

Cisco Unity Connection Voicemail User Guide:

Your Unity Voicemail Mailbox

- The **Cisco Unity Connection Voicemail** system provides each user a **Voicemail Box**.
- Messages in your Voicemail Box are not stored indefinitely.
- Save messages you want to keep or they will be deleted automatically according to the **Aging Process**.
- The table below describes the **Aging Process** and how the Unity Voicemail system automatically handles these voicemails.

Unity Voicemail Mailbox Aging Process		
Message Description	Age of Message	Automatic Action
Unread Messages	7 Days	<ul style="list-style-type: none"> • Moved into a Saved state. • No email notification is sent to the user.
Saved Messages	7 Days	<ul style="list-style-type: none"> • Moved into Deleted Folder. • Email notification is sent to the user 1 day prior to this action.
Messages in Deleted Folder	7 Days	<ul style="list-style-type: none"> • Permanently deleted from Unity Voicemail System. • Email notification is sent to the user 3 days prior to this action.

Saving voicemails

You can save a voicemail using one of three systems (click the link to go to the instructions):

- 🔗 [Outlook](#)
- 🔗 [Telephone](#)
- 🔗 [Unity Connection Web Inbox](#)

Outlook

Note:

- Using **Outlook** is the recommended and probably easiest way to permanently save voice messages.
- When someone leaves you a voicemail, an email is sent to your Outlook account with the voicemail attached as a **.wav** audio file.
- If you listen to the voicemail through your computer's speakers, the **Unity Voicemail System** will mark the voice mail as **read** and leave it in the **Voicemail Box Inbox**. The **Aging Process** will be applied starting with the **Saved Messages** state.
- The email and attached audio file are retained in Outlook and can be **permanently** saved from there.

Save a Voicemail Attached an Outlook Email

To save a voicemail attached to an Outlook email do one of the following:

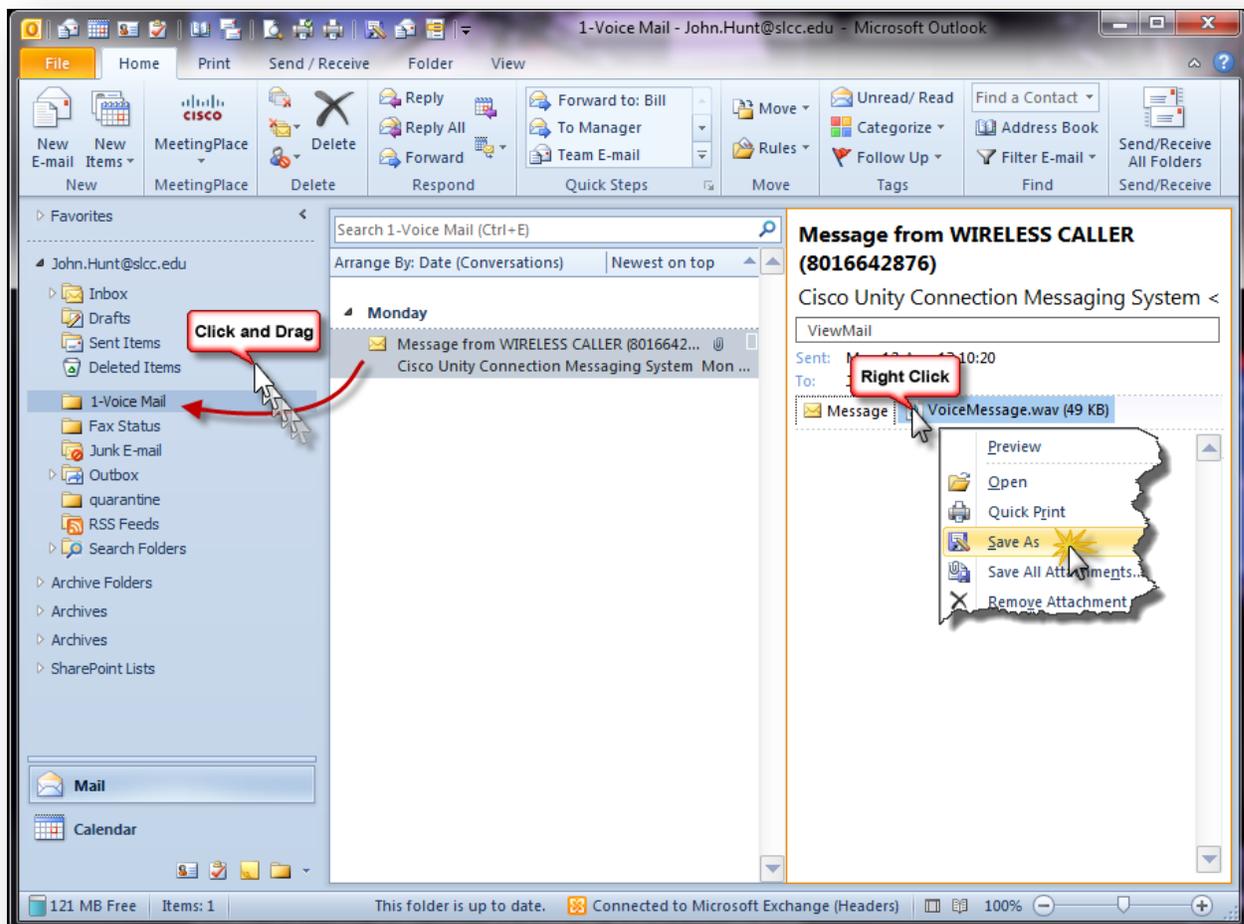
- ☞ **Move the email to a folder in your Outlook mailbox.**
 - **Note:** Remember this will take up space in your Outlook Mailbox.
- ☞ **Save the email to your computer's hard drive or other drive.**
- ☞ **Save only the voice mail file to your computer's hard drive or other drive.**

Move the email to a folder in your Outlook Mailbox:

1. If not previously done, create a folder for emails with attached voicemails. This folder should be outside of the Inbox, otherwise the **Aging Process** will be applied.
2. **Click and drag** the email with attached voicemail to the voicemail folder.

Save only the voice mail file to your computer's hard drive or other drive:

1. Select the email in the Outlook **Folder Contents** pane.
2. In the **Preview** pane, right click on the attached voicemail audio file (.wav).
3. From the right-click menu, select **Save As**
4. Save the audio file to the desired location.



Save the email and voicemail to your computer's hard drive:

1. Open the email to save.
2. Select **Save As** from the **File** tab.
3. Save the email to the location you want.

Note: the Icon for this file type is an envelope.

Telephone

Note: Using prompts from your telephone will not permanently save your message. To permanently save a message, use **Outlook** or the **Unity Connection Web Inbox**.

1. On campus, dial 5900 or press the **messages** button on the phone and enter your PIN. (Forgot your PIN? See the [Change Your Voicemail PIN](#) instructions below.)
Off campus, dial (801) 957-5900, enter your extension, press star (*) and enter your PIN.
2. After listening to the message, press **2** on the phone keypad to save the message in your Voicemail Box.
3. The message will be saved according to the **Aging Process**.

Note: It is important to understand that your **Outlook Mailbox** and **Unity Voicemail Box** are synchronized. Actions taken in one system will affect the other. For example:

- If a message is moved from the Outlook Inbox, it will be moved to the deleted folder in your Voicemail Box.
- If a message is undeleted in the Voicemail Box, it will be moved back to your Outlook Inbox.

Cisco Unity Connection Web Inbox

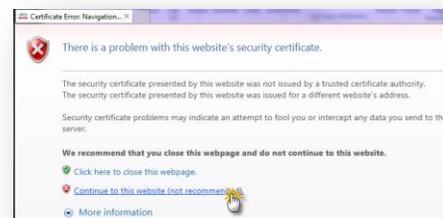
The **Cisco Unity Connection Web Inbox** allows you to manage your Voicemail Box much like your Email box in Outlook.

You can also change your **Voice Mail PIN** (Personal Identification Number) that is used to access your voice mail from your telephone.

To Login to the Web Inbox:

1. Open a browser such as Internet Explorer and go to <https://cucpub01.slcc.int/inbox/>.

Note: If a Certificate Error message displays, click on **Continue to this website**.



2. Enter your **SLCC Username** and **Password** and click on **Sign In**.

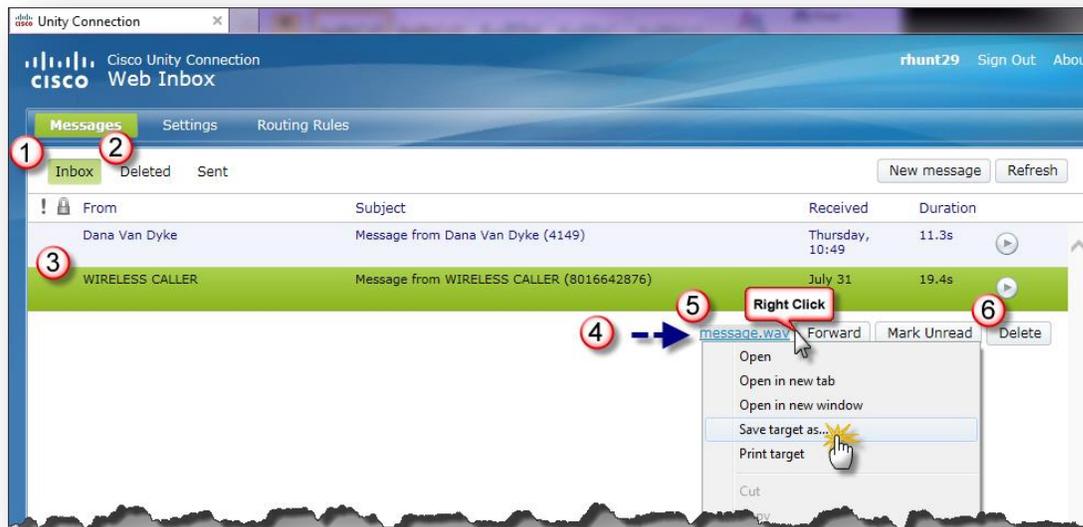


This opens the **Cisco Unity Connection Web Inbox**.

Manage Your Voice Mail Inbox

The **Web Inbox** allows you to see voicemails stored in your **Inbox** and **Deleted** folders.

Note: Voice Mails in your Inbox and Deleted folders are subject to the system's **Aging Process**. To permanently save a voicemail from the Inbox, see instructions below.



1. Select **Inbox** to see voicemails in your inbox folder.
2. Select **Deleted** to see voicemails in your deleted folder.
3. Select a voicemail in the Inbox or Deleted folders by clicking on it. It will be highlighted when selected.
4. This opens a series of buttons for managing the message.
5. **Right Click** on **message.wav** and from the drop down menu select **Save target as...** to save the voice mail to a desired location. Messages saved like this are not subject to the Aging Process.
6. Click **Delete** to move the voicemail to the **Deleted** folder or, in the **Deleted** folder, click **Undelete** to move the voicemail to the **Inbox** folder.

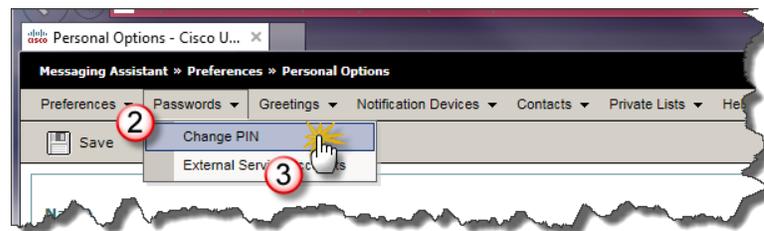
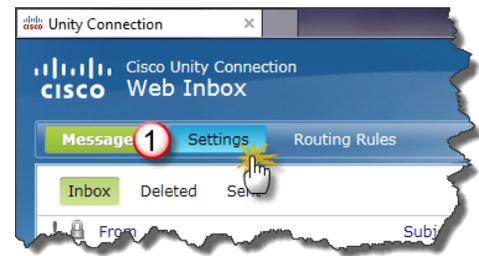
Change Your Voice Mail PIN

To change your **Voice Mail PIN**, do the following:

Note: You do not need to know your old PIN to set a new one.

1. In the Voice Mail Inbox, click on the **Settings** tab. This opens the **Messaging Assistant** where you can set personal preferences, options, and change your PIN.

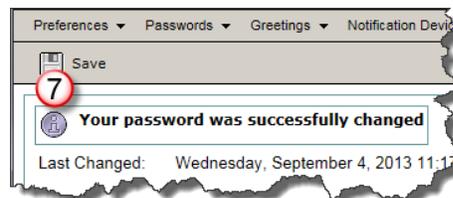
Note: If a **Security Certificate Alert** message displays, click on **Continue to this website**.



2. Hover your mouse pointer over the **Passwords** tab.
3. From the drop down menu, select **Change PIN**. This opens the change PIN page.



4. Enter the new **PIN** in the **New PIN** field.
5. Confirm the **PIN** by entering it again in the **Confirm New PIN** field.
6. Click **Save** to save your new **PIN**.



7. You will see a message confirming your **PIN (password)** change.