Welcome to the Cisco Unity Connection Web Inbox!

The Cisco Unity Connection Web Inbox lets you manage voice messages and voice message receipts (receipts can tell you if a message you sent has been received and/or played). You can compose new voice messages, and play, reply to, forward, or delete messages you receive.

Web Inbox Controls

1. Open the Messaging Assistant in a new browser window or tab.  
   Note: You will not see this button if you do not have access to the tool.
2. Open the Cisco Unity Connection Personal Call Transfer Rules web tool in a new browser window or tab.  
   Note: You will not see this button if you do not have access to the tool.
3. (Display only) The account with which you are signed in.
4. Sign out of Web Inbox and return to the sign-in page.
5. View Web Inbox information.
6. Refresh the information on the current page.
7. Compose a new voice message.
8. View or manage messages in your Sent folder.
9. View or manage messages in your Deleted Items folder.
10. View or manage messages in your Inbox folder.
Inbox Folder Messages Area

1. Indicates the message is marked Urgent.
2. Indicates the message is marked Secure.
3. When you select a message in the message list, the message becomes highlighted, and additional controls are available for downloading the message audio, replying to the message, forwarding it, and so on.
4. When you select a forwarded message, the introduction plays. The original message appears as a separate, indented entry below the introduction.
5. Right-click to download the message audio and save the file on your computer. (This option is not available for messages that are marked Secure.)
6. Reply only to the sender.
7. Reply to the sender and all recipients.
8. Forward the message.
9. Mark the message unread.
10. Play the message audio, or pause playback.
11. Delete the message. (If your administrator has configured your mailbox to save deleted messages temporarily, this action moves the message to the Deleted folder.)

Composing a New Message

1. Enter the first one or more letters of a user’s name (first, last, or username). Cisco Unity Connection automatically suggests users whose names match your entry.
2. Open the Cc recipients field to enter additional recipients who will receive a copy of the message.
3. Open the Bcc recipients field to enter additional recipients who will receive a blind copy of the message.
4. Request a read receipt for the message.
5. Mark the message Private.
6. Discard the message without sending or saving it.
7. Send the message.
8. In Record mode, select Start Recording to use the Phone or Computer audio device. In Upload mode, select Upload File (not pictured here) to use a prerecorded audio file.
Enabling Start Recording Button in Chrome
1. Enter the URL to open Web Inbox in the address bar.
4. Click on the Details tab on the Certificate dialog box.
5. Click on the Copy to File button. The Certificate Export Wizard appears.
6. Click Next.
7. Navigate to a location where you want to export the Certificate.
8. Click OK. A dialog box confirming the successful export of Certificate appears.
9. Click OK.
10. Click on the Settings icon at the right-most corner of the Chrome browser. The Settings page appears.
11. Click on the Under the Hood option in the left pane of the Settings page.
12. Click Manage certificates. The Certificates dialog box appears.
15. Navigate to the location where you had exported the certificate and select the Certificate.
16. Click Open. A dialog box confirming the successful import of certificate appears.
17. Click OK.
18. Enter the URL to open Web Inbox in the address bar.
19. Confirm that the Start Recording button is enabled while sending a voicemail.

Enabling Start Recording Button in Internet Explorer
1. Open the Internet Explorer browser.
2. Click Tools > Internet Options.
3. Click on the Security tab.
4. Click Trusted sites in the Select a Zone to view or change security settings section.
5. Click Sites.
6. Enter the Connection URL in the Add this website to the zone field.