Cisco Personal Communications Assistant

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

You can configure your voicemail box from the Cisco desktop phone or from a web page. This handout will focus on how to configure and manage your voicemail from the PCA web page.

PCA Portal Login

The PCA portal uses a web-based interface that will require you to enter a web address in your browser. The web address is voicemail.uwp.edu.

[Note – you must be on the University of Wisconsin-Parkside campus network or using a VPN connection if not on the campus network.]

You will be prompted to enter a username and password. The login credentials are the same as your UWP network ID and password. Once username and password have been entered, click the green **Login** button.
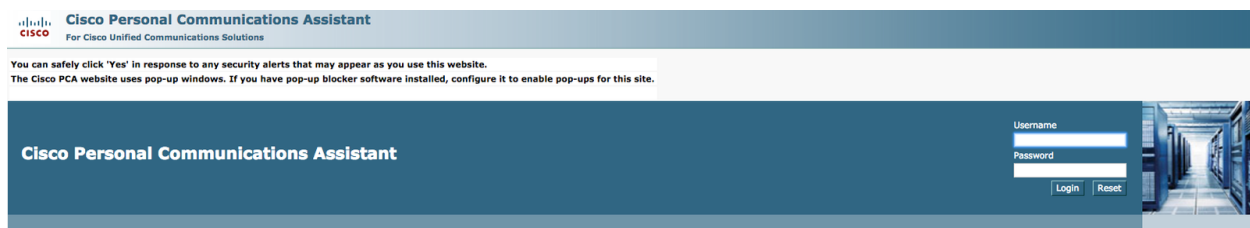
Cisco PCA User Interface

The applications interface provides access to the Messaging Assistant and Web Inbox web tools.
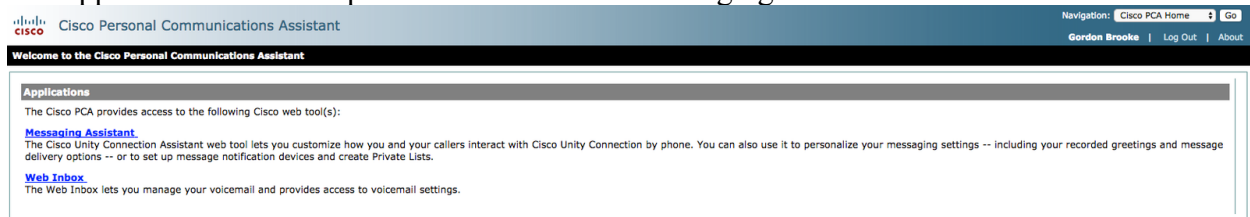
Messaging Assistant

Once logged into PCA, you will have access to a web tool called "Messaging Assistant."
The **Messaging Assistant** provides access to options for changing your recorded name, phone PIN and passwords, message playback preferences, personal greetings and managing your message notifications.

To access the Messaging **Assistant**, click "Messaging Assistant" link.

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.
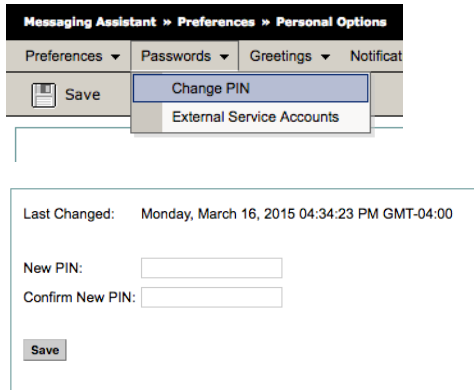
Greetings

The PCA system allows you to have several different greetings that you can enable and disable. To view/change your greetings click the **Greetings > View Greetings** menu option at the top of the screen.
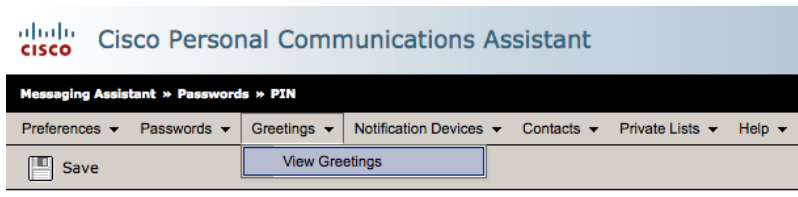
You should see the following list of greetings:

Enabled	Greeting	End Date	Video Source	Audio Source
☐	Holiday	None	Blank	System
☑	Standard	None	Blank	System
☐	Closed	None	Blank	System
☐	Internal	None	Blank	System
☐	Busy	None	Blank	System
☐	Alternate	None	Blank	Recording

Save

Note: your options may appear differently or in a different order.

| Holiday	A greeting to be played when campus is closed for a holiday.
Standard	A greeting that will be played by default.
Closed	A greeting to be played off hours
Internal	A greeting to be played for internal calls (if applicable)
Busy	A greeting to be played if you are on the phone and do not take the call.
Alternate	A temporary greeting that is different from your standard greeting.

To configure a greeting, click the greeting title link, e.g. Standard, to access that greeting status properties. From the Greetings properties screen, you can enable/disable the greeting. Press **Save** to apply the changes.

Web Inbox

The Web Inbox allows you to check and send voicemail messages without the need for your phone or to be on campus.

The Web Inbox lets you manage voice messages and any voice message receipts you receive. You can compose new voice messages, and play, reply to, forward, or delete the voice messages you receive.

To access the Web Inbox, navigate to https://cuc1.voip.uwp.edu/inbox/ and sign in with your UWP network ID and password.
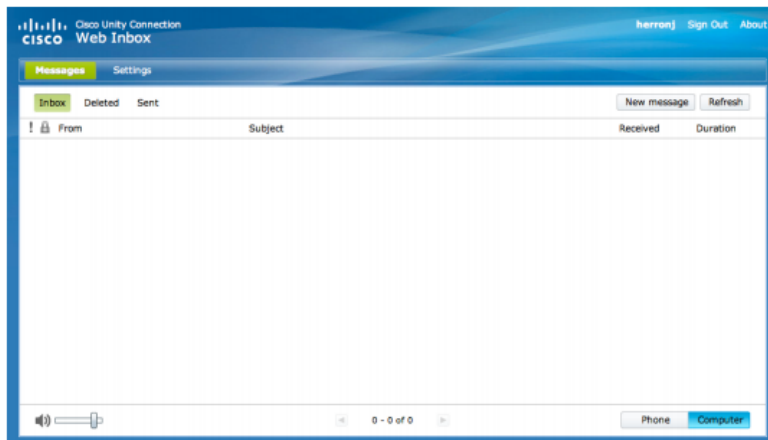

From this screen, you will see any messages that have been left for you.

NOTE: Playback of messages requires speakers either built-in to your computer or external speakers to be attached to the computer.

Listening to a New Message

To listen to a message click on the message and then click the play button. Options for dealing with the message will also options appearing below it.
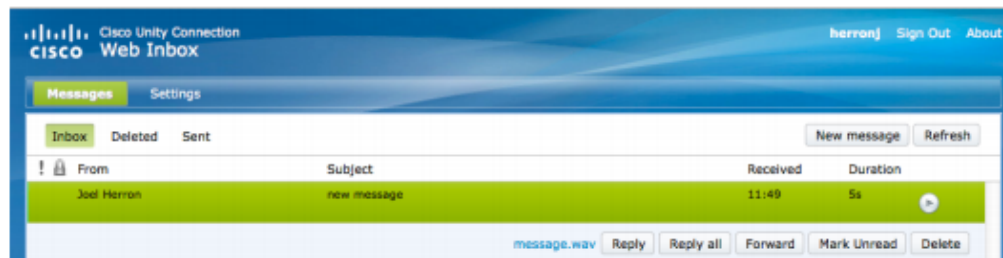
Sending a New Message

To send a new message to another on-campus user click "New message" located in the upper-right hand corner of Web Inbox. This will bring up a dialog box for you to create your new message.

NOTE: In order to send a message your computer must have a built-in microphone or your must have an external microphone attached to the computer.

In the "To" line enter recipient(s) UWP email address(es). Next enter a subject and select the any of the options that you'd like the message to have.

From here you have two options, create a new recording or upload an existing audio message.

To record new messages first ensure that your microphone is working and then click "Start Recording" button. You may get a message requesting access to your microphone, click accept and then close. Once you click record the system will begin to record your message; once you are done click the "Stop Recording" button. You will now have the option to listen to your recording or rerecord your message if you were not satisfied with the recording. Once you are happy with your message click the "Send" button in the bottom left of the dialog box and your message will be sent to the recipient(s) you indicated in the to line.

Note: If you don't have a microphone for recording, when you start recording, your desk phone will ring and you can record the message using your desk phone. When done recording, click stop recording.