



CHAPTER 9

Working With Recent Communications With Cisco Unified Personal Communicator

- [About Recent Communications, page 9-1](#)
- [About Recent Communications Items, page 9-2](#)
- [Working With the Recent Communications List and Its Items, page 9-3](#)
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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 of being recorded.

Calls that you make or answer using your [desk phone](#) only appear in the Recent Communications list if Cisco Unified Personal Communicator is running. Calls you make appear only if [phone mode](#) is Desk Phone. Voice mail appears regardless.

If you log on from different computers, only calls that you make and receive while you are logged into a particular computer appear in the recent communications list on that computer. Voice mail appears regardless.





Related Topics

- [Problems in the Recent Communications Pane, page 10-18](#)



About Recent Communications Items

- Unread voice mail items appear in **bold** text. Icons for unread communications may also appear in color.
- Items that are deleted but not yet erased appear in the deleted items list in strikethrough text.

The icon to the left of each item in the Recent Communications list indicates the item type:

Icon	Communication Type
	Voice-mail message Unread instances are in color.
	Missed call Unread instances are in color.
	Answered incoming call
	Outgoing call

Working With the Recent Communications List and Its Items

To...	Do This
Identify the communication type of an item	<ol style="list-style-type: none"> 1. Look at the first column in the Recent Communications pane. Icons show the type of communication. 2. See About Recent Communications Items, page 9-2 to identify the icons.
See a count of new missed calls or voice mails	<p>Look at the icon at the top of the Recent Communications pane. The icon to the left of the number indicates its type.</p> <p>Examples:</p> <p>Missed calls: </p> <p>Voice mails: </p> <p>The count adjusts each time you open an “unread” item, whether or not you listen to the voice mail. A counter does not appear if you have no unread items of that type.</p> <p>At your company, these indicators may not display numbers. If you see an icon, there is at least one new item of the type indicated.</p>
<ul style="list-style-type: none"> • Show only one type of communication • View all recent communications except deleted items • View deleted communications items 	<p>Choose Recent > Display and choose an option.</p> <p>To view Deleted items, choose Deleted.</p>

To...	Do This
Sort the list	Click any column heading to sort by that heading. Click again to reverse the sort order.
View details about an item	Control-click an item in the Recent Communications list and choose Get Info .
Mark voice mail items read or unread	Control-click a voice mail item and choose Mark Item As Unread .
Delete items	To mark an item for deletion: Control-click an item and choose Delete Item . See separate instructions in this table to permanently delete items you have marked for deletion.
Undelete items	<ol style="list-style-type: none"> 1. Choose Recent > Display > Deleted. 2. Control-click an item that is marked for deletion and choose Undelete Item. <p>You cannot delete items that have been permanently deleted.</p>
Permanently delete all items marked for deletion	<ul style="list-style-type: none"> • Control-click in the Recent Communications list and choose Recent > Erase Deleted Items.

Related Topics

- [Accessing Voice Mail, page 9-5](#)
- [Problems in the Recent Communications Pane, page 10-18](#)

Accessing Voice Mail

If your company is set up to allow you to do so, you can receive and listen to voice-mail messages in Cisco Unified Personal Communicator.



Note

You should periodically erase your deleted voice-mail messages to avoid long delays while launching Cisco Unified Personal Communicator or accessing voice mail. See the instructions for permanently deleting recent communications items in [Working With the Recent Communications List and Its Items, page 9-3](#).

To...	Do This
View a list of your voice mail messages	Choose Recent > Display > Voicemail .
Listen to voice mail <ul style="list-style-type: none"> • Rewind to beginning • Fast-play reverse • Play • Pause • Fast-play forward • Seek (Rewind to a specific point in the message) • Change playback volume 	<ol style="list-style-type: none"> 1. Double-click a voice-mail item in the Recent Communications list. 2. Click the appropriate button, or slide the appropriate slider. The larger slider is the Seek slider.
Retrieve deleted voice mail (Whether deleted via your phone or via Cisco Unified Personal Communicator.)	<p>See the instructions for undeleting recent communications items.</p> <p>You cannot retrieve deleted voice mail after you have erased it.</p>

Related Topics

- [Setting Up Voice Mail, page 1-5](#)

- [About Recent Communications](#), page 9-1
- [Working With the Recent Communications List and Its Items](#), page 9-3
- [Problems With Voice Mail](#), page 10-19