



Managing Video Messages

Similar to voice messages, you can also send or receive video messages to the other users in case of Ring No Answer (RNA) using Unity Connection.

While replying or forwarding a video message, the message is sent as an audio message only. For more information on replying or forwarding an audio message and basics of messaging, see [Voicemail Basics](#) chapter.

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Sending Video Messages

You can also record a video message for an identified or unidentified user in case of Ring Not Answered (RNA). When a called user is busy and call is not answered, you receive a greeting (standard or video) from the called user. After the greeting is played, you can record a video message for the called user. Unlike voice messages, you cannot send a video message without dialing the extension of a user. Video messages can be sent only in case of RNA.

If the video message is not delivered to the called user, you receive a non-delivery receipt (NDR) with audio part of the message attached into it. You can resend the non-delivered message in audio format.



Note While recording a video message, if the communication between Unity Connection and MediaSense is lost, the call gets converted to audio. If a video call is converted to audio because of no response from MediaSense, it cannot be restored again as a video.

Sending a Video Message Using the Phone Keypad

- Step 1** Dial a user extension. .
Standard greeting or video greeting is played if the user does not answer the call
- Step 2** Record the video message after the tone.
- Step 3** Follow the prompts to play, re-record, or send video message.
To pause or resume recording, press 8. To end recording, press #.

Note Sending video message using voice commands is not supported.

Checking Video Messages

You can check/play new and saved video messages in your Cisco Unity Connection mailbox along with audio messages using phone. While playing a video message, you can pause the recording at anytime but the recording is not resumed from the point where it is paused. It gets played from the beginning. You can also save or delete video messages during message playback or after you listen to the entire message.

A video message remains stored on your mailbox permanently if no Message Recording Expiration policy is enforced on Unity Connection. However, if the policy is enforced, video messages are expired after the specified number of days. When the video message is expired, only the audio part of the message remains stored on your mailbox as a voice message.



Note While playing a video message, you can change the playback volume or playback speed using volume button of the phone only. Changing playback volume or speed using phone custom keypad starts the recording from the beginning without changing the volume or speed.

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