

## SOESD VoiceMail/Email Integration Information

The SOESD's VoiceMail (VM) and Email systems are integrated to provide an easier way for employees to manage VM messages. The following information should help you understand the new behavior. As always, if you have further questions or need clarification, feel free to contact the CIS department by phone at extension 1106 or 541-858-6730 or by email at [support@soesd.k12.or.us](mailto:support@soesd.k12.or.us)

A couple key things to remember...

1. You DO NOT need to change the way you listen to VMs. You may continue to use your phone as you always have. You now have the OPTION to listen to and manage your VMs from within your Email client (Outlook, in most cases)
2. The VM system and your Email inbox are synchronized. What this means is that you only need to perform an action (listen to, save, delete) on **either** the phone or Email. The action will be automatically synchronized on the other system. Note, it can take **up to 30 seconds** for actions to synchronize.

When you receive a VM, you will also receive an Email with the VM attached so you can listen on your computer, Tablet, Mobile Phone etc. if you choose.



In this instance, the user has received a VM from internal user Israel Mathewson at Ext 1180. The VM light on the user's phone is lit and the message is 'unread' in the user's Email inbox.

Once the user listens to the VM, either by clicking on the Email message or by traditional means with the phone handset, the message shows up as 'read' in the Email inbox and the light on the user's phone is now off.



Here is an example of an external caller leaving a message, the caller ID information is in place of the user's name when available.

All Unread

By Date ▾ Newest ↓

▲ Today

Cisco Unity Connection Messaging System  
Message from MEDFORD,OR (5418210645)

   
8:31 AM

Once a VM has been listened to, a couple of options are available.

1. Save the message.
  - a. From the phone, after listening to the VM, press 2. The message is saved and is retrievable via the VM system. The VM will remain in the Email inbox and can be accessed just like any other email in the inbox.
  - b. From Outlook. Simply leave the VM in the inbox, the VM will be accessible from the phone as long as it remains in the Email inbox.
2. Delete the message.
  - a. From the phone, after listening to the VM, press 3. The message will be deleted from the phone. The message will be automatically deleted from Outlook and placed in the 'Deleted Items' folder.
  - b. From Outlook. Select the VM and click the 'Delete' icon, just like any other email. The message will be placed in the 'Deleted Items' folder and be automatically removed from the phone.

A note on saved messages. CIS recommends moving messages that you want to save out of the inbox and into a separate folder for long term archival. The VM system only synchronizes with the Email **inbox**. Once a message is moved out of the inbox, it will **no longer be available via the phone**. You can listen to archived messages via your computer OR move the message into the inbox and listen to it on your phone.

You may also make the message appear as 'new' on your phone by right clicking on the message and selecting 'Mark as Unread'.