

CISCO VoIP Telephone System Unified Messaging Frequently Asked Questions

The new CISCO VoIP Telephone system includes Unified Messaging. This means voice mail messages will be sent to you as a .wav file attached to an email message.

Question: How can we get unified message set up for a department phone number?

Answer: Unified messaging means a copy of voicemails are sent to an email account. If a department phone number is not an employee's personal phone number as well who has a CWID, then this is not possible.

Question: What happens to the voice mail when I open the email message that has the .wav attached voice message file?

Answer: As soon as you open/read the email message, the email system sends a notification to the voice mail system to change the state of the voice message **from New to Saved**. The email system doesn't pay attention to when you listen to the attachment.

Question: I thought there was supposed to be a red light on my hand set when I have new voice mail messages?

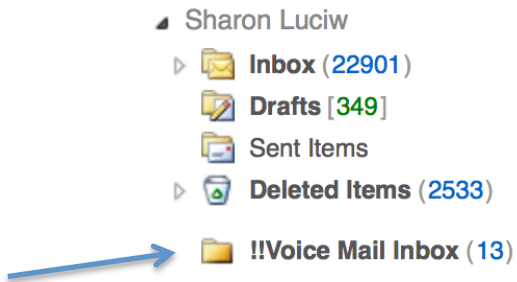
Answer: Yes, but the red light is lit only if you have unread voice mail. As soon as you open/read the email message the system turns the red light off. If you have your smart phone set up to receive FHDA emails, your smart phone could be sending a message back to the email system as soon as it downloads new emails, that you have read the email message. And therefore, the voice message on the voice mail system is moved to the Saved voice mails.

Question: What happens when I delete an email with the attached voice mail message file?

Answer: Not necessarily because the voice message still remains on the voice mail system. If you delete it from the voice mail system, this email will be deleted.

Question: Where do I save the email with the attached voice mail to be certain it won't be deleted accidentally when I'm listening to voice mails using my telephone?

Answer: Move the email with the attached voice mail to a new folder that is at the **same level as your In Box**. See example below. When you move voice mail emails to this folder, the voice mail is deleted from the your voice mail box, but you still have it in your emails until you delete it.



Question: Can I create a filter to have voice mail emails automatically move to an email folder?

Answer: Yes. Since the From: may have a specific Caller ID, you will need to filter on the Subject line, using the words "Message from". However, you may capture non-voice mail emails. In OWA, create a new Inbox rule under your Options.