



# Managing Voicemail

Using this Guide

This document is a quick reference to the key features of managing voicemail with Unified Communications:

- Sign in to the Web Portal
- Set Your Voicemail PIN
- Manage Greetings
- Manage Messages
- Things to Know

## Sign in to the Web Portal

Log in to the web portal at [tccucpub.missouri.edu/ciscopca/home.do](http://tccucpub.missouri.edu/ciscopca/home.do) with your **Username** and **Password**. To sign in to the portal from a remote location, first make a VPN connection.

## Set Your Voicemail PIN

To manage voicemail from a phone, you must first set up a voicemail PIN.

Sign in to the web portal at [tccucpub.missouri.edu/ciscopca/home.do](http://tccucpub.missouri.edu/ciscopca/home.do) with your **Username** and **Password**. To sign in to the portal from a remote location, first make a VPN connection.

1. Click **Settings, 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").

*Note: This is a different PIN from your phone services PIN, which is set up in [ucphone.missouri.edu](http://ucphone.missouri.edu).*

## Manage Greetings

Cisco Unity Voicemail provides six different greetings. By default, the Standard greeting is enabled and cannot be disabled by the user. Other greetings available that can be managed by the user include:

- Alternate (overrides all other greetings, best for out of office greetings)
- Busy
- Internal
- Closed
- Holiday

Greetings can be enabled, disabled and recorded via the web portal, phone or within Jabber. For best quality, record greetings from your desk phone.

## Desk Phone

To manage greetings from your phone:

1. Press the **Messages** button.
2. Enter your **PIN** and press **#**.



# Managing Voicemail

3. Follow the prompts to record, enable or disable greetings.

## Jabber

To manage greetings from within Jabber:

1. Click the **Voice Messages** tab.
2. Click the **Call voicemail** button at the bottom.
3. Enter your **Pin** and press #.
4. Follow the prompts to record, enable or disable greetings.

## Manage Messages

The Unified Communications platform allows users several options to manage their voicemail messages.

## Cisco Unity Voicemail Web Portal

Sign in to the web portal at [tccucpub.missouri.edu/ciscopca/home.do](http://tccucpub.missouri.edu/ciscopca/home.do) with your **Username** and **Password**. You will see the **Message** screen by default, which shows your voicemail inbox. To sign in to the portal from a remote location, first make a VPN connection. You can create new messages, or listen to, forward, or delete messages.

## Desk Phone

To check messages from your desk phone:

1. Press the **Messages** button.
2. Enter your **PIN** and press #.
3. Follow the prompts to listen to and manage messages.

To check messages from a different phone:

1. If using a non-company phone, dial **573-884-3111** and press the \* key. If using a company phone, press the **Messages** button then the \* key.
2. Enter your **ten-digit university phone number** and press #.
3. Enter your **PIN** and press #.
4. Follow the prompts to listen to and manage messages.

## Jabber

To manage voicemail from within Jabber, click or tap the **Voice Messages** tab.

- You can View the list of messages received today, in the last 7 days, the last 30 days or all of them.
- You can sort messages by Type; all messages, deleted messages or unread messages.
- Double-click or tap a message to listen to it.

## 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.



# Managing Voicemail

By default, all voicemail messages are delivered to the user's Outlook inbox, where they remain until deleted by the user.

## Things to Know

- When signing in to the Cisco Unity web portal, users see the Cisco Unity Connection Web Inbox.
- **Settings** opens a new web page. Currently, there is no “sign out” function for the **Settings** page. To log out of the web portal, close the **Settings** page to return to the Inbox and click the **Sign Out** button.
- **Settings** uses Java for many of its functions, which may cause problems for some users.
- The **Help** menu option can be used to learn more about the particular page you are on or to browse the Index.