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.

Auto Account Setup Connect to other s	erver types.		
E-mail <u>A</u> ccount			
Your Name:			
	Example: Ellen Adams		
E-mail Address:	1		
	Example: ellen@contoso.com		
Password:			
Retype Password:			
	Type the password your Internet service	provider has given you.	
) Text Messaging (5MS)		
Manually configur	e server settings or additional server	types	

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

Choose Ser	vice		×.
۲	Internet E-mail		
	Connect to POP or IMAP server to send and receive e-ma	il messages.	
0	Microsoft Exchange or compatible service		
	Connect and access e-mail messages, calendar, contacts,	, faxes and voice mail messages.	
0	Text Messaging (SMS)		
~	Connect to a mobile messaging service.		
0	Other		
0	Connect to a server type shown below.		
	Fax Mail Transport		

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.

User Information		Test Account Settings
Your Name:	Andrew King	After filling out the information on this screen, we
E-mail Address:	Andrew.king@tdu.edu.au	below. (Requires network connection)
Server Information		
Account Type:	IMAP 👻	Test Account Settings
Incoming mail server:	pbxvm1a.cdu.edu.au	\boxed{V} Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	mail.cdu.edu.au	
Logon Information		
User Name:	aking	
Password:	********	
V F	Remember password	
	D	

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.

nternet E-mail Settings		X			
Outgoing Server	Connection	Advanced			
General	Sent Items	Deleted Items			
Mail Account					
Type the name by which example: "Work" or "M	th you want to refer to id 1 ft Mail Server"	this account. For			
Andrew's Voicemail)				
Other User Information					
Organization:					
Reply E-mail: (Andrew.King@cdu.edu.au					
		3			
		OK Cancel			

8. Click Next on the Add New Account screen.

Add New Account			
Internet E-mail Settings Each of these settings an	e required to get your e-mail acc	ount working.	
User Information		Test Account Settings	
Your Name:	Andrew King	After filling out the information on this screen, we	
E-mail Address:	Andrew.king@cdu.edu.au	below. (Requires network connection)	
Server Information			
Account Type:	IMAP 👻	Test Account Settings	
Incoming mail server:	pbxvm1a.cdu.edu.au	Test Account Settings by clicking the Next button	
Outgoing mail server (SMTP):	mail.cdu.edu.au		
Logon Information	,		
User Name:	aking		
Password:	******		
🔽 R	emember password		
Require logon using Secure Password Authentication (SPA) 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.

ongratulations! All tests completed successfully. Click Close to continue.		
asks Errors	Status	Close
Log onto incoming mail server (IMAP)	Completed	

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

Add New Account	a Strandar 2 mar 1 f
	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.

E-mail Accounts You can add or remove an account. You c	an select an account and change its settings.
-mail Data Files RSS Feeds SharePoint Lis	ts Internet Calendars Published Calendars Address Books
i New 🕅 Repair. 👔 Change	Set as Default 🗙 Remove 👚 🚇
Name	Туре
Andrew.King@cdu.edu.au	Microsoft Exchange (send from this account by default)
Andrew's Vociemail	IMAP/SMTP
Gelected account delivers new messages to the	following location:
Selected account delivers new messages to the Andrew's Vociemail\Inl	following location:
Gelected account delivers new messages to the Andrew's Vociemail\Inl in data file C:\Users\aking\.	following location: Hox \Outlook\Andrew's Vociemail - CDU-EXCHANGE.pst

3. Click the More Settings... button.

Add New Account		X
Internet E-mail Settings Each of these settings ar	e required to get your e-mail acco	ount working.
User Information		Test Account Settings
Your Name:	Andrew King	After filling out the information on this screen, we
E-mail Address:	Andrew.king@cdu.edu.au	below. (Requires network connection)
Server Information		
Account Type:	IMAP 👻	lest Account Settings
Incoming mail server:	pbxvm1a.cdu.edu.au	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	mail.cdu.edu.au	
Logon Information		
User Name:	aking	
Password:	******	
🔽 R	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

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.

Outgoing Server	Connection	Advanced		
General	Deleted Items			
Move deleted items to the following folder on the server:				
Andrew's Vociemail More Folders				
	New Folder			
		New Polder		
Tems marked for delete	on out do not move the letion will be permanent	Iv deleted when the ems		
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.				
Purge items when switching folders while online				

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.

Internet E-mail Setting	S	X			
Outgoing Server	Connection	Advanced			
General Sent Items Deleted Items					
Do not save copies Save sent items in	s of sent items	e server!			
The service and rew's	s Vociemail	More Folders			
		Morer olders			
		New Folder			
	the Cent Items folder as	this consult.			
Save sent items in	the Sent Items folder on	this computer			
		OK Cancel			

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

Change Account	nar 🖷 marana 🕽		x
Internet E-mail Settings Each of these settings ar	e required to get your e-mail acc	count working.	271
User Information		Test Account Settings	
Your Name:	Andrew King	After filling out the information on this screen, we	
E-mail Address:	Andrew.king@cdu.edu.au	below. (Requires network connection)	
Server Information			
Account Type:	IMAP 👻	Test Account Settings	
Incoming mail server:	pbxvm1a.cdu.edu.au	Test Account Settings by clicking the Next button	>
Outgoing mail server (SMTP):	mail.cdu.edu.au		
Logon Information			
User Name:	aking		
Password:	********		
🔽 R	emember password		
Require logon using Secure	Password Authentication (SPA)	More Settings	
		< Back Next > Cance	1

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

Change Account	p. Baracistar Stance # 2	×
	Congratulations! You have successfully entered all the information required to setup your account. To dose the wizard, dick Finish.	
	< Back Finish	

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

Account Settings	2X
E-mail Accounts You can add or remove an account.	You can select an account and change its settings.
E-mail Data Files RSS Feeds SharePo	oint Lists Internet Calendars Published Calendars Address Books
New 🏋 Repair 🚰 Change	💟 Set as Default 🗙 Remove 🔹 🖡
Name	Туре
Andrew.King@cdu.edu.au	Microsoft Exchange (send from this account by default)
Selected account delivers new messages	to the following location:
Andrew's Vociema	ail\Inbox
in data file C:\Users\	aking \Outlook \Andrew's Vociemail - CDU-EXCHANGE.pst
	Close

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.

New New E-mail Items * New	Meet Schedule Now Meeting * WebEx	Send Fax a fax Status RightFax	Delete	Reply 🗮 🦓 🛩 Reply All 🖓 🛩 Respond	Harage Move to: ? Arage To Manager Arage Team E-mail Quick Steps	* • •	A Move ▼ Move ▼ Move Move	₹ Tags	Find a Contact ▼ M Address Book Filter E-mail ▼ Find	Send/I All Fo Send/I	Receive Diders	Adc Evern Ever
Favorites		<										0
🗟 Inbox - / 阿 Unread	Andrew.King@cdu.eo Mail (1)	iu. !▷¤•0	From	Subject					Received	s	ize	2
Sent Iter	ms	⊿ Date: L	ast Week									
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Drafts [2	2]	▲ Date: L	ast Month									
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🚞 *To Do		4 Date: 0	Ider									
> Andrew.King	@cdu.edu.au			Message from	Auto 128				Thu 23/10/20	14 2: 7	4 KB	8
Andrew's Voi	cemail											
🖂 Inbox												
Search H	olders											
▷ fax6630 ▷ Mail in TIME (Communications											-
Mail-in TMS 0	Iraining	Messag	e from 🛤	nee Simona 45	45							
Vault - Andre	w King	C Diam	e Deserve a	dalar see iji geboor	- Lonicovitores -							
		Sent: Thu	11/12/2014 9:34	AM								
		To: a	din , Episonia di	iaredanaa								
		Messag		ssage.wav (66 KB)								

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, you 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:

?>	Enter your u	ser name and password for the following server.			
J	Server	pbxvm1a.cdu.edu.au			
	User Name:	rwheeler			
	Password:	******			
	Save this	password in your password list			

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.

۲	Enter your us	ser name and password for the following server
	Server	pbxvm1a.cdu.edu.au
	User Name:	rwheeler
<	Password:	******
<	Save this	password in your password list