

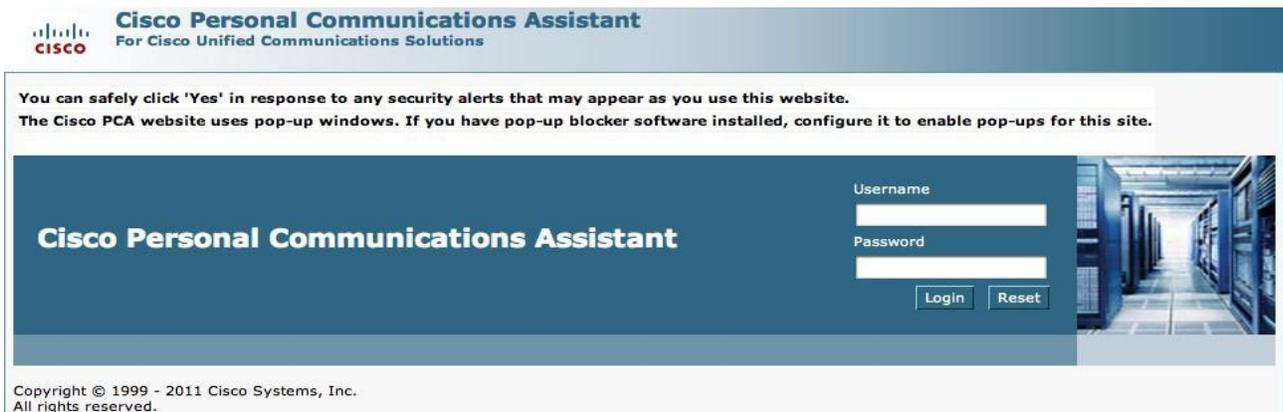
Cisco Personal Communications Assistant

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

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 log in from your phone to setup your mailbox. Setting up your mailbox from the phone is easier than via the web since the system will prompt you for the information it needs.

To login to the PCA system from a web browser on a Windows PC open Internet Explorer , Chrome or Firefox; on a Mac open Safari, Chrome or Firefox and navigate to <https://myvoicemail.uvm.edu/ciscopca>. You will see a screen like the one below.



The screenshot shows the login interface for the Cisco Personal Communications Assistant. At the top left is the Cisco logo. The main header reads "Cisco Personal Communications Assistant" and "For Cisco Unified Communications Solutions". Below this is a security warning: "You can safely click 'Yes' in response to any security alerts that may appear as you use this website. The Cisco PCA website uses pop-up windows. If you have pop-up blocker software installed, configure it to enable pop-ups for this site." The login form includes a "Username" field, a "Password" field, and "Login" and "Reset" buttons. The background of the form area features a blue gradient and a photograph of a server room aisle.

Cisco Personal Communications Assistant

Username

Password

Login Reset

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Enter your UVM NetID and password and click “Login.”

Configuration Messaging Assistant

Once logged in, you will have access to a tool called “Messaging Assistant.” Click to access the tool.

To access Messaging assistant from Web Inbox, click on the “Settings” Tab.

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. Alternate Devices are **not** used at UVM.

The screenshot shows the Cisco Personal Communications Assistant (PCA) configuration page. The page title is "Cisco Personal Communications Assistant" and the breadcrumb is "Messaging Assistant > Preferences > Personal Options". The page has a navigation menu with "Preferences", "Passwords", "Greetings", "Notification Devices", "Contacts", "Private Lists", and "Help". A "Save" button is visible. The main content area is divided into several sections:

- Name:** Fields for First Name (Joel), Alternate Spelling of First Name, Last Name (Herron), and Alternate Spelling of Last Name. A Recorded Name field with a "Play/Record" button is also present.
- Alternate Names:** A table with columns for First Name and Last Name. It currently shows "No entries" and has buttons for "Select All", "Clear All", "Delete Selected", and "Add Row".
- Phone Numbers:** A section showing the Primary Device as 7030.
- Alternate Devices:** A section for Administrator Defined Devices with a table for Name and Number, currently showing "No entries".
- Directory Listing:** A section with a checkbox for enabling directory listing.

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.

Directory Listing

When users call into the 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

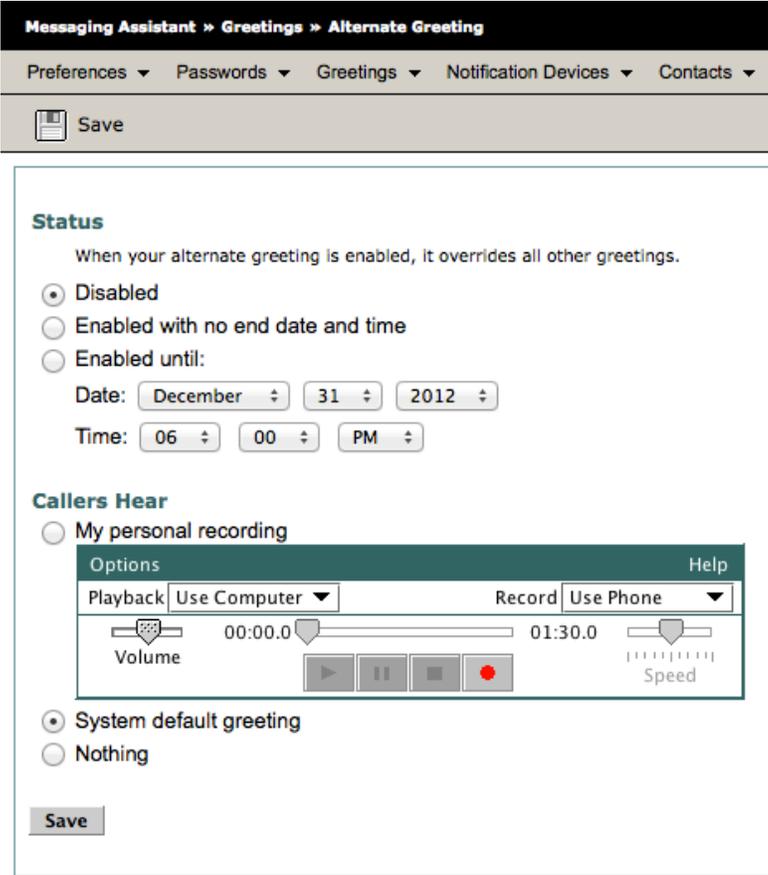
The PCA system allows you to have several different greetings that you can enable and disable. To view/change your greetings click the greetings menu option at the top of the screen.



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)
- **Internal** – A greeting that will be heard by all calls placed within UVM.
- **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.

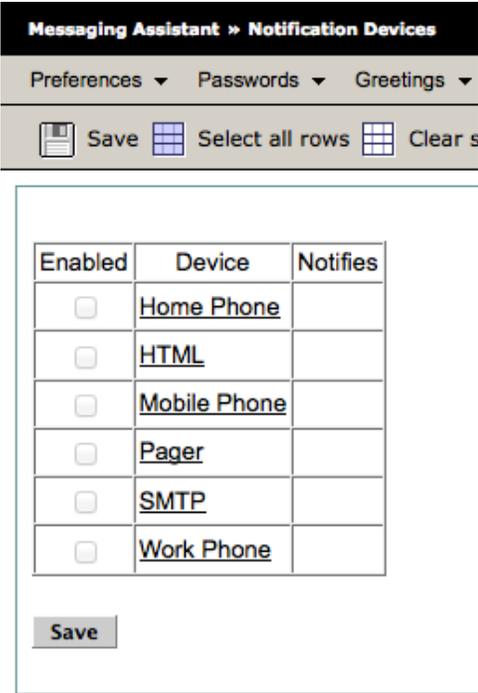


From the properties screen you can enable/disable the greeting and play/record the message. If making changes make sure you press the save button when finished.

Notification Devices

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

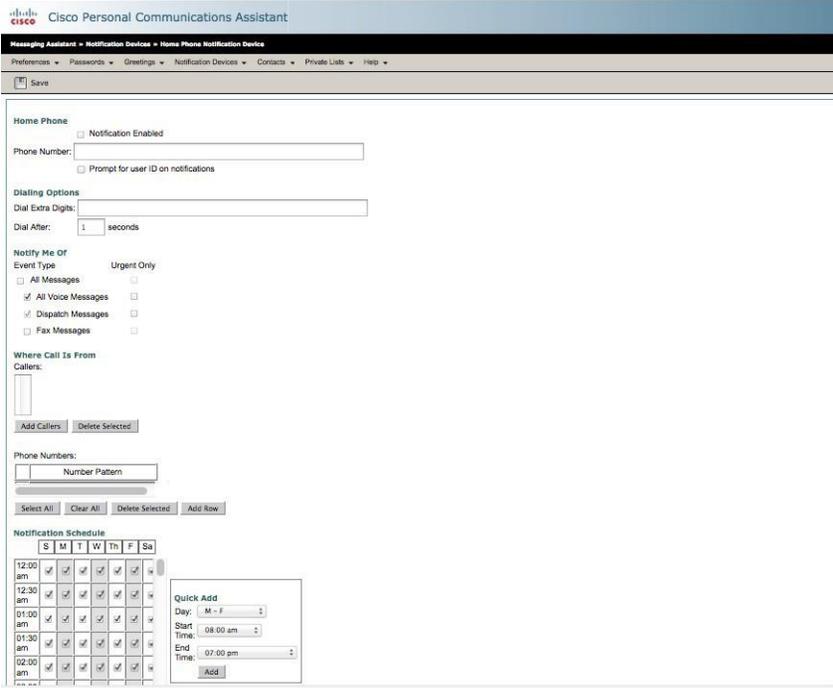




A screen like this should be on the screen.

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 will always be sent to your UVM 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 for a local number or an 80 for a long distance one just as you were calling the phone number from your phone.

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 covered 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 than 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 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.

Call Forwarding and Screening

You can have PCA reroute your calls to a different number. Users should use the phone’s “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.

NOTE: if you are using home notification with only urgent message notifications you must check the box “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
<input type="checkbox"/>	Alternate	7030
<input type="checkbox"/>	Closed	7030
<input checked="" type="checkbox"/>	Standard	7030

Save