# Single Inbox User Guide

A new voicemail option will allow you to receive your voicemail in your Exchange (Outlook) email inbox, as well as on your desk phone. This means you can listen to your messages and delete them right from your email inbox, without picking up the phone. If you are syncing your Exchange email to your mobile device, you will also be able to check your voicemails through the email app on your device.
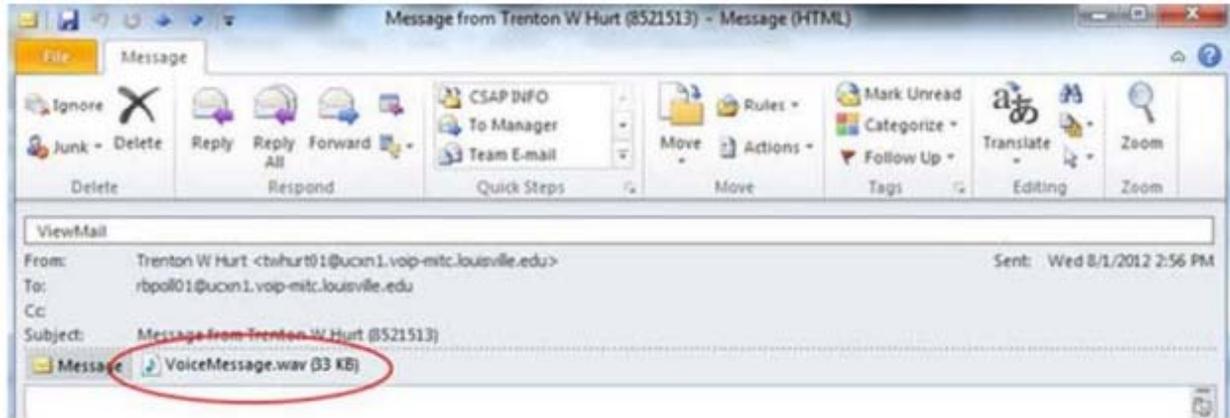
## Receiving and playing voice messages in Exchange (Outlook)

When a voice message is left on your phone, an email is sent to your email Inbox. The email sender may be an individual, or "Cisco Unity Connection Messaging System.



The email shown below contains the voicemail message as an attached .wav file. To listen to the message, open the email and double-click the **VoiceMessage.wav** attachment to listen to the message.

Your selected media player will open and play the **VoiceMessage.wav** file. **Tip**: Your messages will play through your computer's speakers like other audio files.
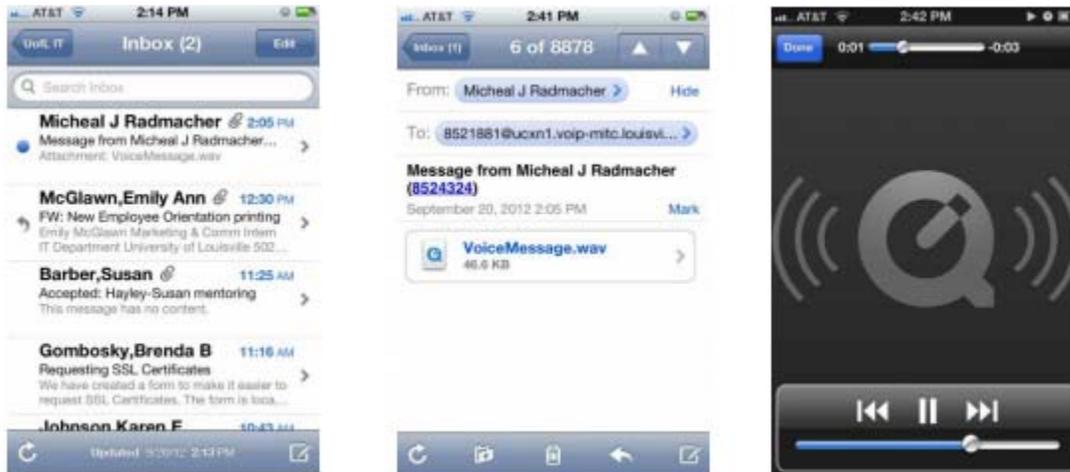


The Subject field includes the identity of the caller who left the voice message. A message from a caller not on the IP phone system is generally listed in the Subject field as "Message from Unknown sender." A new voice message will appear in bold font as shown below.

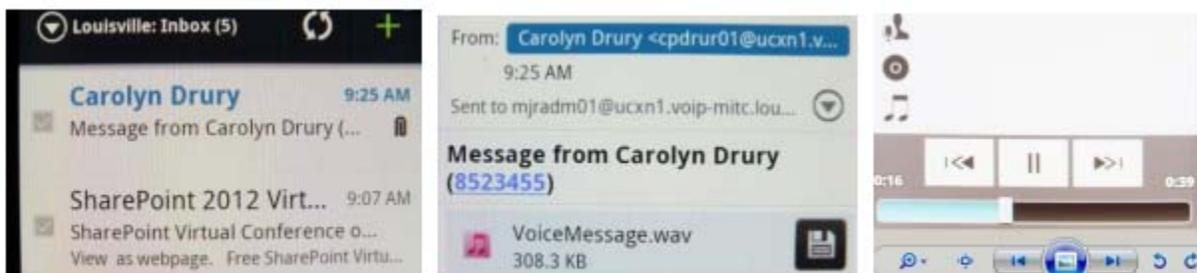# Receiving and playing voice messages on your smartphone

Using the single inbox feature on your smartphone is similar to using it in Exchange (Outlook) on your computer. You must first sync your BNL email account to your smartphone, to be able to check your email and voicemail on your device. Tap the voicemail message in your smartphone's email app to play the voicemail. Your smartphone's media player will open and play the voicemail.
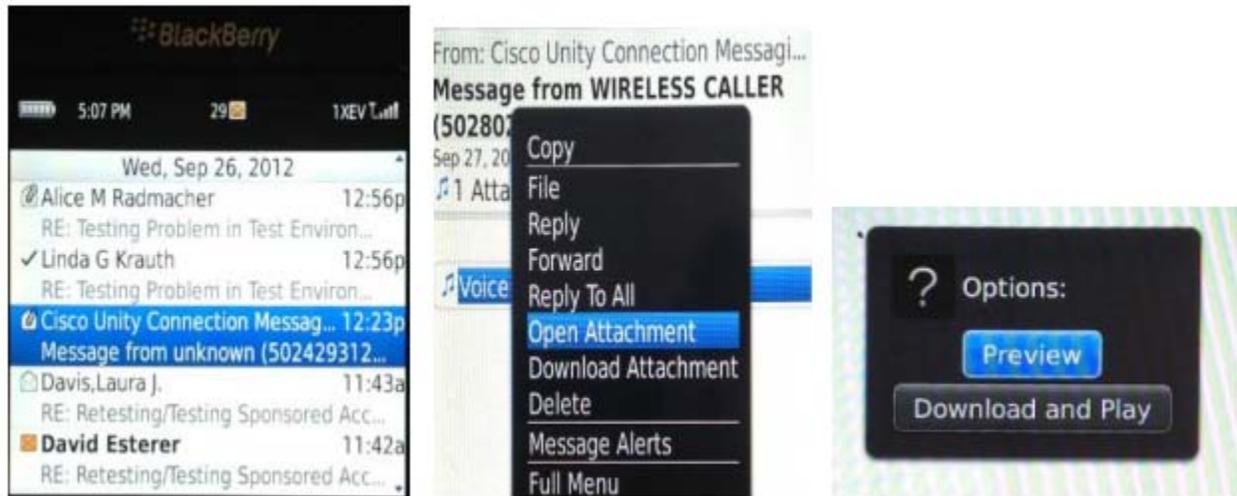
iPhone:



**Tip**: Use headphones if you would like to keep your voicemail private. Otherwise, your messages will play through your iPhone's speakers like other audio files.
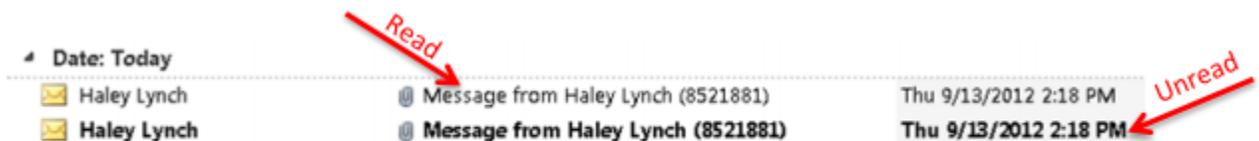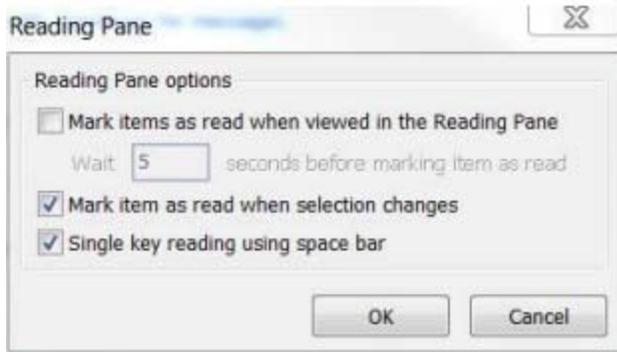
Android:

BlackBerry:



Functions such as checking **Read** and **Unread** status, and deleting, moving and forwarding your voicemail messages, work similarly on your smartphone as in your computer's Exchange (Outlook) program.

**Managing your messages**

Regular and bold fonts indicate **Read** and **Unread** status in the email inbox. The envelope icon in the email inbox will not change from a closed envelope to an open envelope, as it does for regular email.



Opening the voice message within your email inbox triggers your voicemail system to move that message into "saved messages," and turns off the red message waiting light on the desk phone itself. When opened, the message in your email inbox will turn from bold font to regular font. **Note:** This doesn't necessarily mean the .**wav** attachment has been played or listened to. A message can be marked as read automatically depending on your settings within Outlook. For example, if your **reading pane options** are set to automatically mark your email as read when you view it in the reading pane, a new voicemail message in your email inbox will turn from bold to regular font even if you haven't actually listened to the .**wav** file.

You can mark the message as **unread** within email inbox (right-click and then click **Mark as unread**) to reverse the process. This will trigger the voicemail system to move the message back into "current messages" rather than "saved messages." Your phone's red message waiting light will turn back on.