



## CHAPTER 8

# Working With Recent Communications With Cisco Unified Personal Communicator

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- [Recent Communications, page 8-1](#)
- [Working With the Recent Communications List, page 8-2](#)
- [Working With the Recent Communications List, page 8-2](#)
- [Accessing Voicemail, page 8-4](#)

## Recent Communications

The Recent communication pane lists all voicemail messages you receive, and up to 50 received, initiated, or missed calls.

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 is always displayed. New voicemail messages appear in the list within one minute of being recorded.

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 is always displayed.

You can filter the list by communication type or choose to view all. Icons and roll-over text also indicate the communication type. Other visual indicators help you determine the state of each communication:

- Items in italics are being processed and will be available momentarily.
- Unread voice mail items appear in **bold** text.
- Items that are deleted but not yet purged the deleted items list in strikethrough text.

**Note**

If you are using Softphone Mode and you answer a call on your desk phone, the call may be displayed in your Recent communications list as a missed call.

**Related Topics**

- [How to Solve Recent Communications Pane Problems, page 9-24](#)

## Working With the Recent Communications List

**Procedure**

To	Do This
Identify the communication type of an item	Roll over the icon in the first column of the Recent communications pane to display text.
See a count of new missed calls or voice mails	<p>The icon at the top of the Recent communications pane displays a number.</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>

To	Do This
Filter by communication type	<ol style="list-style-type: none"> <li>1. Click <b>View &gt; Change Recent Communications Filter</b>.</li> <li>2. Select an option.</li> <li>3.</li> </ol>
Sort the list	<p>Click any column heading to sort by that heading.</p> <p>Click again to reverse the sort order.</p>
Instantly resize a column to fit text size	<ol style="list-style-type: none"> <li>1. Right-click an item in the column to resize.</li> <li>2. Choose <b>Best Fit</b>.</li> </ol>
Jump to a name	<ol style="list-style-type: none"> <li>1. Click any name in the list.</li> <li>2. Enter the first letter of the name.</li> </ol>
View details about an item	Right-click an item in the Recent communications list and choose <b>Open Call History</b> or <b>Open Voicemail</b> .
Mark items read or unread	Select one or more items and right-click > <b>Mark Read</b> or <b>Mark Unread</b> .
Delete items	Right-click an item and choose <b>Delete Call History</b> or <b>Voicemail</b> .
Undelete items	<ol style="list-style-type: none"> <li>1. Choose <b>View &gt; Change Recent Communications Filter &gt; Deleted</b> from the menu bar at the top of the <a href="#">console</a>.</li> <li>2. Right-click is marked for deletion and choose <b>Undelete Call History</b>.</li> </ol> <p>You cannot undelete items that have been purged.</p>
Purge all items marked for deletion	Right-click in the Recent communications pane and choose <b>Purge Deleted Communications</b> .

### Related Topics

- [Accessing Voicemail, page 8-4](#)
- [How to Solve Recent Communications Pane Problems, page 9-24](#)

# Accessing Voicemail

If this feature is enabled at your company, you can receive and listen to voicemail messages in Cisco Unified Personal Communicator.



## Note

You should periodically purge your deleted voicemail messages to avoid 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, page 8-2](#).

## Procedure

To	Do This
View a list of your voice mail messages	Choose <b>View &gt; Change Recent Communications Filter &gt; Voicemails</b> .
Listen to a voice mail	Right-click a voice mail item in the list > <b>Play Voicemail</b> .

To	Do This
Control voicemail playback <ul style="list-style-type: none"> <li>• Rewind (to the beginning)</li> <li>• Reverse</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>	<ol style="list-style-type: none"> <li>1. Double-click a voicemail item in the Recent communications list.</li> <li>2. Click the appropriate button, or slide the appropriate slider.  The larger slider is the Seek slider.</li> </ol>
Retrieve deleted voice mail (Whether deleted through your phone or through Cisco Unified Personal Communicator.)	See the instructions for undeleting recent communications items.  You cannot retrieve deleted voice mail after you have purged it.

### Related Topics

- [Setting Up Voicemail, page 1-5](#)
- [Recent Communications, page 8-1](#)
- [Working With the Recent Communications List, page 8-2](#)
- [How to Solve Voice Mail Problems, page 9-25](#)

