

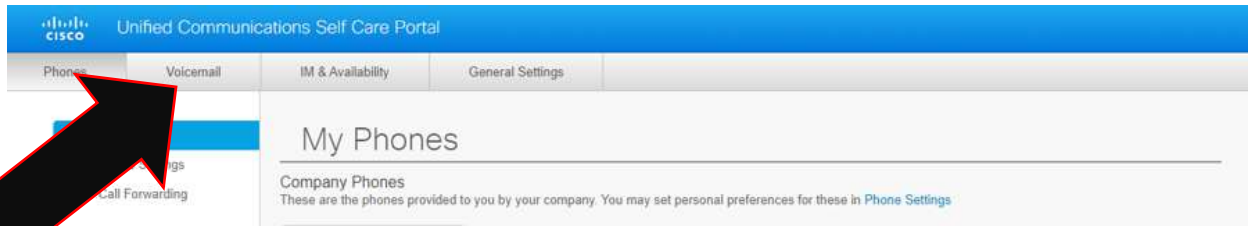
MyPhone Portal – Accessing Voicemail

Voicemail Retention: 30 Days

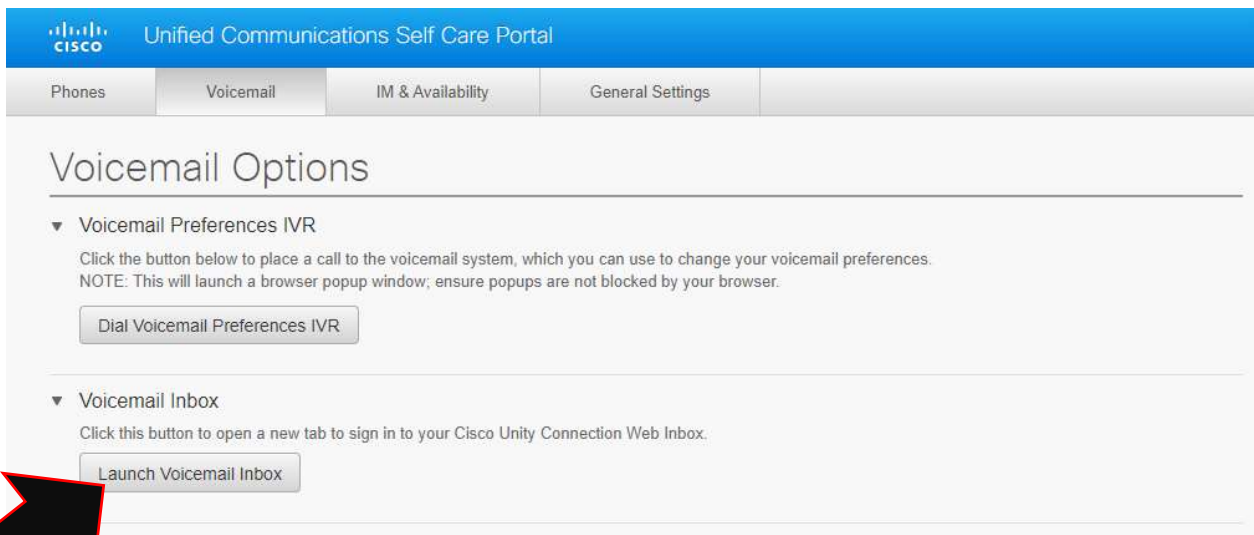
Must be on UMB VPN

How to access your Voicemail:

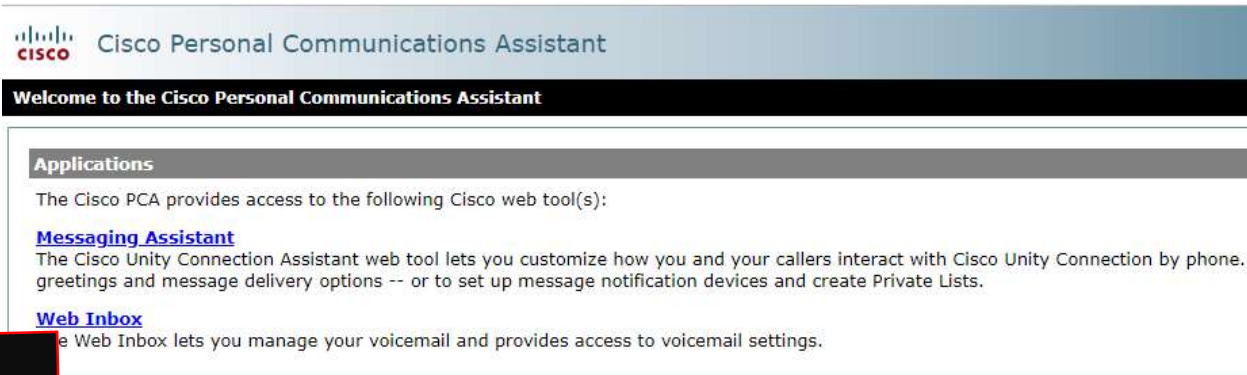
1. Log into your Myphone Portal via <https://umaryland.edu/myphone>
2. Click the Voicemail Tab.



3. Under your Voicemail Options click Launch Voicemail Inbox button.




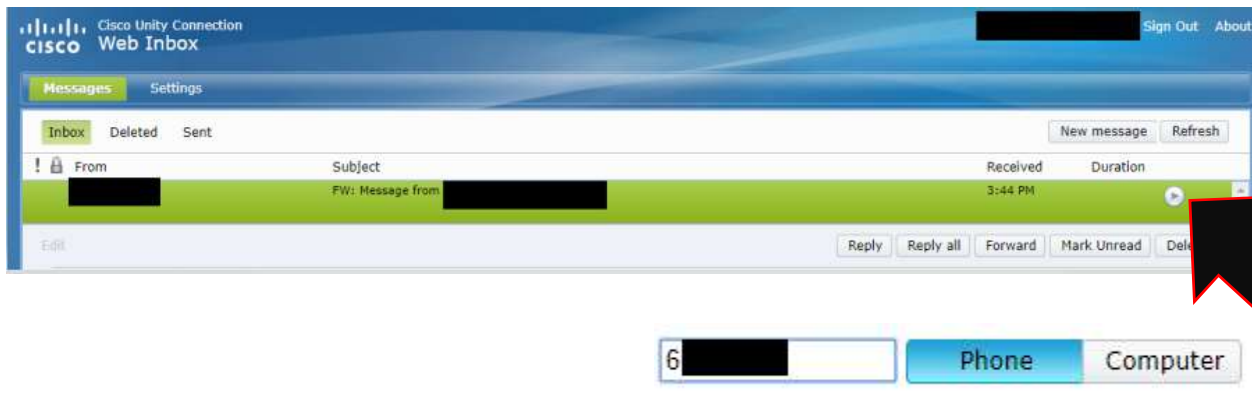
- This will take you to a new page. Click the [Web Inbox](#) link.




The screenshot shows the Cisco Personal Communications Assistant (PCA) interface. At the top, it says "Cisco Personal Communications Assistant" and "Welcome to the Cisco Personal Communications Assistant". Below this, there is a section titled "Applications". Under "Applications", it states: "The Cisco PCA provides access to the following Cisco web tool(s):". There are two links listed: "Messaging Assistant" and "Web Inbox". A large black arrow with a red outline points to the "Web Inbox" link.

How to listen to your Voicemail via Desk Phone or Device:

- You can use the play button  to play your messages either on your device OR on your desk phone via the Phone or Computer button in the bottom right corner. To play via Desk Phone select bottom right corner and put your extension 6XXXX.



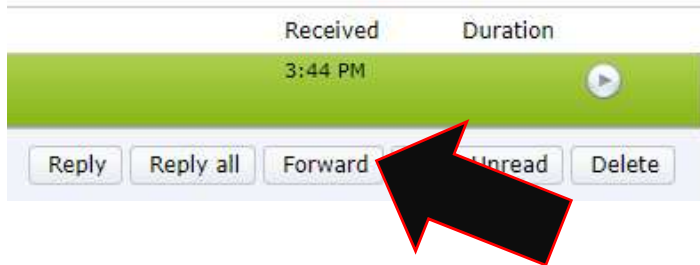
The screenshot shows the Cisco Unity Connection Web Inbox interface. At the top, it says "Cisco Unity Connection Web Inbox" and "Sign Out About". Below this, there are tabs for "Messages" and "Settings". Under "Messages", there are sub-tabs for "Inbox", "Deleted", and "Sent". A message is displayed in the inbox with columns for "From", "Subject", "Received", and "Duration". The message subject is "FW: Message from [redacted]". The received time is "3:44 PM". A play button icon is visible on the right side of the message row. Below the message, there are buttons for "Reply", "Reply all", "Forward", "Mark Unread", and "Delete". At the bottom, there is a text input field with "6 [redacted]" and two buttons: "Phone" and "Computer". A large black arrow with a red outline points to the play button icon.

You can delete messages using the delete button. They will go into your "Deleted" tab, where you can "Undelete" by pressing the . The Voicemail Retention Policy is **30 days for ALL messages. However, once **deleted** they will be purged within **24hrs.****

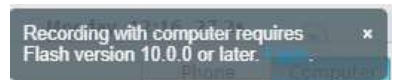
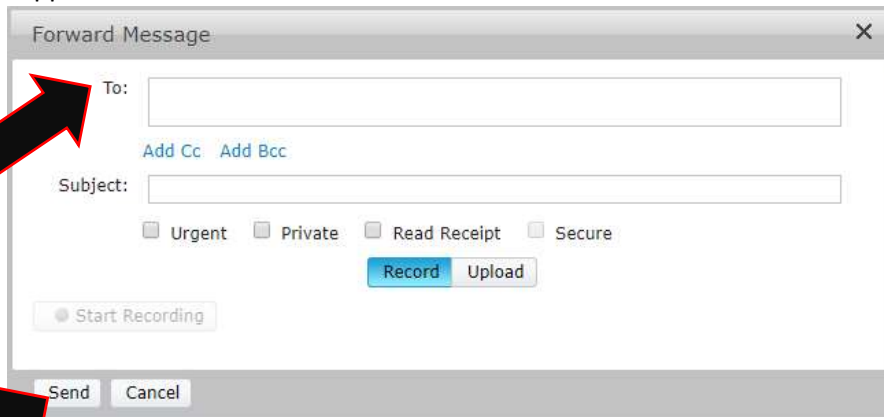
How to forward your Voicemail via Email:

- The easiest way to forward a Voicemail is from your Email Client when you get your message via Accept and Relay (Voicemail to Email) as an attachment. However, you can forward it from your Myphone portal as well.

To forward a message via EMAIL from your Myphone Portal, click the forward button on the message. ****Make sure the Computer button in the bottom right of the screen is selected.****



- Put in the email address you want to forward and the subject then click SEND. ****If you see a popup that says "Recording with computer requires Flash version 10.0.0 or later" disregard unless you want to add a voice recording to the forwarded Voicemail then use a browser that supports flash.**



Accept and Relay (Voicemail to Email):

- All users automatically have Accept and Relay** (aka Voicemail to Email) configured for their Voicemail number. You will get an email that has an audio (.wav) file attached with your missed Voicemail, just click to play the message. Please email sddatacom@umaryland.edu with questions on altering the email it sends it to.