

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	 Moved into a Saved state. No email notification is sent to the user. 		
Saved Messages	7 Days	 Moved into Deleted Folder. Email notification is sent to the user 1 day prior to this action. 		
Messages in Deleted Folder	7 Days	 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):

- 🦫 <u>Outlook</u>
- ∽ <u>Telephone</u>
- Solution 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:

- So 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.
- Save the email to the location you want.
 Note: the lcon 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**.

- On campus, dial 5900 or press the *messages* button on the phone and enter your PIN. (Forgot your PIN? See the <u>Change Your Voicemail PIN</u> 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:

 Open a browser such as Internet Explorer and go to <u>https://cucpub01.slcc.int/inbox/</u>.
 Note: If a Certificate Error message displays, click on *Continue to this website*.

9	There is a problem with this website's security certificate.
	The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.
	Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.
	We recommend that you close this webpage and do not continue to this website.
	Click here to close this webpage.
	Continue to this website (not recommended)
	More information



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.

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Inbox Deleted Sent	*		New message	Refresh	1
🔒 From	Subject	Received	Duration		
Dana Van Dyke	Message from Dana Van Dyke (4149)	Thursday, 10:49	11.3s		1
WIRELESS CALLER	Message from WIRELESS CALLER (8016642876)	July 31	19.4s	2	
	4>	message,way Forward	Mark Unread	Delete	
		Open V			
		Open in new tab			
		Save target as			
		Print target			
		Cut			
		Cut			

- 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.

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Message	1 Setting		Routing Rules	
Inbox	Deleted S	L.		5
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Note: If a **Security Certificate Alert** message displays, click on *Continue to this website*.

👑 Personal Option:	s - Cisco U	×	2 ² 1			
Messaging Assistan	t » Preference	es » Personal O	ptions			
Preferences	asswords 👻	Greetings 👻	Notification Devices	 Contacts 		Hel
I Save	Change Pl	N 🌟				
	External Se					-1
	** Personal Options Messaging Assistan Preferences Save	Personal Options - Cisco U Messaging Assistant » Preference Preferences Passwords Change Pl External Se	Personal Options - Cisco U × Messaging Assistant » Preferences » Personal O Preferences Passwords Greetings Change PIN External Serv 3	Personal Options - Cisco U × Messaging Assistant » Preferences » Personal Options Preferences Passwords Greetings Notification Devices Change PIN External Serv 3	Personal Options - Cisco U × Messaging Assistant » Preferences » Personal Options Preferences Passwords Greetings Notification Devices Contacts Change PIN External Serv	Assistant Preferences Passwords Greetings Notification Devices Contacts Private Lists Change PIN External Servage

- 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.