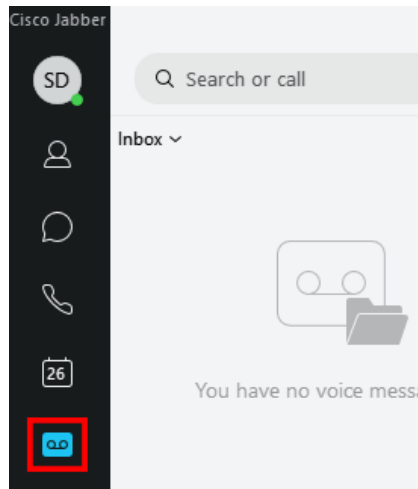


## Using the Cisco Jabber Softphone to access your Voicemail

Using the Cisco Jabber softphone on your PC or Mac you are able to listen to, delete, forward and send voice messages. You must be set up to use the Cisco Jabber softphone, call Telecommunications at extension 6411 or 518-388-6411 or email [telecom@union.edu](mailto:telecom@union.edu) to be set up.

### Step 1.

Once you are logged into Jabber, click the voicemail icon on the left side menu.



### Step 2.

Your Inbox is displayed.

To listen to a message, click on a message and then click the play button.

**Message from 8734 :**

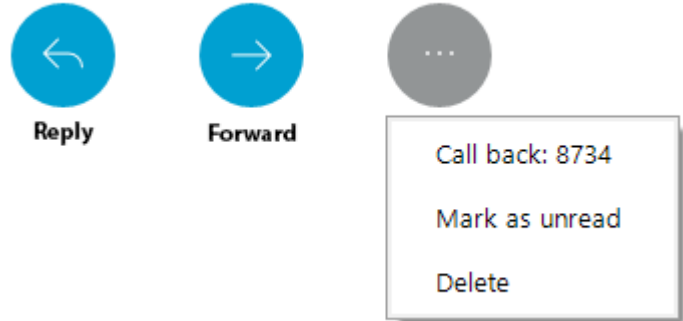
To: degeytes\_union.edu@



Step 3.

After listening to a message, you can **Reply**, **Forward**, or click the 3-dot icon to **Call back**, **Mark as unread** or **Delete**.

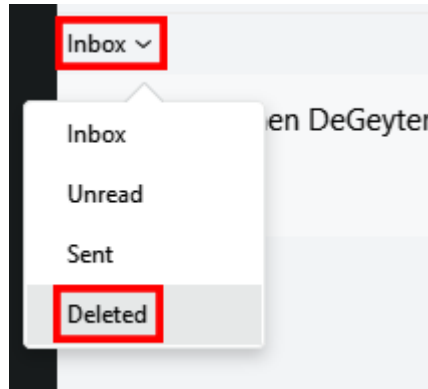
Note: **Reply** and **Forward** works only with other Union College voicemail users.



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Step 4.

If you **Delete** a message, you must empty it from the Deleted folder by clicking **Inbox** and then clicking **Deleted**.



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Step 5.

You can permanently delete each message one at a time by right clicking on each message, or hold down shift and left click the first message and then click the last message to select all and then right click on a message and click **Delete permanently**.