User Information

Unified Messaging is the ability to have your voicemail messages that are received on your desk phone delivered to your email address as audio ".wav" file.

Benefits of Unified Messaging:

- To be notified of voicemail messages when you are not in your office.
- Listen to your voicemail without accessing your office phone.
- Forward messages to users without voicemail or outside of the University.
- Save voicemail messages for future reference.

Information on Unified Messaging Once Activated on Your Voicemail:

- Voicemail messages from internal callers will show the first and last name of the caller in your email.
- Voicemail messages from external callers will show the number of the caller and will now recite the number of the caller when listened to.
- Voicemail messages given to you from an internal personal will show coming from that user but will have 2 files – the first file with the message from the giver and another file with the original message.
- If user goes directly into their voicemail through 7401 (voicemail) and leaves a message, it will say "Unknown Caller" in your inbox.

Please Note: Voicemail messages have to be deleted from your desk phone separately and need to be deleted on a regular basis. If not, the number of voicemail messages will reach the maximum number and the mailbox will be full. Therefore, callers will not be able to leave messages and then the messages won't be directed to your email address.