



CASE

CASE WESTERN RESERVE UNIVERSITY

Information Technology Services
Unified Messaging
May 5, 2006

Communité 2.3.1 FP1

Instructions to hear Unified Messaging voicemails on both the telephone and on the computer for those who forward their Case Email

INTRODUCTION

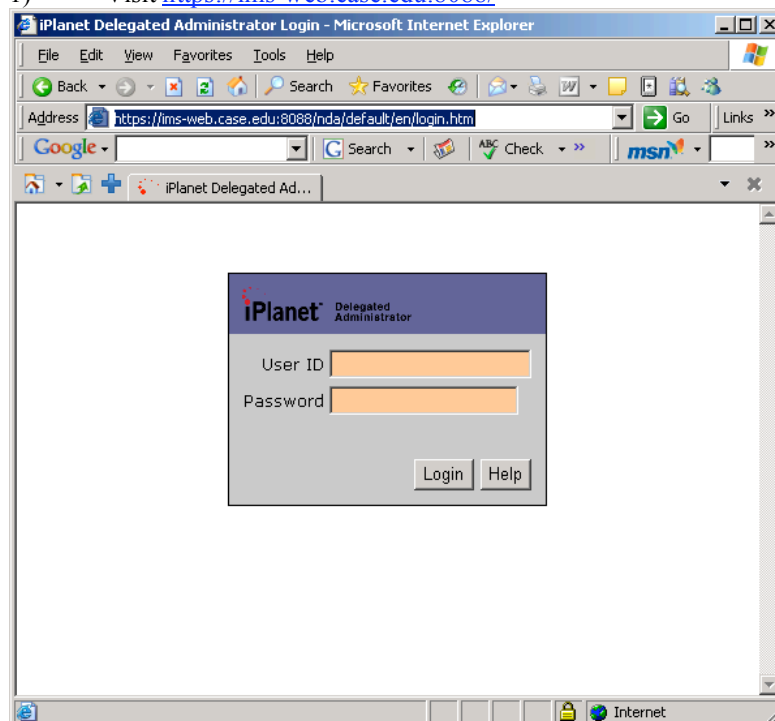
This guide is intended for Case users who have their Case email forwarded to another email address. If the user wants to hear their voicemail messages on both their telephone and on the computer, they need to follow these two steps. The first step is to remove the current mail-forwarding option. The second step is to create a mail filter rule that will keep a copy of the voice messages on the Case IMAP server while forwarding all messages to the intended email address.

REQUIREMENT

- 1) Valid Case email account
- 2) Existing Case Unified Messaging (Communité) mailbox
- 3) The email address (i.e., pwg3@samail.case.edu) where your emails are currently forwarded

INSTRUCTION TO REMOVE MAIL-FORWARDING OPTION

- 1) Visit <https://ims-web.case.edu:8088/>



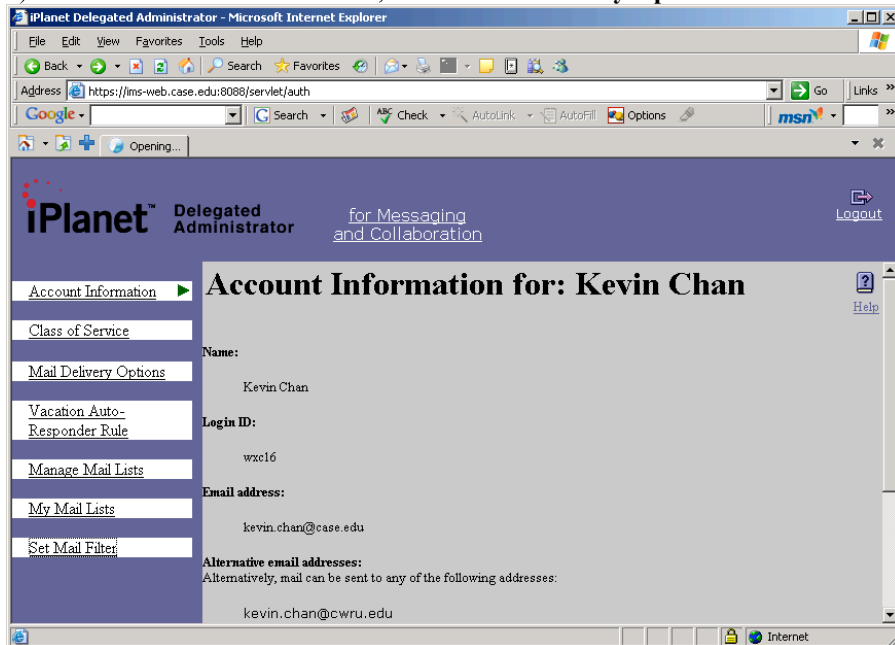
- 2) Login using your Case User ID and password.



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3) On the left side of the window, select “Mail Delivery Options”.



- 4) Check the box just below “Deliver Incoming messages to Mailbox POP3/IMAP4”.
- 5) Uncheck the checkbox “Enable forwarding”
- 6) Highlight the forwarding address, right click and “Cut”. You will “Paste” this information when you get to Page 4, Step 5.
- 7) Click the “Save” button
- 8) Click the “Continue” button
- 9) Verify that your email is no longer forwarded to another email address.

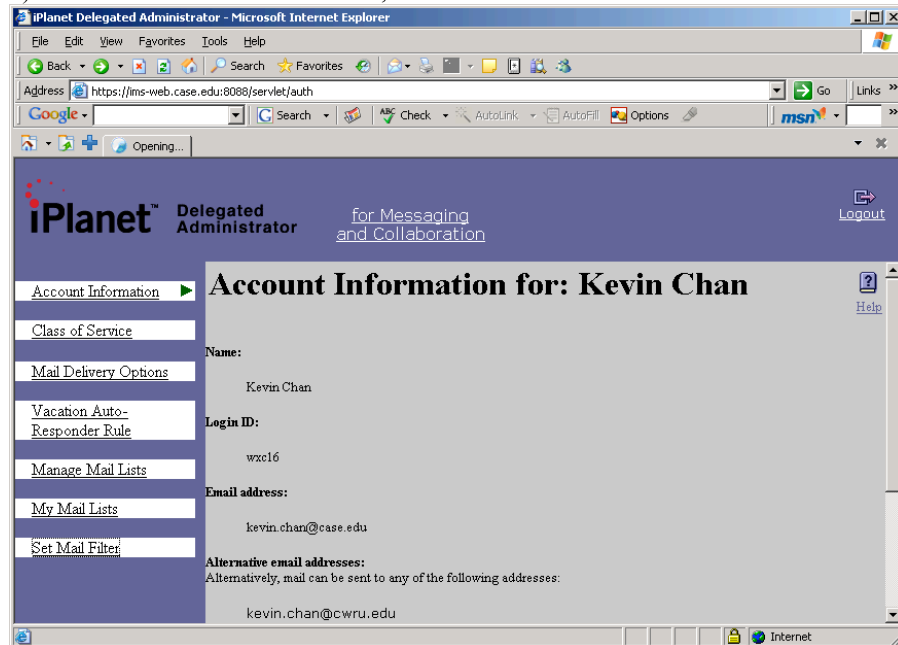


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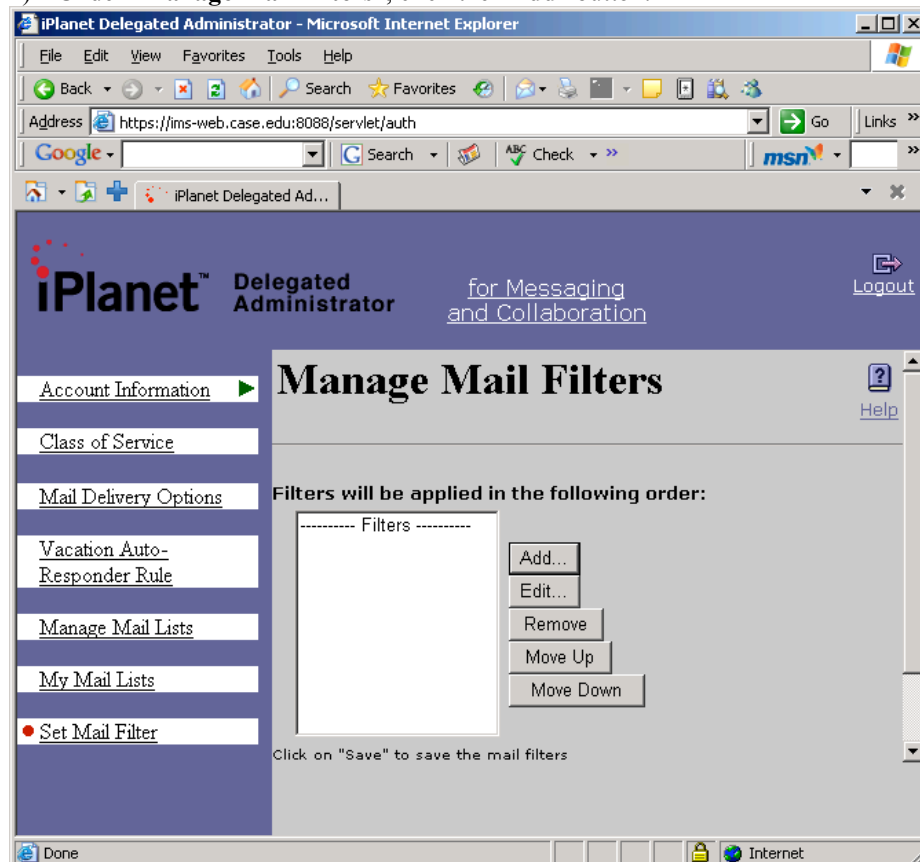
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INSTRUCTIONS FOR ADDING THE MAIL FILTER (FORWARDING INSTRUCTIONS)

1) On the left side of the window, select “Set Mail Filter”.

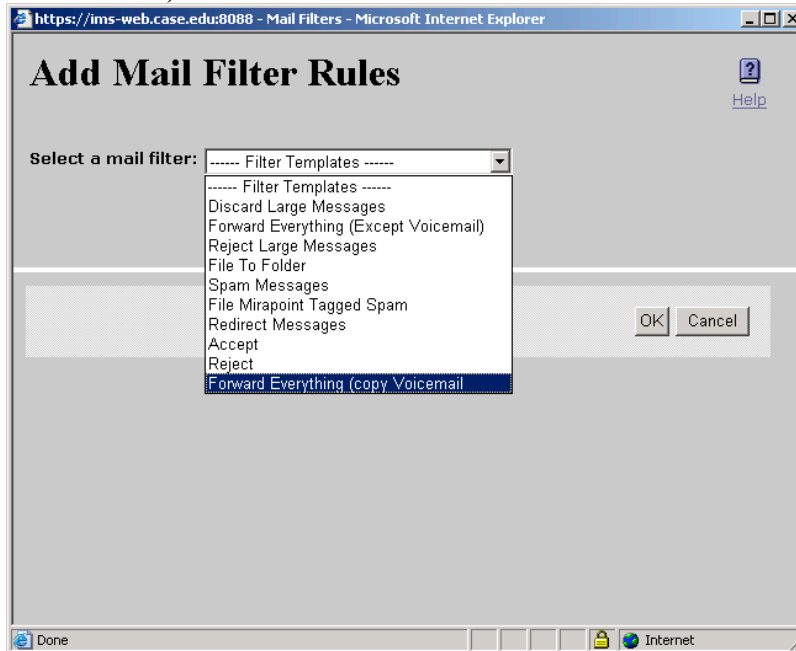


2) Under “Manage Mail Filters”, click the “Add” button.

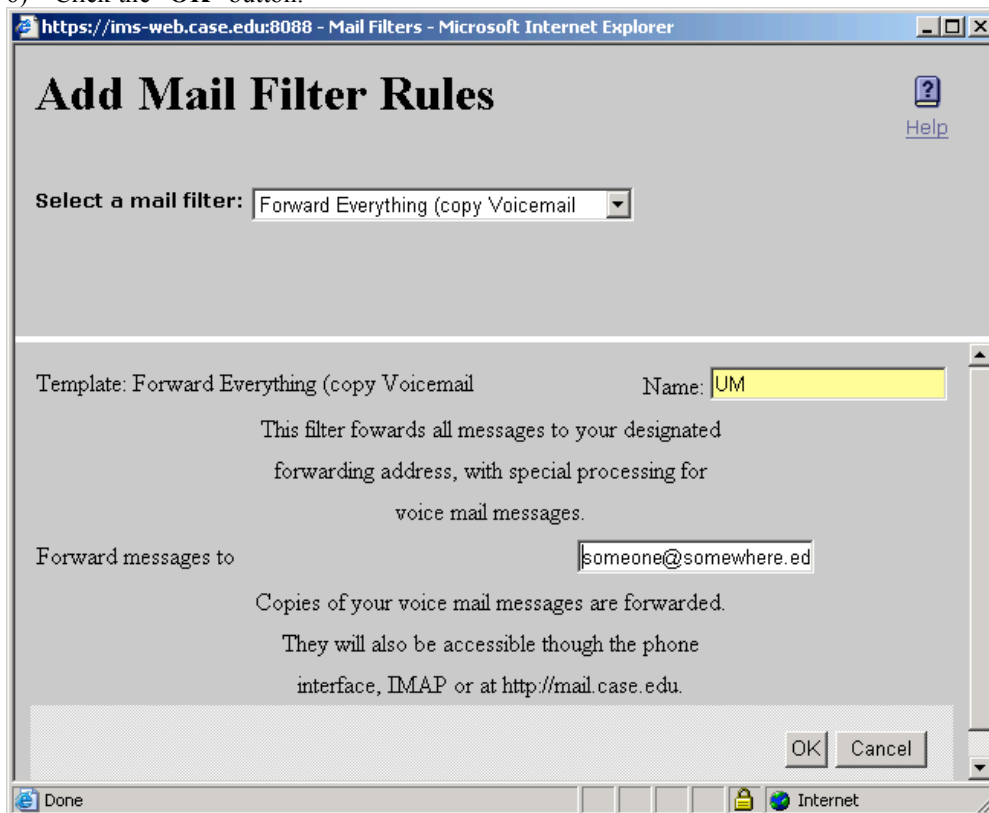




- 3) Under the “**Select a mail filter**” drop down menu, select “**Forward Everything (Copy Voicemail)**”.

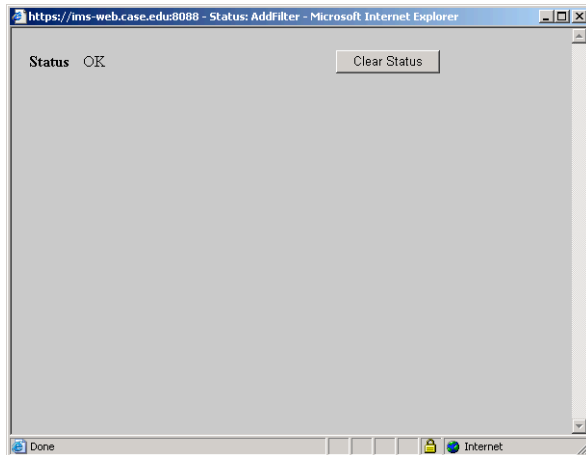


- 4) Enter “**UM**” in the **Name** field
- 5) In the “**Forward messages to**” field, **right-click to paste your forwarding EMAIL address**
- 6) Click the “**OK**” button.

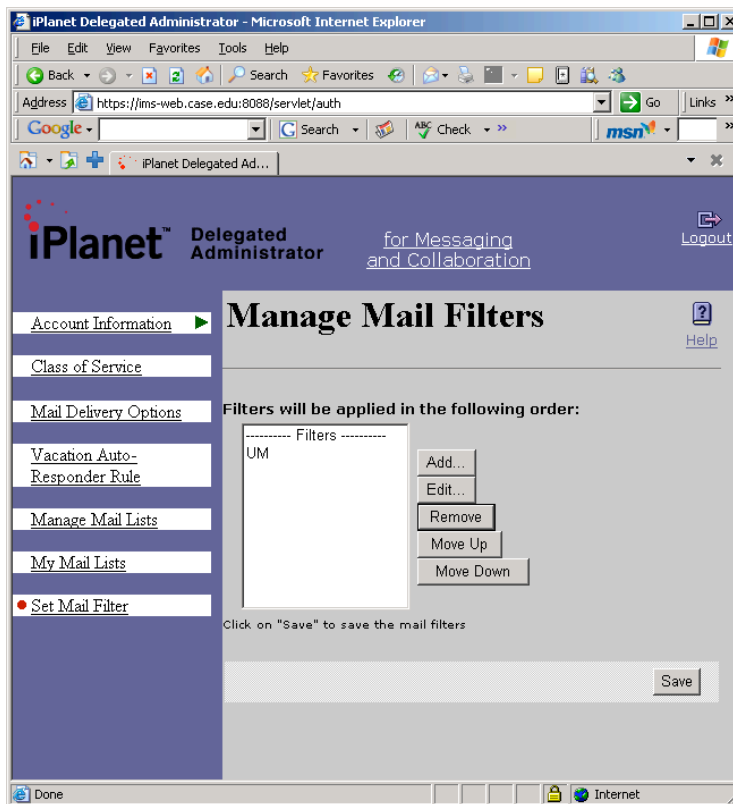




- 7) Wait for the following window to show up, and then **close** the window by clicking on the X. **DO NOT CLICK ON THE CLEAR STATUS BUTTON.**



- 8) Make sure the Mail Filter you just created is in the list now. Click the “**Save**” button.



- 9) Verify the mail filter is working by leaving yourself a voicemail message. Make sure you are able to retrieve it using the telephone and that it appears in your forwarded-to Inbox.