

Single Inbox User Guide



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As part of the new Cisco suite of unified communication products, the Cisco Unity voicemail system can now integrate with your Outlook email account on your desktop PC, laptop or mobile device using Single Inbox.

Single Inbox will allow you to listen to your voicemail messages without using your desk phone. You can also delete, save, and retrieve your voicemail messages in the same way as you would an email message

If you are syncing your Exchange email to your mobile device, you will also be able to check your voicemails through the email app on your device.

To enable this new feature, please send an email request with authorisation (if required) to the ITS Service Desk its@flinders.edu.au.

Receiving and playing voice messages in Exchange (Outlook)

When a voice message is left on your phone, an email is sent to your email inbox. The email sender may be:

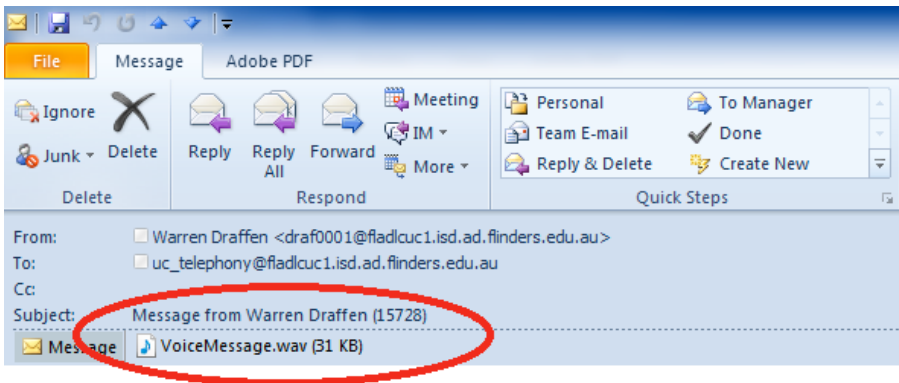
- An **individual** person's name
- A **generic** name as it appears on their Cisco handset;
- An **extension number** if there is a generic voice mailbox;
- **Cisco Unity Connection Messaging System** <unityconnection@flinders.edu.au> if the message has been left by an unknown number, such as a mobile or landline.

In all cases, the caller's number will be displayed in the Subject field, with the added "0 messages from callers where incoming caller ID is blocked will be shown as *Unknown sender 00*

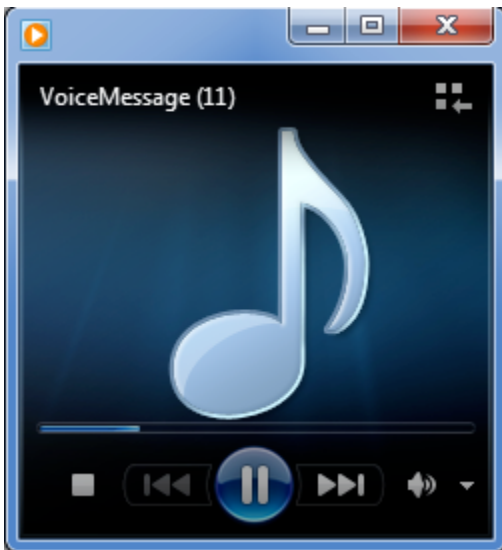
See examples below:

From	Subject
Date: Today	
12100	Message from 12100 (12100)
Cisco Unity Connection Messaging System	Message from ITS UC Test Line (18901)
Cisco Unity Connection Messaging System	Message from Unknown sender (00)
Warren Draffen	Message from Warren Draffen (15728)
Cisco Unity Connection Messaging System	Message from Unknown sender (00882990066)

The email shown below contains the voicemail message as an attached .wav file. To listen to the message, open the email and double-click the **VoiceMessage.wav** attachment to listen to the message.



Your selected media player will open and play the **VoiceMessage.wav** file. This will be played through your selected output device, so if you wish messages to remain private the use of headphones are encouraged.



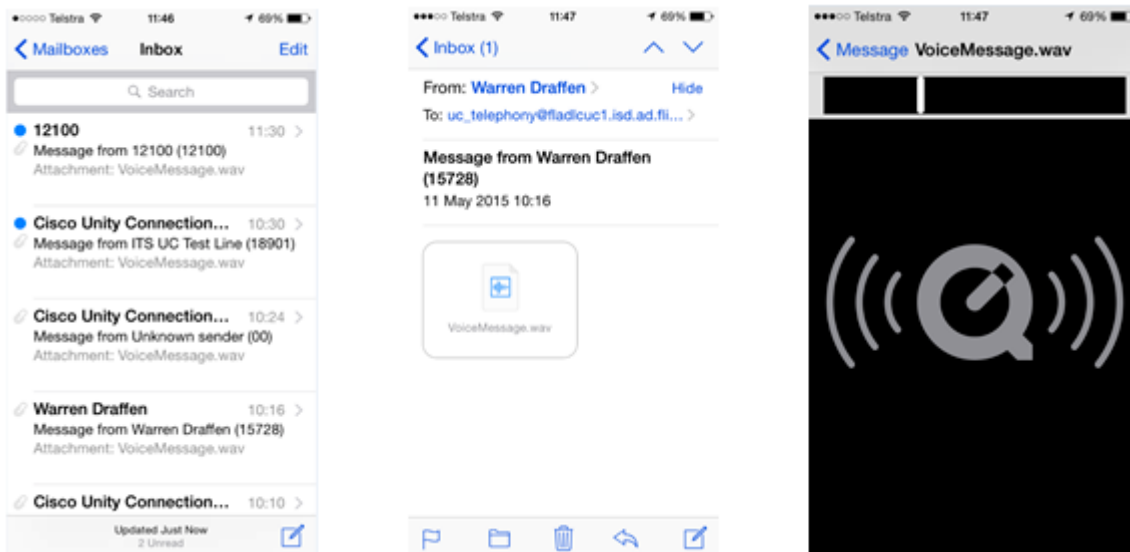
You may also save these files to a folder on your hard drive.

Receiving and playing voice messages on your smartphone

Using the Single Inbox feature on your smartphone is similar to using it in Exchange

Tap the voicemail message in your smartphone's email app to play the voicemail. Your smartphone's media player will open and play the voicemail.

Example (iPhone)



Functions such as checking **Read** and **Unread** status, and deleting, moving and forwarding your voicemail messages, work similarly on your smartphone as in your computer's Exchange (Outlook) program. This is covered in more detail below.

Managing your messages

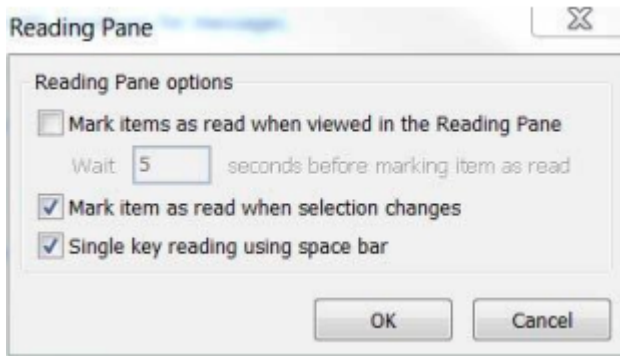
Opening the voice message within your email inbox triggers your voicemail system to move that message into **Saved Messages** and turns off the red message waiting light on the desk phone itself.

Also note that the envelope icon in the email inbox will not change from a closed envelope to an open envelope, as it does for regular email.

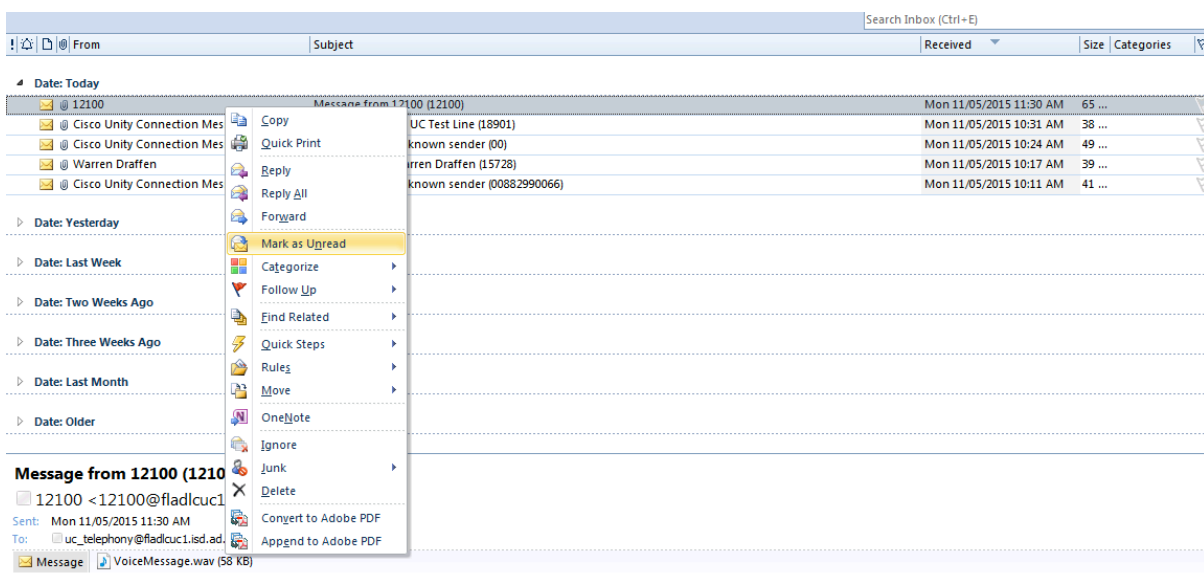
From	Subject	Received	Size	Categories
4 Date: Today				
@ 12100	Message from 12100 (12100)	Mon 11/05/2015 11:30 AM	65 ...	
@ Cisco Unity Connection Messaging System	Message from ITS UC Test Line (18901)	Mon 11/05/2015 10:31 AM	38 ...	
@ Cisco Unity Connection Messaging System	Message from Unknown sender (00)	Mon 11/05/2015 10:24 AM	49 ...	
@ Warren Draffen	Message from Warren Draffen (15728)	Mon 11/05/2015 10:17 AM	39 ...	
@ Cisco Unity Connection Messaging System	Message from Unknown sender (00882990066)	Mon 11/05/2015 10:11 AM	41 ...	

As with normal email messages, the message in your email inbox will turn from bold to regular font. **Important:** This does NOT necessarily mean the **.wav** attachment has been played or listened to; it simply means that the email message itself has been read.

For example, if your **Reading Pane** options are set to automatically mark your email as read when you view it in the reading pane, a new voicemail message in your email inbox will turn from bold to regular font even if you haven't actually listened to the **.wav** file



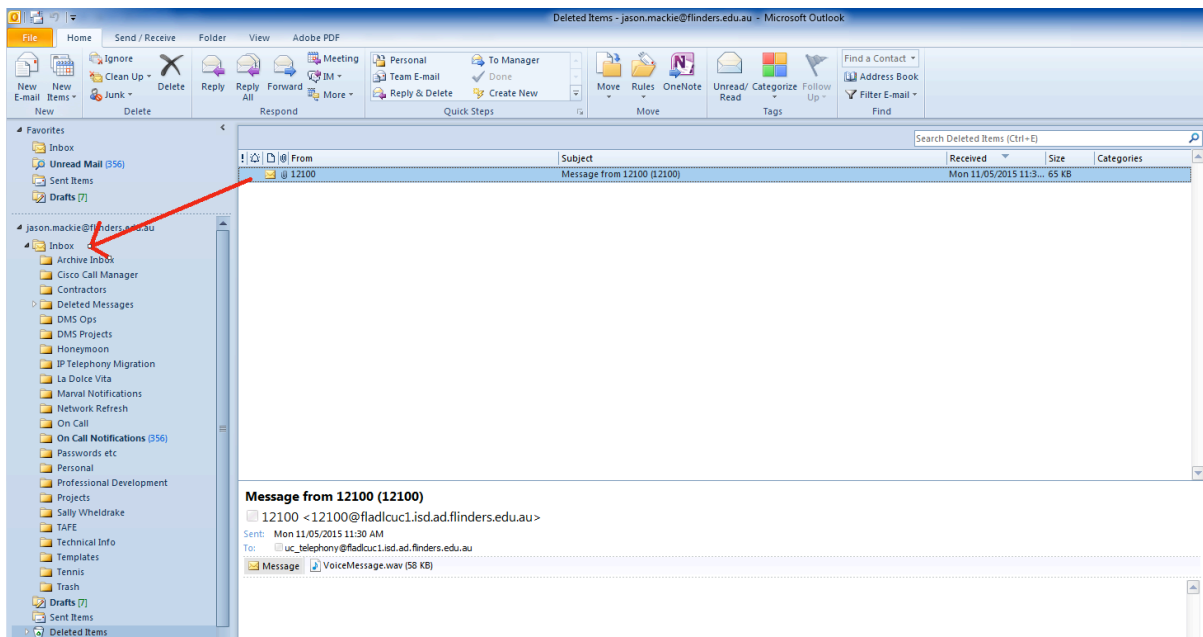
You can mark the message as **unread** within email inbox (right-click and then click **Mark as unread**) to reverse the process. This will trigger the voicemail system to move the message back into “current messages” rather than “saved messages.” Your phone’s red message waiting light will turn back on.



Deleting, moving and forwarding messages

Deleting a voice message from within your email inbox triggers the voicemail message to be removed from your voicemail system and to clear the red message waiting light on your phone. (This may take up to 30 seconds). Deleting a voicemail using your phone will delete the corresponding message and **.wav** file from your email inbox.

If you delete a voicemail in error, you can retrieve the message by simply dragging the email back into your Inbox. Marking this message as Unread will further reactivate the message wait light on your phone and reinstate it as an “unread” message.



Important: Do not move the email version of your voice message to another folder **other than the email inbox**. This would preserve the message within the email system archives and may result in the mailbox reaching its maximum size limit .

Deleted voicemails remain in the Deleted Items folder for 14 days, after which time they are deleted from the system forever.

Automatic Replies (Out of Office) messages that you set up in Outlook are ignored by the voicemail system and will not reach those who leave you voicemail messages.