# Cisco Unity Connection Web Inbox
User Guide for Version 11.x

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.
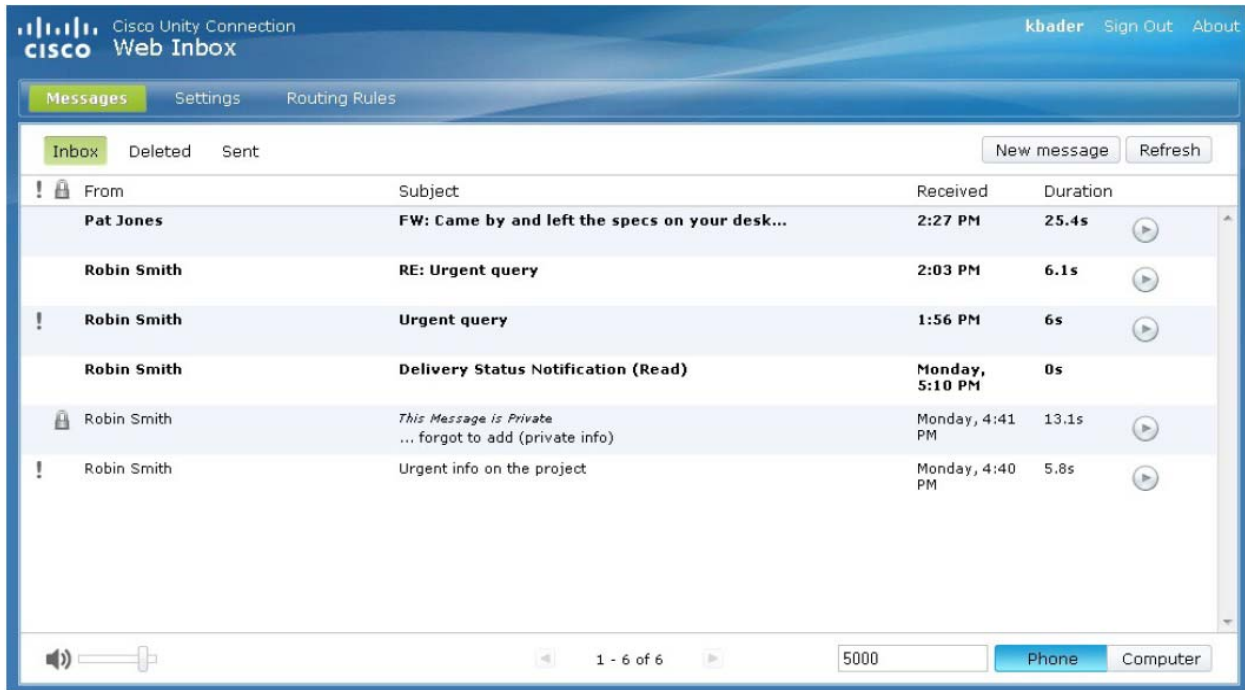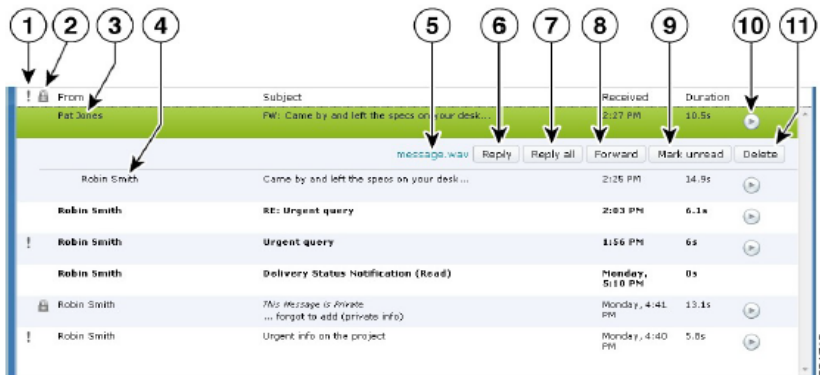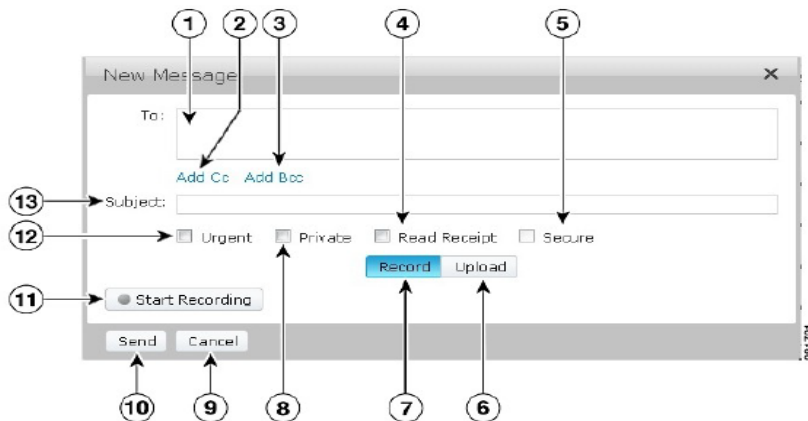

Web Inbox Controls

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.	6	Refresh the information on the current page.
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.	7	Compose a new voice message.
3	*(Display only)* The account with which you are signed in.	8	View or manage messages in your Sent folder.
4	Sign out of Web Inbox and return to the sign-in page.	9	View or manage messages in your Deleted Items folder.
5	View Web Inbox information.	10	View or manage messages in your Inbox folder.

Inbox Folder Messages Area

1	Indicates the message is marked Urgent.	7	Reply to the sender and all recipients.
2	Indicates the message is marked Secure.	8	Forward the message.
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.	9	Mark the message unread.
4	When you select a forwarded message, the introduction plays. The original message appears as a separate, indented entry below the introduction.	10	Play the message audio, or pause playback.
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.)	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.)
6	Reply only to the sender.		

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.	8	Mark the message Private.
2	Open the Cc recipients field to enter additional recipients who will receive a copy of the message.	9	Discard the message without sending or saving it.
3	Open the Bcc recipients field to enter additional recipients who will receive a blind copy of the message.	10	Send the message.
4	Request a read receipt for the message.	11	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.

5	Mark the message Secure. (Depending on your mailbox configuration, this option may not be available, or may already be selected.)	12	Mark the message Urgent.
6	Select Upload mode.	13	Enter the subject of the message.
7	Select Record mode.		

Miscellaneous Browser Setup

Enabling Start Recording Button in Chrome
1. Enter the URL to open Web Inbox in the address bar.
2. Click on the lock icon at the left most corner of the address bar. A popup window appears.
3. Click on the **Certificate Information** in the popup window. The **Certificate** dialog box appears.
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.
13. Click on the **Intermediate Certification Authorities** tab.
14. Click **Import**. The **Certificate Import Wizard** 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 Chrome
1. Open the Firefox browser.
2. Click **Tools** > **Options**.
3. Click on the **Security** tab.
4. Click **Exceptions** in the first section on the Security tab. The **Allowed Sites - Add-ons Installation** dialog box appears.
5. Enter the hostname of Connection in the **Address of Web site** field.

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.