selected voice messages on the LCD screen. By default, messages are listed in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Find Messages with Phone View by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 At the Main menu, choose the option **Find Messages**.

Step 3 Choose the applicable option and follow the prompts to find the voice messages you are looking for:

All new messages	Connection displays voice messages that have not been heard.
All messages	Connection displays all new and saved voice messages.
From another user	When prompted, use the phone keypad to spell the username or to enter the extension of the user. Press # # to switch between spelling and number entry.

From all outside callers	Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
From a specific outside caller	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

- Step 4** After the message list displays on your phone LCD screen, use the following soft keys to select messages that you want Connection to play:

Select	Start message playback for the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Go To and Exit soft keys. This key appears only on phones that display a maximum of four soft keys.
Go To	Displays a screen that allows you to enter a message number by using the phone keypad, then skips to that message by highlighting it.
Exit	Exit the displayed message list. This returns you to the Connection search-criteria prompt.

- Step 5** Follow the prompts to listen to and manage your messages.

To Find Messages with Phone View by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” use the applicable voice command to select the type of messages that you want displayed on your phone LCD screen:

Action	Voice Command
View new and saved voice messages or receipts	“Show <voice messages/receipts>”
View all new voice messages	“Show new messages”
View new or saved or deleted voice messages from a Connection user	“Show <new/saved/deleted> messages from <username>”
View saved voice messages or receipts	“Show saved <voice messages/receipts>”
View all saved voice messages	“Show saved messages”
View deleted voice messages or receipts	“Show deleted <voice messages /receipts>”
View all deleted voice messages ¹	“Show deleted messages”

1. Not available on some systems.

- Step 3** After the message list displays on your phone LCD screen, use the following soft keys to select messages that you want Connection to play:

Select	Start message playback for the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Go To and Exit soft keys. This key appears only on phones that display a maximum of four soft keys.
Go To	Displays a screen that allows you to enter a message number by using the phone keypad, then skips to that message by highlighting it.
Exit	Exit the displayed message list. This returns you to the Connection search-criteria prompt.

- Step 4** Use the following voice commands to manage messages after you have listened to them:

Action	Voice Command
Replay message	“Repeat”
Play previous message	“Previous”
Play next message	“Next”
Save or restore as saved	“Save”
Delete message	“Delete”
Reply to message	“Reply”
Reply to all	“Reply all”
Resend original message (NDRs only)	“Resend”
Call message sender ¹	“Call sender”
Forward message	“Forward”
Save or restore as new ¹	“Mark new”
Rewind message	N/A
Send to a fax machine for printing ¹	“Fax”
Play message properties	“Message properties”

1. Not available on some systems.

Finding Messages by Using the Go to Message Option

As you listen to your messages, you can use the Go to Message option to find a particular message by entering the number of the message.

To Find Messages with Go to Message by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using the phone keypad.



Tip

To switch back to using voice commands after you have finished using Go to Message, hang up and log on to Connection again.

Step 3 At the Main menu, choose the applicable option, **Play New Messages** or **Review Old Messages**.

Step 4 Press the Go to Message shortcut keys.



Tip

Ask your Connection administrator for the shortcut keys that you use to hear the prompt for entering the message number.

Step 5 When prompted, enter the message number followed by #.

Step 6 Follow the prompts to manage the message after you have listened to it.
