Managing Voice Mail Using Your Microsoft Outlook Inbox
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Preface

Managing Voice Mail Using Your Microsoft Outlook Inbox

The Cisco Unity User Guide shows you, the Cisco Unity user, how to manage voice messages, and how to change the settings that define how you work with Cisco Unity. (For information about managing e-mail messages, see the documentation for your e-mail program.)

Information in the Cisco Unity User Guide is presented by task, and related tasks are grouped into sections. The information on section fronts applies to the tasks within the sections.

Each task includes procedures for doing the task; the procedures relate to using the MS Outlook Inbox while you work with Cisco Unity and are marked as shown below:
Introduction

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Introducing Cisco Unity
Welcome to Cisco Unity™. On Cisco Unity, you and the other users at Erie Community College are known as subscribers. As a subscriber, you can send and manage voice and e-mail messages from a touchtone phone, from your computer, or over the Internet.

Among the options available with Cisco at ECC is:

Unified messaging ViewMail® for Microsoft® Outlook® lets you manage voice and fax messages from your Outlook Inbox, along with your e-mail messages.

Getting Started

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The first step in using Cisco Unity is to be enrolled as a subscriber, which will be done for you. During enrollment, your information recorded and entered.

After you have been enrolled as a subscriber, you can:

• Log on to Cisco Unity through your Inbox in Microsoft Outlook to check and send messages.
The Tools You Use

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Messaging from Your Inbox

On your computer, voice messages are collected in your Inbox, along with your e-mail messages. The voice messaging tasks you can perform from your computer are handled through Inbox in Microsoft Outlook with ViewMail.

With ViewMail

You can send, listen to, and manage voice messages from your Outlook Inbox. ViewMail’s voice message form works the same way as an Outlook e-mail message form. The ViewMail form also has a Media Master control bar, which you use to record and play messages (see “Working with the Media Master Control Bar,” on page 12).

Help

For ViewMail Help, press F1 on your computer keyboard.
Working with the Media Master Control Bar

The Media Master control bar appears in the ViewMail for Microsoft Outlook form and on ActiveAssistant pages where you can make recordings.

In the ViewMail form, you use the Media Master control bar to play and to record voice messages. On the ActiveAssistant pages, you use the control bar to record names and greetings.

You use the Options menu on the Media Master control bar to work with other sound (WAV) files in your recordings. These sound file options are available:

- **New**  
  Erase a recording to rerecord.
- **Paste**  
  Paste a sound recording the same way you paste text in a text file.
- **Paste from file**  
  Paste another sound file to a recording.
- **Copy**  
  Copy a sound recording the same way you copy text in a text file.
- **Copy to file**  
  Copy the recording to a sound file that you name.

*Available only in the ViewMail form’s Media Master control bar. The slider does not appear in the control bar on ActiveAssistant pages.*
Checking Messages

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You can check messages from your Inbox or by phone. Once you have listened to or opened a message, it becomes an old, or saved, message—unless you mark it as new or delete it.

Depending on how Cisco Unity is set up, messages that you delete by phone are either placed in the Deleted Items folder in your Inbox or are no longer accessible. All messages that you delete from your Inbox are placed in the Deleted Items folder. Messages in your Deleted Items folder can be retrieved from your Inbox, but not by phone.

Settings for the types of messages you hear when you check messages by phone, the order in which messages play, and what you hear in message summaries can be customized in the ActiveAssistant.
**To Check Messages**

If you are using the text-to-speech option, Cixco Unity also plays your e-mail messages (from MS Outlook Inbox).

**Step 1** Open your Outlook Inbox.

**Step 2** Double-click a voice message 📡.

**Step 3** In the open voice message, click ▶️ on the Media Master control bar to play the message.

**Step 4** In the voice message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.
Sending Messages: Reply/Forward to

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You can send (reply & forward) messages to other subscribers (as well as both private and public distribution lists) at any ECC location.

Lists
Private lists and public distribution lists are lists of message recipients that are grouped as one recipient. A message sent to a list goes to each recipient on the list. Anyone can send messages to public distribution lists. Only you can send messages to your private lists.

You can address a message to more than one recipient or type of recipient.
To Reply to a Message

From your Inbox, you can reply with a voice message only to another voice message from a subscriber (not outside ECC).

**Inbox**

**Step 1** In the open voice message, click **Reply**.

**Step 2** On the Media Master control bar, click ![record](record_icon.png) and record a reply with your recording device:

**Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

**Multimedia microphone** Wait for the tone, then speak into the microphone.

**Step 3** When you finish recording, click ![stop](stop_icon.png).

**Step 4** Add text and attachments as appropriate.

**Step 5** Click **Send**.
To Forward a Message

Inbox

**Step 1** In an open voice message, click **Forward**.

**Step 2** Enter recipients’ names.

**Step 3** On the Media Master control bar, click [recording device] to record an introduction with your recording device:

**Phone** Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

**Multimedia microphone** Wait for the tone, then speak into the microphone.

**Step 4** When you finish recording, click [recording device].

**Step 5** Add text and attachments as appropriate.

**Step 6** Click **Send**.