

# FAQs

---

## Frequently Asked questions relating to Single Inbox voicemail to email feature

### How do I delete voice messages in my default email program?

You can delete voice messages from your email program just as you do email messages. For some email programs (other than Outlook), you may need to periodically purge your deleted messages folder to completely delete voice messages.

### Can I send voice messages from within my default email program?

No. You cannot record voice messages or replies to voice messages from your email program.

### Can I reply to the message from within my default email program?

Yes. You can reply to voice messages as you would with a regular email **if** the message is from a valid BNL email address (user@bnl.gov). Hint: the user name will be in the “from field” of the message.

If the message is not from a valid BNL email address and you click reply to that message, the email will go to <unityconnection@voicemail.bnl.gov>, which is not a valid email address.

### How do I forward the message from within my email program?

Just use the Forward option as you would with a regular email.

### Why doesn't the envelope icon in Outlook change once I have read the email?

The envelope icon in the Outlook inbox will not change from a closed envelope to an open envelope, as it does with regular emails. This is a known issue between Cisco (the Lab's voicemail provider) and Microsoft. This may be fixed in future software releases.

### I have an 'Out of Office' rule set up. Will people leaving me voicemail be notified?

No. Automatic Replies (Out of Office) messages that you set up in Outlook are ignored by the voicemail system and will not reach those who leave you voicemail messages.

### Does the red message waiting light turn off on my desk phone when I listen to or delete a message from my email program?

Yes. Deleting a voice message from within the Outlook Inbox triggers the voicemail message to be removed from your voicemail system. This clears the red message waiting light on your phone. (This may take up to 30 seconds.)

**If I delete messages from within my default email program, will the voicemails still be accessible from a telephone?**

No. The message will be removed from the voicemail system and the red message waiting light on your phone will be cleared. (Again, this may take up to 30 seconds.)

**Can I create a rule to send voice messages into a folder?**

Yes, but the voice messages will be marked as read and the message waiting light on your phone will be cleared. (Again, this may take up to 30 seconds.)