



User Guide for Cisco Unified Messaging with IBM Lotus Sametime Release 1.2(x)

Revised December 15, 2008

The Cisco Unified Messaging with IBM Lotus Sametime plug-in lets you view and play Cisco Unity or Cisco Unity Connection voice messages directly from Lotus Sametime Connect.

Voice messages are displayed in the Cisco Voicemail application panel in the main Lotus Sametime Connect window. From there, you can play and delete voice messages, as well as chat with other Sametime users who may have left voice messages for you.

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Setting Up Lotus Sametime Connect to Access Voice Messages

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Before accessing voice messages for the first time, you must enter your Cisco Unity or Cisco Unity Connection account information in Lotus Sametime Connect.

To Set Up Lotus Sametime Connect to Access Voice Messages

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| Step 1 | In Lotus Sametime Connect, from the File menu, click Preferences . |
| Step 2 | In the Preferences window, in the tree control, expand Cisco and click Voicemail . |
| Step 3 | Under Account, in the User ID and Password fields, enter your Cisco Unity or Cisco Unity Connection ID and password. |
| Step 4 | Click OK to accept the default settings and to close the Preferences window. |
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Accessing Voice Messages from Lotus Sametime Connect

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In Lotus Sametime Connect, voice messages are listed in the Voicemail panel. In this area, you can review new and saved voice messages, play or delete voice messages, select filters to show all or a subset of your voice messages, and sort the list of voice messages by certain criteria.

The status bar at the bottom of the Voicemail panel indicates whether you are successfully connected to access your voice messages. Any error messages appear as hypertext links, which you can click to show information about the errors and how to resolve them.

Checking Voice Messages

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In the message list, new voice messages are shown in bold text with the New Message icon; heard messages are in regular text with the Read Message icon.

The Name column identifies the sender with either the name of a Sametime contact or a phone number if the message was left by someone who is not in your Contacts list. If the sender is a Sametime contact, you see the availability status of the contact and can initiate a Sametime chat.

The message list also shows the date and time that you received the message.

You can click column headings to sort messages by message status, by contact availability, by contact name, and by date and time. You can filter the message list to show all messages, heard messages, unheard messages, and deleted messages by clicking the applicable option in the Show list.

Right-click a message to display a menu of Lotus Sametime Connect and voicemail actions. Actions vary depending on the voice message status (heard, unheard, or deleted) and whether the sender is a Sametime contact or unknown.



Tip

Press TAB and the arrow keys to navigate to the main Lotus Sametime Connect window.

Playing Voice Messages

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You can play voice messages in the following ways:

- Double-click a message in the Voicemail panel.
- Select the message in the Voicemail panel and press ENTER on your keyboard.
- Right-click the message, then click Play Voicemail from the menu.

In the Voicemail Player that appears, you can manage message playback.

If the message sender is a Sametime contact, you can right-click the name in the Voicemail Player to display a menu of Lotus Sametime Connect commands.

**Tip**

- Press TAB to navigate through the Voicemail Player window, and press ENTER to choose a control.
- Press the UP ARROW or DOWN ARROW keys to adjust volume when this control is selected.
- Press ALT+F4 to close the Voicemail Player.

Deleting Voice Messages

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You can delete voice messages in the following ways:

- Select the message in the Voicemail panel and press DELETE on your keyboard.
- Right-click the message, then click Delete Voicemail from the menu.
- Click Delete in the Voicemail Player.

Deleted voice messages are moved to the Deleted Messages list. (In the Show list, click Deleted to display these messages.) You can restore any messages that have been marked for deletion by right-clicking them, then selecting Undelete Voicemail from the menu.

Deleted messages are not removed until you permanently delete them. To permanently delete all deleted voice messages, right-click any message, then select Purge Deleted Voicemail from the menu.

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