

WAYNE STATE UNIVERSITY

VOICEMAIL WEB INBOX QUICK START GUIDE

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1 Logging in to WSU Voicemail Web Inbox

The WSU Voicemail Web Inbox feature lets you manage voice messages and any voice message receipts you receive. You can compose new voice messages, and play, reply to, forward, or delete the voice messages you receive.

Access the Web Inbox by using an Internet browser to go to <https://voicemail.wayne.edu>.

You will now see the following page:

WAYNE STATE UNIVERSITY Privacy | Directories | Contact WSU | A-Z Index AIM HIGHER

Wayne State University - Voicemail Login

Access your Wayne State University voicemail here via web.
For questions please call IT Customer Services at 7-1977 or find help online at:
<http://computing.wayne.edu/phone/voicemail.php>

AccessID
 AccessID only (Example: AA1234)

Password
 Wayne Connect password

Phone Number
 No Dashes (Example: 74698)

Web Voicemail Inbox Password

Login

Privacy and University Policies Wayne State University © 2011

USER NAME = 5 digit Phone Extension

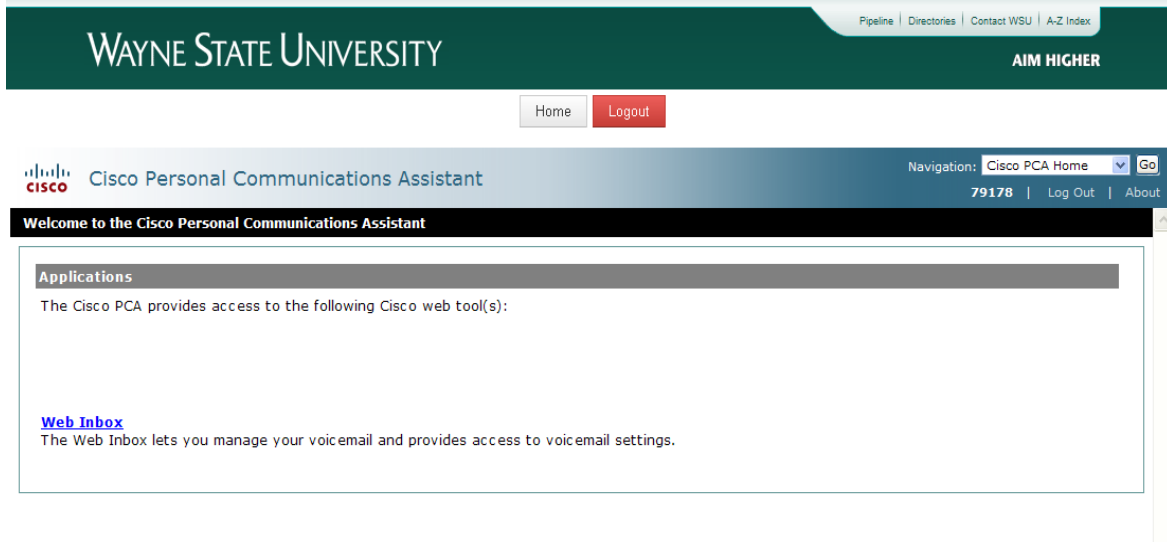
TEMPORARY PASSWORD* = Enter the password given to you by Network Services

*You will be required to change the temporary password upon initial login.

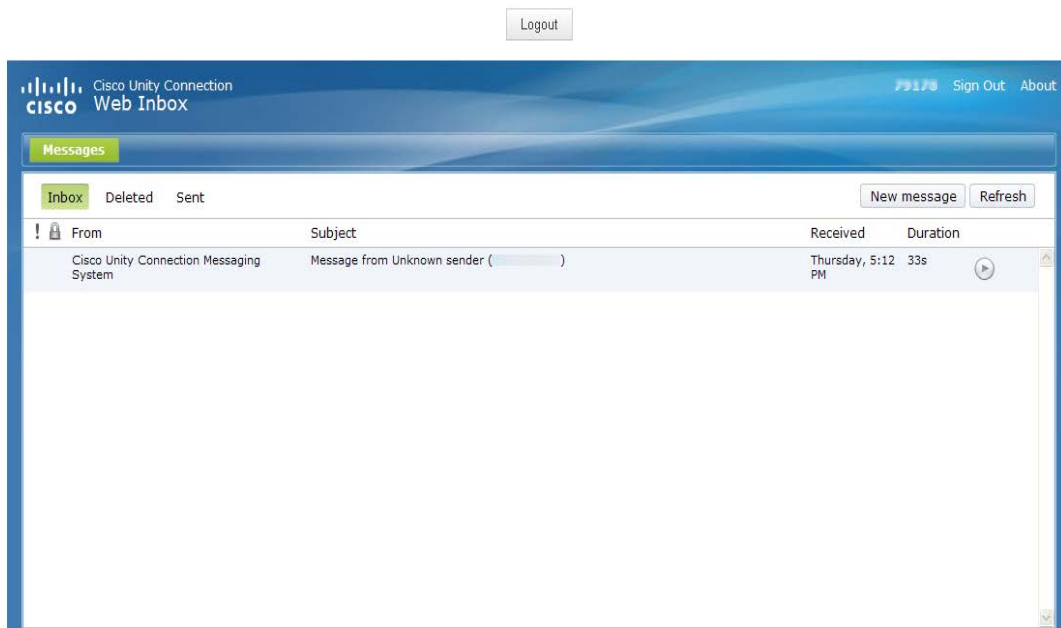


Bookmark the Web Inbox URL, so you do not have to enter web address each time you want to access your Inbox!

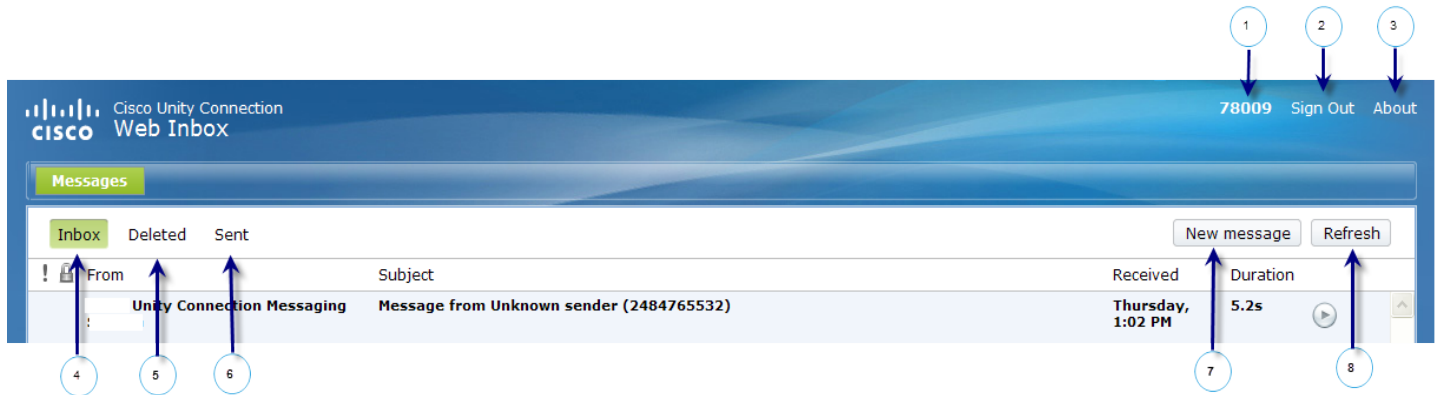
You will see the following screen. Click on [Web Inbox](#).



You are now in your personal Voicemail Web Inbox.

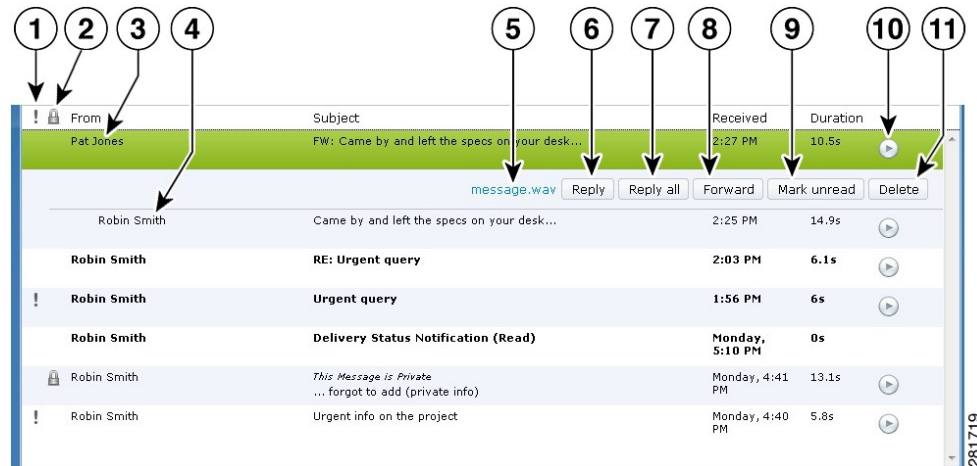


2 Web Inbox Controls



1	The account with which you are signed in.	5	View or manage messages in your Deleted folder.
2	Sign out of Web Inbox and return to the sign-in page.	6	View or manage messages in your Sent folder.
3	View Web Inbox information.	7	Compose a new voice message.
4	View or manage messages in your Inbox folder.	8	Refresh the information on the current page.

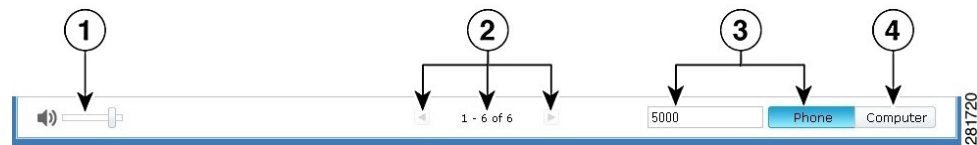
3 Inbox Folder Message Area



1	Indicates the message is marked Urgent.	7	Reply to the sender and all recipients.
2	Indicates the message is marked Secure.	8	Forward the message.
3	When you select a message in the message list, the message becomes highlighted, and additional controls are available for downloading the message audio, replying to the message, forwarding it, and so on.	9	Mark the message unread.
4	When you select a forwarded message, the introduction plays. The original message appears as a separate, indented entry below the introduction.	10	Play the message audio, or pause playback.
5	Right-click to download the message audio and save the file on your computer. (This option is not available for messages that are marked Secure.)	11	Delete the message. (If your administrator has configured your mailbox to save deleted messages temporarily, this action moves the message to the Deleted folder.)
6	Reply only to the sender.		

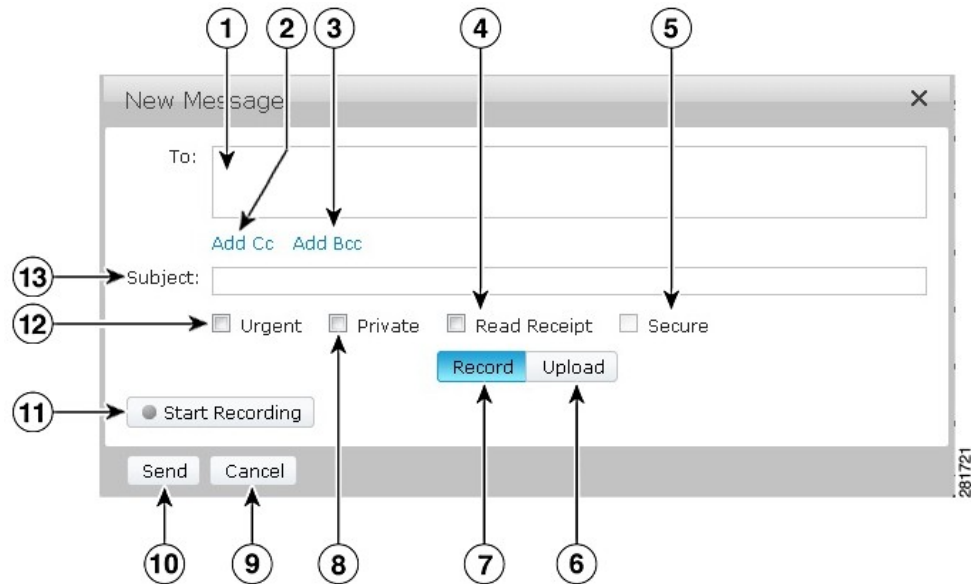
4 Audio Controls

Note: You must have QuickTime installed to listen to messages using WSU Voicemail Web Inbox.



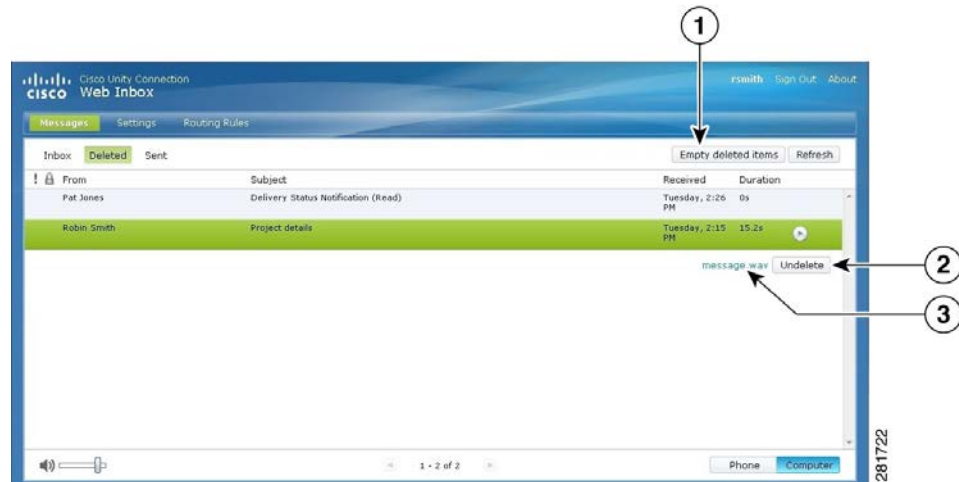
1	Change the audio playback volume. (Available only when Computer is selected as the playback and recording device.)	3	The voicemail system will call you at the extension you enter in the text box to make a recording or to play audio. You speak and listen through the phone handset or speakerphone.
2	View the number of messages in the folder and scroll through pages of messages if there are more than 25 messages in the folder.	4	Voicemail uses the computer microphone and speakers or other default audio device to make a recording or to play audio.

5 Composing a New Message



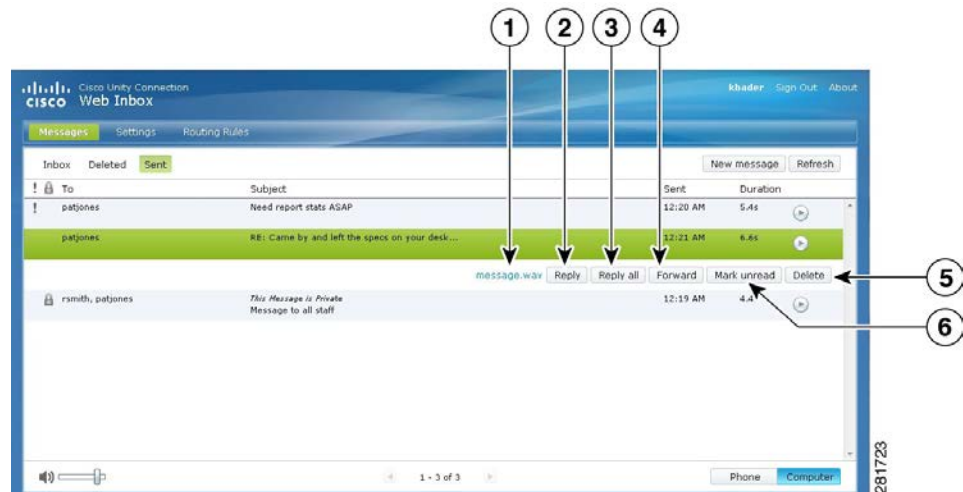
1	Enter the extension number of the user you are composing and sending the message to.	8	Mark the message Private.
2	Open the cc recipient's field to enter additional recipients who will receive a copy of the message.	9	Discard the message without sending or saving it.
3	Open the bcc recipient's field to enter additional recipients who will receive a blind copy of the message.	10	Send the message.
4	Request a read receipt for the message.	11	In Record mode, select Start Recording to use the Phone or Computer audio device. In Upload mode, select Upload File (not pictured here) to use a prerecorded audio file.
5	Mark the message Secure. (Depending on your mailbox configuration, this option may not be available, or may already be selected.)	12	Mark the message Urgent.
6	Select Upload mode.	13	Enter the subject of the message.
7	Select Record mode.		

6 Deleted Folder



1	Permanently delete all items in the Deleted folder.	3	Right-click to download the message audio and save the file on your computer. (This option is not available for secure messages.)
2	Move the selected message back to the Inbox folder.		

7 Sent Folder



1	Right-click to download the message audio and save the file on your computer. (This option is not available for secure messages.)	4	Forward the message.
2	Reply only to the sender.	5	Delete the message permanently. (Sent messages are not moved to the Deleted folder.)
3	Reply to the sender and all recipients.	6	Mark the message unread.

8 Frequently Asked Questions

- Q.** What is the difference between “Web Inbox” and “Send my messages to Wayne Connect email” features?
- A.** Web Inbox provides “real time” access to your voicemail box via web browser. Web Inbox is also synchronized with the phone message indicator. Whatever action has taken place within Web Inbox (i.e. delete), the same action will also occur within phone voicemail box. Send a copy to Wayne Connect simply creates a **copy** of the voicemail message, places it in a .wav file format and sends it to your first.last@wayne.edu email address.
- Q.** Can I send voice messages to my private lists from the Web Inbox?
- A.** Yes.
- Q.** When I record audio for a message, can I play back the recording?
- A.** There is currently no way to play back a recording in Web Inbox before sending the message. However, if your administrator has configured your mailbox to save sent messages, after you send the message, you can play back the recording from the Sent folder.
- Q.** When I listen to my messages in the Web Inbox, will it turn off the message waiting lamp on my phone?
- A.** Yes*. Voicemail messages between telephone & WEB Inbox are **synchronized**. Message status will update accordingly on each device.

Note: This applies to Web Inbox only. Not to be confused with the Voicemail to email (Wayne Connect) messaging feature. Receiving your voicemail in your Wayne Connect email **does not synchronize with the telephone message waiting indicator.*