Manage your voicemail and email from the same place.

UCSF Information Technology
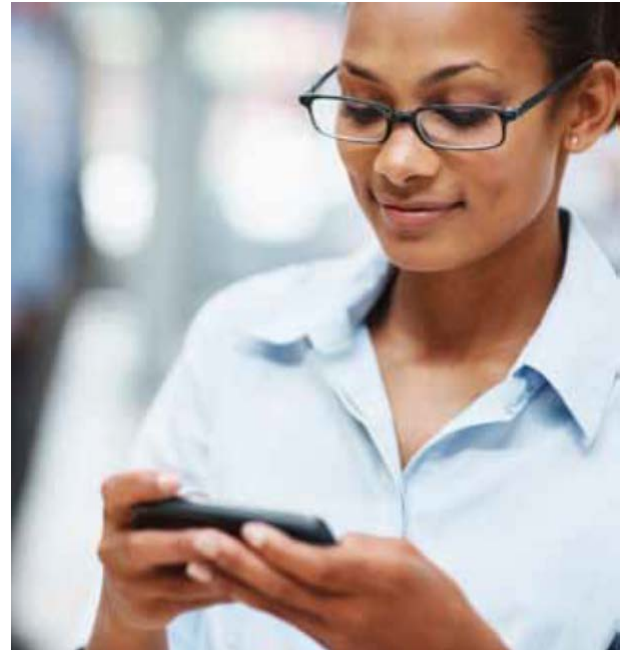
UCSF Voicemail on the Cisco Unity platform

With UCSF Voicemail you get:

- Voicemails, missed calls and email messages consolidated into your Outlook inbox and mobile device.
- Ability to read your voicemail messages with the automatic speech to text feature.
- Ability to customize caller greetings and call transfer options.
- Ability to reset your own voicemail PIN.

Access your Voicemail by Email Client

EMAIL CLIENT	INSTRUCTIONS
Outlook Web App (OWA) Access	1. Open Internet Explorer, Chrome, Mozilla Firefox or Apple Safari and go to https://mail.ucsf.edu. 2. Enter your *User Name.* 3. Enter your *Password.* 4. Voicemail messages are sent to your email inbox. To play a voice message, click on the subject line to open the message, and then click on the attachment or player bar.
Windows Outlook 2010, 2013, 2016 Mac Outlook 2011, 2016	1. Open Outlook client on your computer. 2. Voicemail messages are sent to your Inbox. To play a voice message, click on the subject line to open the message, and then click on the attachment or player bar.
From your Windows phone, iOS phone, and Android phone	1. Check your email inbox for voicemail messages. ~OR~ 2. Dial access number 415-476-6000. 3. Press [*] (star) when the greeting begins. 4. Enter your 5-digit phone number and press #. 5. Enter your PIN and press #.

Create a new PIN

Once your voicemail has been redirected to the new system, you will receive a "Welcome to UCSF Voicemail" email in your inbox. Your voice access PIN will be included in the welcome message and you must follow the steps below to access the system with your new PIN:

1. Call the UCSF Voicemail Access number.

2. Enter your PIN when prompted.

3. Follow the prompts to record your name and new standard greeting.

4. Follow the prompts to change your PIN.

   > Passwords can only be numeric and must be at least 6 digits long. They cannot be your extension and should be unique.

If you cannot remember your PIN, you can reset it in the Communication Assistant web portal:

1. Log onto the web portal at
   https://voicemail.ucsf.edu/ciscopca/home.do*
   Note: requires a VPN connection when accessing from outside of the UCSF network

2. Use your UCSF email account username and password to login.

3. Click the Messaging Assistant link.

4. Go to the Passwords menu and select "Change PIN".

5. Enter your new PIN in both the New PIN and Confirm New PIN fields.

6. Click the Save button.

If you are unable to sign in, contact the IT Service Desk at 415-514-4100.

Record Your Name

1. From the main menu, press [4] to go to the setup options.

2. Press [3] to go to your preferences

3. Press [2], wait for the tone, say only your first and last name; press [#] to stop recording.

4. Press [1] to accept the recording or [2] to record your name again.

Create Your Standard Greeting

1. From the main menu, press [4] to go to the setup options.

2. Press [1] to go to your Greetings menu

3. Press [3] to edit your greetings.

   > Press [1] to use a Standard Greeting.
   > Press [1] to record your Standard Greeting.
   > Press [#] to stop recording
4. When finished you may press [#] for additional options or hang up.

Voice Access from your Exchange email inbox:

You may also now access your voicemail messages from your Exchange email inbox. Features include the following:

1. Missed call notification

2. Voicemail notification which include:

   > Text preview of the voicemail message.
   > MP3 file of the voicemail message.
   > Caller information.

The UCSF Voicemail system converts voicemail messages into email messages. Voicemail messages follow the UCSF email archive and retention policy. Only voicemail messages located in your standard mailbox folders are accessible by telephone. Archived or deleted messages are not accessible by telephone.

Access Your Voicemail by Phone

CALLING FROM	INSTRUCTIONS
From your office phone	1. Press the Message Wait Button on your phone or dial the access number 6-6000. 2. Enter your PIN and press #
From another office phone	1. Dial access number 6-6000. 2. After hearing "if this is not your mailbox," press [*] (star). 3. Enter your 5-digit phone number and press #. 4. Enter your PIN and press #.
From an external phone	1. Dial access number 415-476-6000. 2. Press [*] (star) when the greeting begins. 3. Enter your 5-digit phone number and press #. 4. Enter your PIN and press #.
From your mobile phone	1. Check your email inbox for voicemail messages. ~OR~ 2. Dial access number 415-476-6000. 3. Press [*] (star) when the greeting begins. 4. Enter your 5-digit phone number and press #. 5. Enter your PIN and press #.

Note: Your PIN allows you to access your mailbox via phone; your UCSF email account username and password allows you to access your mailbox via computer.

Navigating Your Voicemail Using Voice or Touchtone Commands

There are two methods available for navigating within the UCSF Voicemail system. The touch-tone interface is the default user interface. You may change to voice command at any time and vice versa while in your mailbox.

Switch from the touch-tone to voice command interface by using the following method:

> Login to the UCSF Voicemail system.
> Press [9] to start using voice commands.
> Press [1] to confirm your entry.

Final Step

Take advantage of all the great new voice features that the UCSF Voicemail system has to offer.

Learn more at https://it.ucsf.edu/services/ucsf-voicemail.

Compliments of UCSF IT.

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San Francisco