

Cisco Unity Voicemail System

Quick Reference Guide

Recommended Method Use Email

Access Voicemails via Email

Open email (MS Outlook) to find a copy of your voicemails (VMs) located in your INBOX. Email will contain a wave file (.wav) of your VMs that can be played on your device (computer, cell phone or tablet). This is the preferred method for accessing VMs.

Benefits of using Email to access VMs

- This method does **NOT** require entering your PIN followed by #.
- Forward VMs by highlighting or opening the message and forward using normal email functions.
- The subject line displays the name of the recipient and Caller ID.

External Callers:

UMB Unity Connection System
Message from RADWARE CA (669XXXXXXX)

Internal Callers:

UMB Unity Connection System
Message from John Doe (6XXXX)


SPAM Callers:

UMB Unity Connection System
Message from SPAM?

- Easy to retain important VMs: Simply leave in your Inbox or copy the file to another location (i.e. hard drive or Sharepoint).

Access Voicemail via Telephone

Accessing VM from your UMB Desk.

1. Press the “Messages” or  voicemail.
2. Enter your PIN followed by #.

Accessing VM while off-campus or from another campus telephone:

1. Dial your desk extension or (410) 706-7300.
2. Enter in your 5-digit phone number followed by #.
3. Enter your PIN followed by #.

To reset your Voicemail PIN

1. Go to <https://umaryland.edu/myphone>
2. Authenticate using your UMB Credentials.
3. Click on the **Voicemail tab**, Select **Launch Voicemail**, and Select **Messaging Assistant**.
4. Under the **Password** Menu, Select **Change PIN** (4 digits or more).



Retention Schedule

Voicemails will be retained for 30 days before being deleted from the voicemail system. However, copies will remain in your email Inbox.

Commonly Used Options:

1	Repeat a message or restart
2	Save
3	Delete
4	Slow playback
5	Forward (option to record)
6	Fast playback
7	Rewind, Go back 3 seconds
8	Pause/Resume
##	Saved Message as New
**	Exit

For More Information... Website:

<https://www.umaryland.edu/cits/services/campus-telephone-service/>

Contact Us:

help@umaryland.edu