

# 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 Voicemail System  
Message from RADWARE CA (669XXXXXXX)

#### Internal Callers:

UMB Voicemail System  
Message from John Doe (6XXXX)


#### SPAM Callers:

UMB Voicemail 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 followed by \*.
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 15 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](mailto:help@umaryland.edu)