

GETTING STARTED AND THE VOICEMAIL SETUP PROCESS

Log In To the Web Portal

1. Go to **uc.missouri.edu** and click on **Voicemail**. Enter your PawPrint ID and password. To log into the portal from a remote location, first make a VPN connection.
2. Click **Login**.

Set Your Voicemail PIN

To set or change your PIN:

1. Log into the web portal and select **Messaging Assistant, Passwords, Change PIN**.
2. Enter your new PIN, confirm it and click **Save**.

A PIN must be at least 8 digits long, and **cannot**:

- match the numeric representation of the first or last name of the user.
- contain the primary extension or alternate extensions of the user, or the reverse of those extensions.
- contain groups of repeated digits, such as “123123” or only two different digits, such as “121212.”
- be used more than two times consecutively (for example, “28883”).
- be an ascending or descending group of digits (for example, “012345” or “987654”).

Finish the Setup Process!

Use one of the methods to **Manage Messages** to connect to the Unity Voicemail System, then follow the prompts to complete the setup process.

Retention Policies

- New messages are moved to **Saved** after 10 days.
- **Saved** messages are **Deleted** after 10 days.
- **Deleted** messages are **Permanently Deleted** after one day.

Manage Messages

You can manage messages using your desk phone, mobile device, Jabber or by logging into the Cisco Unity web portal.

To manage messages using your desk phone:

1. Press the **Messages** button.
2. At the prompt, enter your voicemail PIN and press #.
3. Follow the prompts to listen to and manage messages.

To manage messages using a different phone:

1. If using a non-University phone, dial **573-884-3111** and press *. If using a University phone, press the **Messages** button then the * key.
2. At the prompt, enter your phone number and press #.
3. Enter your PIN and press #.
4. Follow the prompts to listen to and manage messages.

To manage messages using the web portal:

1. Log into the portal and click on **Web Inbox**.
2. At the **Messages** screen, click on a message to **Play**, **Delete** or **Forward** it.
On the **Deleted** tab, you can **Undelete** a message.

To manage messages using Jabber:

- Tap on the **Voice Messages** tab.
- View messages received today, in the last 7 days, the last 30 days or all of them.
- Sort messages by Type, all messages, deleted messages or unread messages.
- Tap a message to play the message.

Personal Greetings

Personal greetings can be managed using a desk phone or the web portal.

Using the web portal, select **Messaging Assistant, Greetings, View Greetings**.

Enabled	Greeting	End Date	Video Source	Audio Source
<input type="checkbox"/>	Alternate	None	Blank	Recording
<input type="checkbox"/>	Busy	None	Blank	System
<input type="checkbox"/>	Internal	None	Blank	System
<input type="checkbox"/>	Closed	None	Blank	System
<input checked="" type="checkbox"/>	Standard	None	Blank	Recording
<input type="checkbox"/>	Holiday	None	Blank	System

1. To enable or disable a greeting, click the box next to the greeting.
2. To personalize a greeting, click on the greeting link.
3. Record a personal greeting, or upload a pre-recorded greeting.
4. When finished, click **Save**.



Notification Devices

Unity can be configured to deliver notification of a voicemail message to another device such as a mobile phone. You can also specify a schedule for notifications or when specific individuals leave a message.

Deliver Message Notification to a Mobile Phone

1. Log into the Unity web portal and select **Messaging Assistant, Notification Devices, View Notification Devices, Mobile Phone**.
2. Check the box to enable the notification and enter the mobile phone number.
3. To specify this notification for only certain Unity callers, add their information with Add Callers.
4. Set a Notification Schedule.
5. Click **Save**.

When a voicemail message is received, Unity calls the mobile phone and the user must sign into Unity with the voicemail PIN to hear the message.