



Cisco's Unified Messaging Feature – TID has activated Cisco's Unified Messaging feature to improve citywide communications and workplace flexibility. Effective immediately, all staff with a Cisco voice mailbox and an Outlook email account will be able to listen to their voicemails through either their phones or through their emails via an attached audio recording. You can click on the file to listen your voice mail message.

There are several advantages to the new Cisco Unified Messaging feature:

- You will be able to listen to your messages from either your voice mail account or from your email.
- When you delete a voice mail message from either your phone or your email, **the voicemail message will be deleted from both systems at the same time.**
- You will be able to easily forward your voice mail messages as an email, so you can respond to voicemails when you are away from your desk.
- You will be able to save the email voice message attachment to your computer.

Please note that shared phone lines and users who do not have a Cisco phone/an email account will not have this feature available to them.

If you have any questions or technical difficulties, please contact the TID Help Desk at x8-6100.

* This feature had previously been known as Voicemail Relay and was used on a limited basis. All users of this system have been upgraded to the new version.