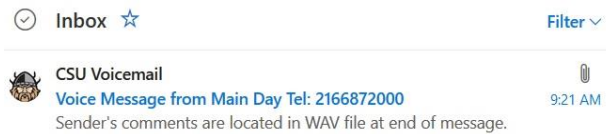


Updated 4/2/2021

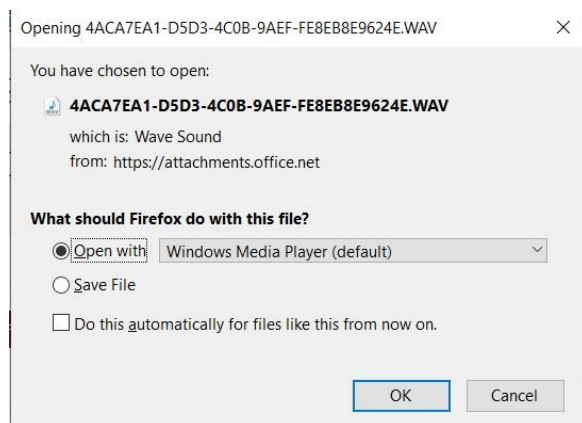
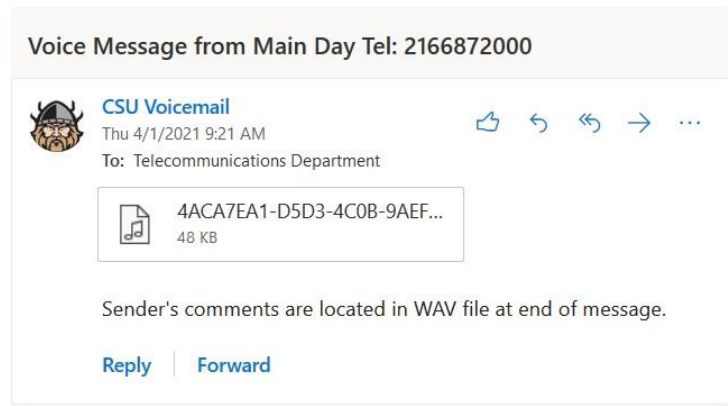
UNIFIED VOICE MESSAGING THROUGH EMAIL

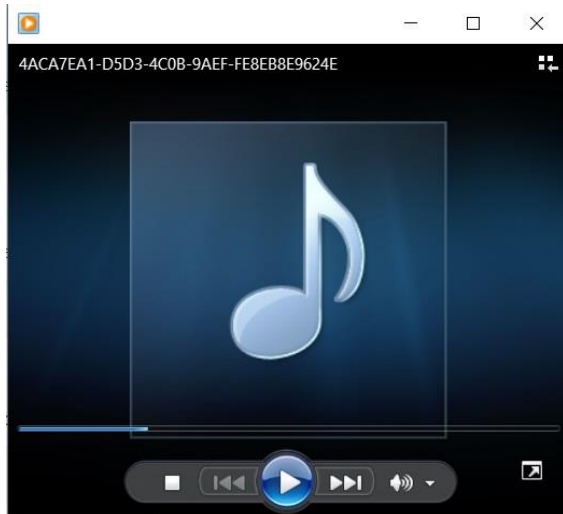
Your campus telephone's voice mailbox may be enabled with Unified Messaging. This feature synchronizes voice messages for an office telephone with an employee, group, or department email address. Only one email address may be designated. Voice messages will be converted into .wav audio files, which can be listened to by opening the email attachment.



LISTEN TO A UNIFIED MESSAGE

A caller time stamp will be included in the subject matter of the email. This is a helpful feature for making calls back to the originator of the call. To check messages by email, open the message and download the .wav attachment. Your computer should be able to play the message through a standard media player. If you need assistance with your media player, please contact IS&T Desktop Support at 216-687-5050.





REPLYING TO A UNIFIED MESSAGE

Email replies to Unified Messages will not be processed. Do not reply to the caller as a response via email. The system does not have the ability to transcribe a written response and does not know the email address of the originator. You may be able to reply by voice call using telephone access, if the caller was made from a CSU telephone.

DELETE A UNIFIED MESSAGE

If you delete the email containing the .wav file, the original message will also be deleted from the telephone voice mailbox. If you delete the message within the telephone mailbox, it will also be deleted from the email Inbox. If you wish to restore a message, check your email's Deleted items folder and move the message back to your Inbox. A .wav file that was downloaded may remain in the Download folder of your desktop. Delete it from the folder if you do not wish to retain it.

SAVE A UNIFIED MESSAGE

If you listen to the .wav file but do not delete the email message, the original voice mailbox recording will be moved to your Saved Messages within the telephone system. The email will remain in your Inbox as a read message. You may forward the email as needed, and store it in email folders. A .wav file that was downloaded may remain in the Download folder of your desktop. The message name will be in hexadecimal code so you may want to rename it if you are saving a file copy. Unified Messages may also be cared for by telephone using normal procedures.

Please contact CSU Telecommunications via telcom@csuohio.edu if you have any concerns. Please notify CSU Telecommunications when a change is needed to the email address of a voice mailbox.