

## Cisco Unity Voicemail

Cisco Unity Voicemail, not only does it have voicemail features it also has an email server built in. This integrated messaging provides voicemail messages via email client. It allows users to treat voicemail messages similar to email messages.

### **How it works:**

You receive a new voice message

### **From your Phone**

- You listen to message and delete the call
  - ✚ Message will be deleted from voicemail server and email inbox
- You listen to your message and save it
  - ✚ Message will remain on voicemail server as a saved message and email inbox
  - ✚ Message indicator light will turn off
- You listen and forward
  - ✚ follow the above steps to delete or save messages

### **From your Inbox**

- You open an email wave message, listen, and delete from inbox
  - ✚ Message will be deleted from voicemail server and email inbox
  - ✚ Phone message indicator light will turn off
- You open email wave message, listen, and retain message in your inbox
  - ✚ Message will remain on voicemail server as a saved message
  - ✚ Phone message indicator will turn off
  - ✚ Message will remain in email
- You listen and forward an email wave message
  - ✚ follow the above steps to delete or save messages

### **FAQ**

- Can I click reply to respond to an email wave message?
  - ✚ No you can't hit the reply on a wave message delivered to email. The email delivery address is [Username@vm1.hssd.k12.wi.us](mailto:Username@vm1.hssd.k12.wi.us). This is not the email address of your sender
  - ✚ To send a reply back to a email wave message
    - Open message and click the forward button
    - Select user, type reply, and send
- Can I opt out of receiving both/either voicemail and an email message
  - ✚ No this is a global setting for all users