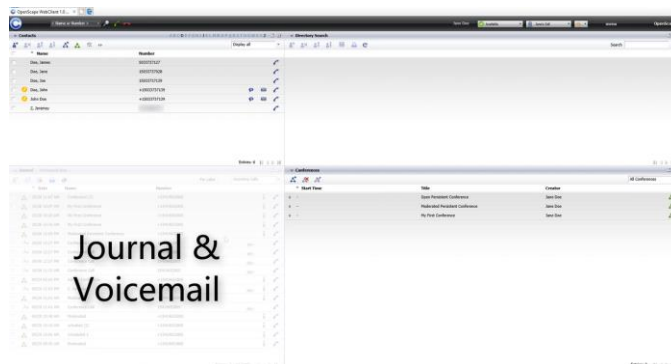# UC Web Client Journal and Voicemail

UC Web Client Training Series

The UC Web Client's Journal and Voicemail pane provides an extensive call history list, as well as easy access to voice messages.
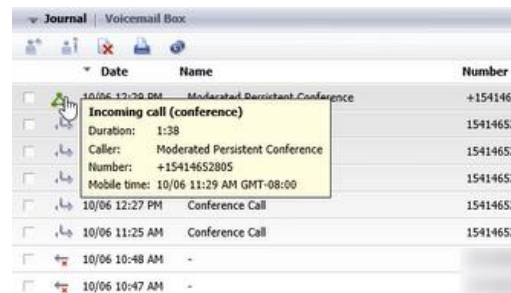

By default, all calls display on the Journal pane with the most recent entries on top.

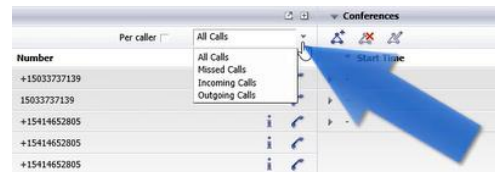Each call record displays the Date, the Name - if It's a recognized number - and the Phone Number for the connection.

The icons to the left of each entry show what type of connection the call was. Mouse over an icon to see expanded information.
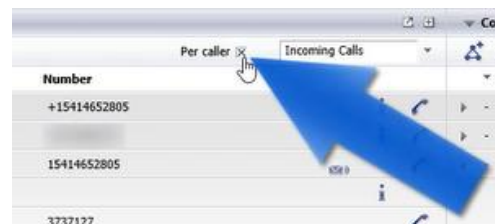
If you'd like to see fewer entries, you can refine the results that display to just one call type by using the drop-down menu in the upper right corner of the pane.

The results can be further refined by clicking on the Per Caller checkbox, which only shows the most recent call with each number. Click the box again to remove this filter.
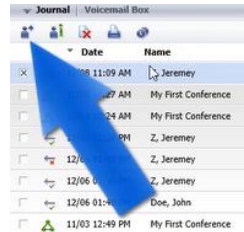
Message Specific Features

With an entry located, you can access message specific features.

You can save a contact by selecting the box by their call and clicking the Add Contact icon

You can also call them back using Click to Dial

Select an entry and click the Delete icon to remove it from the Journal. **Make sure to have an entry selected before clicking Delete, or you'll end up deleting all entries from your Journal.**
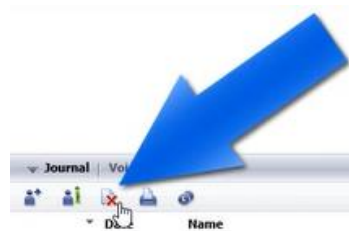
The envelope icon shows for any call where you've received a voice message. Click the icon to move to the Voicemail Box.

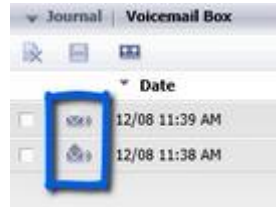Alternatively click on Voicemail Box in the header.
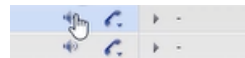
Voicemail Box

Much like in the Journal, the header of the Voicemail Box provides information about each entry.

The icons to the left display whether or not a message has been listened to. If the envelope is open, the message has been played.

To listen to a message, click on the Speaker icon.

Select your playback device - the Telephone option will play the message on your preferred device and the Browser option will playback on your computer.

Click the play button when you're ready to listen.

To save or delete messages, first select the message and then click the save or delete icons on the top of the pane.