User Guide for the Cisco Unity Connection Messaging Inbox Web Tool (Release 8.0)

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C O N T E N T S

C H A P T E R 1

The Messaging Inbox Web Tool

About the Messaging Inbox Web Tool

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

By selecting the applicable icon on each Messaging 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 Messaging Inbox does not refresh the display automatically; you must select 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 selecting a different value in the Messages Per Page list. When the number of messages in your Messaging Inbox exceeds the value specified in the Messages Per Page list, select the arrows or the page number at the bottom of the page to navigate to additional Messaging 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 Messaging Inbox web tool is provided through the Cisco Personal Communications Assistant (PCA) website.

Note The web browser on your computer must be set up to use the Cisco PCA and the Messaging Inbox. Although it is likely that your Connection administrator has already done so for the computer that you use at work, 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.

Related Topics
- Accessing Help for the Messaging Inbox Web Tool, page 2

Accessing the Messaging Inbox Web Tool

Procedure

Step 1 Go to the Cisco PCA sign-in page at **http://<Cisco Unity Connection server>/ciscopca**. The URL is case sensitive.
(Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the Messaging Inbox.)

Step 2 Enter your username and password.
If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.

Step 3 Select **Sign In**.

Step 4 On the Cisco PCA Home page, select the **Messaging Inbox** link.

Step 5 When you are finished, select **Sign Out** in the top right corner of any Messaging Inbox page.

Accessing Help for the Messaging Inbox Web Tool

Procedure

Step 1 On any Messaging Inbox page, select the **Help** menu.

Step 2 From the Help menu, select the applicable link:

Option	Description
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 cursor over the icon until a tooltip displays.

C H A P T E R **2**

Working with the Media Master in the Messaging Inbox Web Tool

- About the Media Master, page 3
- Using Sound Files in Your Recordings, page 4
- Changing Your Playback and Recording Devices, page 4
- Changing Message Playback Volume When Computer Speakers Are Your Playback Device, page 6
- Changing Message Playback Speed When Computer Speakers Are Your Playback Device, page 6
- Media Master Keyboard Shortcut, page 6

About the Media Master

The Media Master appears in voice messages in the Messaging Inbox web tool. By selecting 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 Messaging 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 in Messaging Inbox
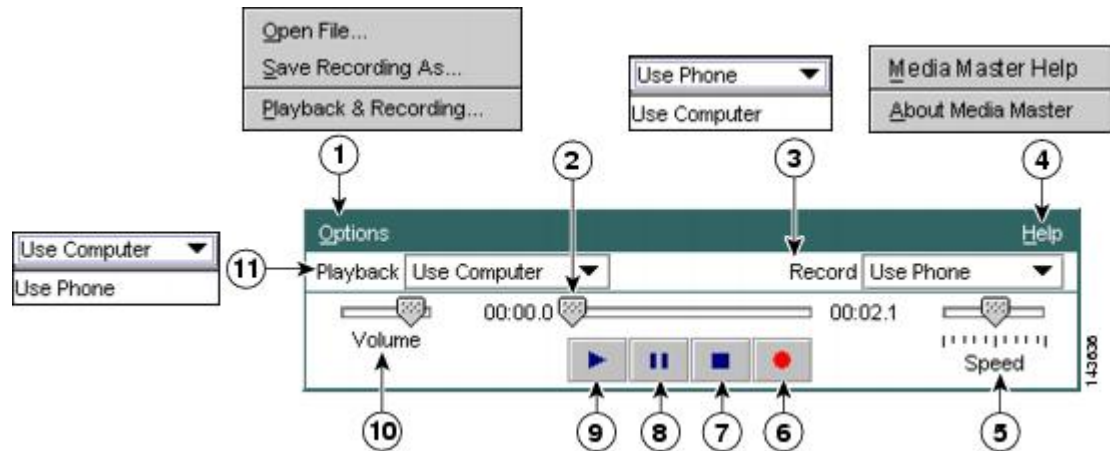
1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play
4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

Using Sound Files in Your Recordings

The Options menu on the Media Master allows you to work with other sound (WAV) files in your recordings. (See 1 in the figure in About the Media Master, page 3)

The following table describes the available options:

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 Messaging Inbox web tool:

Playback devices	• Phone—Cisco Unity Connection calls you, and you listen through the phone handset or through the speakerphone speaker. • Computer speakers (if available).
Recording devices	• Phone—Cisco Unity Connection calls you, and you speak into the phone handset or into the speakerphone microphone. • Computer microphone (if available).

Tip The phone offers the best sound quality for recordings.

Procedure

Step 1 In the Messaging Inbox web tool, open a voice message.

Step 2 On the Media Master, from the Options menu, select **Playback & Recording**.

Step 3 Set the applicable device:

Option	Description
Playback Device	Select the phone or the computer.
Recording Device	Select the phone or the computer.

Step 4 If you set the phone as your playback or recording device, in the Active Phone Number section, select your primary extension or enter another phone number. This is the number that Connection calls for you to listen or record by phone.
Once you have set the active phone number, you can select devices in the Playback and Record lists on the Media Master (11 and 3 in the figure in About the Media Master, page 3). The lists offer a quick way to change devices, and your selections are saved for all Messaging Inbox pages that contain the Media Master.

Step 5 Select the performance setting that best suits your system:

Option	Description
Play Messages While Downloading	Play messages as they download to Connection.
Download Complete Message Before Playing	Download messages completely before they are played. **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.

Step 6 Select **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 Messaging Inbox web tool when your computer speakers are set as the playback device in the Media Master.

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

Procedure

Step 1   In the Messaging Inbox web tool, open a voice message.

Step 2   On the Media Master, select 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 Messaging 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.

Procedure

Step 1   In the Messaging Inbox web tool, open a voice message.

Step 2   On the Media Master, select and drag the **Speed slider** for slower or faster playback, as applicable.

Step 3   Select **Play** to save the speed setting for all messages that you hear through your computer speakers.

Media Master Keyboard Shortcut

Alt-O to open the Options menu.

Managing Messages

Addressing Voice Messages by Using the Messaging Inbox Contacts List

The Messaging Inbox contacts list 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 contacts list 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.)

Procedure

Step 1 In the New Message dialog box, select the **Open Contacts** icon below the menu bar.

Step 2 In the Find Names dialog box, select the applicable tab to specify the search scope.

Step 3 In the Search Criteria section, select and 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 Select **Find**.

Step 5 In the Search Results list, select the recipient that you want to receive the message, then select **To**, **Cc**, or **Bcc**, as applicable. (To listen to the recorded name of the user or list, select the speaker icon in the Name column.)

Step 6 Select **Close**.

Sending Voice Messages

You can send voice messages to Cisco Unity Connection users, email 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.) To address messages to lists, enter the names of the lists.

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

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.

Procedure

Step 1   In the Messaging Inbox web tool, select the **New Message** icon below the menu bar.

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

- Enter the names of users or lists, and/or email addresses in the **To**, **Cc**, and **Bcc** fields, as applicable.

  Separate multiple names and email addresses with semicolons (;). For email addresses, enter the full email address of the recipient (for example, <name>@<domain>.com).

- Select **To**, **Cc**, or **Bcc** to add recipients from the Messaging Inbox contacts list.

Step 3   If needed, select 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   Select a link to remove an unwanted recipient.

Step 4   In the Subject field, enter the subject of the message.

Step 5   Select one or more special delivery options, as applicable:

Option	Description
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 Messaging 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 Messaging Inbox allows you to request them. Ask your Connection administrator whether Connection is set up to send receipts to users.)

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

Step 7   When you finish recording, select **Stop**.

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

Step 8   Select **Send**.

Related Topics

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Checking Messages

Periodically select the Refresh Messages icon to check for new messages in the Messaging 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 "Cisco Unity Connection Messaging System." A message from "Cisco Unity Connection Messaging System" means that the caller was not a Connection user or was not signed in 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.

Procedure

Step 1   In the Messaging Inbox, select the **speaker icon** next to the message to play it. (Select the icon again to stop playback.)
Or

Select the link in the From column to open the message in a new window, then select **Play** on the Media Master.

Note   The Messaging 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 and/or options from the Message menu to manage voice messages:

Option	Description
Previous Message	Open the previous message.
Next Message	Open the next message.
Reply	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.)

Option	Description
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 Messaging Inbox.
Mark Message as Unheard/Unread	Check this check box above the Media Master to mark the message as new. (This may trigger the message indicator on your phone.)
Resend	In a nondelivery receipt, resend the original message.
Close	Close the message without saving changes, and return to the Messaging Inbox.

Related Topics

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, email addresses, and private and system distribution lists. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from "Cisco Unity Connection Messaging System" means that the caller was not a Connection user or was not signed in as a user when the message was left. You cannot reply to messages from such callers.

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

Procedure

Step 1 In the Messaging Inbox, select the link in the From column to open the message in a new window.

Step 2 In the open message, select **Reply**, **Reply to All**, or **Resend**, as applicable.

Step 3 Address the message to additional recipients in one of the following two ways:

- Enter the names of users or lists, and/or email addresses in the **To**, **Cc**, and **Bcc** fields, as applicable.

  Separate multiple names and email addresses with semicolons (;). For email addresses, enter the full email address of the recipient (for example, <name>@<domain>.com).

- Select **To**, **Cc**, or **Bcc** to add recipients from the Messaging Inbox contacts list.

Step 4   If needed, select 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**   Select a link to remove an unwanted recipient.

Step 5   Edit the Subject field, as applicable.

Step 6   Select one or more special delivery options, as applicable:

Option	Description
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 Messaging 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 Messaging Inbox allows you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.)

Step 7   On the Media Master control bar, select **Record** and record the message.

Step 8   When you finish recording, select Stop.
To review your message before you send it, select **Play** on the Media Master, or select **Record** to rerecord the message.

Step 9   Select **Send**.

Related Topics

- Addressing Voice Messages by Using the Messaging Inbox Contacts List, page 7

Forwarding Voice Messages

You can forward voice messages to other Cisco Unity Connection users, email 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 Messaging Inbox web tool.

You can forward a voice message as is or record an introduction that plays before the forwarded message.

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

Procedure

Step 1   In the Messaging Inbox, select the link in the From column to open the message in a new window.

Step 2   In the open message, select **Forward**.

Step 3   Address the message in one of the following two ways:

- Enter the names of users or lists, and/or email addresses in the **To**, **Cc**, and **Bcc** fields, as applicable.

Separate multiple names and email addresses with semicolons (;). For email addresses, enter the full email address of the recipient (for example, <name>@<domain>.com).

- Select **To**, **Cc**, or **Bcc** to add recipients from the Messaging Inbox contacts list.

Step 4 If needed, select 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 Select a link to remove an unwanted recipient.

Step 5 Select one or more special delivery options, as applicable:

Option	Description
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 Messaging 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 Messaging Inbox allows you to request them. Ask your Connection administrator whether Connection is set up to send receipts to users.)

Step 6 On the Media Master, select **Record** and record an introduction, if applicable.

Step 7 When you finish recording, select **Stop**.
To review your introduction before you send the forwarded message, select **Play** on the Media Master, or select **Record** to rerecord the introduction.

Step 8 Select **Send**.

Related Topics

- Addressing Voice Messages by Using the Messaging Inbox Contacts List, page 7

Deleting Messages

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

Procedure

Step 1 In the Messaging 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

Select the **Select All** icon below the menu bar to mark all messages on the page for deletion.

Step 2   Select the **Delete Selected** icon below the menu bar.

Step 3   When prompted, select **OK**.

Step 4   Alternatively, you can delete a message by opening it, selecting **Delete**, and selecting **OK**.

Related Topics

- Managing Deleted Items, page 15

Managing Receipts

As you work with Cisco Unity Connection, you may manage the following different types of receipts:

Heard	Receipt you request when you are sending a message from the Messaging Inbox.
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.

Ask your Connection administrator which receipts the system is set up to use.

In the Messaging Inbox, Connection displays receipts along with voice messages. You open receipts in the Messaging 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 Messaging 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 Messaging Inbox until you delete it.

Procedure

Step 1   In the Messaging Inbox, select the link in the From column to open the receipt.

Step 2   Use the following icons and/or options from the Message menu to manage receipts:

Option	Description
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.

Option	Description
Save	Save the receipt and any changes, such as marking the receipt as new or changing the subject, and return to the Messaging Inbox.
Mark Message as Unread	Check this check box to save the receipt as new.
Close	Close the receipt without saving changes, and return to the Messaging Inbox. The receipt is marked read.

Managing the Deleted Items Folder

About the Deleted Items Folder

When you delete messages from the Messaging 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 Messaging Inbox; or delete them permanently.

Related Topics

Managing Deleted Items

Procedure

Step 1 In the Messaging Inbox, select the **View Deleted Items** icon below the menu bar.

Step 2 On the Deleted Items page, manage the items, as applicable:

Option	Description
Listen to a voice message	Select the **speaker icon** to the left of the message. Or Open the message and play it by using the Media Master.
Reply to or forward a message	Open the message, and select the applicable icon.
Restore a message to the Messaging Inbox	Check the check box to the left of the message, and select the **Restore Selected to Inbox** icon below the menu bar.

Option	Description
Permanently delete a message	Check the check box to the left of the message, select the **Delete Selected** icon below the menu bar, then select **OK**.

C H A P T E R **5**

Managing the Size of Your Mailbox

About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you access the Messaging 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 message 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 Messaging 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, 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 Messaging Inbox web tool, if applicable.

- Archive message recordings before deleting them by saving them as WAV files to your hard disk. In the Messaging 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 Messaging Inbox.

I N D E X