# 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.

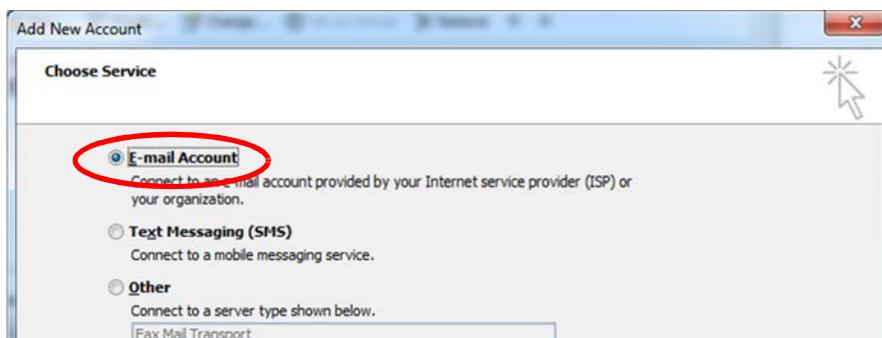Steps for setting up your inbox to receive voicemail messages:

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.
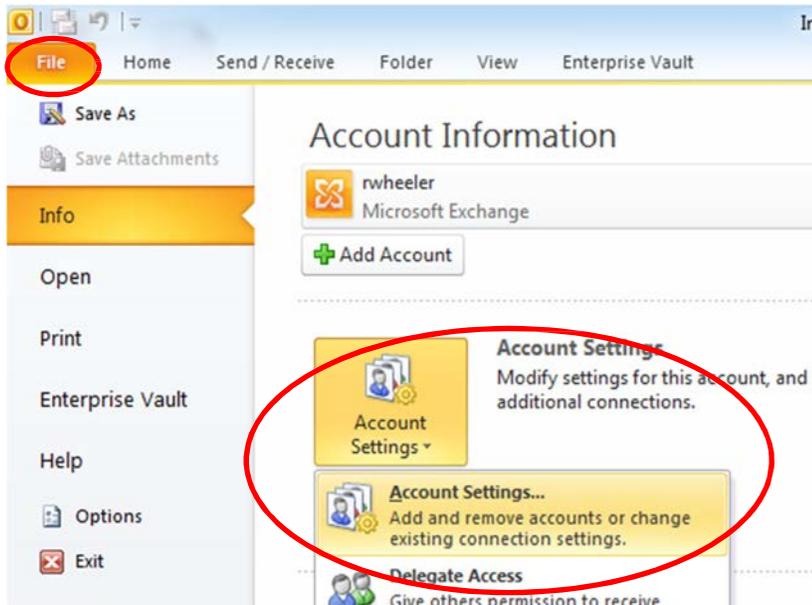
2. On the **E-mail** tab of the Account settings window, click **New**.
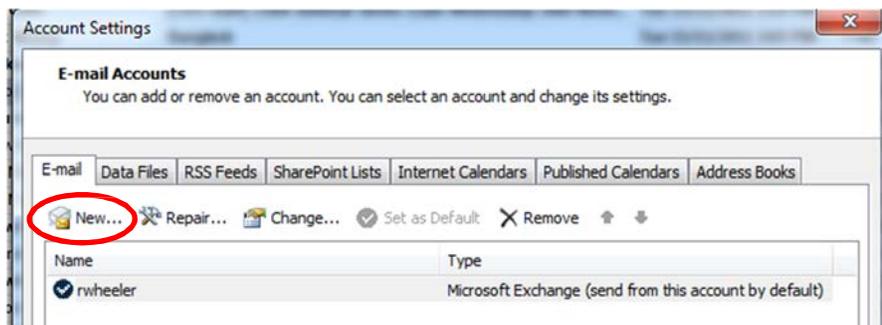
3. Tick the **E-mail account** radio button then click **Next**.

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

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

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.

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.

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

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

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

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.
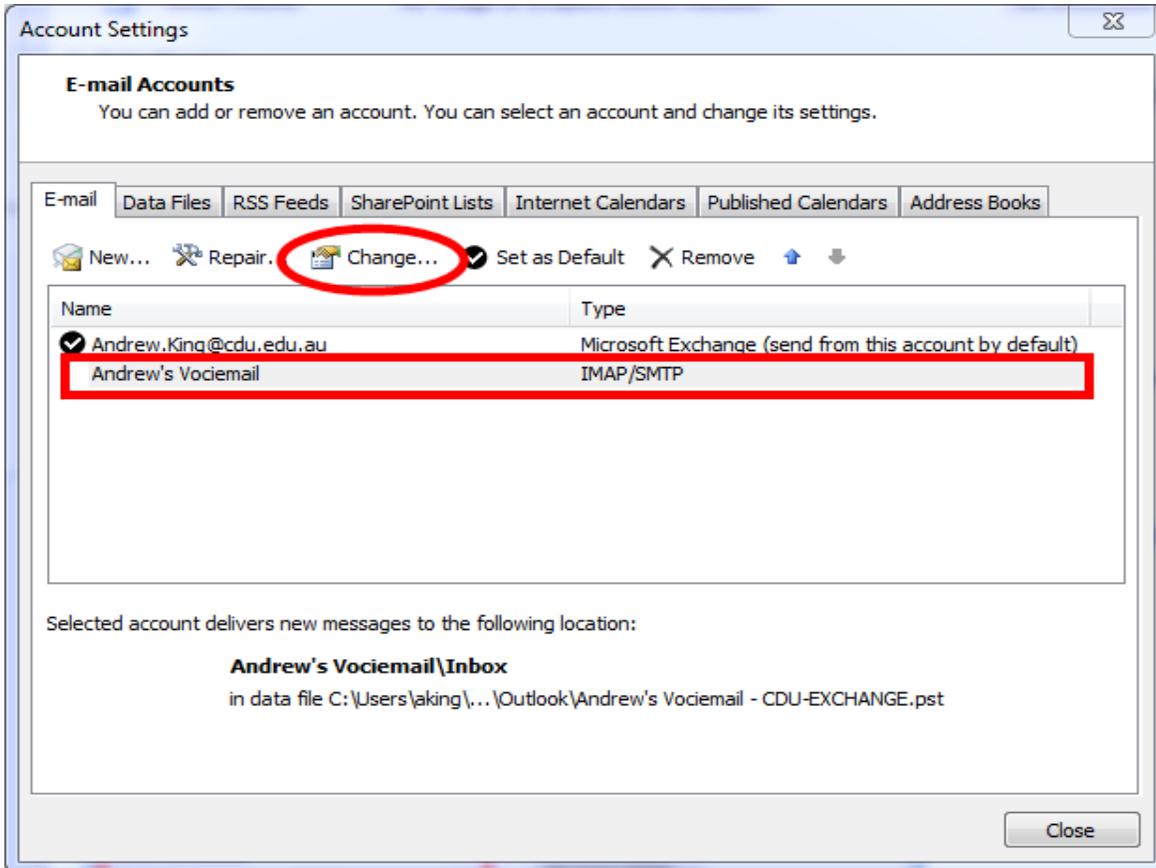
3. Click the **More Settings**... button.
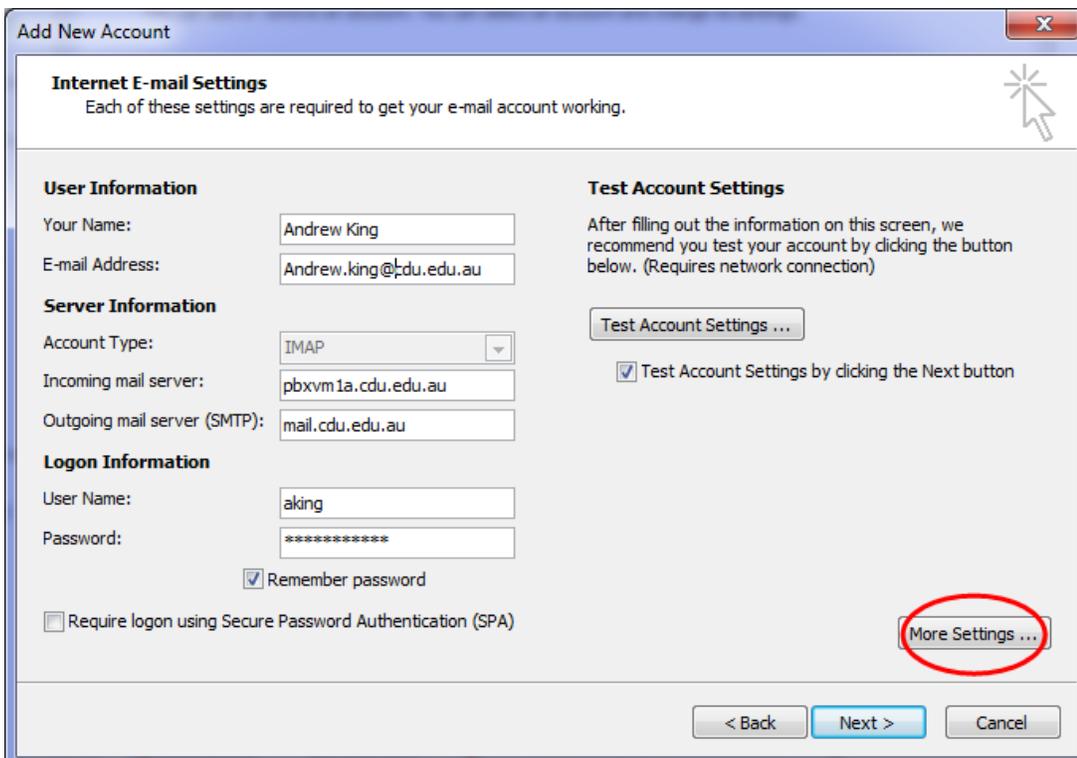
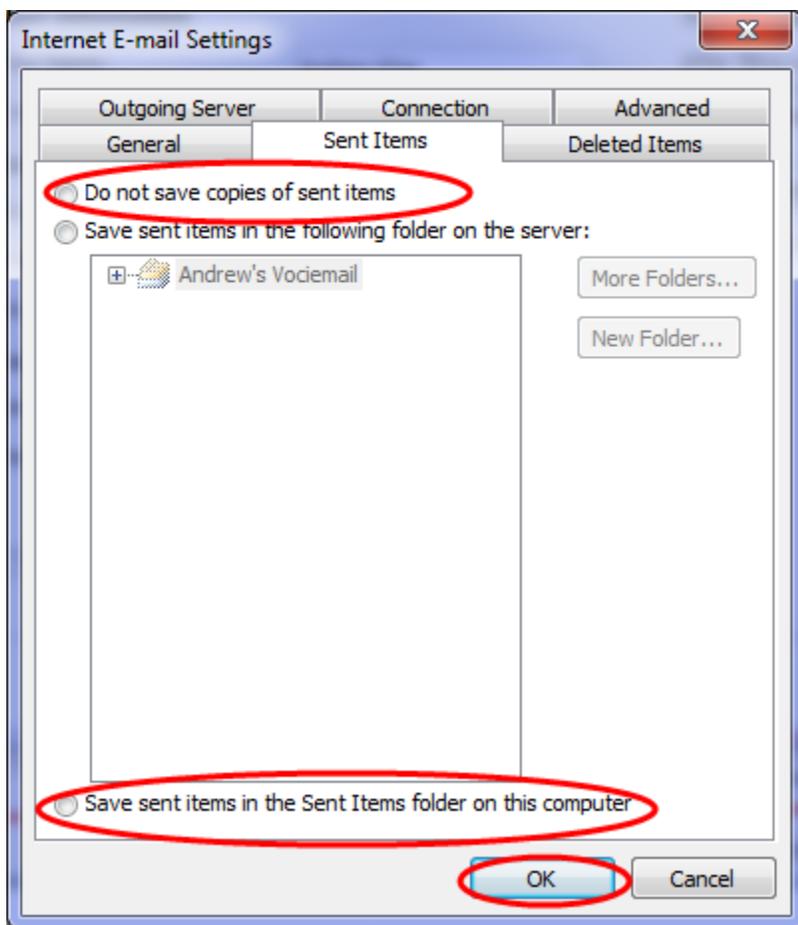4. On the **Deleted Items** tab leave the box next to **Purge items when switching folders while online** ticked and click the radio button next to **Mark items for deletion but do not move them automatically**. Choosing these options means that voicemail you delete from the inbox will also be deleted from the Voicemail server when you move to another folder within your email account.
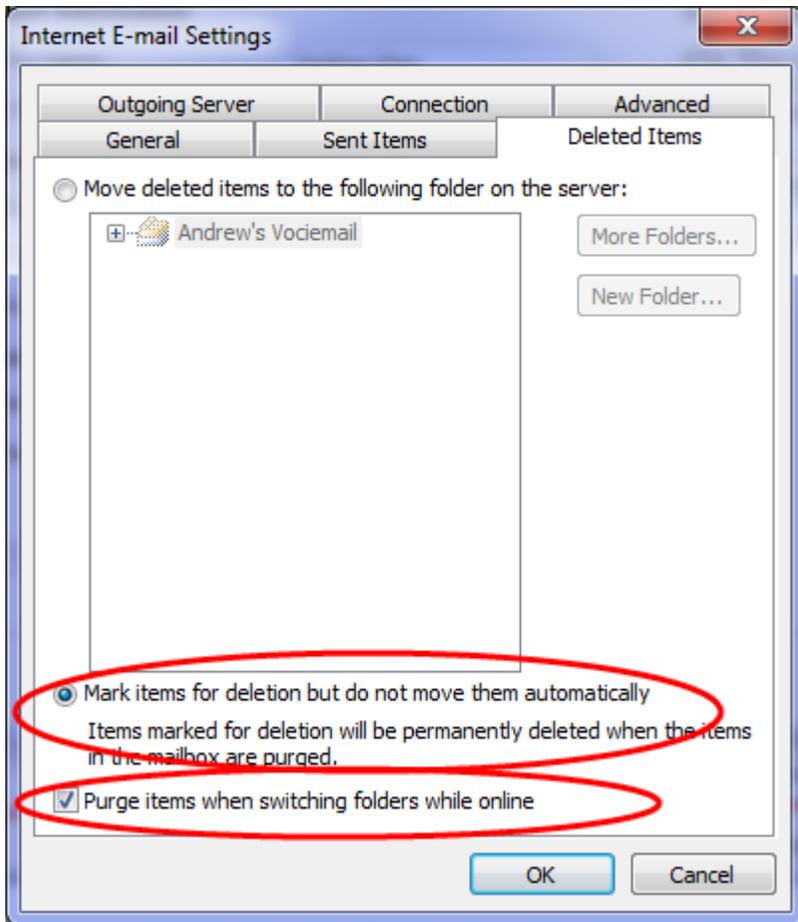
5. On the Sent Items tab you may either select **Do not save copies of sent items**, or **Save sent items in the Sent Items folder** on this computer if you need to keep a record of voicemails that you have forwarded on. Click **OK** when done.

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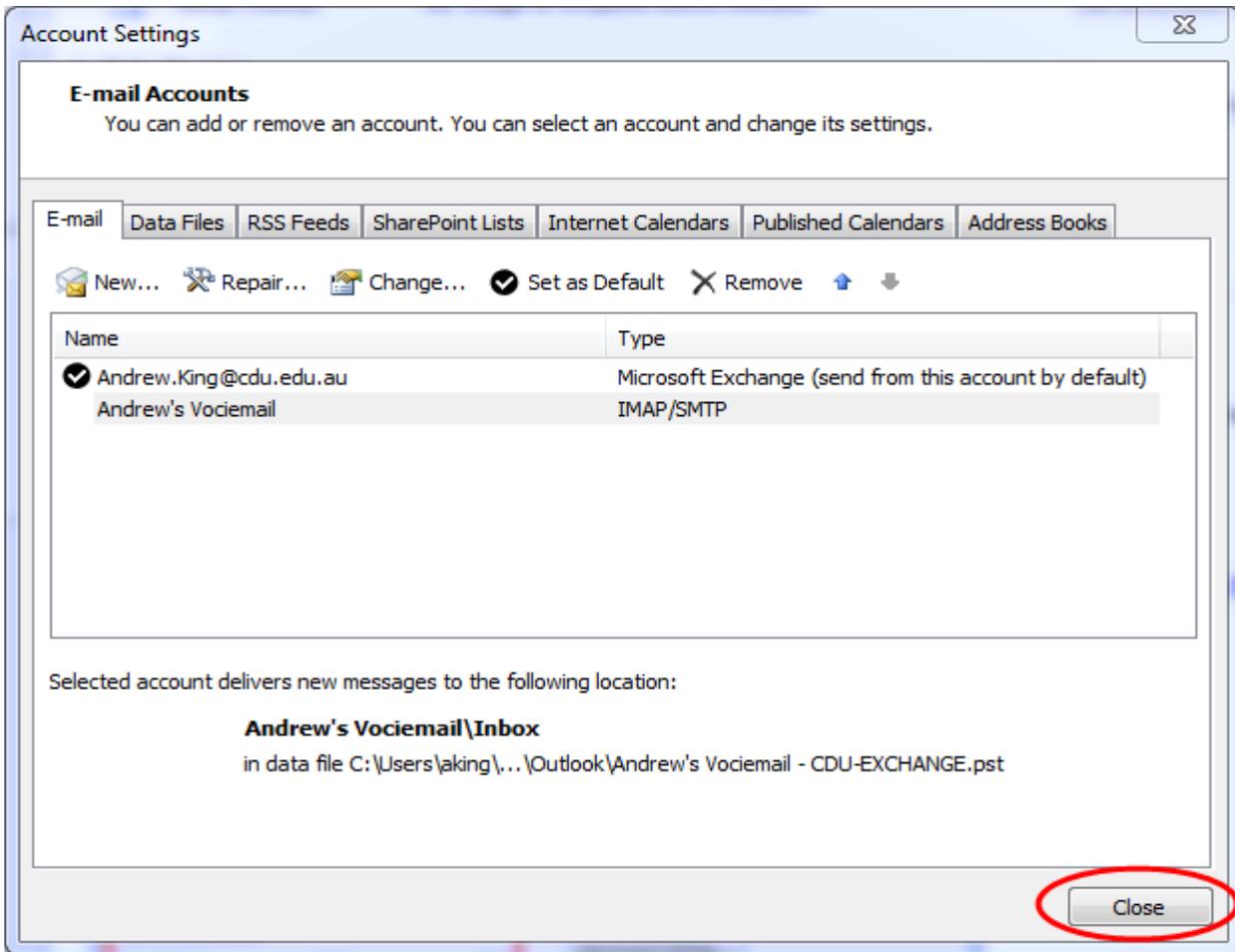

7. The following screen will appear, click **Finish** to complete the change of settings for your voicemail inbox.

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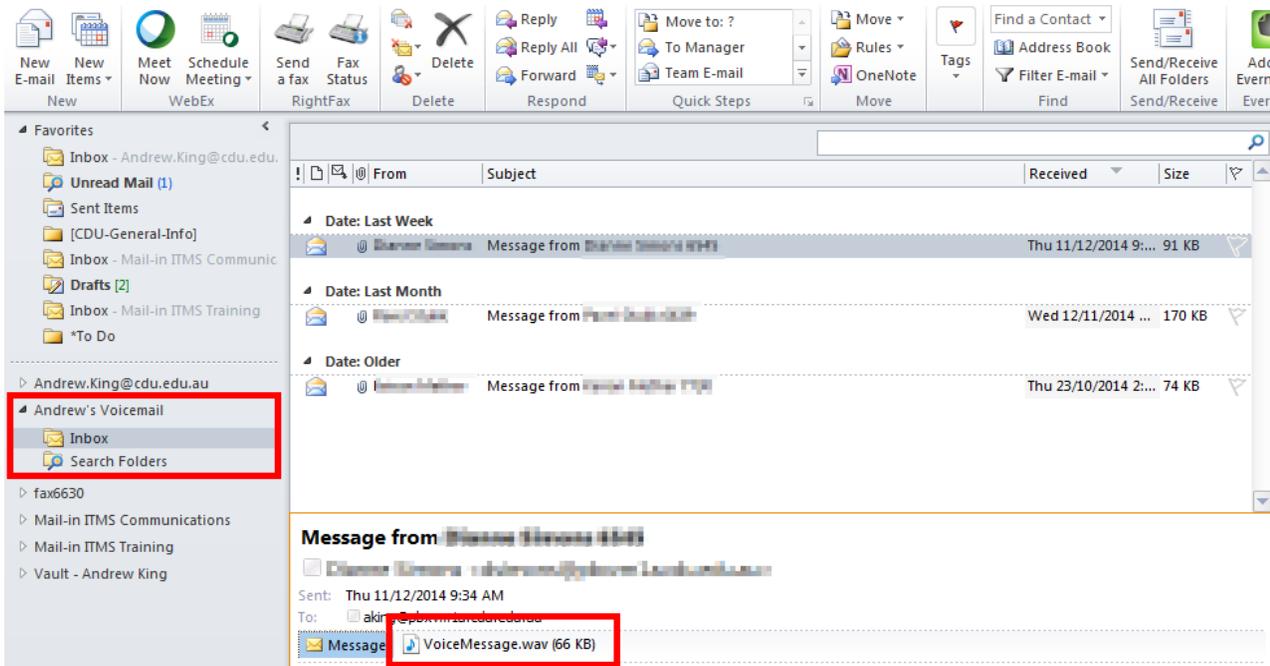
When you delete an email from the inbox, as you would any other email, you are also deleting the voicemail from the voicemail system. Alternatively, you can right click on the attachment and choose Save As, then save it to an appropriate network drive. You may wish to change the name of the attachment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