



## Simple UM (Unified Messaging) for Email

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One of the features of JCU Voicemail system is called Simple UM (Unified Messaging).


Using the Simple UM option, the voicemail system will send you an email message notifying you that you have received a voice mail message, along with phone number of the sender (as seen in the picture below). The email will include a WAV file attachment of an actual copy of the recording from the voice mail system.

**John Carrollwilhelm: Voice msg from Outside caller 2163971886**

anybody @jcu.edu

Sent: Thu 5/24/2012 1:33 PM

To: somebody @jcu.edu

Message |  4538754f-81a3-40cc-a8af-137e5c2a373e.WAV (276 KB)

Please call 216-397-6200 to listen to this message over the telephone. To listen to this message now, click on the attached WAV file. For further info, go to: <http://sites.jcu.edu/telecommunications/voicemail/>, and click on Simple UM.

As with any other email attachment, the WAV file can be saved, copied, forwarded, or played back with the appropriate hardware and software, including media players found on most computers, and most smart phones and mobile devices.

With the Simple UM feature, the original voice mail message in JCU voicemail system is not linked in any way to the email or the WAV file attachment and must be managed separately via the telephone interface. Opening the email message and playing the WAV file does not affect the original voice mail message in any way. It will also not affect the "Message Waiting Indicator" on the phone associated with your voice mail.

To request the Simple UM feature, please go to the following online web page and fill out the ITS Request Form: <http://www.jcu.edu/its/staff/reqform.asp>