Cisco Unified Messaging

Cisco Unified Messaging, also known as voicemail-to-email, is a function of the 1800 Grant phone system that delivers a digital copy of voicemail messages directly to your @cu.edu email address as a .WAV attachment. This feature was released in May of 2014, and will be enabled on all voice mailboxes by default for all incoming System Administration employees. For existing employees or departments who are interested in using this feature, please contact the UIS Service Desk for provisioning.

Unified Messaging Benefits

- Your voicemail messages are accessible wherever you have access to your email
- Messages can be conveniently forwarded as attachments to contacts and colleagues

Unified Messaging Basics

- Incoming voicemail messages are delivered to your @cu.edu email address as a .WAV attachment, in addition to the copy on your voice mailbox
- This .WAV file can be opened by most media players (PC and Mac)
- Voicemail messages delivered to your email inbox contain Caller ID information in the Subject field:
  - For internal calls, name and 4-digit extension are displayed
  - For external calls, full 10-digit numbers are displayed
- Voicemail messages marked as 'Read' in your email inbox are also marked as 'Read' on your voice mailbox, and vice versa. This means that the red Message Wait Indicator (MWI) light on your phone may turn off once a voicemail has been listened to via your email inbox
- Email messages containing voicemail attachments can be forwarded to other individuals – simply forward the email as you would normally
- Voicemail messages that are deleted from your Outlook inbox are moved to your Deleted Items folder in Outlook, and vice versa when deleting messages using your office phone handset. To access your Saved Messages folder:

On site
1. Press the voicemail button on your handset, or dial extension 4295
2. When prompted, enter your voicemail PIN, followed by #
3. Press 3 to review Old Messages
4. Press 1 to review Saved Messages

Off site
1. Dial 303-860-4295
2. Once connected, press *
3. When prompted for your ID, enter your 4-dogot extension followed by #
4. Enter your PIN, followed by #
5. Press 3 to review Old Messages
6. Press 1 to review Saved Messages

For general voicemail support, please contact the UIS Service Desk by phone at 303-860-4357 or via email at help@cu.edu.