Cisco Unity Express 8.6
Web Inbox User Guide

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Using Your Voice Mailbox

Your messages are stored in your inbox. For information about managing messages, see the following sections:

- Viewing Your Inbox
- Managing Your Inbox
- Managing Voice Messages
- Managing Fax Messages

Viewing Your Inbox

Use this procedure to view your inbox.

Step 1   Choose **Voice Mailbox > Inbox**.

Your inbox displays. There is a tab for your personal mailbox and for each general delivery mailbox you may be subscribed to. If you have multiple mailboxes, then click on the tab for the mailbox to view the messages in that mailbox.

The mailbox displays the following columns:

- QuickPlay button — Click to play a voice message or display a non-voice message.
- Message status
    - New messages are indicated with the closed envelope icon.
    - Saved messages are indicated with the open envelope icon.
- ! — Indicates whether a message has been marked urgent by the sender.
- Private — Indicates whether the message has been marked private.

    A message marked Private cannot be forwarded or saved to your computer.
- Type — The type of message. Supported message types are:
    - Voice
    - Fax
    - Voice Fax (a fax message accompanied by a recorded voice message)
    - NDR (Non-Delivery Receipt). See Viewing a Message Marked NDR.
    - DDR (Delayed Delivery Receipt). See Viewing a Message Marked NDR.

- From — The sender of the message

- Received — The day, date, and time the message was received

- Size — The length of the voice message or the file size of the fax message

To select the number of messages to display per page, use the pull-down menu at the top right corner of the mailbox tab and click **Go**.

Managing Your Inbox

This section describes how to manage the messages in your inbox:

- Checking for New Messages (Refreshing Your Inbox)
- Saving New Messages
- Deleting Messages
- Playing a Broadcast Voice Message
- Managing Expired Messages
- Viewing a Message Marked NDR
- Viewing a Message Marked DDR
- Viewing a Message Marked Secure

Checking for New Messages (Refreshing Your Inbox)

To refresh your inbox and check for new messages, click the **Refresh** icon. New messages are displayed.

Saving New Messages

To save new messages in your inbox, select the new message(s) using the checkbox, and click the **Save** icon. The envelope icon changes from a closed envelope to an open envelope.

Once a message is saved, you can change the status back to new by selecting the message and clicking the **Mark New** icon.

Deleting Messages

To delete messages in your inbox, select the messages using the checkbox, and click the **Delete** icon. The messages are moved to the Deleted Messages folder. See Viewing Your Deleted Messages.

Playing a Broadcast Voice Message

You may receive broadcast voice messages in your inbox. When you log into your inbox, you will receive a notification that a broadcast voice message has been received. You must either save or delete the broadcast voice messages before you can continue working in your personal inbox.

- To play the broadcast voice message, follow the instructions in Playing a Voice Message.

- To save a voice message, select the message using the checkbox, and click **Save**.

- To delete a voice message, follow the instructions in Deleting Messages.

Managing Expired Messages

When you log into your inbox, you may receive the following message:

You have expired messages. Please Save or Delete them before continuing

You must save or delete the expired messages before accessing your inbox. Messages expire after a time period set by your system administrator. By default, messages expire after 30 days. For more information, see Managing Voice Messages and Managing Fax Messages.

Messages marked secure must be deleted when they expire and cannot be saved beyond the expiration date.

Viewing a Message Marked NDR

If a message in your inbox is marked NDR (Non-Delivery Receipt), then the message was not sent successfully.

Click the QuickPlay button to view the NDR message.

- Click the Details tab to view the details of the NDR message.

- Click the Forward tab to forward the message.

- Click the Resend tab to resend the message.

Viewing a Message Marked DDR

If a message in your inbox is marked DDR (Delayed Delivery Receipt), then Cisco Unity Express is still attempting to send the message and it has been in the message queue for 30 minutes.

Click the QuickPlay button to view the message details. The report will show the subject of the message and the time the message was sent. The report does not show the contents of the original message.

Viewing a Message Marked Secure

If a message in your inbox is marked secure, you may see the following notice when selecting a voice message:

"This message is marked as secure and cannot be accessed in this session. Please re-login with https://<hostname>user." To access the message, log in to the system using a secure HTTPS address.

Both voice messages and fax messages can be marked secure.

Messages marked secure must be deleted when they expire and cannot be saved beyond the expiration date.

Managing Voice Messages

This section describes how to manage voice messages.

- Playing a Voice Message
- Playing a Broadcast Voice Message
- Replying to a Voice Message
- Forwarding a Voice Message
- Composing a New Voice Message

Playing a Voice Message

Use this procedure to play a voice message.

Step 1 Select the message by clicking on the checkbox.

Step 2 Click the **QuickPlay** button for the voice message.

The message menu appears. The message will automatically start playing. The message progress is indicated by the Progress slider.

- To stop message playback, press the Stop button.
- To restart message playback, press the Play button.
- To move to a different part of the message, slide the Progress slider.
- To adjust the message playback volume, slide the Volume slider.

Step 3 To save the voice message to your computer, click the **Download** button.

Replying to a Voice Message

Use this procedure to reply to a voice message.

Step 1 Click the **QuickPlay** button for the voice message.

The message menu appears.

Step 2 Click the Reply tab.

The sender's name automatically appears. To copy other users on the reply message, enter the usernames in the field below the sender's name.

Step 3 To record a reply to the voice message, press the record button and record your reply message. To save your reply message to your computer, click the **Download** button.

Step 4 Select the attributes of the message reply:

- Select Mark Urgent for urgent delivery.

- Select Mark Private for private delivery.

  A message marked Private cannot be forwarded to another user or saved to your computer.

- Select Future Delivery and specify a calendar date for when the message reply will be sent.

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  Note A reply to a message marked Secure is automatically marked as Secure.

Step 5 Click **Send** to send the message reply. Click **Cancel** to cancel the message reply.

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Note The original message is not included in the reply message. To reply to the original sender and include the original message, forward the original voice message to the sender and include a voice message. See Forwarding a Voice Message.

Forwarding a Voice Message

Use this procedure to forward a voice message.

Step 1 Click the **QuickPlay** button for the voice message.

The message menu appears.

Step 2 Click the Forward tab.

Step 3 Enter the recipient in the To: field.

Step 4 To record an introductory voice message to the forwarded voice message, press the record button and record your voice message. To save your introductory voice message to your computer, click the **Download** button.

Step 5 Select the attributes of the forwarded message:

- Select Mark Urgent for urgent delivery.
- Select Mark Private for private delivery.

  A message marked Private cannot be forwarded to another user.

- Select Future Delivery and specify a calendar date for when the message will be forwarded.

  ✎
  Note The Forward menu allows you to play your recorded voice message only. It does not allow you to play the original voice message being forwarded. To play the original voice message, click **Cancel** and return to the Inbox.

Step 6 Click **Send** to send the forwarded voice message. Click **Cancel** to cancel forwarding of the original voice message.

The following restrictions apply:

- If you receive a voice message that was marked Private by the sender, then the message cannot be forwarded.

- If you forward a voice message that was marked secure by the sender, then the forwarded message is automatically marked secure. To access the voice message, the recipient is required to log in using a secure HTTPS session.

Composing a New Voice Message

Use this procedure to compose a new voice message.

Step 1 Click the **Compose** button

The Record window opens.

Step 2 Choose one of the following:

- To record your message, press the **Record** button and record your message. When you are finished recording your message, press the Stop button.
- To upload an audio file that will be the content of your voicemail, press the **Upload** button.

Step 3 To address the message, type the name in the To: field. The recipient can be either an individual or a mailing list.

You can also search for a recipient by clicking on the magnifying glass icon.

Step 4 Select the attributes of the voice message:

- Select Mark Urgent for urgent delivery.
- Select Mark Private for private delivery.

    If you mark your message Private, the recipient cannot forward it to another user.

- Select Mark Secure for secure delivery.

    This option is only available if secure messaging is enabled by your system administrator, and if you logged in using a secure HTTPS session. The recipient can only access the message marked secure when logged in using a secure HTTPS session.

- Select Future Delivery and specify a calendar date for when the message will be forwarded.

Step 5 Click **Send** to send the voice message. Click **Cancel** to cancel sending the voice message.

Managing Fax Messages

This section describes how to manage fax messages.

- Displaying and Saving Fax Messages
- Forwarding a Fax Message
- Printing a Fax Message

Displaying and Saving Fax Messages

Use this procedure to view and save a fax message.

Step 1   Click the **QuickPlay** button for the fax message.

The fax menu displays, with the name of the fax file shown. If the fax message was accompanied by a voice message recorded by another Cisco Unity Express subscriber, the message play window will display.

- Press the **Play** button to listen to the voice message.
- Press the **Download** button to save the voice message to your computer.
- Press the **Reply** tab to record an audio voice message response to the sender of the fax.

Step 2   To view the fax message, click the **View** button.

Step 3   To save the fax message, click the **Save to Computer** button.

A dialog box displays to save the fax message to your computer. The fax message is saved as a TIFF file.

To forward a fax message, see Forwarding a Fax Message. To print a fax message, see Printing a Fax Message.

Forwarding a Fax Message

Use this procedure to forward a fax message.

Step 1   Click the **QuickPlay** button for the fax message.

The fax menu displays, with the name of the fax file shown. If the fax message was accompanied by a voice message recorded by another Cisco Unity Express subscriber, the message play window will display.

- Press the **Play** button to listen to the voice message.
- Press the **Download** button to save the voice message to your computer.
- Press the **Reply** tab to record an audio voice message response to the sender of the fax.

Step 2   To view the fax message, click the **View** button.

Step 3   To forward the fax message, click the **Forward** tab.

When you forward a fax message, you can record a voice introduction that will accompany the fax.

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> **Note** If you forward a fax message that is marked secure, then the forwarded fax message is automatically marked secure. To access the fax message, the recipient is required to log in using a secure HTTPS session.

Step 4 Select the attributes of the forwarded message:

- Select Mark Urgent for urgent delivery.
- Select Mark Private for private delivery.

  A message marked Private cannot be forwarded to another user.
- Select Future Delivery and specify a calendar date for when the message will be forwarded.

Step 5 Click **Send** to forward the fax message.

Printing a Fax Message

Use this procedure to print a fax message.

Step 1 Click the **QuickPlay** button for the fax message.

The fax menu displays, with the name of the fax file shown. If the fax message was accompanied by a voice message recorded by another Cisco Unity Express subscriber, the message play window will display.

- Press the **Play** button to listen to the voice message.
- Press the **Download** button to save the voice message to your computer.
- Press the **Reply** tab to record an audio voice message response to the sender of the fax.

Step 2 To view the fax message, click the **View** button.

Step 3 To print the fax message, click the **Print** tab.

A dialog box displays to print the fax. If a fax machine is pre-configured on the system, the fax number will appear in the pull-down menu. Select the fax number or enter one in the field.

Step 4 Press **Print** to print the fax message.

Viewing Your Deleted Messages

To view your deleted messages, choose **Voice Mailbox > Deleted Messages**. The Inbox - Deleted Messages screen displays all of the deleted messages.

- To undelete a message and return it to your personal Inbox, click **Undelete**.

- To immediately purge the message from the list of Deleted Messages, click **Delete Permanently**.

All messages deleted permanently cannot be recovered.

All messages in the Deleted Messages list will be permanently deleted when you log out of the system. Make sure to undelete any messages you want to save before logging out.

Creating Your Greetings

Greetings fall into the following three categories:

- Standard greetings
- Alternate greetings

    This category includes the following types of greetings:

    - Alternate
    - Meeting
    - Vacation
    - Extended absence

- State-based greetings:

    This category includes the following types of greetings:

    - Busy
    - Closed
    - Internal

By default, the standard greeting is enabled but none of the alternate or state-based greetings are enabled. The standard greeting is always enabled but if one of the alternate greetings is enabled, it takes precedence over the standard and state-based greetings.

You can enable one or all of the state-based greetings. These greetings are played when no alternate greeting is enabled and the following conditions apply:

- When the system is busy, the busy greeting is played. When enabled, the busy greeting has precedence over the other state-based greetings.
- During non-business hours, the closed greeting is played.
- When the call is from an internal number, the internal greeting is played.

Displaying or Modifying the Greetings Tab of Your Personal Mailbox

Use this procedure to display or modify the Greetings tab of a personal mailbox:

Step 1   Select the **Greetings** tab. The My Greetings window displays.

Step 2   To configure one of the following types of greetings, click the link for the greeting:

- Standard
- Closed
- Internal
- Busy
- Alternate
- Meeting
- Vacation
- Extended Absence

Step 3   Choose whether the greeting is either:

- Disabled
- Enabled indefinitely
- Enabled until a specified date and time

Step 4   Choose one of the following sources of the greeting:

- System default
- Personal recording (See Recording Your Greetings.)
- Nothing (This is an empty greeting and can be selected if you want no greeting to be played.)

Step 5   Click **Apply** to save your configuration.

Recording Your Greetings

Choose from one of the following procedures:

- Recording Your Greeting Using Your Computer's Audio Input Device
- Uploading Your Greeting from an Audio File

Recording Your Greeting Using Your Computer's Audio Input Device

Use this procedure to record your spoken name using your computer's input audio device.

Step 1   Click the greeting type.

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> **Note**   If a greeting is already recorded, then the Play button is enabled. You can review the current greeting before deciding to re-record it.

Step 2   Press the **Record** button.

Step 3   Speak your greeting into your computer's audio input device.

You can adjust the volume level of your computer's audio input device using the Volume slider.

Step 4   When you have finished recording your greeting, click the **Stop** button.

Step 5   To re-record the greeting, press the **Record** button again and click **OK** in the warning dialog box to over-write the recording.

Step 6   When you have completed recording your greeting, press **Play** to listen to it.

Step 7   When you are satisfied with your greeting, click **Apply** to save your configuration.

Uploading Your Greeting from an Audio File

Use this procedure to upload your spoken name from an audio file.

Step 1   Click the greeting type.

Step 2   Click the U**pload** button.

Choose the file containing the audio file to be uploaded. The file must be in G.711 u-law 8 bit 8Khz mono format.

Step 3   Click **OK**.

Step 4   Press **Play** to listen to your greeting.

Step 5   When you are satisfied with your greeting, click **Apply** to save your configuration.

Configuring Message Notification

You can set any of the following notification devices to be notified when a message is received:

- Home phone
- Work phone
- Cell phone
- Pager (numeric)
- Text pager
- Email inbox

Use this procedure to configure a specific notification device:

Step 1   Choose **Notification Devices** and click on your personal tab or a General Delivery Mailbox tab.

Step 2   Set the Cascading Settings options—Set your cascade settings to notify selected recipients after a specified number of minutes.

Step 3   In the Notification Device window, click the device type.

Step 4   Select the Enable notification to this device check-box.

Step 5   Enter data into the following fields. The fields shown depend on the type of device that you have selected.

- Device phone number
- Extra digits (such as access codes)
- To: (Email address)—Enter the email address to which to send notifications.
- Text for pager/text for email—Enter the text to display on the pager or in the email when the notification is sent. **Note**: Special characters, including the "?," are not allowed.
- Notification preferences—Choose one of the following from the drop-down menu:
  - **Urgent Messages**—Notifications are only sent for voice-mail messages marked "urgent" by the sender.
  - **All Messages**—Notifications are sent for all voice-mail messages.

Step 6   For the **Notification Schedule**, check the boxes under the day and time.

- Use **Quick Add** to select days, start time and end time. Select from the pull-down menus and click **Add**.
- Use **Copy Day's Schedule** to copy an existing day schedule to another. Select the days and click **Copy**.

Step 7 Click **Apply** to save your data.

Private Distribution Lists

Private distribution lists are used to send a voice-mail message to multiple users at the same time. Cisco Unity Express supports a maximum of 5 private distribution lists for each user, and 50 members total across all of the private lists belonging to a single user. Private distribution lists are configured and maintained by you.

Perform the following tasks from the Voice Mail Distribution Lists window.

- Adding a Private Distribution List
- Displaying or Modifying a Private Distribution List
- Deleting a Private Distribution List

Use this procedure to view a list of private distribution lists.

Step 1 Choose **Private Lists**. The My Private Lists window appears and displays the following fields.

- Name—List name.
- Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
- Description (optional)
- Member count

Adding a Private Distribution List

Use this procedure to add a private distribution list. Distribution lists are used to send a voice-mail message to multiple users at the same time.

Step 1 Choose **Private Lists**. The My Private Lists window appears.

Step 2 Click **Add**.

Step 3 Enter information into the following fields:

- Name—List name.
- Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
- Description (optional)

Step 4   Click **Add**.

Step 5   Click the name of the list to add members to the distribution list.

Displaying or Modifying a Private Distribution List

Use this procedure to display or modify a private distribution list.

Step 1   Choose **Private Lists**. The My Private Lists window appears.

Step 2   Click the name of the list to display or modify it. The detailed information for the list appears.

Step 3   To add members to the list, click the **Members** tab.

Deleting a Private Distribution List

Use this procedure to delete a private distribution list.

Note   You can only delete private distribution lists which you own.

Step 1   Choose **Private Lists**. The My Private Lists window appears.

Step 2   Check the box next to the list(s) you want to delete.

Step 3   Click **Delete**.

Step 4   Click **OK** to confirm.

Configuring Caller Input

Customize how the call flow proceeds in response to keys pressed by the caller before the recording starts when leaving a message. For each mailbox, you can assign one of the following actions to the keys input by the caller:

- Transfer the call to another number
- Connect to the operator
- Ignore the input
- Repeat the greeting
- Say goodbye
- Skip the greeting
- Proceed with subscriber sign-in

These actions can be assigned only to single digit input by the user, such as the numbers zero through nine (0 - 9), the asterisk (*), or the pound sign (#).

Use this procedure to display or modify the Caller Input tab of a personal mailbox or General Delivery Mailbox:

Step 1 Choose **Preferences > Caller Input**. The Caller Input window appears.

Step 2 For each of the possible caller inputs, the numbers zero through nine (0 - 9), the asterisk (*), or the pound sign (#), select one of the following actions:

- Transfer the call to another number
- Connect to the operator
- Ignore the input
- Repeat the greeting
- Say good bye
- Skip the greeting
- Proceed with subscriber sign-in

Step 3 Click **Apply** to save your configuration.

Modifying Your Cisco Unity Express Personal Profile

Each voicemail user in Cisco Unity Express has a personal profile. If you subscribe to a General Delivery Mailbox, then you also have a profile associated with that mailbox.

Perform the following tasks from your main Cisco Unity Express user window:

- Modifying Your Personal Profile
- Modifying a General Delivery Mailbox Profile
- Recording Your Spoken Name

Modifying Your Personal Profile

Use this procedure to display and modify your Cisco Unity Express personal profile.

Step 1   To view your profile, click **Preferences** > **Personal**. The Personal window appears.

Step 2   Click the tab for your personal profile.

The Personal profile window appears with the following fields shown:

- User ID
- First name and last name
- Nickname
- Display name
- Primary extension
- Primary E.164 number
- Fax number
- Spoken Name
- Language
- Password
- Confirm password—Enter the password again for confirmation.
- Personal identification number (PIN)
- Confirm PIN—Enter the PIN again for confirmation.

Step 3 To change your Display Name, enter the new display name in the Display Name field.

The Display Name is how your name is displayed within Cisco Unity Express applications.

Step 4 To change your spoken name, see Recording Your Spoken Name.

Step 5 To change the system language, select the Language pull-down menu and select your preferred language.

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> **Note** Your language options may be pre-determined by the administrative settings. See your system administrator for details.

Step 6 To create or change your Cisco Unity Express voice-mail password, enter the password in the Password field.

The password is used to access the Cisco Unity Express user GUI. A Cisco Unity Express password consists of letters and numbers and is at least 3 characters but not more than 32 characters long.

Step 7 To confirm your password, re-enter the password in the Confirm Password field.

Step 8 To create or change your Cisco Unity Express voice-mail PIN, enter a PIN in the PIN field.

The PIN is used to access Cisco Unity Express voice-mail on your telephone. A PIN consists of numbers only and is at least 3 digits but not more than 16 digits. Do not use the asterisk (*) or pound sign (#).

The initial PIN value is changed by the user when the user dials in to voice mail for the first time.

Step 9 To confirm your PIN, re-enter the PIN in the Confirm PIN field.

Step 10 Click **Apply**.

Modifying a General Delivery Mailbox Profile

Use this procedure to display and modify a General Delivery Mailbox profile.

Step 1 To view your profile, click **Preferences** > **Personal**. The Personal window appears.

Step 2 Click the tab for your General Delivery Mailbox.

The General Delivery Mailbox profile window appears with the following fields shown:

- User ID
- Display name
- Primary extension
- Primary E.164 number
- Fax number
- Spoken Name

Step 3 To change your Display Name, enter the new display name in the Display Name field.

The Display Name is how your name is displayed within Cisco Unity Express applications.

Step 4 To change your spoken name, see Recording Your Spoken Name.

Step 5 Click **Apply**.

Recording Your Spoken Name

The spoken name is the name that other users hear when they leave a message in your voice mailbox and your greeting is not recorded.

Choose from one of the following procedures:

- Recording Your Spoken Name Using Your Computer's Audio Input Device
- Uploading Your Spoken Name from an Audio File

Recording Your Spoken Name Using Your Computer's Audio Input Device

Use this procedure to record your spoken name using your computer's input audio device.

Step 1   To view your profile, click **Preferences** > **Personal**.

Step 2   Click the tab for your personal profile or the subscribed General Delivery Mailbox. The Personal window appears.

Step 3   Press the **Record** button.

> **Note**   If a spoken name is already recorded, then the Play button is enabled. You can review the current spoken name recording before deciding to re-record it.

Step 4   Speak your spoken name into your computer's audio input device.

You can adjust the volume level of your computer's audio input device using the Volume slider.

Step 5   When you have finished recording your spoken name, click the **Stop** button.

Step 6   To re-record the spoken name, press the **Record** button again and click **OK** in the warning dialog box to over-write the recording.

Step 7   When you have completed recording your spoken name, press **Play** to listen to your spoken name.

Step 8   When you are satisfied with your spoken name, click **Apply**.

Uploading Your Spoken Name from an Audio File

Use this procedure to upload your spoken name from an audio file.

Step 1   To view your profile, click **Preferences** > **Personal**.

Step 2   Click the tab for your personal profile or the subscribed General Delivery Mailbox. The Personal window appears.

Step 3   Click the **Upload** button.

Choose the file containing the audio file to be uploaded. The file must be in G.711 u-law 8 bit 8Khz mono format.

Step 4   Click **OK**.

Step 5   Press **Play** to listen to your spoken name.

Step 6   When you are satisfied with your spoken name, click **Apply**.

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