

## VOICEMAIL/OUTLOOK EMAIL FACT SHEET

There is now an option to have your voicemail messages forwarded to your Outlook email Inbox. These systems are now connected so that if you delete a message in one location, it will also delete in the other.

### What happens?

**When a voicemail is left by caller** – Telephone message waiting light goes on - voicemail recorded and stored (played=7 days, un-played=28 days) - email is automatically delivered to Inbox with voicemail attachment.

**When you do not listen to a message** - Telephone message waiting light goes on - message is saved for 28 days, then automatically deleted and Inbox message is moved to Deleted Items folder in email.

**When you listen to a voicemail on the telephone** – Telephone message waiting light goes out - message marked as read by Outlook. Once played, message is saved for 7 days then deleted from voicemail, after which Inbox message is moved to Deleted Items folder in email.

**When you delete a voicemail message on the telephone** - message permanently deleted from voicemail system and Inbox message is moved to Deleted Items folder in email.

**When you save a voicemail message on the telephone** - saved messages are stored for 7 days then automatically deleted from voicemail and Inbox message is moved to Deleted Items folder in email.

**When you move a message from Inbox to another email folder** - message waiting light turned off – message is permanently deleted from voicemail system.

**When you move a message from personal folder or deleted items back to Inbox** - message can remain in inbox indefinitely.

### Information:

**If you wish to retain played email messages they must be moved from your inbox to another email folder. Once an email is moved to a personal folder it will be deleted automatically from the voicemail system. Please note that Outlook forwarding does not work with these voicemail messages.**

Note: There is a maximum number of messages (approx. 35) that will fill your voicemail box.

It is important to note that the voice mail system will purge both un-played and played messages. Un-played messages are deleted after 4 weeks and played messages will be deleted

after 1 week. These messages will also be moved from your email Inbox to the Deleted Items folder.

If a message is deleted by user error OR by the system it can still be retrieved from the Deleted Items folder in Outlook.

### What will the email voicemail message look like?

-   5740@tru.univ      Voice message from STRACHAN,ARLEE/\*E2 [nupointmsgid 269236312]  
Caller ID: ext. 5740
-   2508526528@tru.univ      Voice message from 2508526528 [nupointmsgid 269234173]  
Caller ID: 2508526528      NuPoint Message Attachment <nupointmessage269234173.wav> <end>
-   8002949418@tru.univ      Voice message from 8002949418 [nupointmsgid 269230941]  
Caller ID: 8002949418      NuPoint Message Attachment <nupointmessage269230941.wav> <end>