

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.

Procedure

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- Step 1.** If you are calling from your Case Western Reserve University desk phone, press your Voicemail feature button and skip to step 3.
- If you are calling from a colleague's desk phone, press your Messages button, then continue to step 2.
- If you are calling from your personal cell phone, from home, or from any non-Case Western Reserve University telephone, dial your own telephone number and wait for voicemail to answer.
- Step 2.** Press * (star key) when your greeting begins to play.
- Step 3.** You will be asked to enter your Unity Connection ID. This is your Case Western Reserve University extension number. Enter it, then press # (pound) to continue.
- Step 4.** Enter your PIN, then press # (pound).
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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 email messages.

You can address a voice message to one or multiple recipients, and to private and system distribution lists. You address a message 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 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.
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.

Sending a Voice Message by Using the Phone Keypad Procedure

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- 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.
- 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.

Checking Messages

You can check new and saved messages in your Cisco Unity Connection mailbox by phone.

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

Checking Messages by Using the Phone Keypad Procedure

Step 1 Call and sign in to Connection.

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

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

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

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 non-delivery 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 Procedure

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 #.

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.
- 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.

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 Procedure

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.
- 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.

Managing Receipts

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

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	Receipt message that informs you when your message could not be delivered to the intended recipient.

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 non-delivery 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 Procedure

- 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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Need Help?

Assistance is available anytime by contacting the ITS Service Desk at 216.368.HELP (4357) or help@case.edu.