Voice Mail System

Personal Communications Assistant (PCA)

Guide for Lingnan University

Updated: 10 Sep 2020

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1. Introduction to This Guide

This guide describes the steps needed to access the Cisco Personal Communications Assistant (PCA) Webpage, including Web Inbox and Messaging Assistant for voice mail users. Voice mail users can manage their own voice mails through Web Inbox. And Messaging Assistant let users to make customization on the voice mail box.

Generally, this guide is divided into 3 parts:
-   Cisco Personal Communications Assistant (PCA)
-   Web Inbox
-   Messaging Assistant

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Information Technology Services Centre

<u>ASSUMPTION FOR THIS GUIDE</u>

- This guide is used for the basic operation only.

- The accuracy of this document may be change when the environment changed.

- This guide is a reference only. For the detail information of Cisco Unified Communication, please refer to the Cisco document.

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2. Cisco PCA Webpage

The following section shows you how to login to the Cisco PCA Webpage.

2.1 Login to Cisco PCA Webpage

Open a web browser on your computer and enter the following URL: https://voicemail.ln.edu.hk/ciscopca; enter your Username (i.e. your email without @ln.edu.hk) and Password to login.

Remarks: If you are outside campus environment, please remember to connect VPN to access the Cisco PCA Webpage.
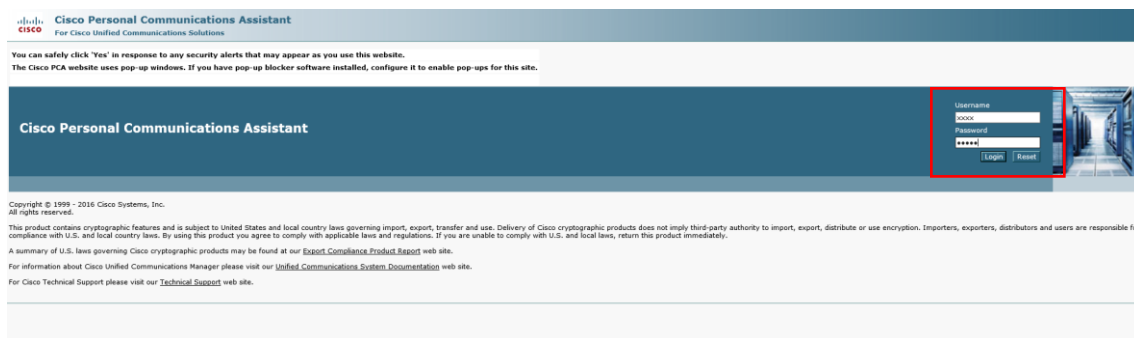
There are two items to select. (1) Messaging Assistant; (2) Web Inbox.

3. Web Inbox

The Web Inbox lets you manage your voicemail and provides access to voicemail settings.

3.1 Login to Web Inbox

You can either enter the Web Inbox by the links provided by Cisco PCA Webpage (please refer to section 2.1). Or enter the following URL: https://voicemail.ln.edu.hk/inbox; enter your Username (i.e. your extension number) and Password (default: 1234) to login.

***Remarks: If you are outside campus environment, please remember to connect VPN to access the Web Inbox.***

**Remarks: you do not need to login again if you have already login using PCA.
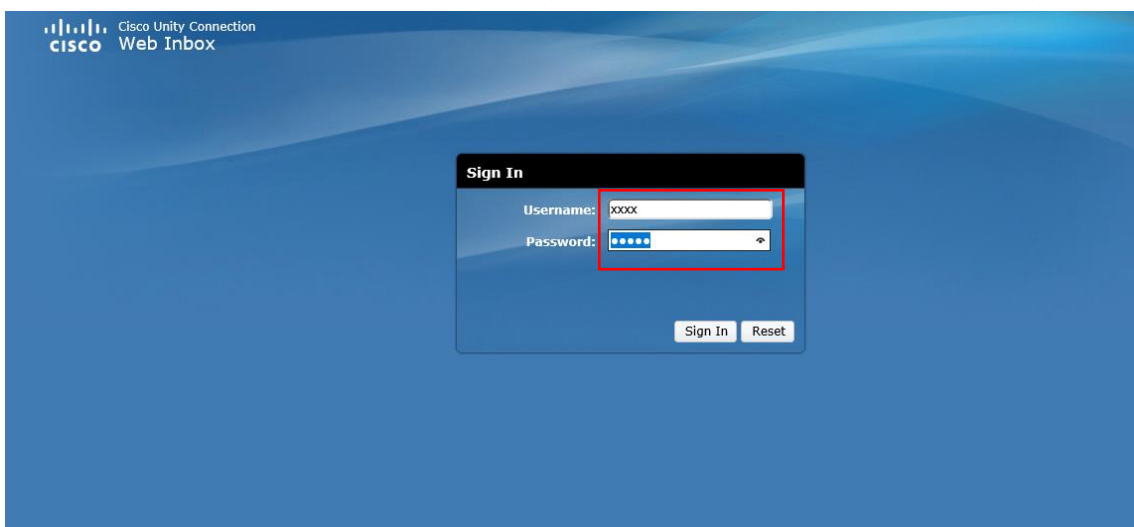

3.2 Web Inbox First Time Enrollment

You are requested to change the password immediately when you first time login to the Web Inbox. Enter the existing password and the new password and then click "Change Password".

** Remarks: The password must be at least 4-digit long. Use a password that is easy to remember but hard to guess.
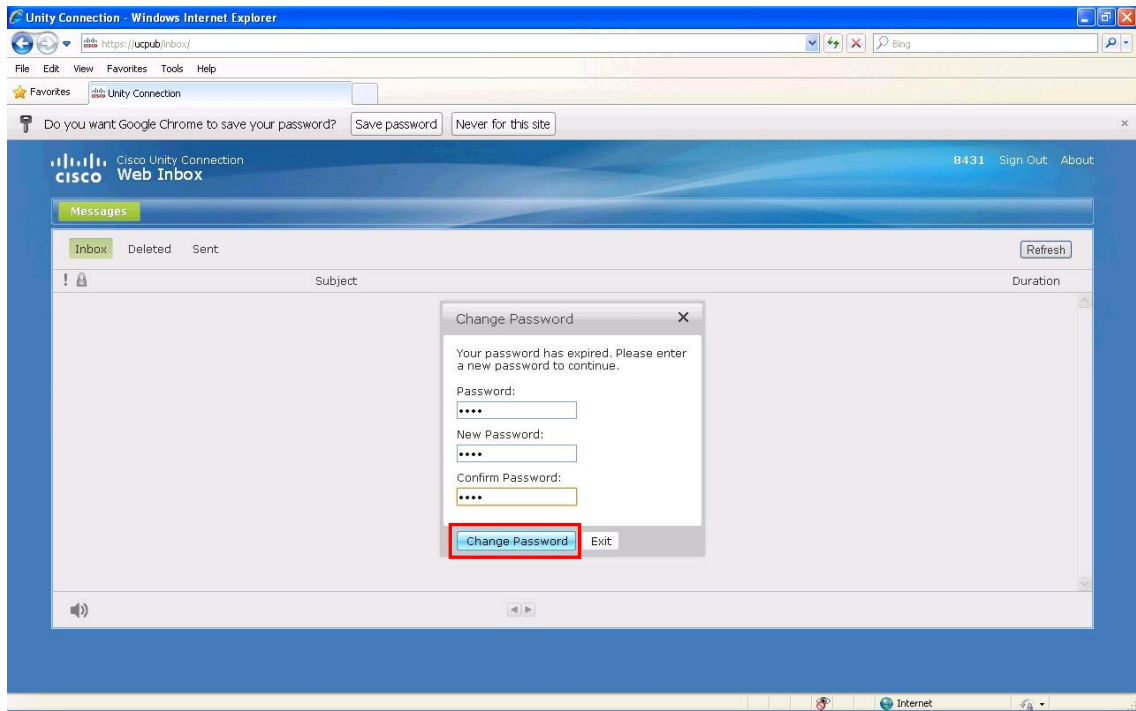
3.3 Web Inbox Play Voice Message

The following screen shows the main layout of Web Inbox, you can find all the voice mails listed at the Inbox. Click the "Play" button at the right to listen the voice mails.
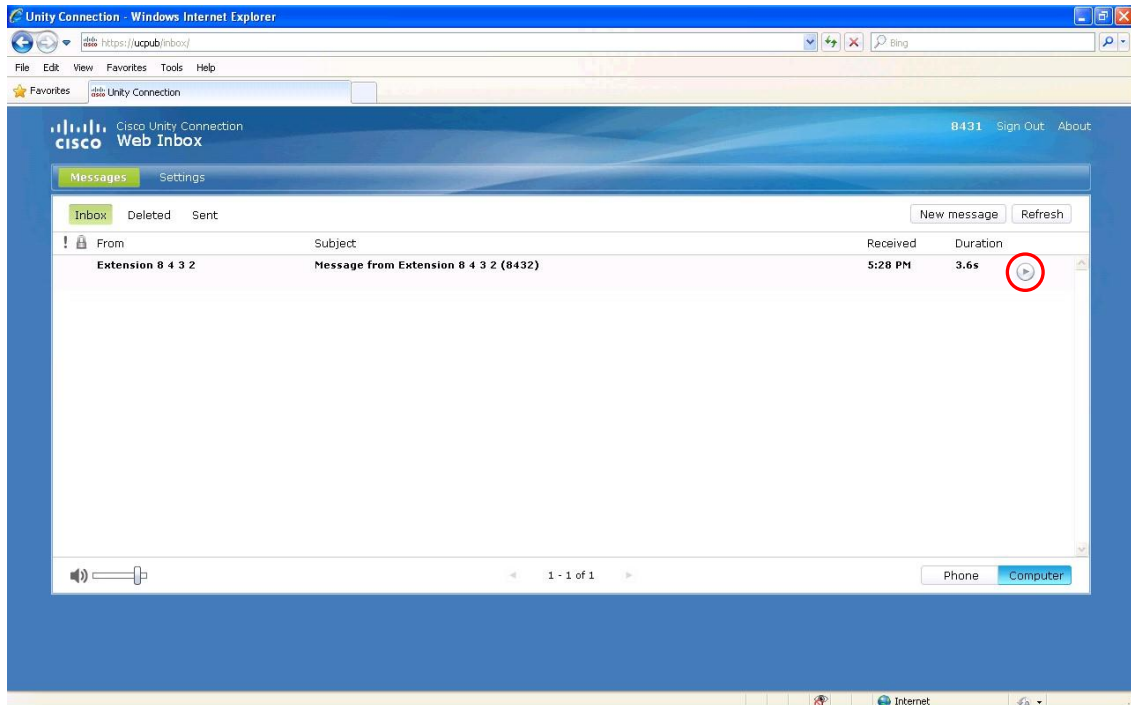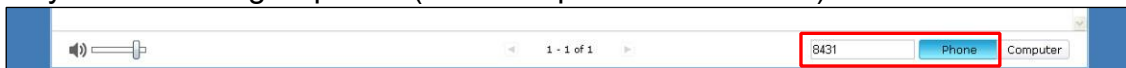

At default, the messages are play on computer. You may also select the voice mails to be play on your own IP phone. Select your options at the right bottom corner.
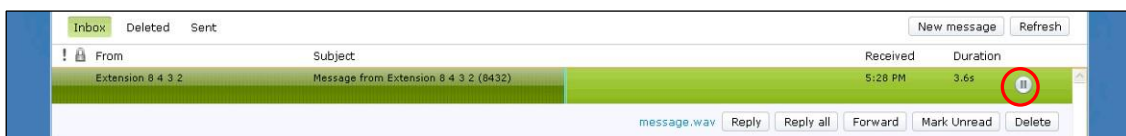
Play / record using Computer:

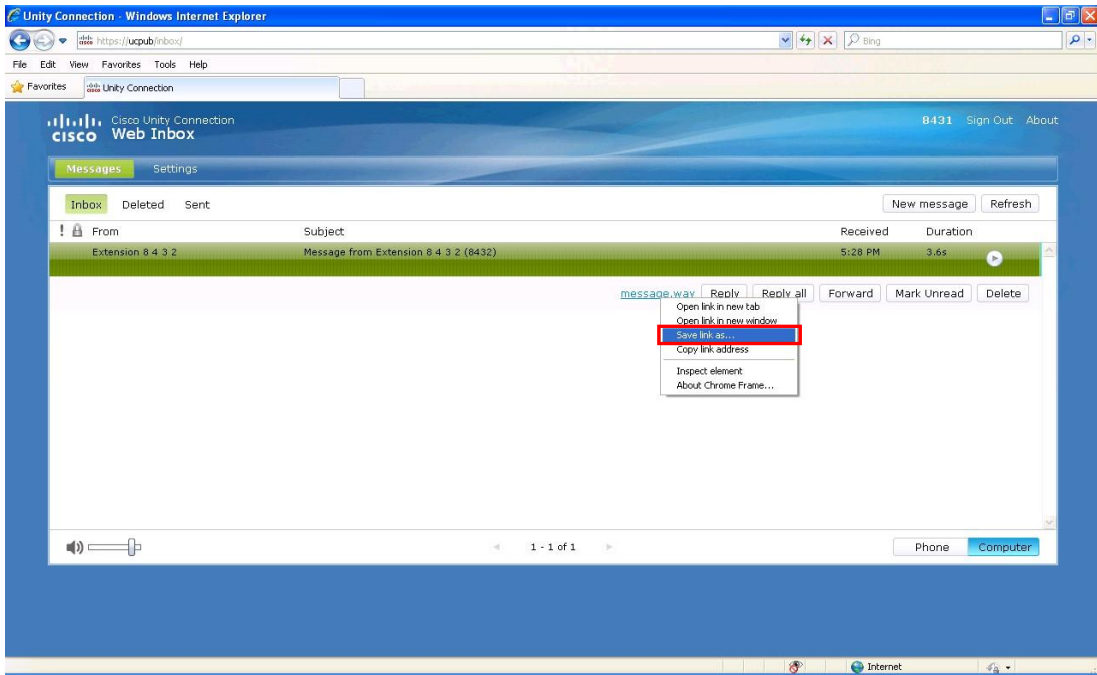Play / record using IP phone (enter the phone's extension):

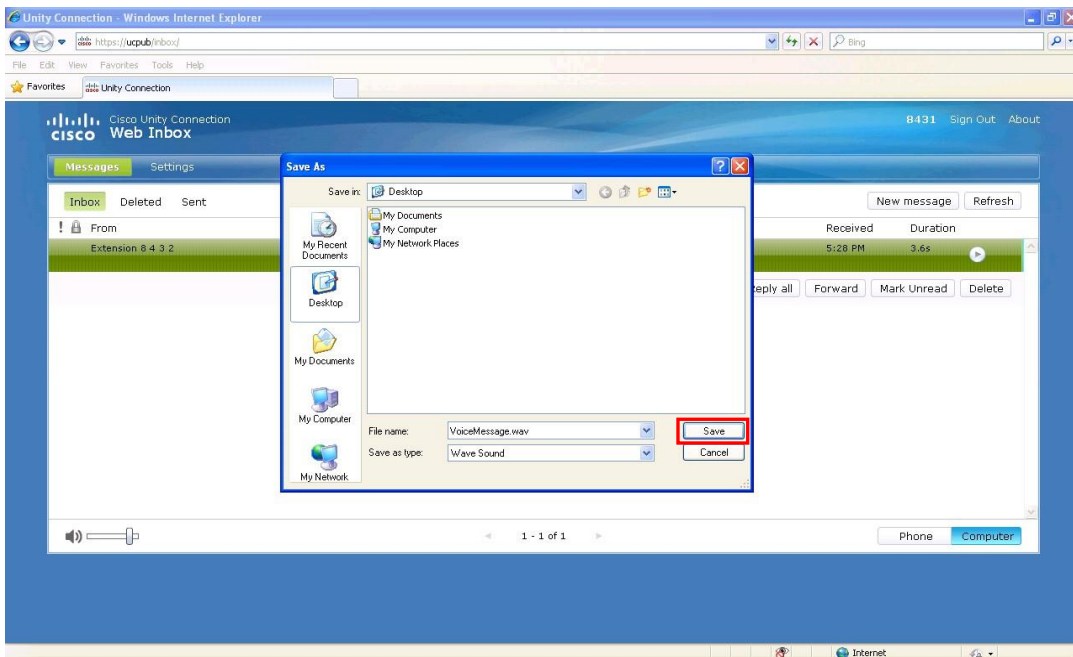While the voice mail is playing, click "Pause" button to pause the voice mail.

3.4 Web Inbox Save Voice Message to Computer

Voice mails can be saved to local computer by right click message.wav; select "Save link as…"

Select the local folder and click "Save". The voice message with wave file format will be saved to your local computer.
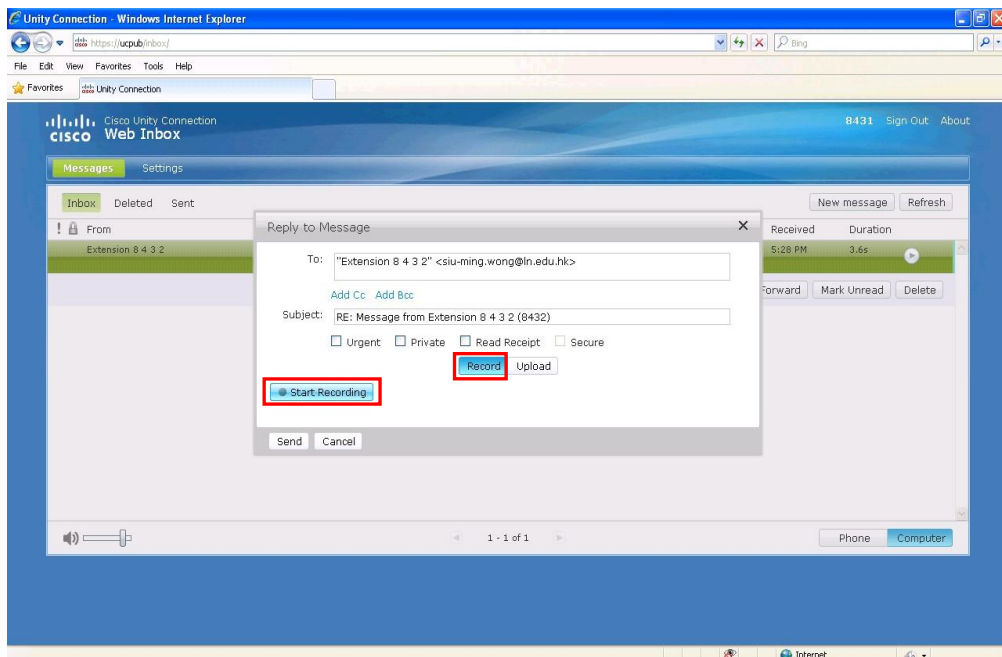

3.5 Web Inbox Reply & Forward

Reply Voice Mail

When receiving a voice mail, you may reply to the sender. You can choose to record your reply by phone or by computer. And then click "Reply" to start recording a reply to sender.
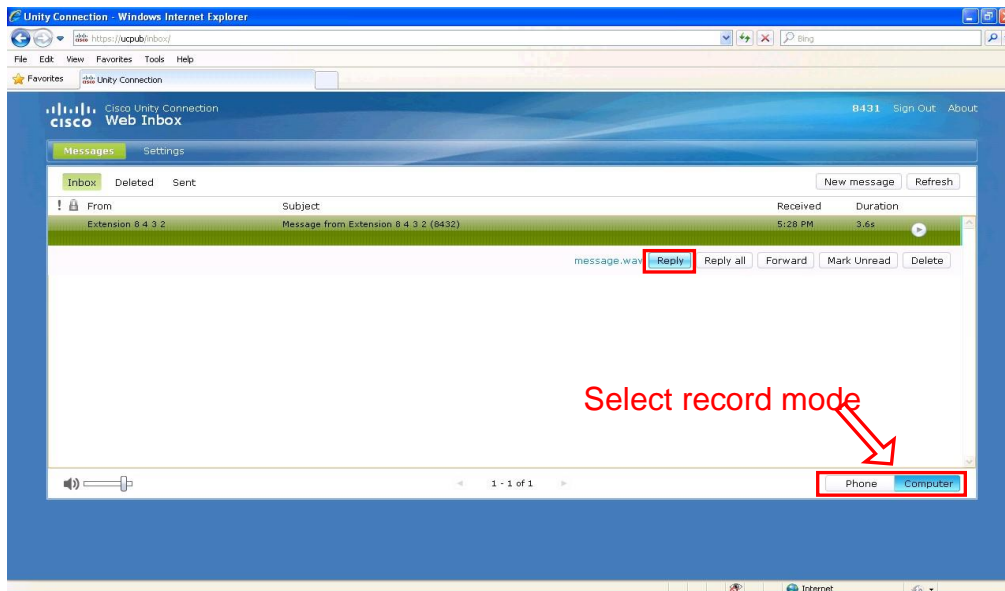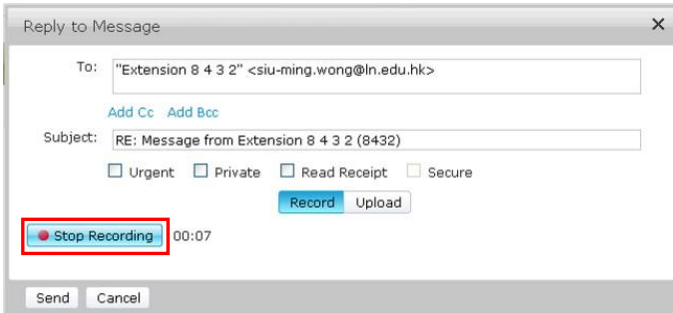
Select "Record" and click "Start Recording". If you selected "Phone" for the recording mode, your IP phone will ring you for start recording.

Allow the browser to access your microphone if you see this pop-up notice

Click "Stop Recording" when you complete recording a reply.

You may click "Play Recording" to listen you reply again. Select if the reply message is "Urgent" or "Private" or request "Read Receipt". And then click "Send" to send out the reply.
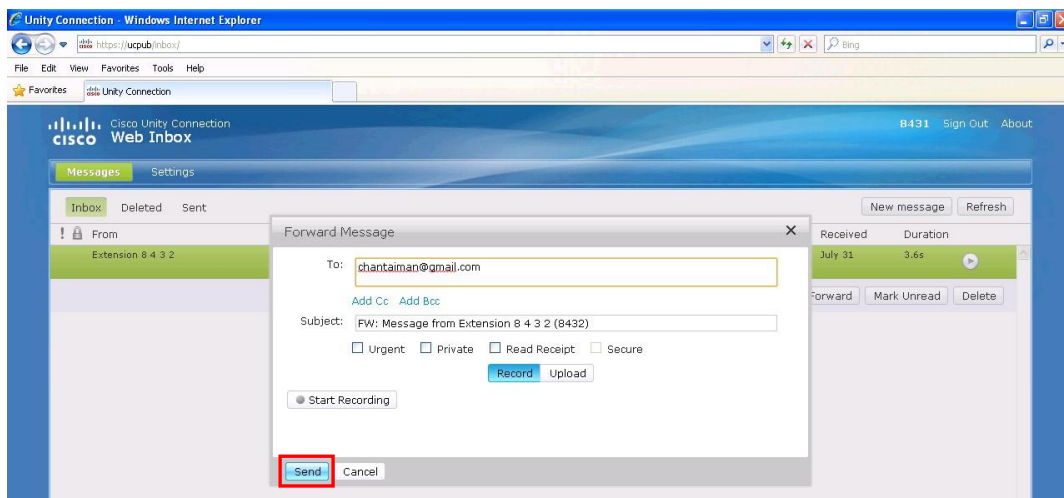
Forward Voice Mail

Forward voice mail is similar to the reply function. Click "Forward" to forward a voice mail to another party (either to another voice mail box or to e-mail).
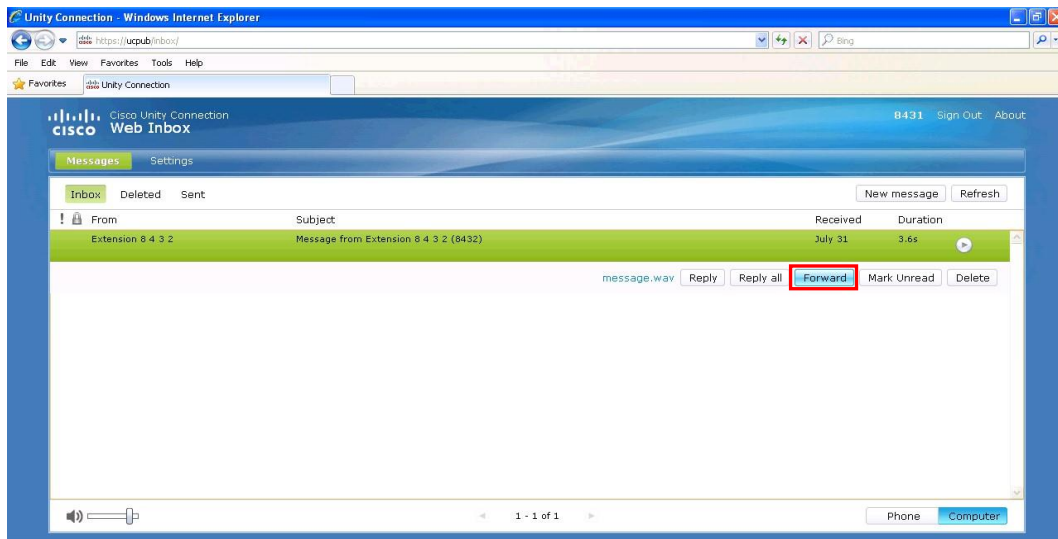
You may enter either an extension number or an e-mail address. And then click "Send" to complete the forward.


** Remarks: If you enter the extension to forward the voice mail to another voice mail box. Remember to select the whole extension details at the drop down tips. Otherwise, your voice mail cannot be forwarded successfully.
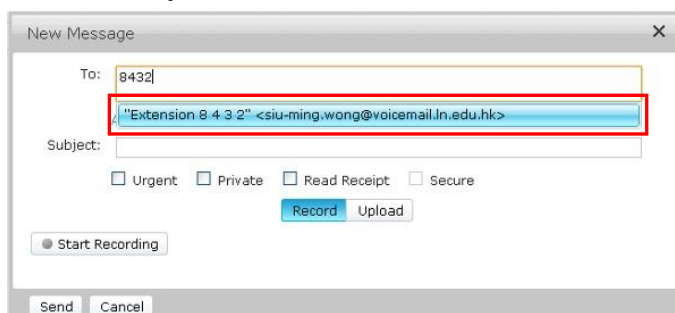
3.6 Web Inbox – Mark Unread

The status of the voice mail will return to "Unread" if you click the "Mark Unread" button. While there is at least ONE unread voice mail, your IP phone's message indicator will turn on with red color.
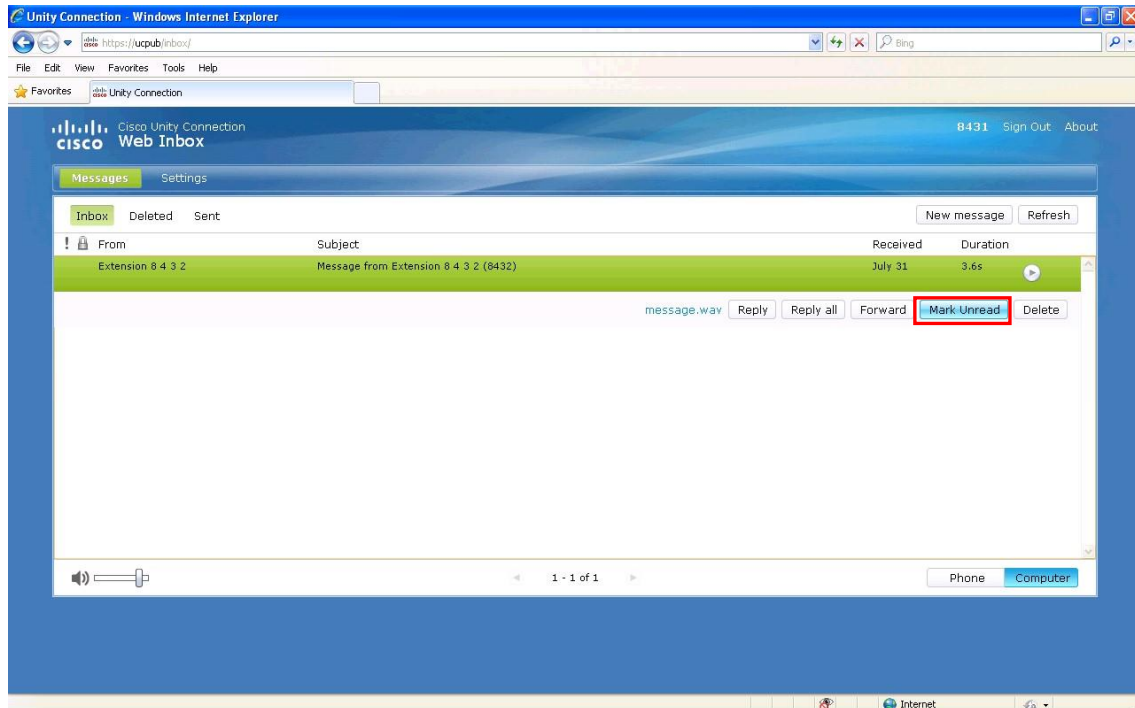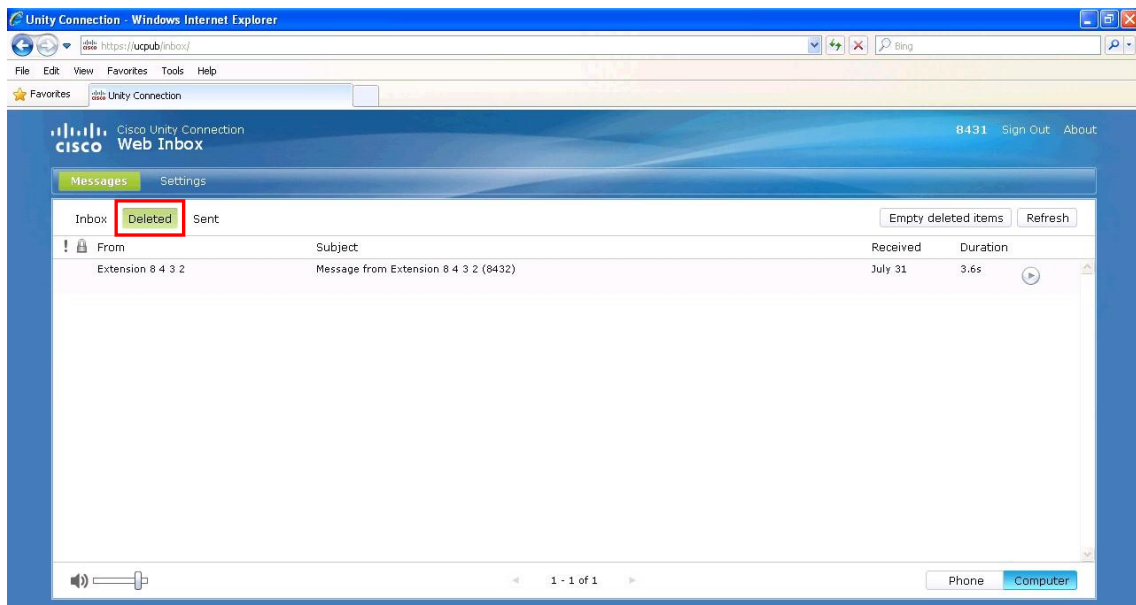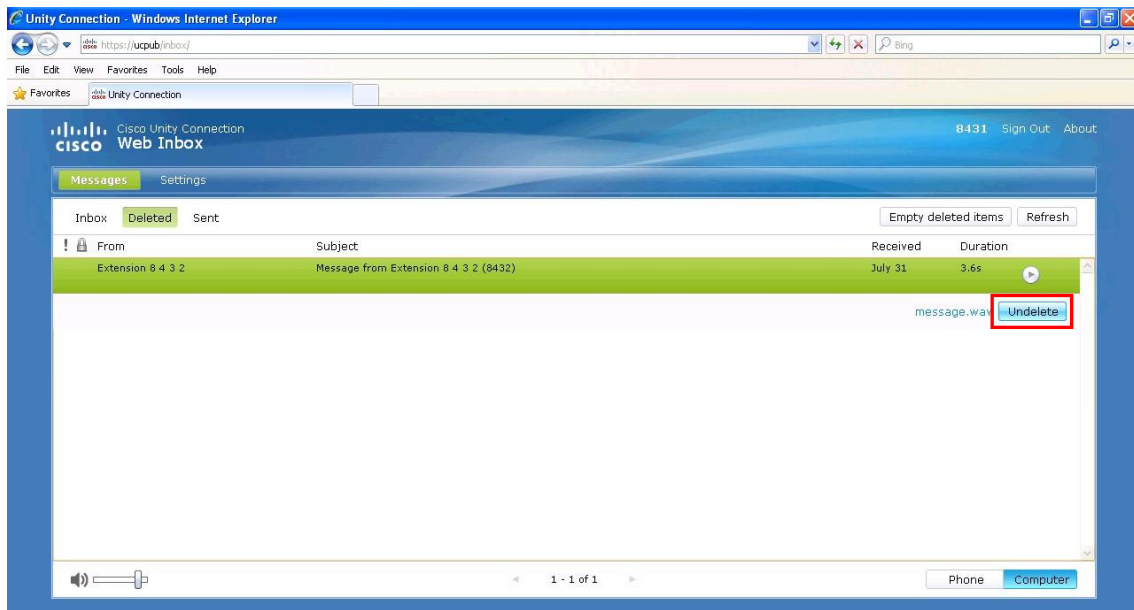
3.7 Web Inbox – Delete Voice Mails

You can delete the selected voice mail by clicking the "Delete" button. Once the "Delete" is clicked, the selected voice mail will be disappeared from your Inbox and moved to your Deleted folder.
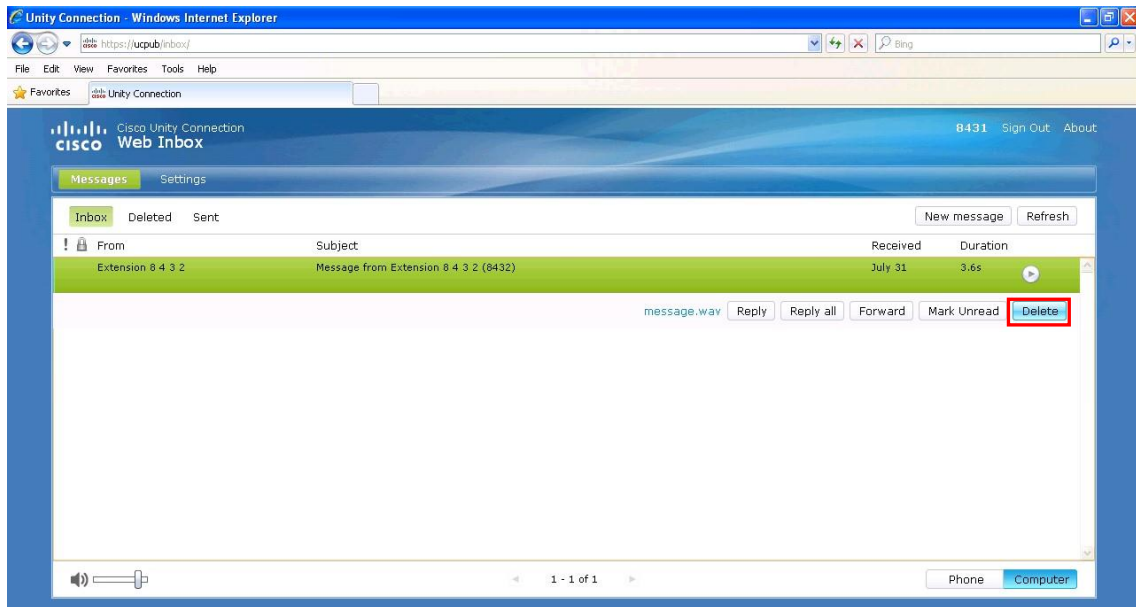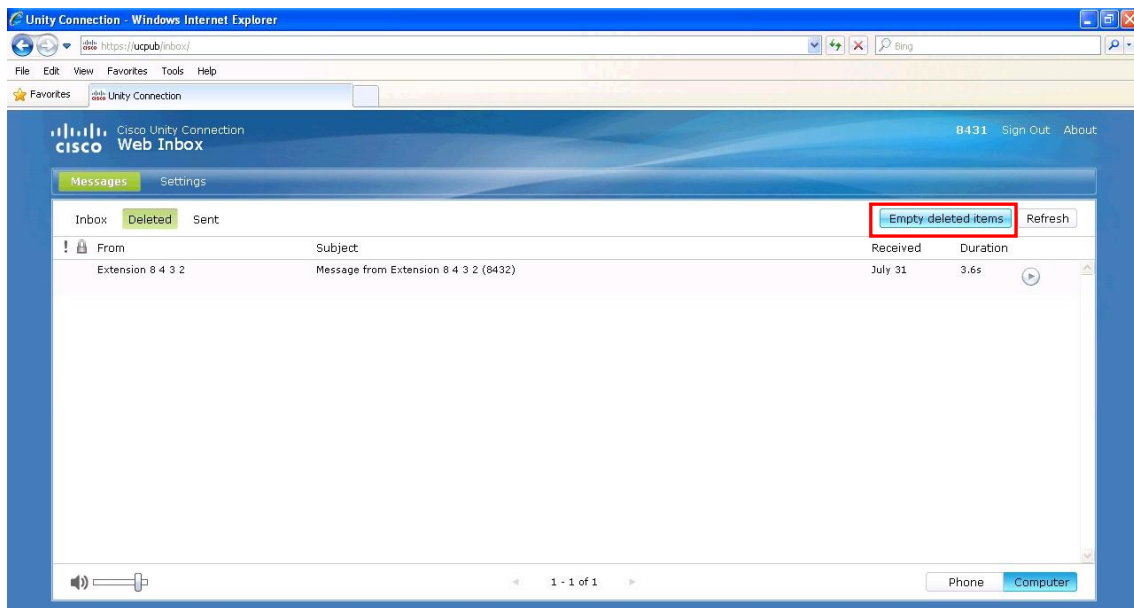

Click on "Deleted" Tab on the top left menu, you can find the deleted voice mail is listed here.
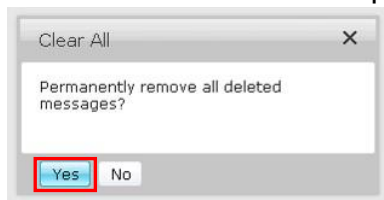
Click "Undelete" to move the voice mail back to Inbox.

If you want to remove all the deleted voice mails permanently, click "Empty deleted items".
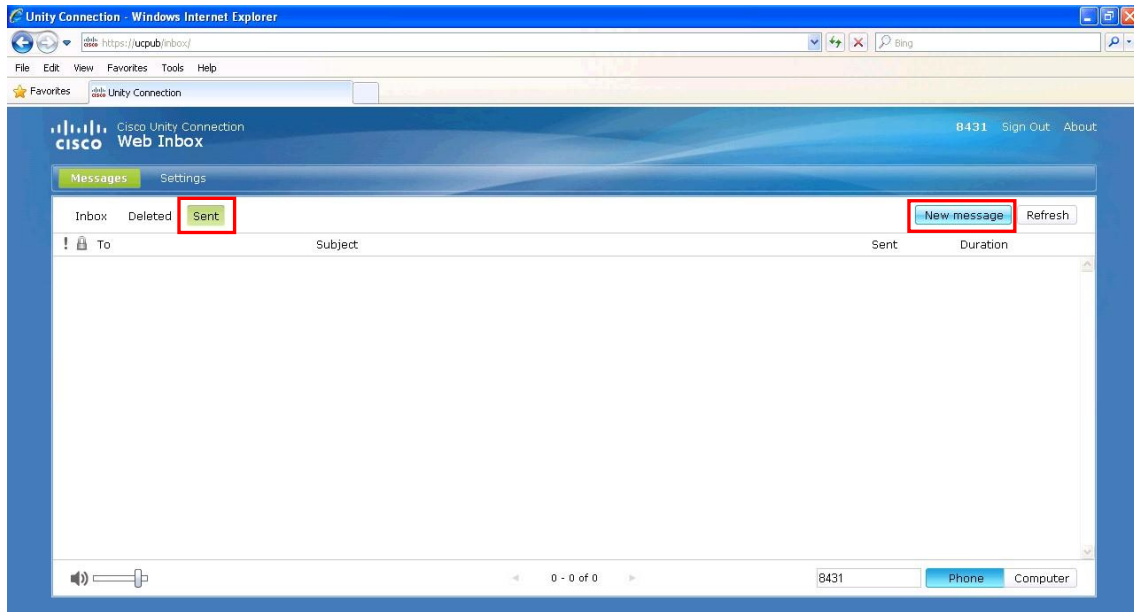

Click "Yes" to Confirm empty all the deleted items.

3.8 Web Inbox – Send New Voice Mail

Click on "Sent" Tab on the top left menu, and then click the "New message" button on the right hand side.

Enter the receiver extension number (select the whole extension details at the drop down tips) or enter the e-mail address of the receiver. Enter of Subject of the voice mail. Select the options, e.g. urgent, private, read receipt. And then click "Record" to start recording the voice mail.
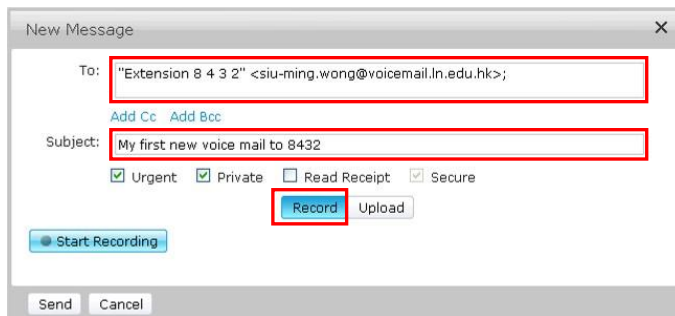


Click "Send" when finish recording.

4. Messaging Assistant

The Messaging Assistant lets you customize how you and your callers interact with Cisco Unity Connection by phone. You can also use it to personalize your messaging settings, including your recorded greetings and messages delivery options, or set up message notification devices.

4.1 Login to Messaging Assistant

You can either enter the Messaging Assistant by the links provided by Cisco PCA Webpage (please refer to section 2.1). Or enter by clicking "Settings" at the Web Inbox; the browser pop-up a new page for Messaging Assistant. (You do not need to enter Username and Password again by using both methods)

***Remarks: If you are outside campus environment, please remember to connect VPN to access the Web Inbox.***
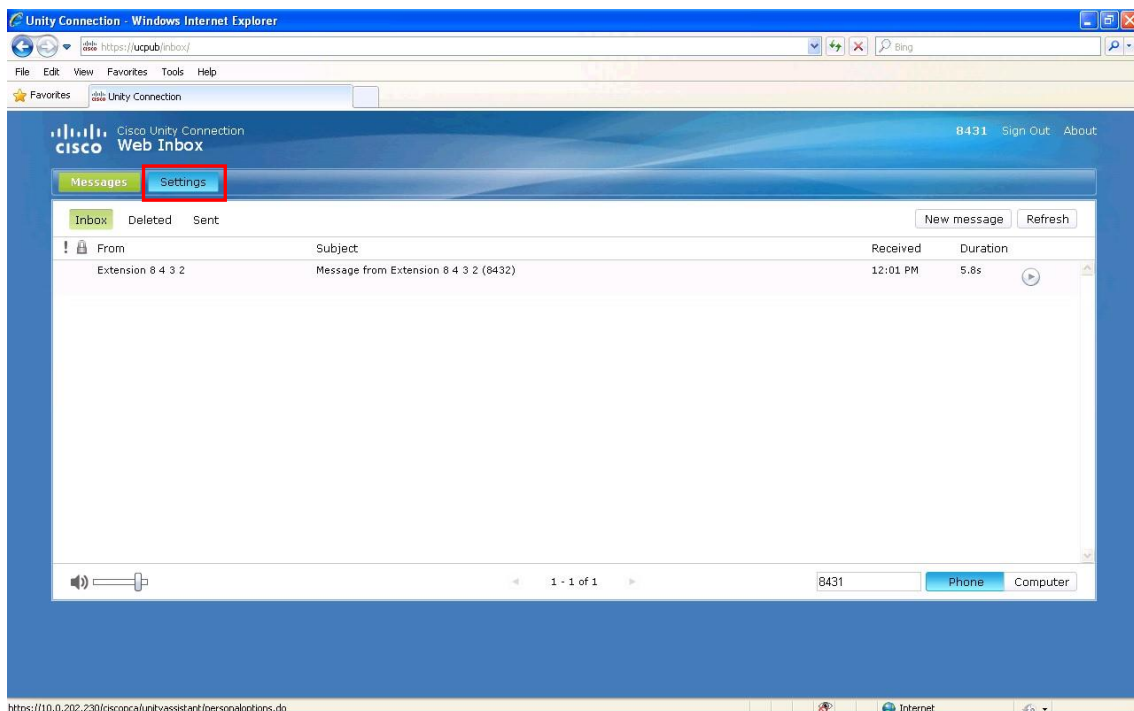
Remarks: If the browser fails to load the Messaging Assistant by clicking "Settings" at Web Inbox, please press "Enter" to the link, or open it by using PCA Webpage.

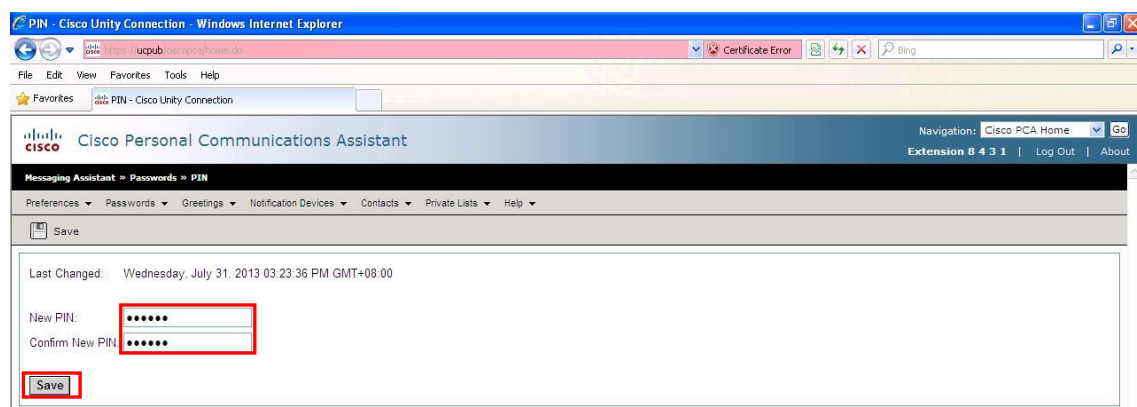## 4.2 Messaging Assistant – Change the PIN

The function of PIN is control the access of Voice Mail Menu for IP phone's call-in
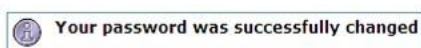
To change the phone's PIN:
Select "Passwords" → "Change PIN"
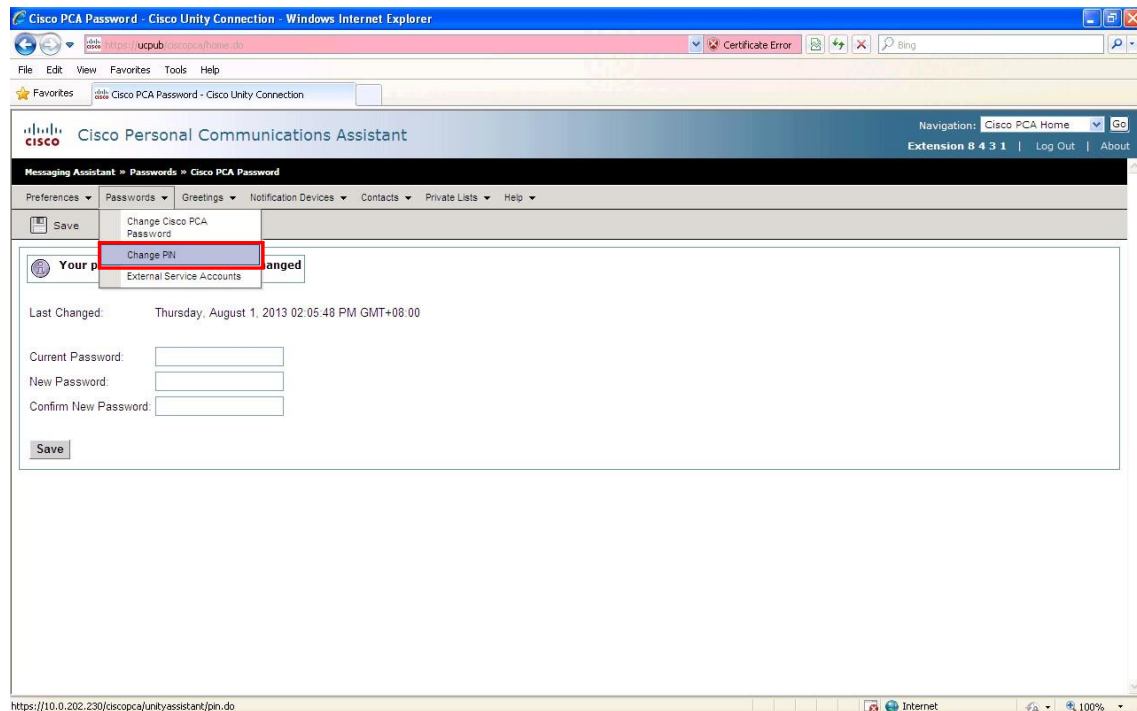
Enter the new PIN; and then click "Save". Please note that after you have changed your PIN successfully, you cannot change your PIN again within 30 minutes.

The following notification will be shown when the password was successfully changed.

4.3 Messaging Assistant – Change Greeting

<u>The functions of different greetings are as follows:</u>
Alternate Greeting – Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, "I will be out of the office until <date>.")
When it is enabled, the alternate greeting overrides all other greetings.

Busy Greeting – Enable this greeting to indicate when you are on the phone. (For example, "I am currently on another line, please leave a message.")
When it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Internal Greeting – Enable this greeting to provide information that coworkers need to know. (For example, "I will be in conference room B until noon today.")
When it is enabled, the internal greeting overrides the standard and offhours greetings, and plays only to callers within your organization when you do not answer your phone. **(Only applicable for both users with voice mail account)**
Closed Greeting – Enable this greeting if you want Connection to play a special greeting during the nonbusiness hours that your Connection administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are <times>.")
When it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.

Standard Greeting – This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is enabled.
*By design, the standard greeting cannot be disabled.*

Holiday Greeting – Enable this greeting if you want Connection to play a special greeting during a holiday. (For example, "Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.")
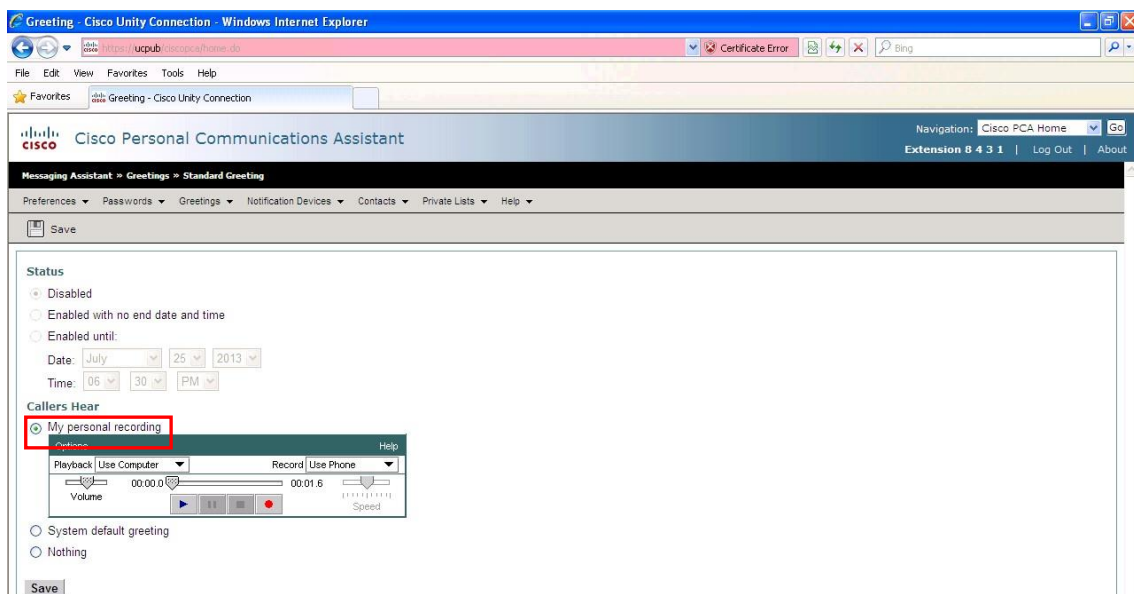*When it is enabled, the Holiday greeting overrides the standard greeting during holiday.*

To change the greetings:
Select "Greetings" → "View Greetings"
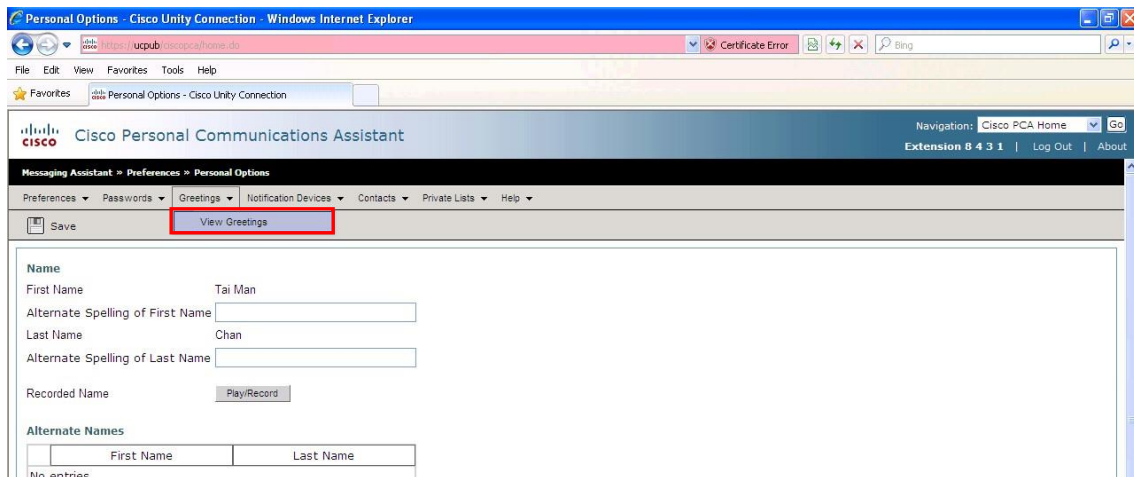
Click "Standard" to change the standard greeting.
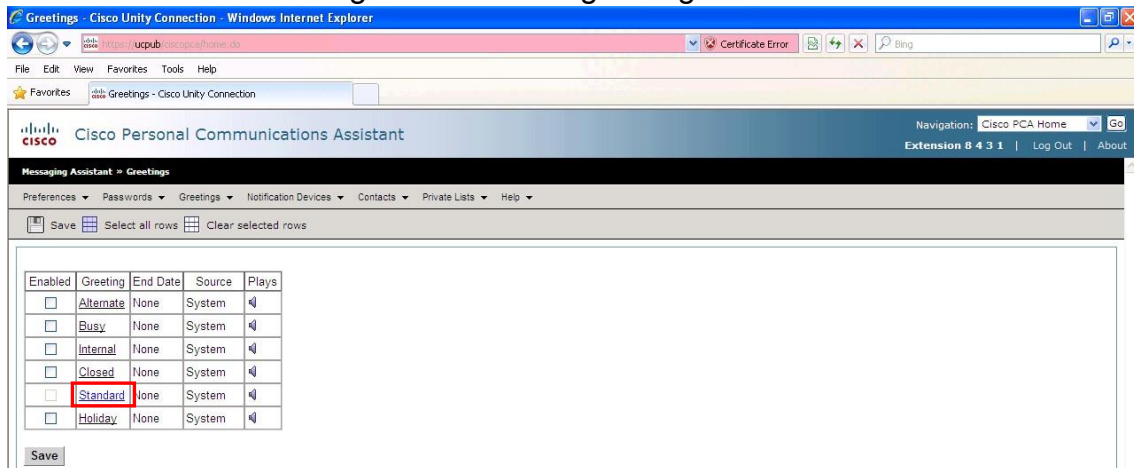
Select the checkbox "My personal recording". You can record the greeting by computer or by phone using the Media Master.
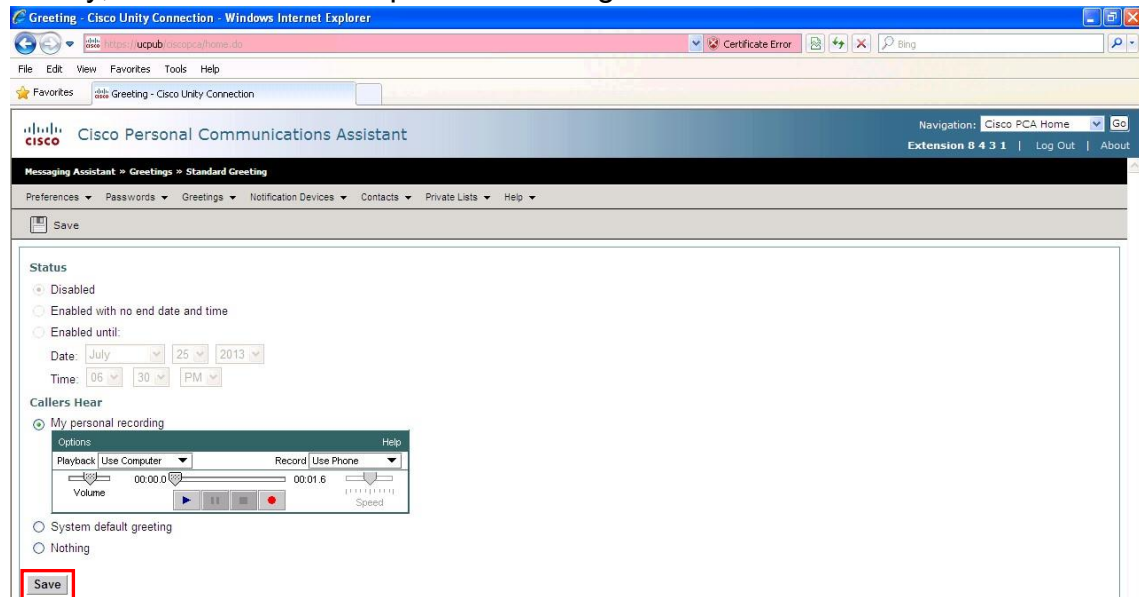
If you have already recorded a script for greeting, click on "Options" on the Media Master. And then click "Open File…"

Select the your pre-recorded greeting file with wave file format (.wav) and click "Open" to upload the greeting to the voice mail system.
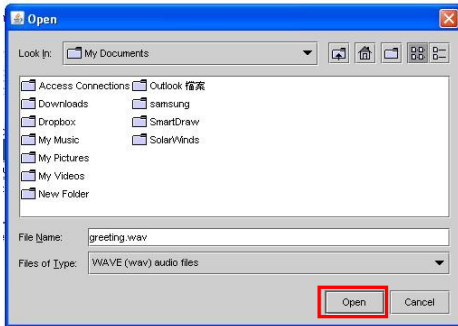
Finally, click "Save" to complete the setting.

4.4 Messaging Assistant – Follow Me
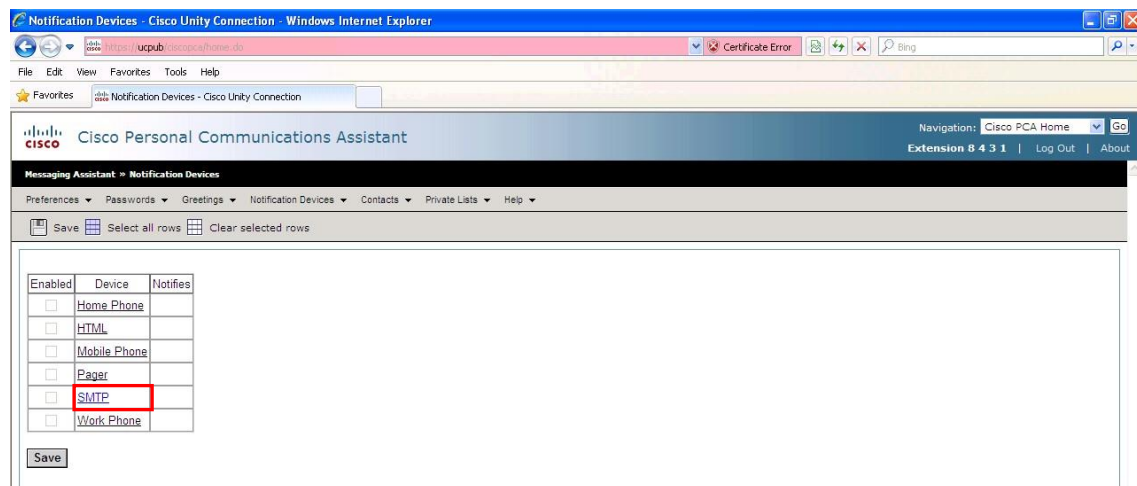
The function of Follow Me is as follow:

Follow me lets you to have an option to select whether your received voice mails to be forwarded to your dedicated mailbox or not.

To enable the Follow Me feature:

Select "Notification Devices" → "View Notification Devices"
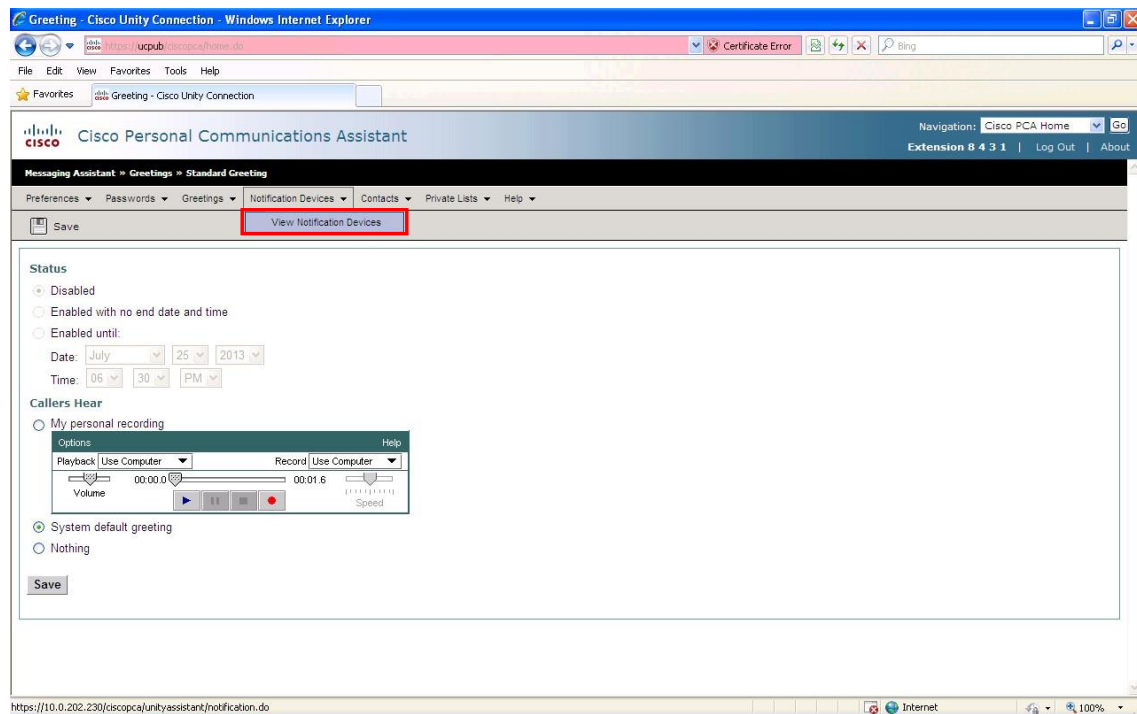
Click "SMTP" to enable the Follow Me.

Tick the "Notification Enabled" and enter the "To: (E-mail address)". And then click "Save".

**** Remarks: If you want to disable the Follow Me feature, empty the above fields and click "Save".*