



## Working With Recent Communications

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Recent Communications topics include:

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### About Recent Communications

Your call history appears in the Recent Communications pane, so you can easily see and return calls and listen to voice mail.

The Recent Communication pane lists all voice-mail messages you have received, and up to 50 received, initiated, or missed calls.

New voice-mail messages appear in the list within one minute.

Unread communications appear in **bold** text.

Calls that you make or receive while using your Cisco Unified IP Phone only appear in the Recent Communications list if Cisco Unified Personal Communicator is running. Calls that you make using your desk phone appear only if you have set the active phone to Desk Phone. Voice mail appears regardless.

If you log on from different computers, only the communications that occur while you are logged into a particular computer appear in the recent communications list on that computer.

**Related Topics**

- [Working With Recent Communications, page 8-1](#)

# Working With the Recent Communications List and Its Entries





To Do This	Do This
Identify the communication type of an entry	The first column in the Recent Communications pane shows the type of communication. To identify the icons, see the <a href="#">“About Recent Communications Items”</a> section on page 8-4.
<ul style="list-style-type: none"> <li>• Show only one type of communication</li> <li>• View all recent communications</li> </ul>	<ul style="list-style-type: none"> <li>• From the drop-down list beside <b>Recent</b>, choose an option.</li> <li>• From the menu bar at the top of the console, choose <b>View &gt; Change Recent Communications Filter</b> and choose an option.</li> </ul>
Sort the list	Click any column heading to sort by that heading. Click again to reverse the sort order.
View details about an entry	<ul style="list-style-type: none"> <li>• Hover your mouse pointer over an entry.</li> <li>• Click an entry; then, from the menu bar at the top of the console, choose <b>Actions &gt; Communication Details</b>.</li> <li>• Right-click an entry in the Recent Communications list and choose <b>Open Communication</b>.</li> </ul>

To Do This	Do This
Mark entries unread	<ul style="list-style-type: none"> <li>• Select one or more entries and right-click &gt; <b>Mark Unread</b>.</li> <li>• View details about the entry. Then, from the menu bar at the top of the Conversation Details window, choose <b>Actions &gt; Mark Unread</b>.</li> </ul>
Add an entry to your Contacts list	See the <a href="#">“Adding Contacts to Groups” section on page 7-6</a> .
Delete entries	<p>To mark an entry for deletion:</p> <ul style="list-style-type: none"> <li>• Right-click an entry and choose <b>Delete</b>.</li> <li>• Select an entry and press the <b>Delete</b> key on your keyboard.</li> </ul> <p>To permanently delete all entries marked for deletion:</p> <p>Right-click an entry that is marked for deletion and choose <b>Purge Deleted Communications</b>.</p> <p><b>Note</b> When you delete voice mail using your desk phone, you must separately delete the same voice mail from Cisco Unified Personal Communicator.</p>
Undelete entries	<ul style="list-style-type: none"> <li>• Right-click an entry that is marked for deletion and choose <b>Undelete</b>.</li> <li>• View details about the entry. Then, from the menu bar at the top of the Conversation Details window, choose <b>Actions &gt; Undelete</b>.</li> </ul>
Work with the Recent Communications list	See the <a href="#">“Working With Items Listed in Panes” section on page 1-10</a> .
Change the view of the pane	See the <a href="#">“Changing the View of the Console and Its Panes” section on page 1-9</a> .

## About Recent Communications Items

The following information describes the items listed in the Recent Communications pane.

- Items that are deleted but not yet purged appear in strikethrough text.
- Items in italics are being processed and will be available momentarily.
- Items in bold are unread.

Icon	Communication Type
	Voice-mail message
	Missed call (incoming)
	Answered call (incoming)
	Outgoing call

## Accessing Voice Mail

You can receive and listen to voice-mail messages in Cisco Unified Personal Communicator.

To Do This	Do This
Set up voice mail access via Cisco Unified Personal Communicator	See the <a href="#">“Setting Up Voice Mail and Web Conferencing” section on page 9-2.</a>

To Do This	Do This
Listen to voice mail	<p>In the Recent Communications list:</p> <ul style="list-style-type: none"> <li>• Right-click a voice mail entry &gt; <b>Play Voicemail</b>.</li> <li>• See also the following row of this table.</li> </ul>
<p>Control voice-mail playback</p> <ul style="list-style-type: none"> <li>• Rewind to beginning</li> <li>• Rewind</li> <li>• Play</li> <li>• Pause</li> <li>• Fast forward</li> <li>• Seek (Rewind to a specific point in the message)</li> <li>• Change playback volume</li> </ul>	<p>In the Recent Communications list:</p> <ul style="list-style-type: none"> <li>• Double-click a voice-mail entry.</li> <li>• Click a voice-mail entry; then, from the menu bar at the top of the console, choose <b>Actions &gt; Communication Details</b>.</li> <li>• Right-click a voice-mail entry in the list &gt; <b>Open Communication</b>.</li> </ul> <p>In the window, do one of the following:</p> <ul style="list-style-type: none"> <li>• Click the appropriate button, or slide the appropriate slider. The larger slider is the Seek slider.</li> <li>• From the menu bar in the open window, choose an option from the <b>Play</b> menu.</li> </ul>
Perform other actions	See the <a href="#">“Working With the Recent Communications List and Its Entries”</a> section on page 8-2.

