



## Voicemail Basics

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## Calling Cisco Unity Connection

You can call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.

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- Step 1** Dial the applicable number to call Connection.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press \* (star key) when Connection answers.
- Step 3** If prompted, enter your ID and press # (pound key).
- Step 4** Enter your Connection PIN and press #.
- Note** If you use the voice-recognition option, Connection may prompt you to say your PIN or to enter it on the phone keypad. To say your PIN, speak each digit individually. If Connection is not able to recognize your PIN on the first attempt, you must enter it on the keypad. (For security reasons, you may want to enter your PIN on the keypad rather than say it; this option is always available to you.)
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## Sending Messages

*Revised June 7, 2016*

You can send voice messages to other Cisco Unity Connection users without dialing their extensions. This can be helpful when you do not want to disturb a user or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be "read" into email messages.

You can address a voice message to one or multiple recipients, and to private and system distribution lists. Depending on the input style you are using, you address a message either by saying the name of a Connection user or distribution list, or by using the phone keypad to spell the name of the user or list, or to enter the extension or list number.

The following special delivery options are available:

<b>Urgent</b>	Mark a message urgent so that Connection sends it before regular messages.
<b>Return receipt</b>	Request a return receipt so that Connection notifies you when the recipient opens the message.  <b>Note</b> You may or may not receive receipts in response to your requests, depending on how your recipient's and your voicemail accounts are set up. And when you do receive receipts, they can be either read receipts or delivery receipts, again depending on how the voicemail accounts are set up.
<b>Private</b>	Mark a message private so that the recipient knows to treat it confidentially. Connection users cannot forward private messages by phone.
<b>Future delivery</b>	Deliver the message at the future date or time that you specify.

In addition to audio messages, you can also record a video message for an identified or unidentified user in case of Ring Not Answered (RNA) using phone keypad only.

## Sending a Voice Message by Using the Phone Keypad

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Send a Message**.
- Step 3** Follow the prompts to record, address, and send the voice message.

To pause or resume recording, press **8**. To end recording, press **#**.

- Tip**
- While addressing the message, press **##** to switch between spelling and number entry.
  - To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.
  - When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

## Sending a Voice Message by Using Voice Commands

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:

**"Send a message."**

**Tip** To address the message before recording it or to specify a message property, say it now. For example: "Send an urgent message to Tim Smith" or "Send a private message."

**Step 3** Record the message. When you are finished, press # or stay silent for a few seconds.

To pause or resume recording, press 8.

**Step 4** When prompted, say the name of a message recipient.

If Connection adds a recipient that you did not intend, say "**Remove**" to remove the last recipient added or "**Edit recipients**" to remove other recipients.

When you are finished addressing the message, say "**Done**."

- Tip**
- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
  - To temporarily switch to using the phone keypad for adding a recipient, press 9. Connection returns to voice-recognition mode after you add the recipient.

**Step 5** Follow the prompts and use the following voice commands to finish the message:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Review recorded message and message properties	"Review message"

# Checking Messages

*Revised November 16, 2010*

You can check new and saved messages in your Cisco Unity Connection mailbox by phone, as well as messages in your email application.

You can save or delete messages during message playback or after you listen to an entire message.

Ask your Connection administrator if the system is set up to enforce a message-retention policy and, if so, how long it stores your messages before permanently deleting them. (Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.)



## Note

Once a user is signed in to Unity Connection, the user can only play the video messages received from the users or outside callers through RNA scenarios. The user can not compose a video message even if the video messaging is enabled for the user.

## Checking Messages by Using the Phone Keypad

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the applicable menu option:

Option	Description
<b>Play New Messages or Review Old Messages</b>	For messages in your Connection mailbox.
<b>Play External Messages</b>	For messages in your email application.

**Step 3** Follow the prompts to listen to and manage your messages.

## Checking Messages by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

**"Play Messages."** Connection tells you the total number of new and saved messages in your Connection mailbox, plays all new voice messages, emails, and receipts, then plays saved messages.

Or

Use the following commands to select the type of messages that you want to hear:

Action	Voice Command
Hear new and saved voice messages or emails or external messages or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play <voice messages/emails/external messages/receipts>"
Hear all new messages	"Play new messages"
Hear new or saved or deleted voice messages from a Connection user	"Play <new/saved/deleted> messages from <name of user>"
Hear saved voice messages or emails or external messages or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play saved <voice messages/emails/external messages/receipts>"
Hear all saved messages	"Play saved messages"
Hear deleted voice messages or emails or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play deleted <voice messages / emails / receipts>"
Hear all deleted messages (Not available on some systems.)	"Play deleted messages"

**Step 3**

Follow the prompts and use the following voice commands to manage the message after you have listened to it:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save or restore as saved	"Save"
Delete message	"Delete"
Reply to message	"Reply"
Reply to all	"Reply all"
Resend original message (nondelivery receipts only)	"Resend"
Call message sender (Not available on some systems.)	"Call sender"
Forward message	"Forward"
Save or restore as new	"Mark new"
Rewind message	N/A

Action	Voice Command
Send to a fax machine for printing (Not available on some systems.)	"Fax"
Play message properties	"Message properties"

## Replying to Messages

When you reply to a message, you can reply to only the sender or to the sender and all other recipients, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from "Cisco Unity Connection Messaging System" means that the caller was not a Connection user or was not signed in as a user when the message was left. You cannot reply to messages from such callers.

## Replying to a Voice Message by Using the Phone Keypad

- Step 1** After listening to the message, select the menu option **Reply** or **Reply to All**.
- Step 2** Follow the prompts to record, add more recipients to, and send the reply.  
To pause or resume recording, press **8**. To end recording, press **#**.
- Step 3** After you send the reply, follow the prompts to handle the original message.

## Replying to a Voice Message by Using Voice Commands

- Step 1** After listening to the message, say:  
"Reply" to reply to the sender.  
Or  
"Reply All" to reply to the sender and to all message recipients.
- Step 2** Record your reply. To pause or resume recording, press **8**.  
When you are finished, press **#** or stay silent for a few seconds.
- Step 3** Follow the prompts and use the following voice commands to finish the reply:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"

Action	Voice Command
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Review recorded message and message properties	"Review message"

**Step 4** After you send the reply, follow the prompts to handle the original message.

## Forwarding Messages

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another Connection user marked private.

### Forwarding a Message by Using the Phone Keypad

**Step 1** After listening to the message, select the option **Forward the Message**.

**Step 2** Follow the prompts to record an introduction, address, and send the forwarded message.

To pause or resume recording, press **8**. To end recording, press **#**.

- Tip**
- While addressing the message, press **##** to switch between spelling and number entry.
  - To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.
  - When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

**Step 3** After you send the forwarded message, follow the prompts to handle the original message.

## Forwarding a Message by Using Voice Commands

**Step 1** After listening to the message, say "**Forward.**"

**Step 2** Record an introduction to the forwarded message, if applicable. To pause or resume recording, press **8**.

When you are finished, press **#** or stay silent for a few seconds.

**Step 3** When prompted, say the name of a message recipient.

If Connection adds a recipient that you did not intend, say "**Remove**" to remove the last recipient added or "**Edit recipients**" to remove other recipients.

When you are finished addressing the message, say "**Done.**"

- Tip**
- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
  - To temporarily switch to using the phone keypad for adding a recipient, press **9**. Connection returns to voice-recognition mode after you add the recipient.

**Step 4** Follow the prompts and use the following voice commands to finish the forwarded message:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"



Action	Voice Command
Review recorded message and message properties	"Review message"

**Step 5** After you have sent the forwarded message, follow the prompts to handle the original message.

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## Managing Receipts

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

<b>Read</b>	Receipt message that informs you when the recipient plays your message.
<b>Delivery</b>	Receipt message that informs you when your message was delivered to the intended recipient.
<b>Nondelivery</b>	Receipt message that informs you when your message could not be delivered to the intended recipient.

Although you can request only return receipts in the Connection phone interface, you may be able to specifically request read or delivery receipts by using an email application. Note that you may or may not receive receipts in response to your requests, depending on how your recipient's and your voicemail accounts are set up. And when you do receive receipts in response to your receipt requests, they can be either read receipts or delivery receipts, again depending on how the voicemail accounts are set up.

When you check messages, Connection plays receipts along with your other messages. You play and delete receipts in the same way as other messages; you cannot reply to or forward them.

For read receipts, Connection plays a list of the recipients who played the message you sent. For nondelivery receipts (NDRs), Connection identifies recipients whose mailboxes did not accept the message.

After Connection plays an NDR, you can hear the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Connection automatically deletes the NDR.

## Managing Receipts by Using the Phone Keypad

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- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Play New Messages**, then **Receipts**.
- Step 3** Follow the prompts to manage your receipts.
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## Managing Receipts by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Play Receipts.**" Connection tells you the total number of receipts that you have, then plays them.

Or

"**Play <new/saved/deleted> receipts.**" Connection tells you the number of receipts that meet your criteria, then plays them.

**Step 3** Follow the prompts and use the following voice commands to manage the receipt after you have listened to it:

Action	Voice Command
Replay receipt	"Repeat"
Save or restore as saved	"Save"
Delete receipt	"Delete"
Resend original message (NDRs only)	"Resend"
Save as new	"Mark new"
Rewind receipt	(No command available)
Play receipt properties	"Message properties"
Play original message (NDRs only)	"Play original message"