

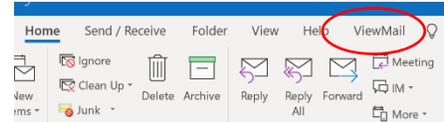
# ViewMail Voicemail Controls - for Microsoft Outlook

## About ViewMail for Outlook

ViewMail is a plugin for Microsoft Outlook 2016 for Windows that provides a way to control playback of voicemail messages stored in Outlook Inbox, or to have that message played on your office Cisco VoIP phone (for privacy) rather than your computer.

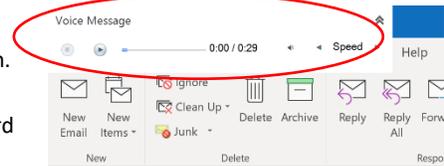
## Installation of ViewMail for Outlook

The ViewMail plugin will be installed automatically through the network. ViewMail shows as a tab in Outlook. Without ViewMail, voicemail messages will still play through the audio file player on the computer. If the ViewMail is not installed, contact the IT Solution Center.



## Playing Voicemail using ViewMail for Outlook

- Click on a voicemail message in your Outlook inbox. The Voice Message controls will pop up in the upper left corner of Outlook above the ribbon.
- Click on the Play > button to play the recording.
- You can change the speed of the playback of the message or skip forward and back by adjusting the scrubber.

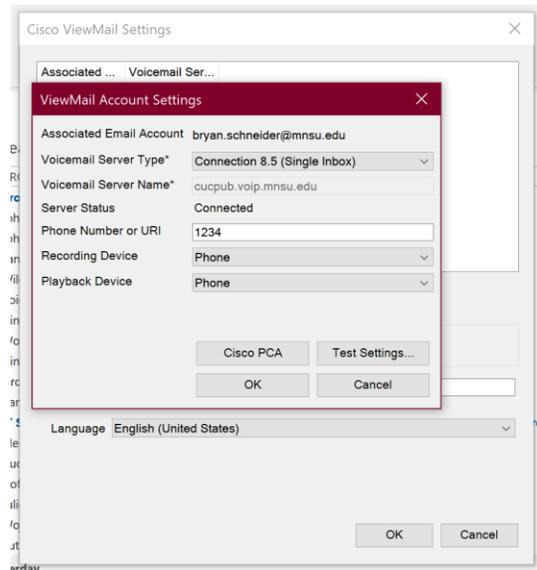


## Changing ViewMail to Play Voicemail Message on Phone or Computer

ViewMail by default plays voice messages on the computer. To change ViewMail to instead ring your office Cisco VoIP phone and listen to the message over your phone, you'll need to change the ViewMail settings.

- Select the ViewMail tab in Outlook and then click on Settings.
- Select your email address beneath "Associated ..." and click the Edit button.
- Enter your 4-digit phone extension in the Phone Number or URI field.
- Change the Recording Device to
  - Phone – to have Outlook ring your office phone to record a reply for the voicemail message
  - Computer Default - to use the microphone on your computer.
- Change the Playback Device to
  - Phone – to have Outlook ring your office phone to play the recorded voicemail message.
  - Computer Default – to use the speaker on your computer to play back the voicemail message.

NOTE: Playing the message on the phone will only work while on campus.



## Help with ViewMail for Outlook

- Contact the ITS Solution Center at [itsolutionscenter@mnsu.edu](mailto:itsolutionscenter@mnsu.edu) or 507-389-6654

## ViewMail Frequently Asked Questions

### Managing Voice Messages

**Q.** I received a voice message that has another voice message as an attachment, but when I open the attached voice message, there are no audio controls like the ones I see in the original message. How do I play the attached voice message?

**A.** The attached voice message is a .wav file and can be played by using a media player on your computer.

**Q.** I get voice messages in the same Inbox as my email. How do I tell which messages are voice messages?

**A.** The color category called "ViewMail" is assigned to voice messages. By default, the ViewMail category is marked with a blue square, which displays in the Categories column. (To add the Categories column to your Inbox, see Outlook Help.)

**Q.** I get voice messages in the same Inbox as my email, but I also see a Voice Outbox folder under Outbox. Why do I sometimes see messages in the Voice Outbox folder?

**A.** Voice messages queue for delivery in the Voice Outbox folder. The messages disappear when the voicemail system transmits them. Do not try to update or resend messages while they are in the Voice Outbox folder.

**Q.** I get voice messages in the same Inbox as my email. Is there a way I can see all my voice messages together in one place in Outlook?

**A.** Depending on how your voicemail system is set up, there may be a ViewMail folder under Search Folders in your Outlook Mailbox. The ViewMail folder shows all of the voice messages currently in your Inbox.

### ViewMail Account Settings

**Q.** When I started Outlook, the Cisco ViewMail for Microsoft Outlook Initialization wizard started. What is that for?

**A.** The wizard starts the first time Outlook runs after ViewMail is installed on your workstation and there is required information that is missing. Follow the on-screen prompts to enter the information and complete the wizard.

**Q.** I just added or turned on a new recording or playback device to my computer. Why do the ViewMail device lists not show it?

**A.** You must restart the ViewMail for Outlook add-in so it can recognize the new device. To restart ViewMail, restart Outlook.

**Q.** While in Outlook, I added a new email account. Why do I not see the email account in ViewMail for Outlook Options or Settings?

**A.** You must restart the ViewMail for Outlook add-in so it can recognize the new account. To restart ViewMail, restart Outlook.