



User Guide for the Cisco Unity Inbox Web Tool

Release 5.x

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User Guide for the Cisco Unity Inbox Web Tool (Release 5.x with Microsoft Exchange)
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CONTENTS

The Cisco Unity Inbox Web Tool	1
About the Cisco Unity Inbox Web Tool	1
Configuring Your Browser	2
Accessing the Cisco Unity Inbox Web Tool	2
Working with the Media Master	5
About the Media Master	5
Using Sound Files in Your Recordings	6
Changing Your Recording and Playback Devices	6
Changing Message Playback Volume When Computer Speakers Are Your Playback Device	7
Changing Message Playback Speed When Computer Speakers Are Your Playback Device	7
Media Master Keyboard Shortcuts	7
Managing Messages	9
Using the Address Book	9
Sending Voice Messages	10
Checking Messages	11
Replying to Voice Messages	12
Forwarding Messages	13
Managing Receipts and Notices	14
Managing Deleted Items	17
Setting Up Notification for Messages Received in the Cisco Unity Inbox	19
About Cisco Unity Inbox Notification	19
Setting Up or Changing Cisco Unity Inbox Notification	19
Managing the Size of Your Mailbox	23
About Mailbox Size	23
Reasons Why Your Mailbox May Fill Up Quickly	23
Tips for Managing the Size of Your Mailbox	24



The Cisco Unity Inbox Web Tool

- [About the Cisco Unity Inbox Web Tool, page 1](#)
- [Configuring Your Browser, page 2](#)
- [Accessing the Cisco Unity Inbox Web Tool, page 2](#)

About the Cisco Unity Inbox Web Tool

The Cisco Unity Inbox web tool allows you to listen to, compose, reply to, forward, and delete voice messages. Voice messages are presented in the Cisco Unity Inbox, along with receipts. When you also have the fax option, you can use the Cisco Unity Inbox to manage faxes as well. (Neither e-mail messages nor system broadcast messages are presented in the Cisco Unity Inbox.)



Note

The Cisco Unity Inbox does not refresh the display automatically; you must click the Refresh Message List icon periodically to check for new messages.

By default, ten messages are presented at a time, though you can change the number for each session by clicking a different value in the Messages Per Page list. When the number of messages in the Cisco Unity Inbox exceeds the value specified in the Messages Per Page list, click the arrows or the page number at the bottom of the page to navigate to additional Cisco Unity Inbox pages.

By clicking the applicable icon on each Cisco Unity Inbox page, you can sort and delete the messages on the page, and compose and listen to voice messages. You use the Media Master, which is displayed in each message, to play and record messages in the Cisco Unity Inbox. (See also [Working with the Media Master, page 5.](#))



Tip

Talk to your Cisco Unity administrator if you experience performance or sound-quality issues when playing messages through multimedia speakers in a low-bandwidth environment.

Access to the Cisco Unity Inbox is provided through the Cisco Personal Communications Assistant (PCA) website.



Note

Your Internet browser must be set up to use the Cisco PCA. (See also [Configuring Your Browser, page 2.](#))

We welcome your feedback about Cisco Unity. Click the Feedback link in the top right corner of the Cisco Unity web tool pages. In the form that opens, enter any information that you want to send to us about Cisco Unity, then click Submit.

Configuring Your Browser

Although it is likely that your Cisco Unity administrator has already done so for the computer that you use at the office, note that in order to use the Cisco PCA website to access the Cisco Unity web tools, your browser must be configured to:

- Enable Active scripting.
- Download and run ActiveX controls.
- Enable Java scripting.
- Accept all cookies.
- Automatically check for newer versions of temporary Internet files.
- Enable Medium-High privacy.

Keep this in mind if your organization offers remote access to the Cisco PCA, and you want to set up a computer at home to access the Cisco PCA. (Talk to your Cisco Unity administrator about using the Cisco PCA across a firewall.)

Accessing the Cisco Unity Inbox Web Tool

This section contains two procedures:

- [To Access the Cisco Unity Inbox, page 2](#)
- [To Access Cisco Unity Inbox Help, page 3](#)

To Access the Cisco Unity Inbox

Step 1 Go to **http://<Cisco Unity server>/ciscopca**. (The URL is case sensitive.)



Timesaver

Bookmark the Cisco PCA URL so you do not have to enter the web address each time you want to access the Cisco Unity Inbox. (You cannot bookmark the page for the Cisco Unity Inbox.)

Step 2 Enter your credentials:

User Name	Enter the alias for your Windows domain account. (For example, enter tcampbell or enter tcampbell@<domain name>.) If you enter the full path for your alias (i.e. if you include the domain), you do not need to complete the Domain field.
------------------	--

Password	Enter the password for your Windows domain account. If you cannot remember your Cisco PCA password, contact your Cisco Unity administrator for assistance.
Domain	Enter the name of the domain in which your Windows domain account resides. If you entered a full path for your alias in the User Name field, you do not need to enter the domain name here.

Step 3 Under Options, check any or all of the following fields so that you do not have to re-enter your credentials the next time you log on to the Cisco PCA:

- Remember Username
- Remember Password
- Remember Domain

For security reasons, you may wish to enter some or all of your Cisco PCA credentials each time that you log on, especially if you share a computer with others. (Depending on how Cisco Unity is set up, the above options may not be available to you.)

Step 4 On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.

Step 5 When you are ready, click **Log Out** in the top right corner of the navigator bar.

To Access Cisco Unity Inbox Help

Step 1 On any Cisco Unity Inbox page, click the **Help** menu.

Step 2 From the menu, click a topic link.

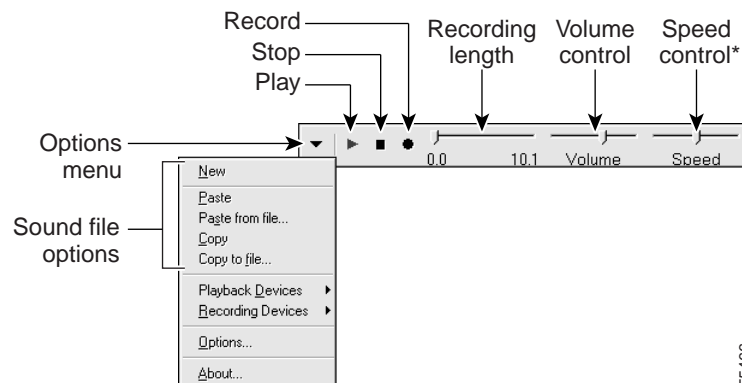


Working with the Media Master

- [About the Media Master, page 5](#)
- [Using Sound Files in Your Recordings, page 6](#)
- [Changing Your Recording and Playback Devices, page 6](#)
- [Changing Message Playback Volume When Computer Speakers Are Your Playback Device, page 7](#)
- [Changing Message Playback Speed When Computer Speakers Are Your Playback Device, page 7](#)
- [Media Master Keyboard Shortcuts, page 7](#)

About the Media Master

The Media Master appears in voice messages in the Cisco Unity Inbox web tool. You record and play messages by clicking the Media Master controls.



You also use the Media Master to change the recording and playback devices you use while working with the Cisco Unity Inbox, and to change playback volume and playback speed.

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.



Note

The Media Master does not work through a firewall. It also requires that your browser is able to download and run ActiveX controls.

Using Sound Files in Your Recordings

The Options menu—the first button (down arrow) on the Media Master—allows you to use other sound (WAV) files in your recordings. The following sound file options are available:

New	Erase a recording to rerecord.
Paste	Paste a sound recording the same way you paste text in a text file.
Paste from File	Paste another sound file to a recording.
Copy	Copy a sound recording the same way you copy text in a text file.
Copy to File	Copy the recording to a sound file that you name. Depending on how Cisco Unity is set up at your organization, this option may be unavailable.

Changing Your Recording and Playback Devices

You can choose the devices that you use for recording and playing voice messages while working with the Cisco Unity Inbox web tool:

Recording devices	<ul style="list-style-type: none"> Phone—Cisco Unity calls you, and you speak into the phone handset or into the speakerphone microphone. Computer microphone (if available).
Playback devices	<ul style="list-style-type: none"> Phone—Cisco Unity calls you, and you listen through the phone handset or through the speakerphone speaker. Computer speakers (if available). <p>Note If you play messages through computer speakers while working in a low-bandwidth environment, sound quality may suffer. To improve sound quality, ask your Cisco Unity administrator for assistance.</p>



Tip

The phone offers the best sound quality for recordings.

To Change Your Recording or Playback Device

- Step 1** In the Cisco Unity Inbox, open a voice message.
- Step 2** On the Media Master, from the Options menu, click either **Playback Devices** or **Recording Devices**, and choose the device that you want to use in the list.
- Step 3** If you chose Phone as the device, confirm that the phone information is correct:
 - a. From the Options menu, click **Options**.
 - b. In the dialog box, confirm that your extension and the name of your Cisco Unity server is correct. (If you do not know the server name, contact your Cisco Unity administrator.)
 - c. Click **OK**.

- Step 4 Click **Close** to close the voice message.
-

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 Cisco Unity Inbox web tool when your computer speakers are set as the playback device in the Media Master.

To Change Message Playback Volume When Computer Speakers Are Your Playback Device

- Step 1 In the Cisco Unity Inbox, open a voice message.
- Step 2 On the Media Master, click and drag the **Volume Control** slider to decrease or increase playback volume.
- Step 3 Click **Play** to play the message, which saves the volume setting for messages that you listen to through your computer speakers.
- Step 4 Click **Close** to close the voice message.
-

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 Cisco Unity Inbox web tool when your computer speakers are set as the playback device in the Media Master.

To Change Message Playback Speed When Computer Speakers Are Your Playback Device

- Step 1 In the Cisco Unity Inbox, open a voice message.
- Step 2 On the Media Master, click and drag the **Speed Control** slider for slower or faster playback.
- Step 3 Click **Play** to play the message, which saves the speed setting for messages that you listen to through your computer speakers.
- Step 4 Click **Close** to close the voice message.
-

Media Master Keyboard Shortcuts

The following table lists the keyboard shortcuts available for working with the Media Master in the Cisco Unity Inbox web tool.

Table 1 **Keyboard Shortcuts for the Media Master**

Key(s)	Task
Alt-Shift-P	Play/Pause
Alt-Shift-S	Stop
Alt-Shift-R	Record/Pause
Alt-Shift-M	Open Options menu
Alt-Shift-F3	Skip back
Alt-Shift-F4	Skip forward
Alt-Shift-F7	Decrease volume
Alt-Shift-F8	Increase volume
Alt-Shift-F11	Slower playback
Alt-Shift-F12	Faster playback

You can also use the keyboard to make selections on the Options menu. Press the letter that is underlined for the option you want to select on the Options menu.



Managing Messages

- [Using the Address Book, page 9](#)
- [Sending Voice Messages, page 10](#)
- [Checking Messages, page 11](#)
- [Replying to Voice Messages, page 12](#)
- [Forwarding Messages, page 13](#)
- [Managing Receipts and Notices, page 14](#)

Using the Address Book

The Address Book in the Cisco Unity Inbox web tool contains all Cisco Unity subscribers to whom you can send voice messages. It also contains any private lists you have set up (display names are listed).

To Address a Message by Using the Address Book

- Step 1** In a message, click the **Open Address Book** icon (address book).
- Step 2** In the **Search** list, set the applicable search scope. To find subscribers from other locations in your organization, set the search scope to Global.
- Step 3** In one or more fields, enter the applicable information about the subscriber, private list, or public distribution list to whom you want to address the message.



Tip Enter an asterisk (*) in a field to list all subscribers or public distribution lists in a directory. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- Step 4** Click **Find**.
- Step 5** In the list of possible matches, click the radio button next to the recipient, then click **To**, **Cc**, or **Bcc**. (To listen to the recorded name of a subscriber or list, click the speaker icon.)
- If you do not see the correct recipient, try entering different search criteria, then click Find to search again.



Tip When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

Step 6 Click **Close**.

Sending Voice Messages

You can send voice messages to Cisco Unity subscribers, e-mail addresses, and public and private distribution lists.

To address messages to Cisco Unity subscribers, you enter either their names or their primary extensions. (You cannot address messages to subscribers by entering their alternate extensions.) Messages addressed to e-mail addresses are sent as a sound (WAV) file attached to an e-mail message.

To Send a Voice Message

Step 1 In the Cisco Unity Inbox, click the **New Message** icon (letter with pencil).

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

- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
- Click To, Cc, or Bcc to select recipients from the Address Book.

Step 3 If needed, click the **Check Names** icon (person with check mark), then search for and select your recipients to resolve name and extension conflicts. (When names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip Click a link to remove an unwanted recipient.

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

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

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. Note You may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your administrator whether Cisco Unity is set up to send receipts to subscribers.

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

- Step 7** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 8** Click **Send**.
-

Checking Messages

You can check voice messages, receipts, and faxes (if you have the fax option) in the Cisco Unity Inbox. (E-mail messages and system broadcast messages are not available in the Cisco Unity Inbox.)

Information in the From field identifies the sender. The field will contain either the name of a Cisco Unity subscriber or “Unity Messaging System,” when a message is left by someone who is not a Cisco Unity subscriber or by a subscriber who did not log on to Cisco Unity before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Refresh your Cisco Unity Inbox by clicking the Refresh Message List icon to periodically check for new messages. After you have listened to or viewed a new message, you may need to refresh again to see the New Message icon disappear.

To Check a Message

- Step 1** In the Cisco Unity Inbox, click the **Cisco Unity Voice Message** icon (the speaker) next to the voice message. (Click the icon again to stop playback.)

Or

Open the voice message and play it:

- a. Click the name of the sender. The message opens in a new window.
- b. On the Media Master, click **Play**.

For fax messages, click the link for the attached fax to start the fax viewer program on your computer.

Step 2 Use the following icons and message options to manage messages:

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 Cisco Unity subscribers.)
Reply to All	Respond with a voice message to all Cisco Unity subscribers who received the message.
Forward	Send the message to another subscriber and/or distribution list. (Note that you cannot forward any message that is marked private.)
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 Copy to File 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 Cisco Unity Inbox.
Mark Urgent	Check the check box to flag the message as urgent.
Mark Message as Unheard (or Unread)	Check the check box to save the message as new. (This may trigger the message-waiting indicator on your phone.)
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox.

Replying to Voice Messages

You can reply to only the sender, or to the sender and all other recipients. You can also add recipients to a reply, including Cisco Unity subscribers, e-mail addresses, and public and private distribution lists.

A message from “Unity Messaging System” means that the caller was not a Cisco Unity subscriber or was not logged on as one when the message was left. You cannot reply to messages from such callers.

To Reply to a Voice Message

-
- Step 1** In the Cisco Unity Inbox, click the name of the sender.
- Step 2** In the open message, click **Reply** or **Reply to All**, as applicable.
- Step 3** If applicable, add recipients in one of the following ways:
- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click To, Cc, or Bcc to select recipients from the Address Book.
- Step 4** If needed, click the **Check Names** icon (person with check mark), then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip Click a link to remove an unwanted recipient.

- Step 5** Edit the Subject field, if applicable.
- Step 6** Select one or more special delivery options, if applicable.

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. Note You may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.

- Step 7** On the Media Master, click **Record** and record your reply to the message.
- Step 8** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 9** Click **Send**.

Forwarding Messages

You can forward messages to other Cisco Unity subscribers, e-mail addresses, and public and private distribution lists. Messages that you or another Cisco Unity subscriber mark private cannot be forwarded to anyone from the Cisco Unity Inbox.

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

To Forward a Voice Message

- Step 1** In the Cisco Unity Inbox, click the name of the sender.
- Step 2** In the open message, click **Forward**.
- Step 3** If applicable, add recipients in one of the following ways:
- Enter subscriber names or their primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields. Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click To, Cc, or Bcc to select recipients from the Address Book.

Step 4 If needed, click the **Check Names** icon (person with check mark), then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)



Tip Click a link to remove an unwanted recipient.

Step 5 Edit the Subject field, if applicable.

Step 6 Select one or more special delivery options, if applicable.

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Cisco Unity subscribers cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. Note You may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Cisco Unity administrator whether Cisco Unity is set up to send receipts to subscribers.

Step 7 On the Media Master, click **Record** and record an introduction to the forwarded message, if applicable.

Step 8 When you finish recording, click **Stop**.

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

Step 9 Click **Send**.

Managing Receipts and Notices

When you check messages in the Cisco Unity Inbox web tool, Cisco Unity presents your receipts and notices along with other messages. You open and manage them in nearly the same way as other messages, though you cannot reply to or forward return receipts, NDRs, or notices.

As you work with Cisco Unity, you may manage the following receipts:

Heard	Message that informs you when the recipient opens or plays your message.
Unheard	Message that informs you when the recipient deletes your message without opening or playing it.
Delivery	Message that informs you when your message was delivered to its intended recipient.
Nondelivery (NDR)	Message that informs you when a message that you sent could not be delivered to its intended recipient.
Alternate greeting notice	Message that informs when you have left or sent a message to another Cisco Unity subscriber who has the alternate greeting enabled.

As you review an NDR, you can use the Media Master control bar to play the original message and you can resend it to the recipient(s) who failed to receive it. You can record an introduction, modify 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 Cisco Unity Inbox until you delete it.

For alternate greeting notices, you see the following message: “The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

To Manage Receipts and Notices from the Cisco Unity Inbox

- Step 1** In the Cisco Unity Inbox, click the name of the sender to open the receipt or notice.
- Step 2** Use the following icons or Message menu options to manage the item:

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 recipient list, and change delivery options.
Delete	Delete the message.
Save	Save the item and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unread	Check this check box to save the message as new.
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox. The item is marked read.



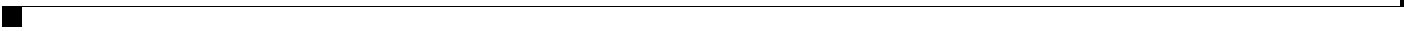
Managing Deleted Items

In the Deleted Items folder, you can listen to deleted voice messages and view deleted faxes (if you have the fax option), reply to or forward them, restore them to the Cisco Unity Inbox, or delete them permanently.

To Manage Deleted Items

- Step 1** In the Cisco Unity Inbox, click the **View Deleted Items** icon (the trash can with the folder.)
- Step 2** On the Deleted Items page, do the applicable task(s):

To listen to a voice message	Click the Cisco Unity Voice Message icon (the speaker) next to the message to play it directly from the Cisco Unity Inbox. Or Open the message, and click Play on the Media Master.
To view a fax	Click the link for the attached fax to start the fax viewer program on your computer.
To reply to or forward a message	Open the message, and click the applicable icon: Reply , Reply to All , or Forward .
To restore a message to the Inbox	Check the check box(es) to the left of the message(s) that you want to restore, and click the Restore Selected Rows to the Inbox icon.
To permanently delete a message	Check the check box(es) to the left of the message(s) that you want to delete, click the Delete Selected Rows icon, then click OK .





Setting Up Notification for Messages Received in the Cisco Unity Inbox

- [About Cisco Unity Inbox Notification, page 19](#)
- [Setting Up or Changing Cisco Unity Inbox Notification, page 19](#)

About Cisco Unity Inbox Notification

You can set up message notification so that you receive an e-mail whenever a new message arrives in the Cisco Unity Inbox. Cisco Unity sends the e-mail based on the notification schedules and contact options that you set in the Cisco Unity Assistant. You can receive the e-mail in an e-mail account, or on a text pager or text-compatible cell phone.

Cisco Unity sends notification messages during active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.



Note

For any message that is marked new, Cisco Unity sends a notification at the start of the next active hour in your schedule, even if you already received notification for the message.

Setting Up or Changing Cisco Unity Inbox Notification

To Set Up or Change Cisco Unity Inbox Notification

- Step 1** In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.
- Step 2** In the list of devices, click **Text for Cisco Unity Inbox**.
- Step 3** In the “E-mail” section, check the **Notification Enabled** check box to enable notification, or uncheck it to disable notification.
- Step 4** In the To field, enter the e-mail address of the e-mail account, text pager, or text-compatible cell phone at which you want to receive notification.
- Step 5** In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity when you are not dialing from your desk phone.)



Tip If you have a text-compatible cell phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

- Step 6** Check the **Include Voice Mail, E-Mail, and Fax Counts** check box to receive message counts in the notification.
- Step 7** Check the **Include Caller Information** check box to receive caller information in the notification.
- Step 8** In the Voice Messages, E-Mails, and Faxes lists in the “Notify Me Of” section, choose the condition under which Cisco Unity sends notification for each message type:

None	Cisco Unity does not send notification when new messages arrive.
All	Cisco Unity sends notification for all messages.
Urgent	Cisco Unity sends notification only for messages marked urgent.

- Step 9** To set up the notification schedule, use the Quick Add options to specify a schedule.

Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device.



Tip There are several ways to set up the notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day’s Schedule function—below the schedule—to copy a schedule for one day to other days.

- Step 10** Specify the timing and frequency of the notification that Cisco Unity makes to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Cisco Unity waits to send the first e-mail once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place.
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<p>Contact Me Each Time a New Messages Arrives</p>	<p>Click this option so that Cisco Unity sends an e-mail each time that message notification is triggered. When this option is selected and the Attempt First Contact After <x> Minutes field is set to 0, Cisco Unity triggers message notification immediately.</p> <p>However, if you enter a delay in the Attempt First Contact After <x> Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.</p>
<p>If There Are Still New Messages, Try Again Every <x> Minutes</p>	<p>Enter the number of minutes that Cisco Unity sends regular e-mails, as long as you have new messages. The range for the field is 1 to 100 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.</p>

Step 11 Click **Save**.



Managing the Size of Your Mailbox

- [About Mailbox Size, page 23](#)
- [Reasons Why Your Mailbox May Fill Up Quickly, page 23](#)
- [Tips for Managing the Size of Your Mailbox, page 24](#)

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.)