

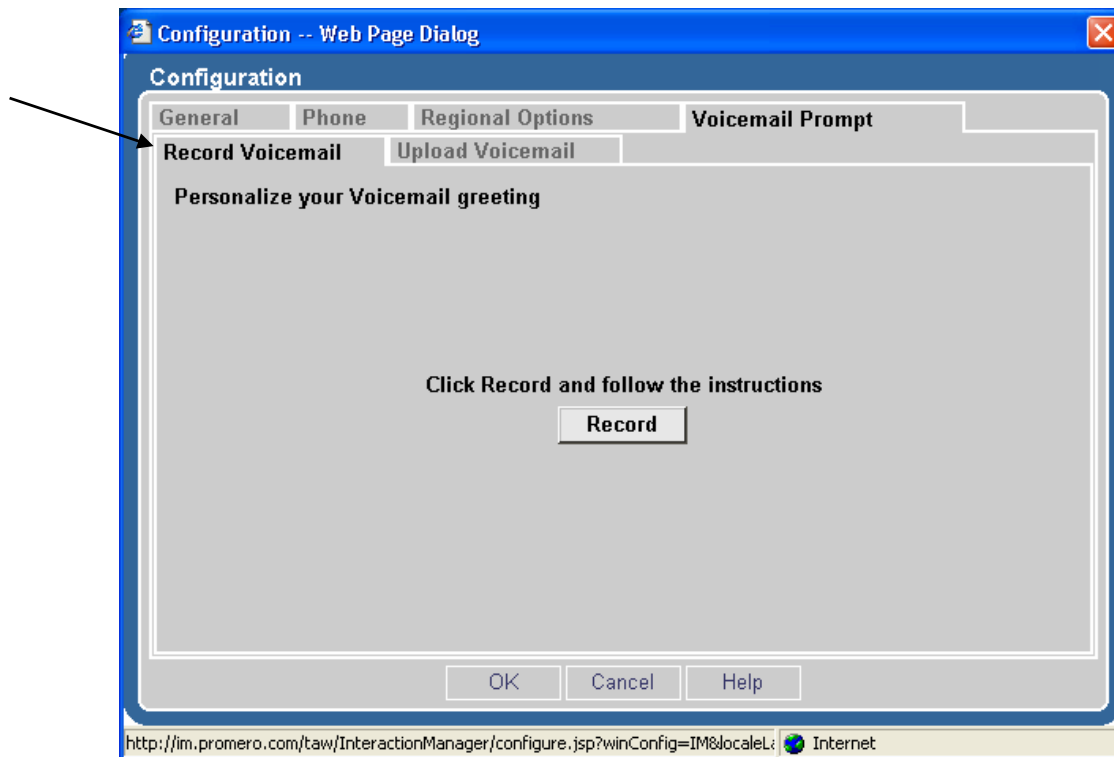
You need to record your voicemail and configure your email in Contact Center. When you receive a voicemail it will come to your email as a wav file.

## Creating a Voicemail Message

### Step 1:

#### Creating Voicemail Message:

1. Login into the Contact Center Anywhere Interaction Manger.
2. Click **Configure** (very top of the Call Control Screen.)
3. Click **Record Voicemail** Tab
4. **Record your message** on your regular phone as you would any other voicemail
5. Click **OK**.



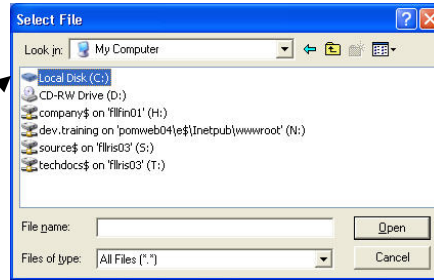
**Step 2:**

You need to configure your email within the Contact Center Software.

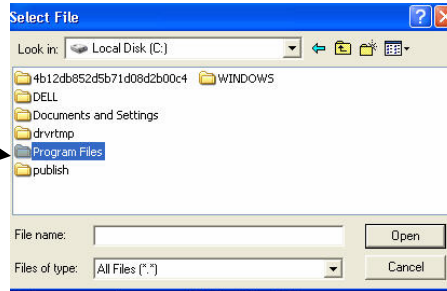
**NOTE:** These steps are assuming your computer contains the below paths.

From the Call Control Screen

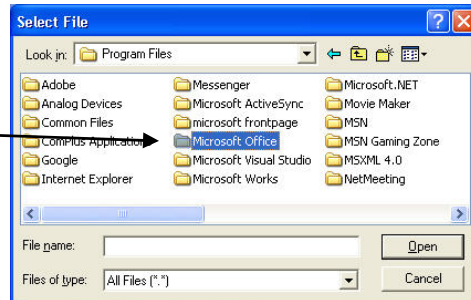
1. Click Configure
2. Enter Email Client (need to configure ContactCenter@nywhere so it knows where your outlook is located on your local hard drive)
3. Click Browse in the Enter Email Client window
4. Click Local Disk (C:)
5. Click Open



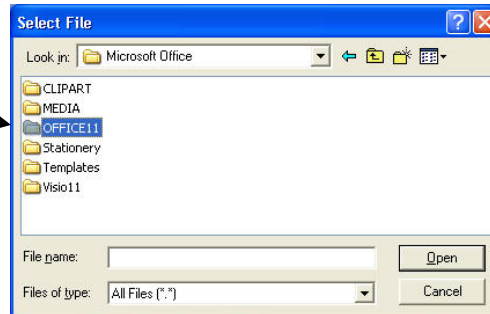
**Then:**  
Click **Program Files**  
Click Open



**Then:**  
Click **Microsoft Office**  
Click Open

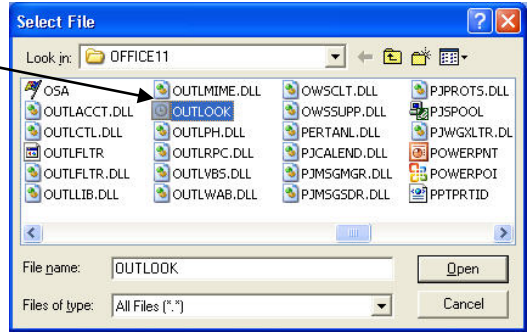


**Then:**  
Click **Office11**  
Click Open

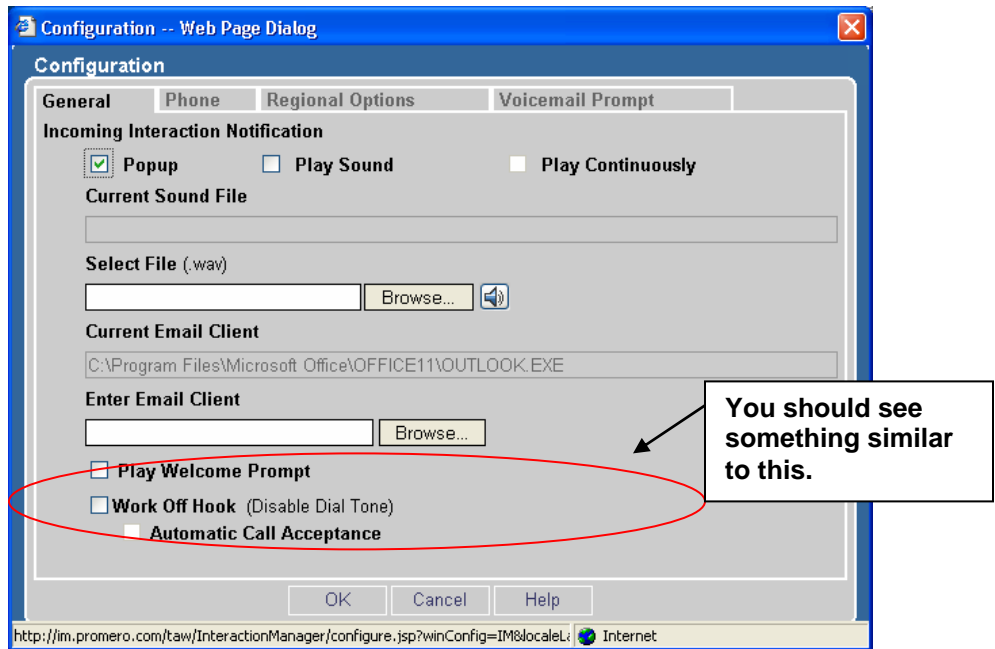


Then:

Click **Outlook** (you may have to scroll to your right)  
Click **Open**  
Click **OK**



If you Click **Configure** again, you should see something similar to this image. Your setup is complete.



### Retrieving your Voicemails:

1. Check Messages on your Call Control Screen turns **red** indicating you have a voice mail.
2. Check you incoming mail
3. Select the email with the attached .wav file.
4. Double click on .wav file to play the message.

**NOTE:** You need to have a medial player such as Windows Media Player installed on your computer. This file is usually located in Accessories and then under Entertainment.

