

Forward Voicemail to Email



This enhancement to your CenturyLink Voice Mail service lets you listen to and manage your voice messages on your computer – whenever and wherever you're online. Incoming voicemails are sent to your preferred email address, attached as a .WAV file that can be handled like any other email message: forward it to someone else, reply via voice or email, save the message to your computer, or file it for reference. You can choose to automatically forward all your messages to email, or choose specific messages to forward individually.

Bookmark this page so you can refer to it easily whenever you want to manage your Voice Mail and other CenturyLink services.

Set up Autoforwarding of ALL Voicemails

- Log in to My Account at <https://eam.centurylink.com/eam/login.do>

Use the same CenturyLink user name and password you already have. If you haven't set up a My Account profile yet, click the Enroll Now button.

- From your management console, choose ► Manage Services in the left column, then click [Manage Voicemail and/or SmartConnect](#) from the window in the middle.
- On the Voicemail management screen, click **Settings** in the top right, then the **Messaging** tab, and **Settings** again below that.
- In the **Voicemail Auto-Forwarding** box:
 - 1 Check the top box to Auto-Forward all voicemail messages as emails.
 - 2 Enter the email address that you want all your voicemails forwarded to.
 - 3 Decide whether you want to leave a copy of the forwarded message in your phone's voice mailbox (inbox).
- Make sure to click APPLY when you're done.

CHECK THE BOTTOM BOX to keep your voice messages in your phone mailbox, as well as in your email. This option activates Message Waiting Indication on your phone, so you will hear an interrupted dialtone signal and/or see a message light on your phone when you have new messages.

LEAVE THE BOX UNCHECKED if you plan to handle all your voicemail completely through your email. You won't receive any voicemail in your phone's mailbox, and new messages will not trigger the Message Waiting dialtone or message light.

The screenshot shows the 'Settings' page for a CenturyLink account. The 'Messages' tab is selected, and the 'Settings' sub-tab is active. The 'Voicemail Auto-Forwarding' section is highlighted with a red box. It contains the following options:

- Auto-forward all voice mail messages as e-mails to: (1)
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- Leave a copy of forwarded voice mail messages in the inbox. (3)

The 'Apply' button is circled in orange at the bottom right of the form.

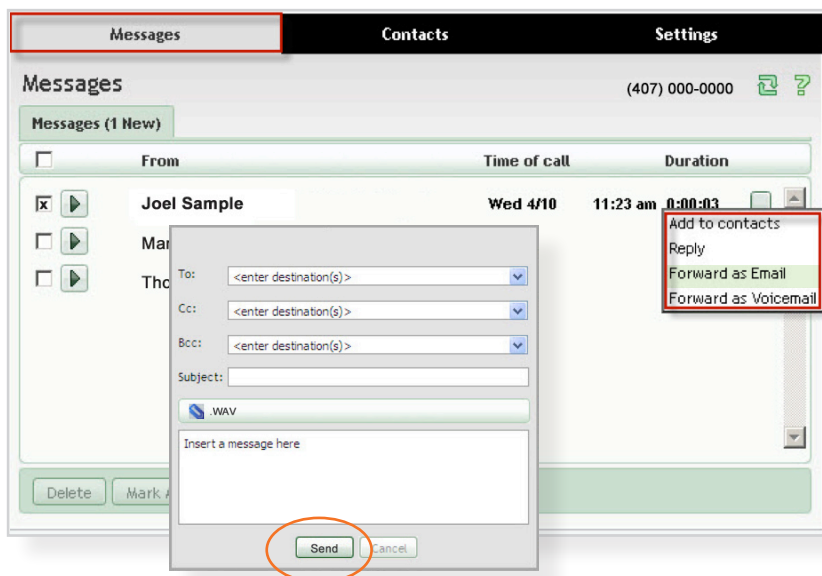
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Forward individual Voicemails to Email

- Follow the instructions to log in to My Account on the previous page.
- On the Voicemail management screen, click the **Messages** tab, top left.
- You will see a list of all your Voicemail messages. Click the box in front of the one you want to forward.
- From the dropdown on the right, choose Forward as Email.
- In the popup window, fill in the email address(es) you want to forward the message to, a Subject Line and a Message (if desired).
- Click the SEND button when you're ready.

For more information about managing your CenturyLink Voice Mail features through this online management tool, refer to the complete Voice Mail User Guides at centurylink.com in the Support section.



Reviewing Voicemail in your Email

- Forwarded voicemails will appear in your email, with the name of the sender combined with the voice mailbox's email address (e.g. 4070000000@centurylink.net).
- The recorded voicemail will be attached as a .WAV file. Listen to it however you normally do on your computer.
- When you're done, you can Forward, Reply, Save or Delete it, just like email.
- If you delete the message from your email, the original message will remain in your phone mailbox, as long as you checked the box to Leave Messages in Inbox when you set up Auto-Forwarding (see previous page).

Make sure to set up any message filtering to accept messages from your Voicemail mailbox address.

Playing the .WAV file in your email will not turn off Message Waiting Indication on your phone. Call your voice mailbox and play the message to turn off the signals (dialtone and/or message light).

