What is Integrated Voice Mail?

Integrated voice mail allows you to receive your voice mail messages via e-mail, as an audio file attachment. This is in addition to receiving your voice mail messages on your phone.

Request Integrated Voice Mail

If you wish to receive your voice mail messages via your e-mail client you must send a requisition to Telecommunications with the following information:
  - Your name and email address

How does Integrated Voice Mail Work?

When you receive a new voice mail message:
  - The red light on your desk phone will indicate you have a new voice mail message
  - An email message will be sent to your University e-mail client with an audio clip attachment of the voice mail message.

The e-mail message will contain a link to “Mark the message as read in your voice mailbox”. Clicking this link will:
  - Direct you to a web page where you will be prompted to enter your voice mailbox password and then click Mark Read
  - Turn off the message light on your desk phone
  - The message will still be available in the e-mail attachment and on your desk phone

The e-mail message will contain a link to “Delete this message from your voice mailbox”. Clicking this link will:
  - Direct you to a web page where you will be prompted to enter your voice mailbox password and then click Delete
  - Turn off the message light on your desk phone (if not already turned off)
  - Delete the voice mail message from your desk phone
  - The message will still be available in the e-mail attachment

The e-mail message will contain a link to “Delete All messages from your voice mailbox”. Clicking this link will:
  - Direct you to a web page where you will be prompted to enter your voice mailbox password and then click Delete All
  - Turn off the message light on your desk phone (if not already turned off)
  - Delete ALL voice mail messages from your desk phone
  - The messages will still be available in the individual e-mail attachments, provided the e-mail messages have not been deleted

NOTE: Messages may also be deleted directly from your desk phone by pressing option 2 - *D.

Forgot your password or need help?
- Email voicemail@uakron.edu
- Call x8668

To create a rule to filter all your voice mail messages to a specific folder, refer to the job aid titled “Create a Rule for Integrated Voice Mail Messages”