Managing Messages with ViewMail for Notes

Sending Voice Messages

From your ViewMail for Notes inbox, you can send voice messages and record responses to messages. 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 from 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 receive new messages. (See the "Managing the Size of Your Mailbox" section on page 19.)

To Send a Voice Message

Step 1 In your ViewMail for Notes inbox, select **New Memo**.

Step 2 Enter the names of Connection users or distribution lists, 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, select **Record** (circle, fourth button) and record the message.

Step 4 When you finish recording, select **Stop** (square, third button).

Step 5 Add text and attachments as applicable.

Step 6 Select **Send**.

Checking Messages

In your ViewMail for Notes inbox, you can check voice messages and receipts.

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" area of the message (top left corner) identifies the sender. The box contains the email address of a Connection user, or it will contain "Cisco 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.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in your ViewMail for Notes inbox.

To Check a Message

Step 1 In your ViewMail for Notes inbox, double-click a voice message to open it.

> **Note** You cannot check messages in the Notes Preview pane.

Step 2 In the open voice message, on the Media Master, select **Play** (right arrow, second button) 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 Voice Messages

Do the procedure in this section to reply to a voice message. You can respond to the sender or to all recipients, and you can add recipients.

A message from "Cisco 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 Voice Message

Step 1 In your ViewMail for Notes inbox, in the open voice message, select **Reply**, then select **Reply, Reply with History, Reply to All**, or **Reply to All with History**.

OR

From the Actions menu, select **Reply**, then select **Reply with History, Reply to All**, or **Reply to All with History**.

> **Note** Replying with history is available only in nonsecure messages.

Step 2 On the Media Master, select **Record** (fourth button, circle).

Step 3 When you finish recording, select **Stop** (third button, square).

Step 4 Add text and attachments as applicable.

Step 5 Select **Send**.

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 message.

To Forward a Voice Message

Step 1 In your ViewMail for Notes inbox, in the open voice message, select **Forward**.

OR

From the Actions menu, select **Forward**.

Step 2 Enter the names of Connection users or distribution lists, or email addresses.

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

Step 3 On the Media Master, select **Record** (circle, fourth button) and record an introduction.

Step 4 When you finish recording, select **Stop** (square, third button).

Step 5 Add text and attachments as applicable.

Step 6 Select **Send**.

Managing Deleted Messages

You delete messages from your ViewMail for Notes inbox the same way you delete email messages.

Connection may automatically delete 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 (down arrow, first button).