## Subscriber Training-Viewmail

The new voicemail system is a Unity.  Voice mail is directly tied to your Exchange 2000 server.  You have the ability to review your email messages over the phone or your voice messages through your email box.

**Viewing your email in-box**:

E-mail messages have an envelope icon and display what the sender included in the subject line of the e-mail in the subject column.

Voice messages appear as a yellow note ✉ icon if view mail has not been loaded onto the PC.  With view mail, a voice-mail message appears as a yellow envelope/ blue 🔊 speaker icon.  A red ! next to the speaker or yellow note voice-mail icons, signifies that the sender flagged the message urgent.  The senders ID is in the "From" column of your inbox, the "Subject" column will be blank.  The received column shows the date and time the message was sent.  The size column shows how big the message is in KB's.

**To listen** to a message using your PC soundcard, double click on the message in your inbox.  On the media master control bar you can see how long the message is.  Click on the black arrow ► to begin message playback.  While listening to the message, you can adjust the volume and the speed from the media master control bar.

**To stop playback** and be able to continue where you left off, click on the ‖ double lines symbol on the media master control bar.  To continue playback, click on the right arrow. ►

**To stop playback** and have message review start from the beginning of the message, click on the ■ black square.

**To record a reply** to a message after listening to it, click on the "single head" Reply icon from the tool bar on the top.  Then click on the ● red circle in the media master control bar.  If your PC does not have a microphone, your telephone will ring.  When you answer it you will hear a beep.  Begin recording at the beep.  If recording from the telephone, you may press the # key on the phone or the ■ black square on the media master control bar to stop recording.  Send the message by clicking on the ▤ send icon.

**To forward a message** after listening to it, click on the "single head" Forward button on the outlook toolbar.  Address who the message is to be forwarded to on the To… line. You need to record an introduction to the message.  Click on the ● red circle in the media master control bar.  If your PC does not have a microphone, your telephone will ring. When you answer it you will hear a beep.  Begin recording at the beep.  If recording from the telephone, you may press the # key on the phone or the ■ black square on the media master control bar to stop recording.  Send the message by clicking on the ▤ send icon.

**To record a message from your inbox**, click on the yellow envelope/ blue speaker 🔊 icon on the outlook tool bar or click New Voice Messages on the Actions menu.  Enter recipients name on the To… line.  You need to record an introduction to the message. Click on the ● red circle in the media master control bar.  If your PC does not have a

microphone, your telephone will ring.  When you answer it you will hear a beep.  Begin recording at the beep.  If recording from the telephone, you may press the # key on the phone, or the■ black square on the media master control bar to stop recording.  Add text and attachments as appropriate.  Send the message by clicking on the ▤ send icon.

If you do not like what you recorded, you may re-record it by clicking on the ● red circle in the media master control bar.  Follow the previous instructions for recording.

**To delete a message**, click on the black ✖ on the outlook toolbar. Deleted messages reside in your deleted messages folder.  You may send a message back to yourself if you accidentally deleted it.
When you delete a voicemail message, the next unheard message in your inbox appears on your monitor.  You may listen to it using the instructions on the previous page.

**To setup or change listening to voicemail messages through the sound card of your PC or your telephone:**  Double click on a voicemail message to open it.  Click on the black▼ down arrow on the media master control bar.  Click on  "Playback Device".  Choose where you want to hear your messages by selecting your sound card or telephone.

**To setup or change "Recording Devices":**  Double click on a voicemail message to open it.  Click on the black ▼ down arrow on the media master control bar.  Click on "Recording Device".  Choose if you are going to record through the microphone of your PC or your telephone.