



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.

To Call Cisco Unity Connection

- 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 * when Connection answers.
- Step 3** If prompted, enter your ID and press #.
- Step 4** Enter your Connection password and press #.



Note If you use the voice-recognition option, Connection may prompt you to say your password or to enter it on the phone keypad. To say your password, speak each digit individually. If Connection is not able to recognize your password on the first attempt, you must enter it on the keypad. (For security reasons, you may want to enter your password on the keypad rather than say it; this option is always available to you.)

Sending Voice Messages

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 e-mail 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:

Urgent	Mark a message urgent so that Connection sends it before regular messages.
Return receipt	Request a return receipt so that Connection notifies you when the recipient opens the message. Note You may not be able to receive all types of receipts, even though the Connection phone menus allow you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.
Private	Mark a message private so that the recipient knows to treat it confidentially. Connection users cannot forward private messages by phone.
Future delivery	Deliver the message at the future date or time that you specify.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Send a Voice Message by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose 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 Cisco Unity 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.

To Send a Voice Message by Using Voice Commands

Step 1 Call and log on 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.
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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 May 2009

You can check new and saved messages in your Cisco Unity Connection mailbox by phone, as well as messages in your e-mail 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.)

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Check Messages by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 At the Main menu, choose the applicable menu option:

- For messages in your Connection mailbox, **Play New Messages** or **Review Old Messages**.
- For messages in your e-mail application, **Play External Messages**.

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

To Check Messages by Using Voice Commands

Step 1 Call and log on 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, e-mails, 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 e-mails or external messages or receipts ¹	“Play <voice messages/e-mails/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 <username>”
Hear saved voice messages or e-mails or external messages or receipts ¹	“Play saved <voice messages/e-mails/external messages/receipts>”
Hear all saved messages	“Play saved messages”
Hear deleted voice messages or e-mails or receipts ¹	“Play deleted <voice messages / e-mails / receipts>”
Hear all deleted messages ²	“Play deleted messages”

1. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

2. Not available on some systems.

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 the sender ¹	“Call sender”
Forward message	“Forward”
Save or restore as new ¹	“Mark new”
Rewind message	N/A
Play message properties	“Message properties”

1. Not available on some systems.

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 “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on as a user when the message was left. You cannot reply to messages from such callers.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Reply to a Voice Message by Using the Phone Keypad

Step 1 After listening to the message, choose 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 **#**.



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 Cisco Unity 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 reply, follow the prompts to handle the original message.

To Reply 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 reply	“Send”
Review or edit list of reply recipients	“Edit recipients”
Edit recorded reply	“Change recording”
Review reply properties	“Review message properties”
Mark reply as urgent	“Mark urgent”
Mark reply as private	“Mark private”
Mark reply as urgent and private	“Mark urgent and private”
Mark reply for return receipt	“Return receipt”
Deliver reply 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.	“Mark for future delivery”
Cancel future delivery	“Cancel future delivery”
Add other recipients	“Add names”
Review recorded reply and reply 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.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Forward a Message by Using the Phone Keypad

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- Step 1** After listening to the message, choose 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 Cisco Unity 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.
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- Step 3** After you send the forwarded message, follow the prompts to handle the original message.
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To Forward a Message by Phone Using Voice Commands

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

Action	Voice Command
Send the forwarded message	“Send”
Review or edit list of forwarded-message recipients	“Edit recipients”
Edit recorded introduction	“Edit message”
Review forwarded-message properties	“Review message properties”
Mark forwarded message as urgent	“Mark urgent”
Mark forwarded message as private	“Mark private”
Mark forwarded message as urgent and private	“Mark urgent and private”
Mark forwarded message for return receipt	“Return receipt”
Deliver forwarded 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.	“Mark for future delivery”
Cancel future delivery	“Cancel future delivery”
Add other recipients	“Add names”
Review recorded introduction and forwarded-message properties	“Review message”

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

Managing Receipts

Revised May 2009

As you work with Cisco Unity Connection, you may manage several different types of receipts, which are described in [Table 1](#). Ask your Connection administrator which receipts the system is set up to use.

Table 1 *Cisco Unity Connection Receipts*

Type	Description
Read	Receipt message that informs you when the recipient plays your message.
Delivery	Receipt message that informs you when your message was delivered to the intended recipient.
Nondelivery (NDR)	Receipt message that informs you when your message could not be delivered to the intended recipient.

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 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.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Manage Receipts by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Play New Messages > Receipts**.
- Step 3** Follow the prompts to manage your receipts.

To Manage Receipts by Using Voice Commands

- Step 1** Call and log on 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	N/A
Play receipt properties	“Message properties”
Play original message (NDRs only)	“Play original message”