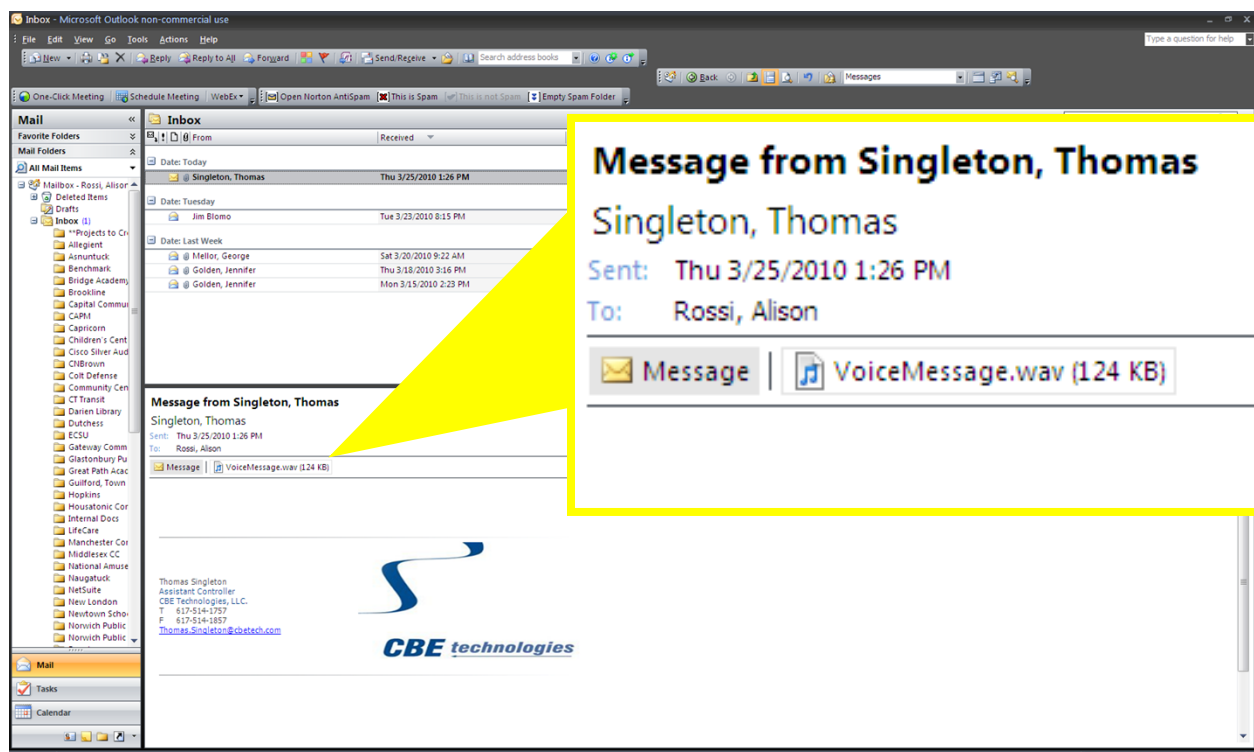## What is Unified Messaging?

Unified Messaging is the integration of voicemail and email into one interface. In this case, your email and office voicemail will all be stored in your Microsoft Outlook inbox.

What does this mean to me?

In the past, when you received a voicemail, your phone's indicator light would light up red, indicating that new message.

With unified communications, you will also receive an email with a .wav file attachment of that message. It will arrive as an unread message
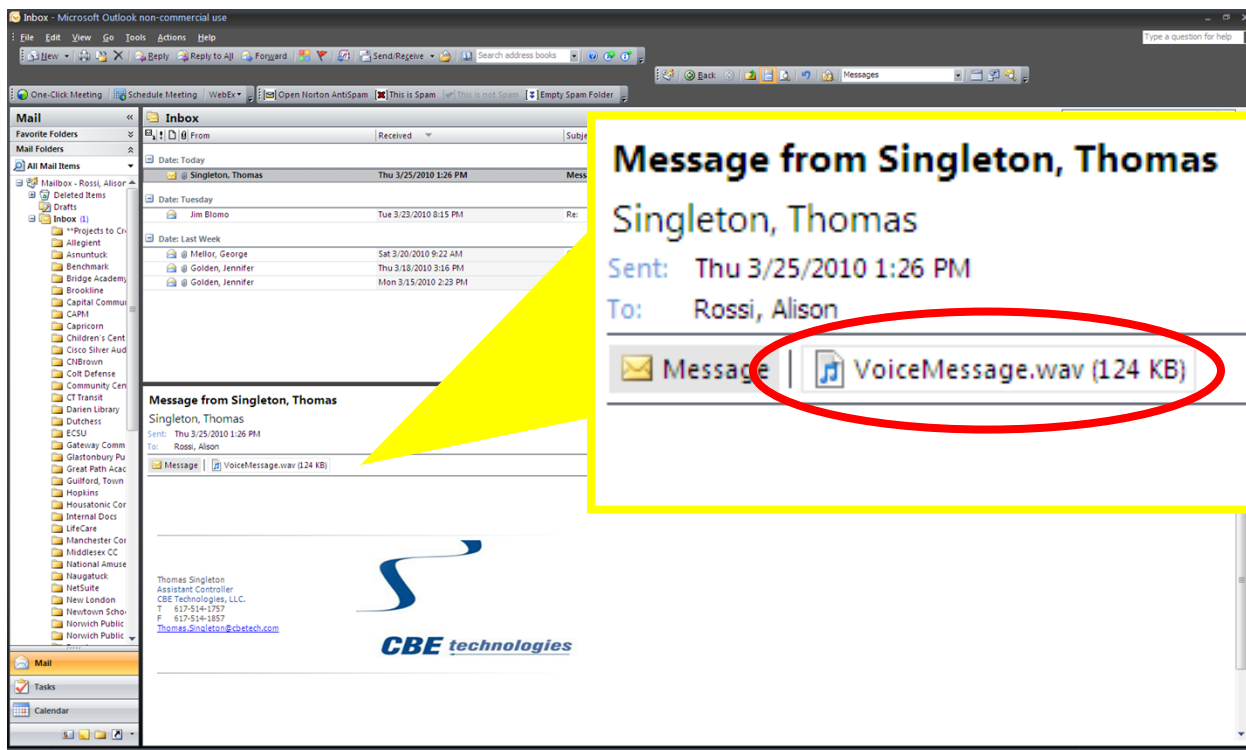
Will I lose my old voicemail?

No, once this new system goes live, your current saved voicemail will show up in your email as **unread** messages.

Listening to a message on the computer

When a voicemail message shows up in your inbox, the .wav file will be attached to the email message. Your computer must be equipped with either internal or external speakers to listen to the message.
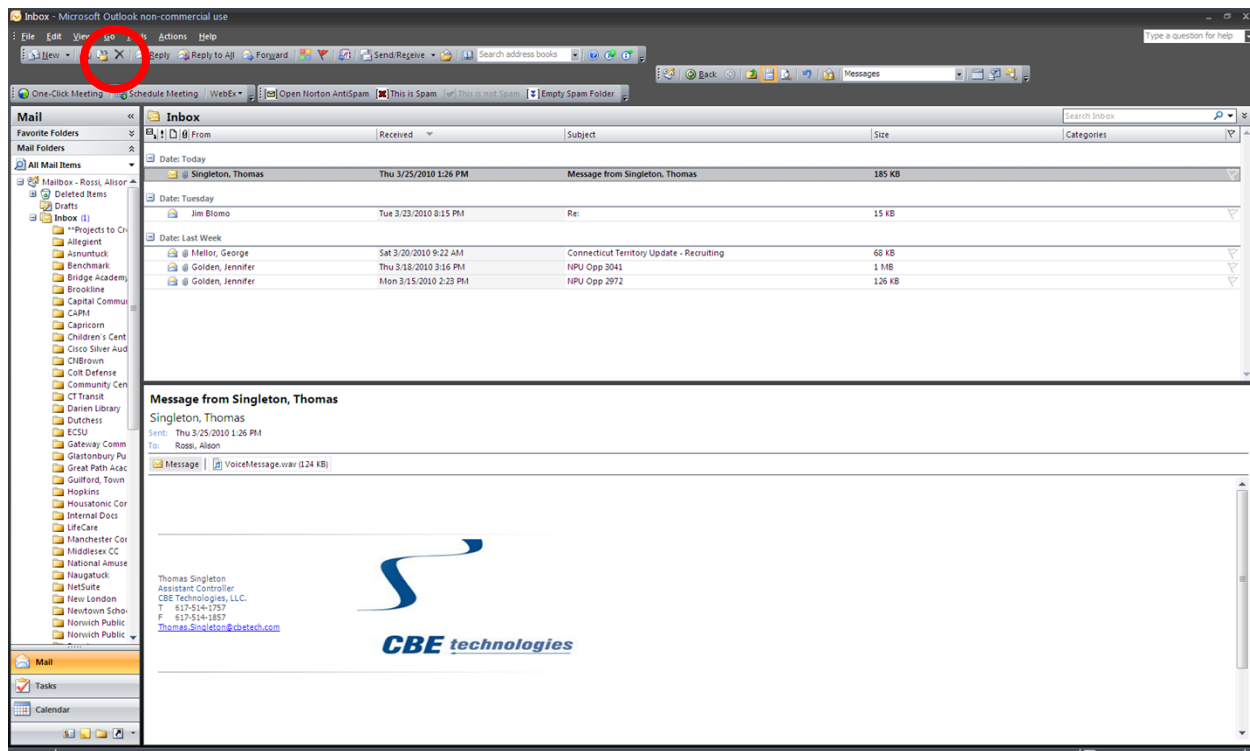
To open the message, double click on the .wav attachment. Your default media player will begin to play the message.

*If you are unable to hear the message, begin troubleshooting by making sure that your computers volume is not on **mute**. If you are using external speakers, make sure that they are on and functioning.*
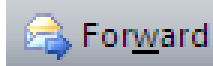
![CBE technologies logo]

YOU TAKE CARE OF YOUR BUSINESS...
WE'LL TAKE CARE OF THE TECHNOLOGY

Deleting a voicemail message from your inbox ✕

To delete a message from your inbox, simply highlight the email and click the **delete** key on the keyboard. In addition, you can click the **delete** button on the Outlook task bar or press **Ctrl + D.**
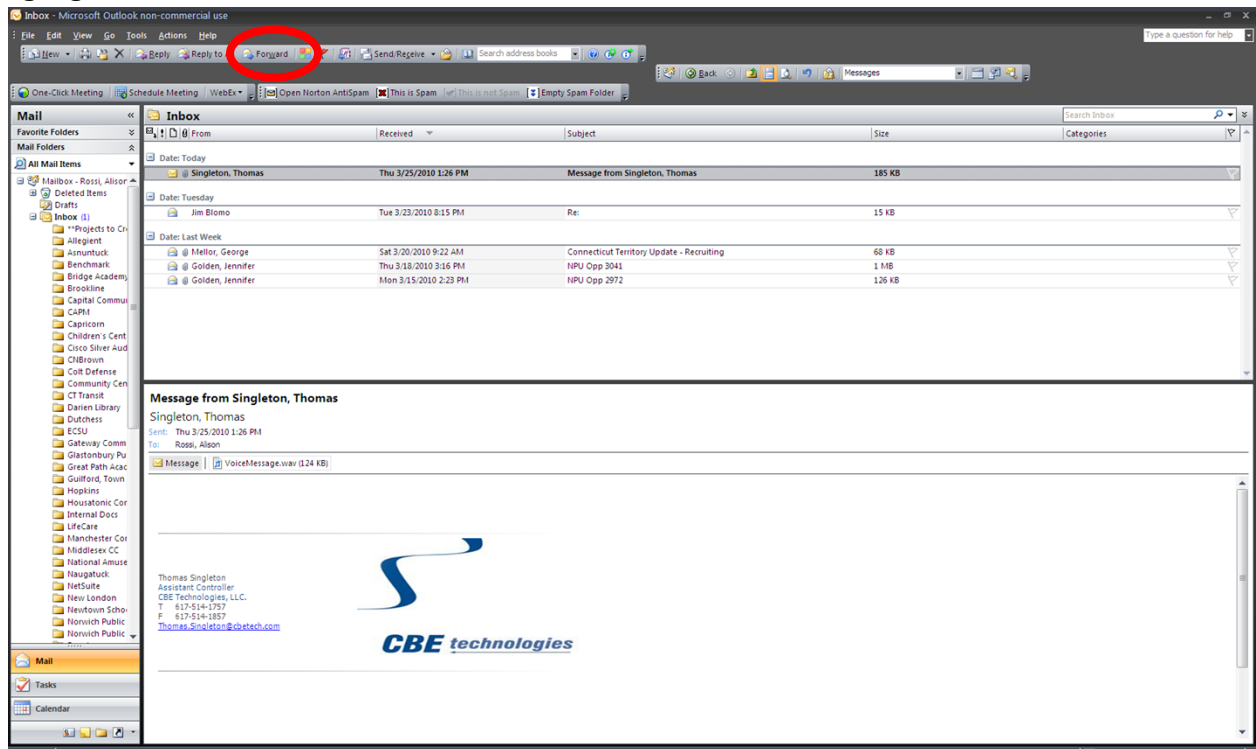
Delete   OR   Ctrl + D

*Note – if an item is deleted from the inbox, it is also deleted from the phone. In addition, if a voicemail is deleted from the phone, it will no longer show up in email. *

Forwarding messages to someone else

Since the .wav files are simply attachments to the email itself, you can forward the voicemail to another user's email address by clicking the **Forward** button the toolbar when the email is highlighted.
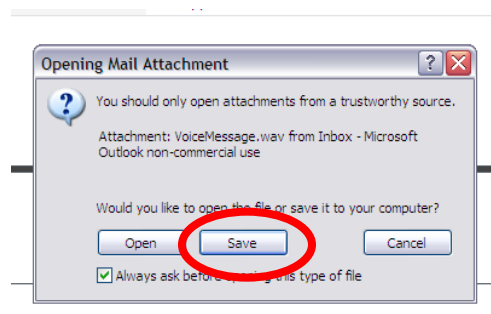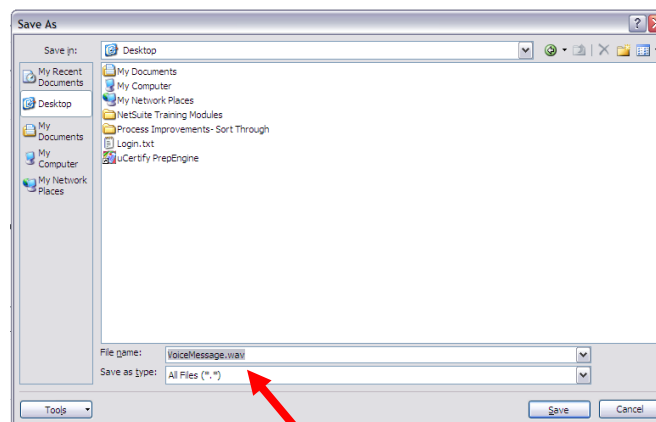
Saving your messages to your computer

To save the .wav file to your computer, begin by double clicking on the .wav attachment.

When the dialogue box appears, choose the **save** option.

Choose the desired location to save your file.

Optional: users can rename the file for easier access