



## Managing the Size of Your Mailbox

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### About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity processes your messages. Your Cisco Unity administrator sets the storage limits for your mailbox, which can prevent you from sending and receiving messages when you exceed the limits. When you access the Cisco Unity Inbox web tool, Cisco Unity 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.

(System broadcast messages are not included in the total size of your mailbox.)

### Reasons Why Your Mailbox May Fill Up Quickly

If you feel that your Cisco Unity mailbox fills up more quickly than you expect, consider the following reasons why this may happen:

#### **A Message-Retention Policy May Not Be Enforced**

By default, Cisco Unity does not automatically delete messages once they reach a certain age. This means that unless your Cisco Unity administrator set up Cisco Unity to enforce a message-retention policy, you are responsible for managing your mailbox size by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently. (See also [Tips for Managing the Size of Your Mailbox, page 24.](#))

If Cisco Unity is set up to enforce a message-retention policy, ask your Cisco Unity administrator how long Cisco Unity stores your messages before permanently deleting them. This way you can plan to archive or move important messages ahead of time. Cisco Unity 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 Are Included in Total Mailbox Size**

The messages in your Deleted Items folder 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. When your e-mail client is configured to save your sent messages, the original message and any attachments are stored in your Sent Items folder and another copy is sent to your Inbox along with the NDR, increasing your mailbox size accordingly.

#### **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 and written 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.

## **Tips for Managing the Size of Your Mailbox**

- To make more room in your mailbox, delete messages from the Cisco Unity Inbox, including those in the Deleted Items folder.
- To archive messages before deleting them, you may be able to save them as WAV files to your hard disk. On the Media Master, use the Copy to File option on the Options menu. (Depending on how Cisco Unity is set up at your organization, the Copy to File option may not be available.)