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

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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 1

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

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.