Unity Connection Web Tools: Getting Started Guide

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Cisco Personal Communications Assistant

This manual explains some of the common features available to the user of the Cisco Personal Communications Assistant (PCA).

When someone leaves you a voicemail your voicemail will appear in your e-mail inbox. The e-mail will be addressed from the PCA system or the caller ID of the caller if available for any voicemail from a non-CWRU subscriber, if an on campus user sends you a voicemail it will be addressed from them.
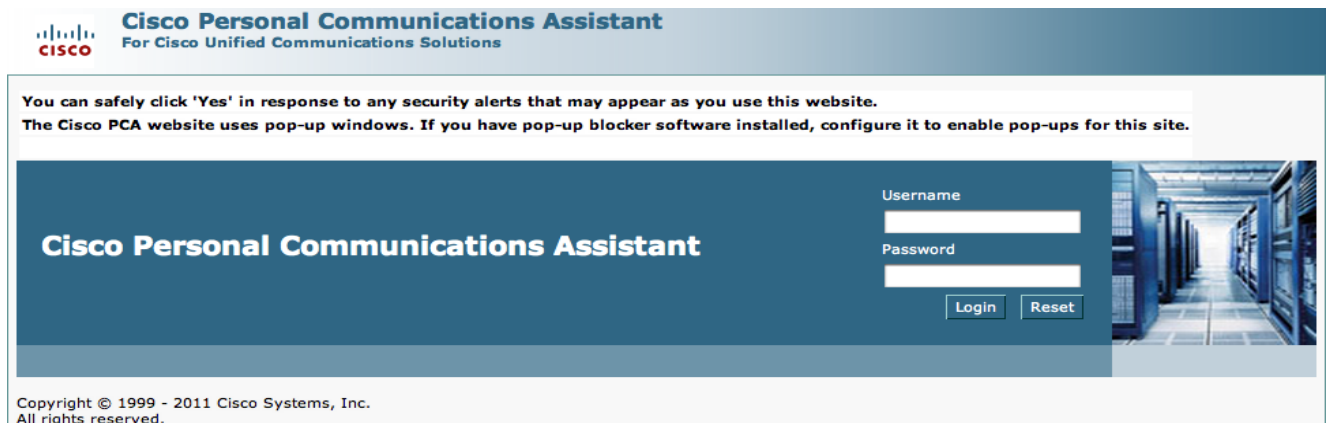
When you have a new voicemail message the message waiting indicator light will be lit on your desk phone. Once you check your voicemail from either the phone or your inbox the light will turn off. If you file your voicemail messages into a folder other then the inbox you cannot retrieve them from the phone.

You can configure your voicemail box from the phone or from a web page. This manual primarily focuses on about how to configure your voicemail box from the web.

Before you log into the PCA system via the web page you should first do so from your phone to setup your mailbox. Setting up your mailbox from the phone is easier then via the web since the system will prompt you for the information it needs.

To access your voicemail from your phone press the envelope icon on your phone. Your default password is available at case.edu/its/uc/access-voicemail.html. (Sign in with your CWRU network ID and password, if prompted.) The system will go through some initial setup options on your first visit.

To login to the PCA system from a web browser on a Windows PC open Internet Explorer or Firefox; on a Mac open Safari or Firefox and navigate to um.case.edu. You will see a screen like the one below.

Enter your CWRU network ID and password and click "Login."

Messaging Assistant

Once logged in you will have access to a tool called "Messaging Assistant." Click "Settings" to access that tool.

When you enter the Messaging Assistant you should see a screen like the one below. This screen is the main screen and has some basic information on it.

Name

Your first and last name along with a recorded name if you recorded one. You can change the recorded name or play it.

Alternate Name

An alternate first name and last name should you need it.

Phone Numbers

This lists your primary extension and any alternate contact numbers for you.

Alternate Devices

If you call your voicemail box from a different phone and want it to recognize you at that number and prompt you to enter a password immediately, enter that extension number here. The PCA system does have the ability to learn alternative devices on its own if you call several times from the same number.

Directory Listing

When users call into PCA they can search for you by name. To disable this uncheck the box.

If you make any changes make sure you press the save button to save them.

Passwords

The PCA system allows you to change your voicemail password from the web interface. To select this option click the Passwords -> Change PIN menu option and the top of the screen. On the resulting page enter your new voicemail PIN and click the save button.

Greetings

The PCA system allows you to have several different greetings that you can enable and disable. To view/change your greetings click the greetings menu option at the top of the screen.
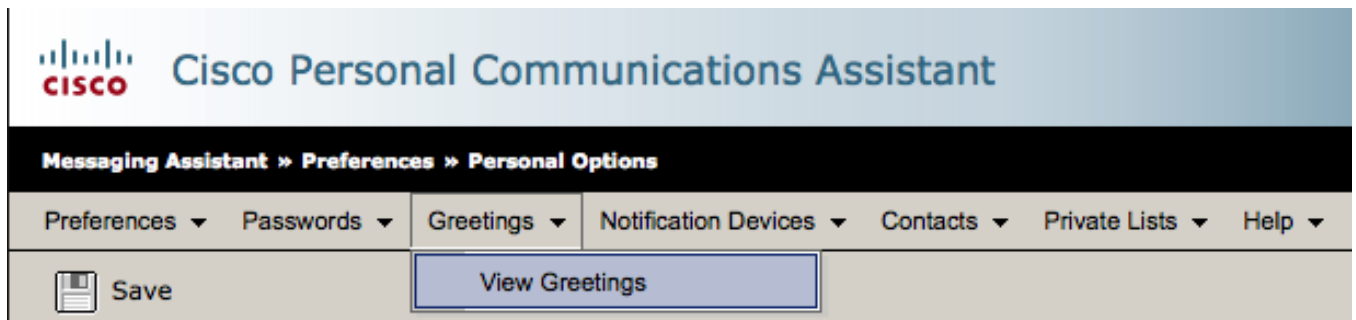
You should see the following list of greetings:

Alternate – A temporary greeting that is different from your standard greeting

Busy – A greeting to be played if you are on the phone and do not take the call

Internal – A greeting to be played for internal calls (internal to the VoIP system)

Closed – A greeting to be played off hours

Standard – A greeting that will be played by default

Holiday – A greeting to be played when campus is closed for a Holiday

To configure a greeting click one to access its properties. From the properties screen you can enable/disable the greeting and play/record the message. If making changes make sure you press the save button when finished.

Notification Devices

The PCA system can notify you about new voicemail messages to devices other then your desk phone. To access choose "View Notification Devices" from the top menu.

A screen like the one on the next page should be on the screen.

Messaging Assistant » Notification Devices

Preferences ▾   Passwords ▾   Greetings ▾

💾 Save   ▦ Select all rows   ▦ Clear s

Enabled	Device	Notifies
☐	Home Phone	
☐	HTML	
☐	Mobile Phone	
☐	Pager	
☐	SMTP	
☐	Work Phone	

Save

This screen has several devices that can be notified. By default all are disabled and have no information. Regardless of how you configure your notification settings, a copy of each voice message you receive always will be sent to your CWRU email account. This manual will only discuss how to notify your home phone. Other notification devices are configured the same with only minor differences.

Click the "Home Phone" link. You will see a screen like the one below.

The first step is entering the phone number to call. Remember that you need to add a 9 just as you were calling the phone number from your VoIP phone if it is an off campus call.

The dialing options can be left as is unless you need to use them.

In the "notify me of" section you can tell PCA what messages to notify you for. By default it will only alert you of new urgent messages. If you leave this as is you will need to allow users to mark their voicemail as urgent. How to do that is listed later in the manual.

Notification Schedule

You can select the day and times of the week you want PCA to notify you at home. By placing a check box in any field PCA will notify you during that window. For home phone notification you would probably want to uncheck M-F 8:00 AM – 5:00 PM.

Contact Options

You can have PCA delay the notification by placing a value other then 0 in the "Attempt first contact" after field.

You must select either "contact me each time a new message arrives" or "If there are still new messages, try again every X minutes". If you leave it at the default of contact me each time a new message arrives you will only be called once. If your home phone picks up PCA will think it was a successful call.

If Home Phone Does Not Answer

The options in this section specify how many rings to wait before determining a no answer. It also allows you to configure how many times it will try again if you do not answer and how long to wait before making the next attempt. If PCA does not get an answer after the try again count it will fail the call.

If Home Phone Is Busy

This option decides how Unity Connection will react if your home phone provides a busy signal.

If Notification Fails

This field is used if the try again count is exhausted. The default setting is "None" which will stop all notification attempts. You can change this to another notification device you have setup such as your cell phone.

When you are done make sure you click the "Save" button to save your settings.

Private Lists

On the top menu bar you will see an option titled "Private Lists". Private lists are lists you can create that are similar to e-mail distribution lists but are for your voicemail. A private list can only be used by you and not a caller leaving you a voicemail. If you wanted to send an audio message to several people you could create a private list and call your voicemail box to leave a message for all the users on your list. NOTE: You can only add other PCA users to your private lists.

Preferences

Personal

This will take you to the page that displayed when you first logged in.

Phone Menu

The phone menu preferences are used to determine how you want PCA to act when you call the system over the telephone.

Message Playback

You can change the order messages are played back to you when accessing your voicemail from the telephone.

Transfer and Screening

You can have PCA reroute your calls to a different number. Users should use the phones "CFwdALL" or "Forward All" button instead of this in most cases.

You can allow users to listen and re-record their message and to allow the users to mark the message as urgent.

Callers Leaving A Message Can

☑ Listen to and re-record the message

☐ Mark the message as urgent

Transfer Rules

Enabled	Rule Name	Device
☐	Alternate	7030
☐	Closed	7030
☑	Standard	7030

Save

NOTE: if you are using home notification with only urgent message notifications you must check the box "Mark the message as urgent"

Web Inbox

The web inbox allows you to check and send voicemail messages without the need for your phone or to be on-campus. To access the web inbox, navigate to um.case.edu and sign in with your CWRU network ID and password.
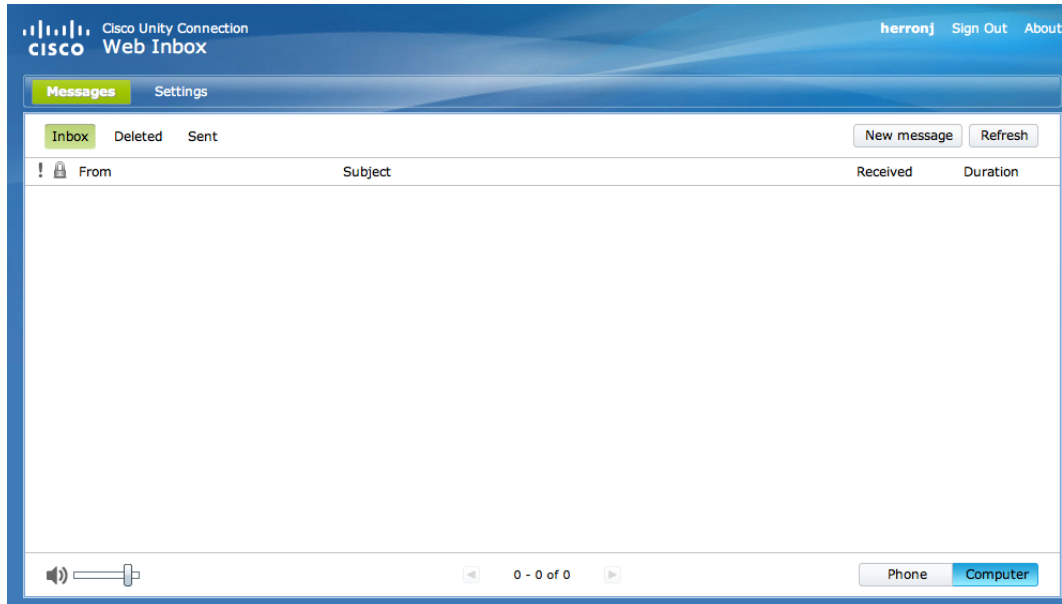
From this screen you will see any messages that have been left for you.

NOTE: Playback of messages requires speakers either built-in to your computer or external speakers to be attached to the computer.

Listening to a message

To listen to a message click on the message and then click the play button. Options for dealing with the message will also options appearing below it.
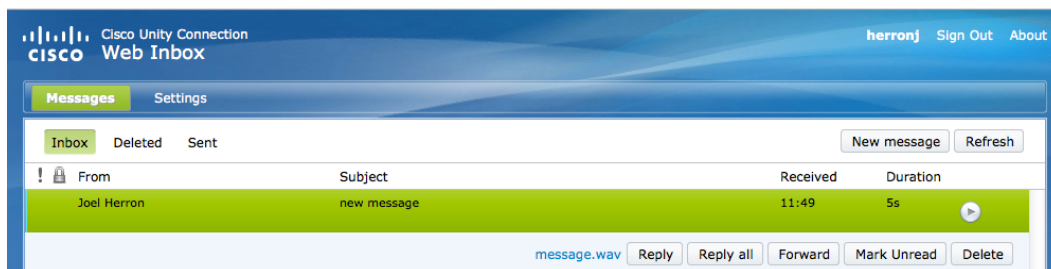
Sending a new message

To send a new message to another on-campus user click the "New message" button from the right side of the screen. This will bring up a dialog box for you to create your new message.

NOTE: In order to send a message your computer must have a built-in microphone or your must have an external microphone attached to the computer.

In the "To" line enter recipient(s) CWRU email address(es). Next enter a subject and select the any of the options that you'd like the message to have.

From here you have two options, create a new recording or upload an existing audio message.

To record new messages first ensure that your microphone is working and then click the "Start Recording" button. You may get a message requesting access to your microphone, click accept and then close. Once you click record the system will begin to record your message; once you are done click the "Stop Recording" button. You will now have the option to listen to your recording or rerecord your message if you were not satisfied with the recording. Once you are happy with your message click the "Send" button in the bottom left of the dialog box and your message will be sent to the recipient(s) you indicated in the to line.

About the Cisco Unity Connection Web Inbox

The Cisco Unity Connection Web Inbox lets you manage voice messages and any voice message receipts you receive. You can compose new voice messages, and play, reply to, forward, or delete the voice messages you receive.

Access the Web Inbox by using an Internet browser to go to http://um.case.edu/inbox/. (The URL is case sensitive.)
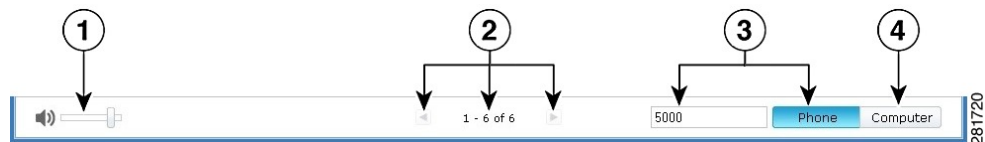
Timesaver: Bookmark the Web Inbox URL, so you do not have to enter the web address each time you want to access the Web Inbox.

Web Inbox Controls

1	Open the Messaging Assistant in a new browser window or tab.	6	Refresh the information on the current page.
2	Open the Cisco Unity Connection Personal Call Transfer Rules web tool in a new browser window or tab.	7	Compose a new voice message.
3	*(Display only)* The account with which you are signed in.	8	View or manage messages in your Sent folder.
4	Sign out of Web Inbox and return to the sign-in page.	9	View or manage messages in your Deleted Items folder.
5	View Web Inbox information.	10	View or manage messages in your Inbox folder.

Audio Controls

1	Change the audio playback volume. (Available only when Computer is selected as the playback and recording device.)	3	Cisco Unity Connection calls you at the extension you enter in the text box to make a recording or to play audio. You speak and listen through the phone handset or speakerphone.
2	View the number of messages in the folder and scroll through pages of messages if there are more than 25 messages in the folder.	4	Connection uses the computer microphone and speakers or other default audio device to make a recording or to play audio.

Composing a New Message

1	Enter the first one or more letters of a user's name (first, last, or username). Cisco Unity Connection automatically suggests users whose names match your entry.	8	Mark the message Private.
2	Open the Cc recipients field to enter additional recipients who will receive a copy of the message.	9	Discard the message without sending or saving it.
3	Open the Bcc recipients field to enter additional recipients who will receive a blind copy of the message.	10	Send the message.
4	Request a read receipt for the message.	11	In Record mode, select Start Recording to use the Phone or Computer audio device.
			In Upload mode, select Upload File (not pictured here) to use a prerecorded audio file.
5	Mark the message Secure. (Depending on your mailbox configuration, this option may not be available, or may already be selected.)	12	Mark the message Urgent.
6	Select Upload mode.	13	Enter the subject of the message.
7	Select Record mode.		

Deleted Folder

1	Permanently delete all items in the Deleted folder.	3	Right-click to download the message audio and save the file on your computer. (This option is not available for secure messages.)
2	Move the selected message back to the Inbox folder.		
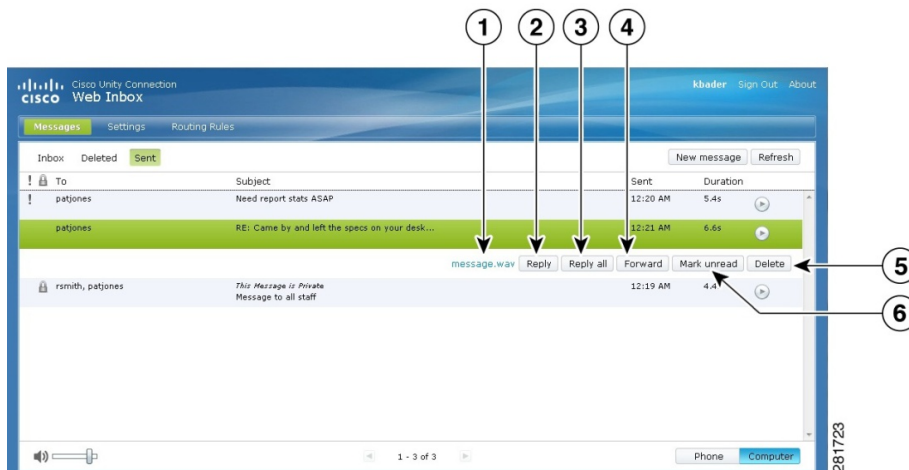
Sent Folder

1	Right-click to download the message audio and save the file on your computer. (This option is not available for secure messages.)	**4**	Forward the message.
2	Reply only to the sender.	**5**	Delete the message permanently. (Sent messages are not moved to the Deleted folder.)
3	Reply to the sender and all recipients.	**6**	Mark the message unread.

Frequently Asked Questions

Q. Can I send voice messages to my private lists from the Web Inbox?

A. Yes.

Q. Can I use the Web Inbox to manage fax messages?

A. You can view the fax sender information and forward or delete fax messages. You cannot use Web Inbox to create and send fax messages, or to view fax message attachments.

Q. Why are the messages I send not available in the Sent folder?

A. Your administrator may not have configured your mailbox to save sent messages.

Q. When I record audio for a message, can I play back the recording?

A. There is currently no way to play back a recording in Web Inbox before sending the message. However, if your administrator has configured your mailbox to save sent messages, after you send the message, you can play back the recording from the Sent folder.