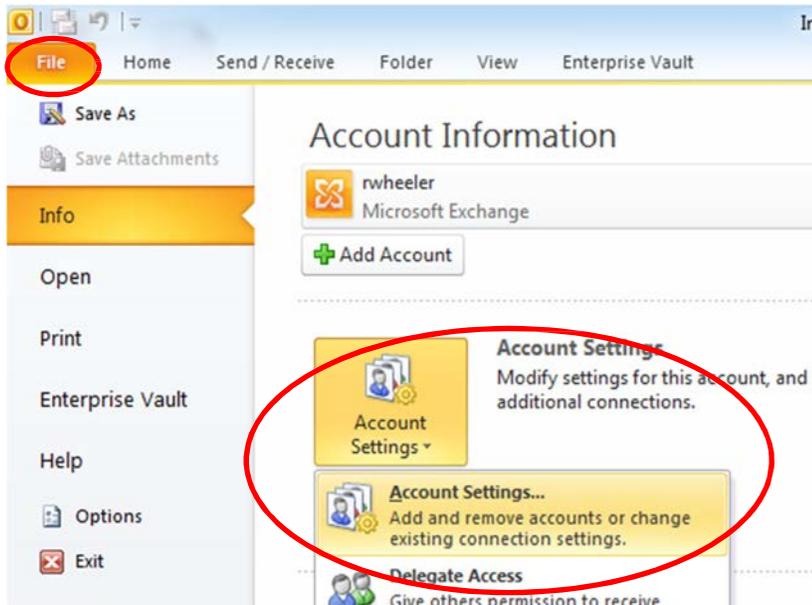


How to Access Voicemail Messages from Outlook 2010

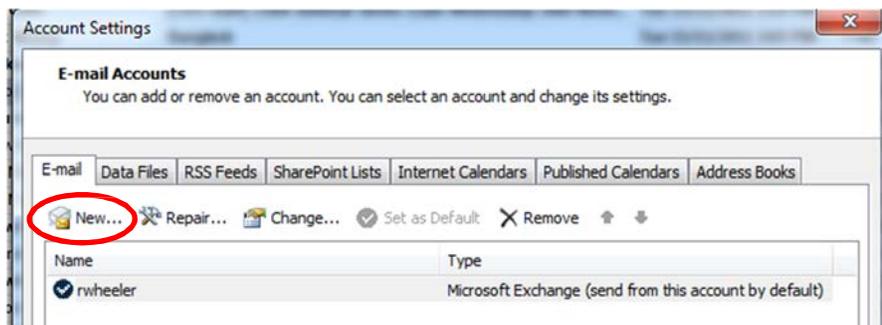
This process will assist you in setting up your Outlook account to receive your voicemail messages. Voicemails will be received into an inbox and shown as an attached WAV file which you can play and listen to via your PC speakers or headphones. Messages can be deleted from the inbox which will also delete them from the voicemail system. If there is reason to keep a voicemail, the attachment can be saved to an appropriate network drive and renamed to suit the situation.

Steps for setting up your inbox to receive voicemail messages:

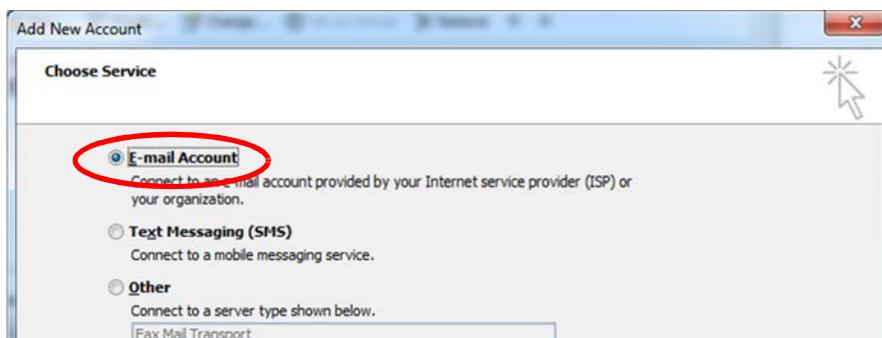
1. Open Outlook 2010. Click on the **File** tab at the top of the page. Click on **Account Settings** and select **Account Settings** from the drop down list that appears.



2. On the **E-mail** tab of the Account settings window, click **New**.



3. Tick the **E-mail account** radio button then click **Next**.



4. Tick the box next to **Manually configure server settings or additional server types** then click Next.

Add New Account

Auto Account Setup
Connect to other server types.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Text Messaging (SMS)

Manually configure server settings or additional server types

< Back **Next >** Cancel

5. In the next screen, tick the **Internet E-mail** radio button then click **Next**.

Add New Account

Choose Service

Internet E-mail
Connect to POP or IMAP server to send and receive e-mail messages.

Microsoft Exchange or compatible service
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.

Text Messaging (SMS)
Connect to a mobile messaging service.

Other
Connect to a server type shown below.
Fax Mail Transport

< Back **Next >** Cancel

6. In the next screen, fill out the details as shown in the example below. In this instance, you will enter your email address in the **E-mail Address** line. It should read **firstname.last@cdu.edu.au** or e.g, **Andrew.king@cdu.edu.au** . Once you have typed in your details, click the **More Settings...** button.

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Andrew King
E-mail Address: Andrew.king@cdu.edu.au

Server Information

Account Type: IMAP
Incoming mail server: pbxvm1a.cdu.edu.au
Outgoing mail server (SMTP): mail.cdu.edu.au

Logon Information

User Name: aking
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back Next > Cancel

7. In the **Internet E-Mail Settings** screen, choose the **General** tab. In the **Mail Account** field, choose the name you wish to call the voicemail inbox. The name you choose is how it will appear in your Outlook list of email inboxes. The example below shows **Andrew's Voicemail**. Enter your CDU email address in the **Reply E-Mail** section and click **OK** to return to the previous screen.

Internet E-mail Settings

Outgoing Server Connection Advanced
General Sent Items Deleted Items

Mail Account _____
Type the name by which you want to refer to this account. For example: "Work" or "Microsoft Mail Server"

Andrew's Voicemail 1

Other User Information _____
Organization: _____
Reply E-mail: Andrew.King@cdu.edu.au 2

OK 3 Cancel

8. Click **Next** on the **Add New Account** screen.

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Andrew King
E-mail Address: Andrew.king@cdu.edu.au

Server Information
Account Type: IMAP
Incoming mail server: pbxvm1a.cdu.edu.au
Outgoing mail server (SMTP): mail.cdu.edu.au

Logon Information
User Name: aking
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back **Next >** Cancel

9. The following screen will appear. You should end up with green ticks against each of the options. Click **Close** when done.

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

Stop
Close

Tasks Errors

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

10. The following screen will appear, click **Finish** to complete the creation of your voicemail inbox.

Add New Account

Congratulations!

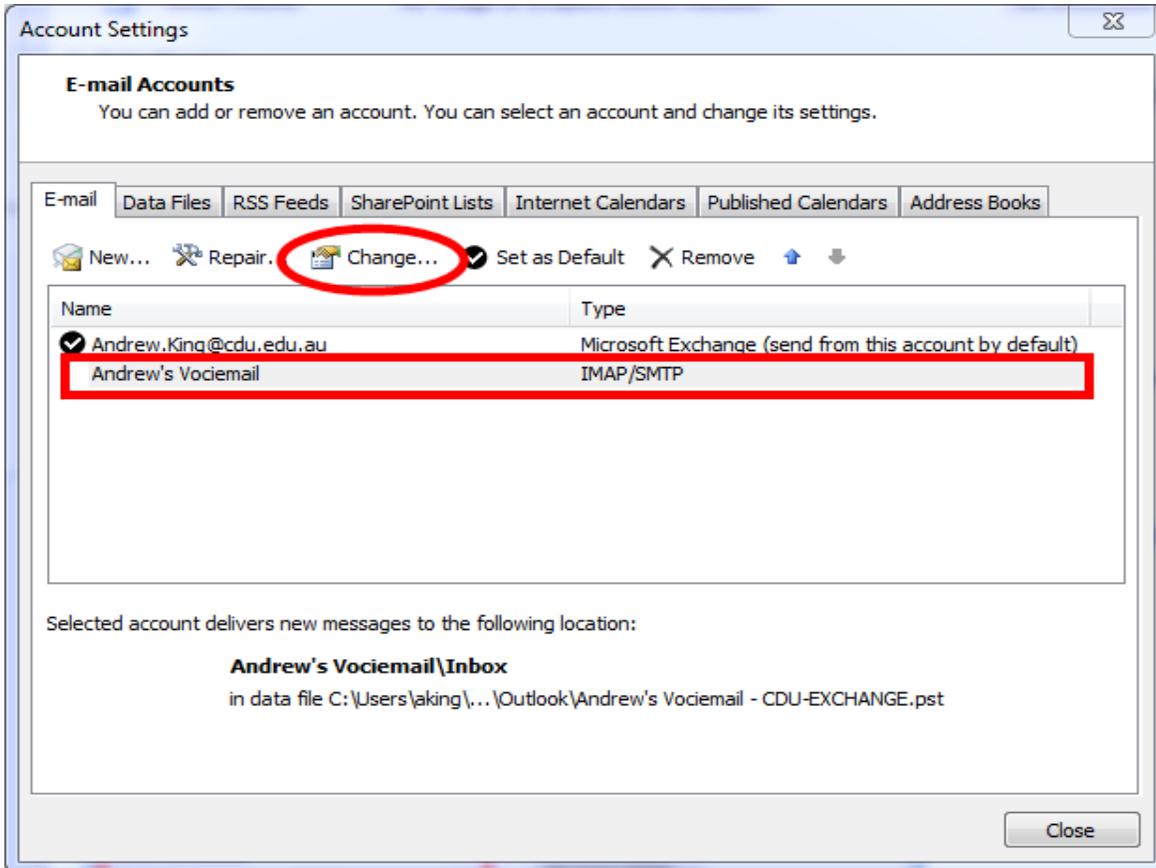
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.

Add another account...

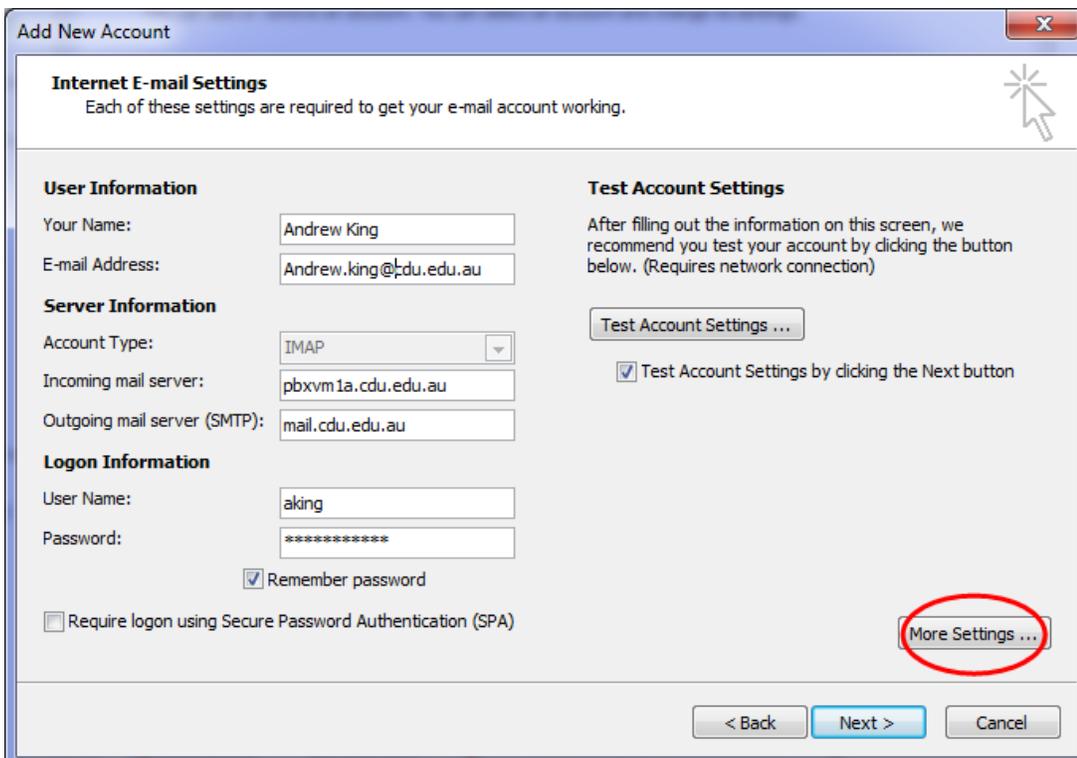
< Back **Finish**

Your Outlook 2010 is now set up to receive your voicemail messages; however, at this point you will not be able to delete your voicemails directly from the Outlook inbox you have just created. To enable this functionality do the following:

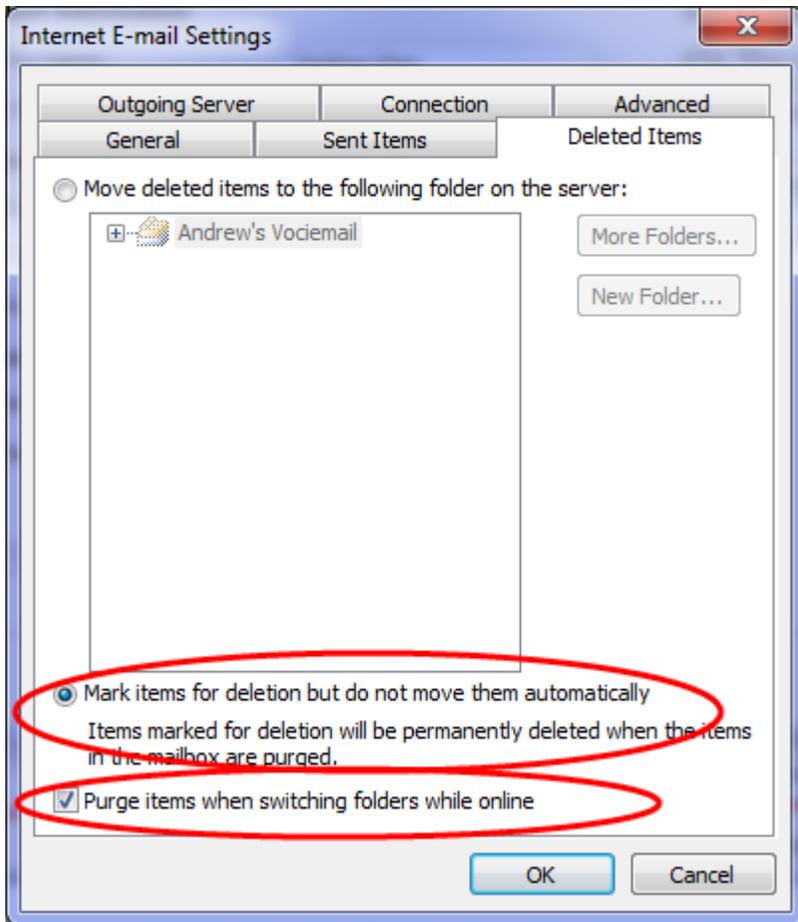
1. Open the **Account Settings** page as per step 1 of the previous guide.
2. Select the account you just created by clicking on it, then click the **Change...** button.



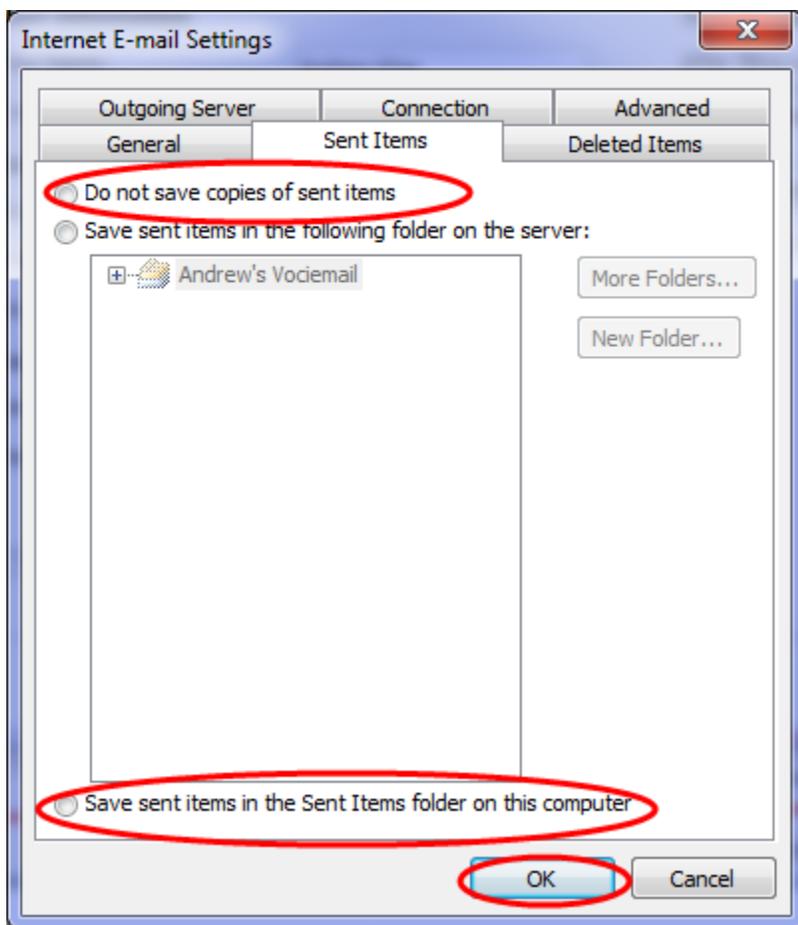
3. Click the **More Settings...** button.



4. On the **Deleted Items** tab leave the box next to **Purge items when switching folders while online** ticked and click the radio button next to **Mark items for deletion but do not move them automatically**. Choosing these options means that voicemail you delete from the inbox will also be deleted from the Voicemail server when you move to another folder within your email account.



5. On the Sent Items tab you may either select **Do not save copies of sent items**, or **Save sent items in the Sent Items folder** on this computer if you need to keep a record of voicemails that you have forwarded on. Click **OK** when done.



6. Clear the **Test Account Settings by clicking the Next button** check box and click **Next**.

Change Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Andrew King
E-mail Address: Andrew.king@cdu.edu.au

Server Information
Account Type: IMAP
Incoming mail server: pbxvm1a.cdu.edu.au
Outgoing mail server (SMTP): mail.cdu.edu.au

Logon Information
User Name: aking
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back **Next >** Cancel

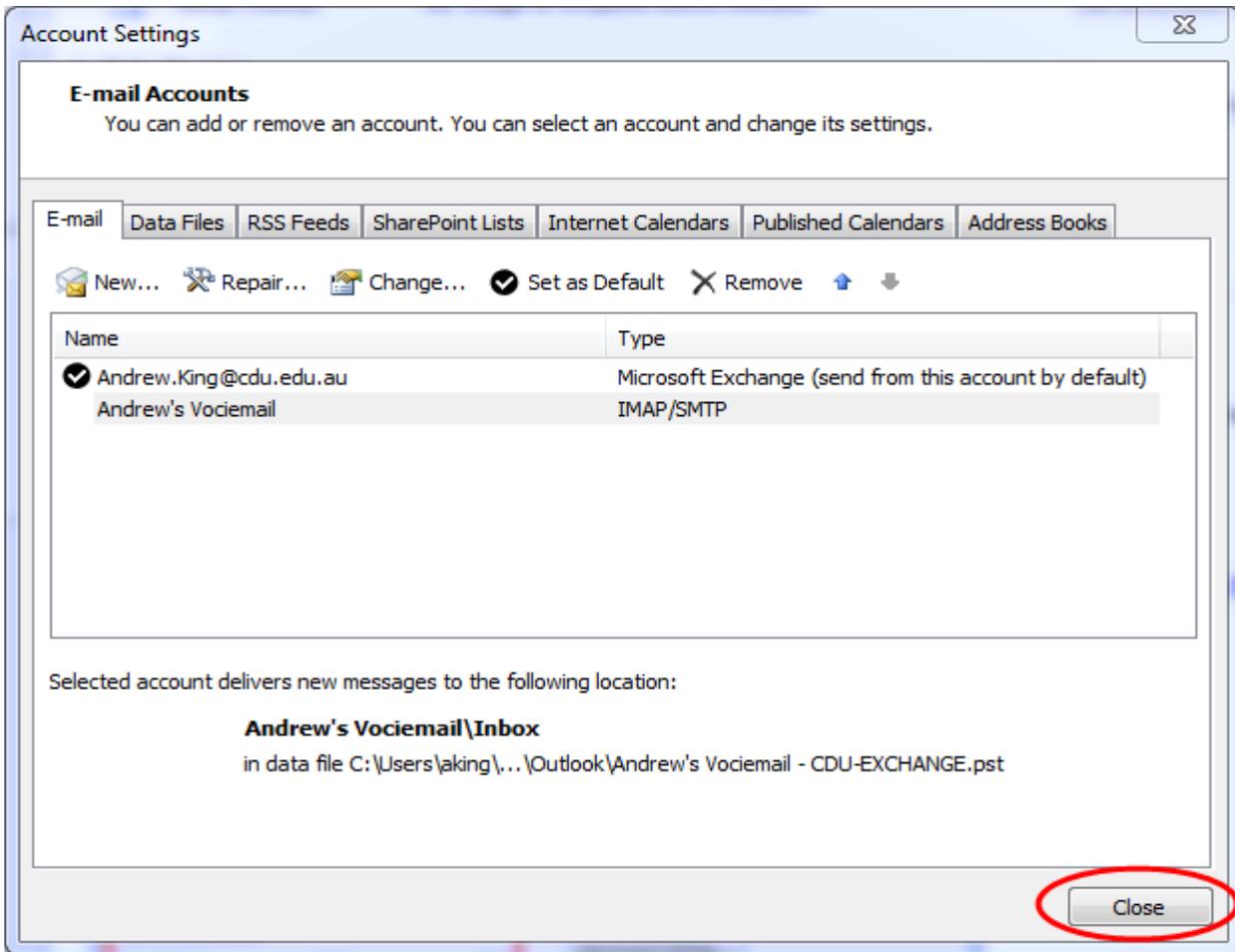
7. The following screen will appear, click **Finish** to complete the change of settings for your voicemail inbox.

Change Account

Congratulations!
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.

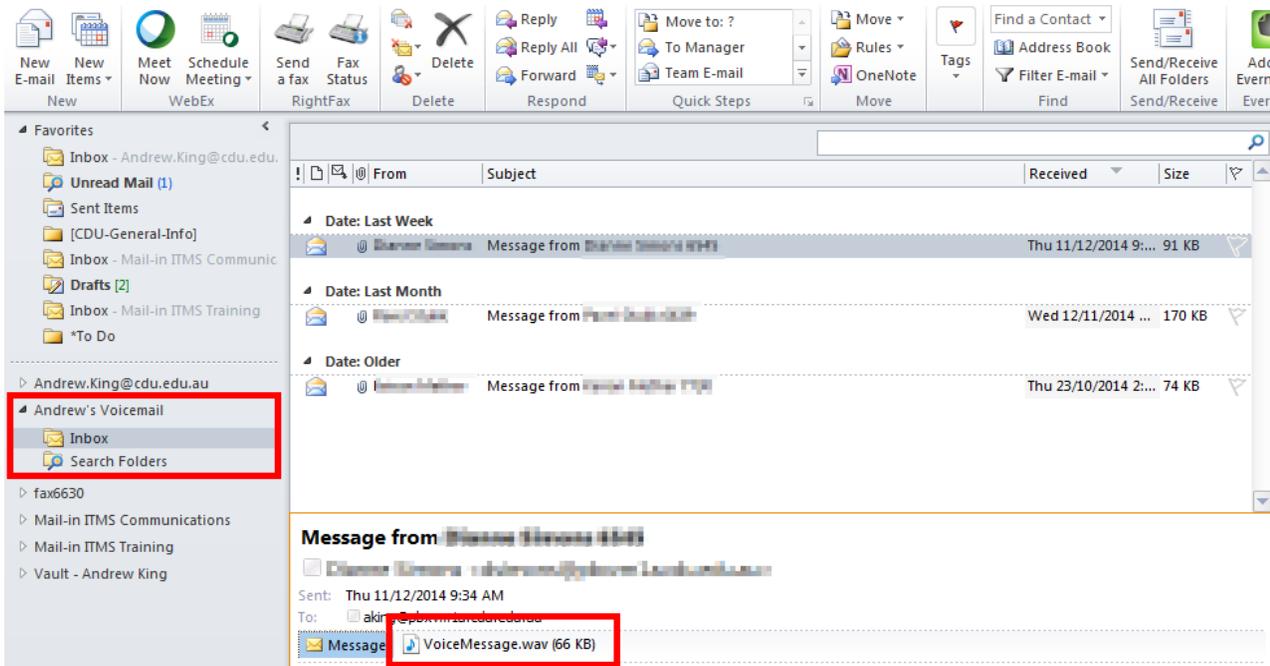
< Back **Finish**

8. Back at the **Account Settings** screen, click **Close** to return to Outlook.



In your Outlook account you should now be able to see the new voicemail Inbox as you named it earlier. **Andrew's Voicemail** shows in the example below.

Click on **Inbox** under your new Inbox folder and your voicemails will appear as emails in the **Inbox** column. If the caller was from within CDU, the email will appear as if from their name and number. Clicking on any of the emails will open the message and the voicemail itself appears as a WAV file attachment in the email. Double click the WAV file attachment and the message will play through the PC speakers or your headphones.



When you delete an email from the inbox, as you would any other email, you are also deleting the voicemail from the voicemail system. Alternatively, you can right click on the attachment and choose **Save As**, then save it to an appropriate network drive. You may wish to change the name of the attachment to something more suitable when you save it to a network drive.

A NOTE ON PASSWORD CHANGES – PLEASE BE AWARE!

When you change your password to login to CDU computers, your voicemail inbox password will not change automatically.

On accessing your voicemail inbox for the first time after changing your login password you will be presented with the following screen:



The screenshot shows a dialog box titled "Internet E-mail - rwheeler". It contains the following fields and options:

- Server: pbxvm1a.cdu.edu.au
- User Name: rwheeler
- Password: [masked with asterisks]
- Save this password in your password list
- Buttons: OK, Cancel

Enter your new password in the Password area, tick the Save this password in your password list check box, and click OK. The system will now access your voicemail inbox, without requesting a password, until you next change your login password.



This screenshot is identical to the one above, but with red circles highlighting the following elements:

- The Password field.
- The Save this password in your password list checkbox.
- The OK button.