



Managing Cisco Unity Connection Voice Messages in Your Email Application

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About Using Your Email Application to Manage Voice Messages

With Cisco Unity Connection, you can access voice messages and receipts in your email application.

The location of your voice messages depends on the email application, but typically voice messages are in a separate folder in your email application. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in the folder that contains your voice messages.

Sending Voice Messages from Your Email Application

You cannot record voice messages or replies to voice messages from your email application.

You can reply to voice messages only with text. You can forward voice messages, but if you add an introduction, the introduction is also only in text.

Depending on how the system is set up, replies or forwarded messages to recipients that are not Connection users may not be delivered. In that case, you will get a nondelivery receipt (NDR).



Note

When your Cisco Unity Connection mailbox exceeds its size quota, you may not be able to send messages. (See the [“Managing the Size of Your Mailbox”](#) section on page 25.)

Checking Voice Messages in Your Email Application

Voice messages and receipts typically appear in a separate folder in your email application. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Your email application may notify you of new voice messages in the same way that it notifies you of new email messages.

The From field of a message will contain either the name of a Connection user or “Unity Connection Messaging System”—the latter when a message is left by someone who is not a Connection user or by a user who did not log on before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Deleting Voice Messages in Your Email Application

You can delete voice messages from your email application, just as you do email messages. Depending on how the system is set up, you may also be able to retrieve deleted messages in the email application to listen to them, to restore them to a folder, or to delete them permanently.

For some email applications, you may need to periodically purge your deleted messages folder to completely delete voice messages. Check with your Connection administrator as to whether this step is necessary for your email application.

Updating Your Email Application Password to Match Your Cisco PCA Password

Your email application uses your Connection username and Cisco PCA password to access your Connection account to retrieve voice messages. You must update the password in your email application when you change your Cisco PCA password in the Messaging Assistant web tool. This ensures that the email application can continue to access your Connection account.

If your email application prompts you for a password but does not accept it, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Messaging Assistant first, then update it in your email application.

For information on updating the password for your specific email application, contact your Connection administrator.