



Article Description:

This article outlines UNITY Voicemail enrollment/set-up instructions, accessing voicemail from outside the system, and how to access the Cisco Unified Communications Self Care Portal to reset a forgotten PIN.

Procedure to setup your Cisco Unity Voicemail:

- 1) Press the **Messages** button on your Cisco IP Phone. View the phone display to ensure it displays/dials **"To Voicemail, 1001"**. (If the phone is dialing 1000 or another number, contact your Service Desk.)
- 2) Enter PIN (temp PIN will be provided via email) followed by the pound key (#)
- 3) Follow the instruction of the voicemail attendant

The first-time enrollment process is a set of pre-recorded prompts guiding you through these tasks:

- Record your name
- Record a greeting that outside callers hear when you do not answer your phone
- Change your PIN
- Choose to be listed in the directory or not. (When you are listed in the directory, callers who do not know your extension can reach you by spelling or saying your name.)

The system will tell you when the enrollment process is complete. You **MUST** complete enrollment. Hanging up before enrolling completely, the first-time enrollment process plays again the next time you access the system (and each time thereafter) until you fully complete initial enrollment.

Procedure for enrolling/accessing voicemail from another internal Cisco IP Phone or from outside the State's EVS-Cisco Platform:

- 1) Call your extension
- 2) When Unity Connection answers (your greeting), press the star key (*)
- 3) When prompted for ID, enter your full 7-digit phone number followed by the pound key (#)
- 4) Enter PIN (temp PIN will be provided via email) followed by the pound key (#)
- 5) Follow the instruction of the voicemail attendant

Procedure to access the Cisco Unified Communications Self Care Portal, change the first-time portal password and reset a forgotten PIN:

First time access to the Self Care Portal:

- 1) Navigate to the url: <https://callmanager.state.de.us/>
- 2) Enter your username (first.lastname)
- 3) Enter your access password (first-time set up password provided via email)
- 4) Select Sign In

To change your first-time password:

- 1) Select the General Settings tab
- 2) If the "Client/Portal Password" section is closed, select the caret to display the entry fields
- 3) In the New Password text box, enter a new password
- 4) In the confirm New Password text box, enter the new password
- 5) Select Save

To update your Phone Services (voicemail) PIN:

- 1) Select the General Settings tab
- 2) If the "Phone Services PIN" section is closed, select the caret to display the entry fields
- 3) In the New Phone PIN text box, enter a new PIN (only numbers can be used)
- 4) In the Confirm New Phone PIN text box, enter the new PIN
- 5) Select Save

Cisco Unity Voicemail Users Experience:

- The voicemail message will be delivered in Outlook as a .wav file (audio file) attachment
- You will double click on the .wav file and then select Open to launch a media player to play the .wav file. (Note: if a media player does not automatically launch, you will need to contact your Service Desk for assistance.)
- The voicemail email will be generated from a unity connection (uc.state.de.us) email, not the caller's email, therefore you cannot "reply" to respond via Outlook to the caller.
- A speech-to-text translation is not included in the Outlook notification email.
- There is not a "Play on Phone" option available in the email.
- Mobility users (calls to desk phone automatically transfer to mobile phone) may receive two emails per missed call - one as a missed call notification and a second email with the voicemail .wav file attached.

Additional features regarding the Cisco Unified Communications Self Care Portal are available on the Cisco Release 11.5(1) User Guide at:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/11_5_1/CUCM_BK_C95404CB_00_self-care-user-guide_1151.html#CUCM_TK_SD747592_00