Voice Mail

The guide, Voice Mail Essentials [pdf], provides shortcuts for navigating the voicemail menus. Voicemails can also be accessed via email. You will get an email notification whenever someone leaves you a voicemail message.

Below, under How do I ...?, are links to many voicemail-related questions that come to the Help Desk:

For Cisco Phone FAQs

NOTE: For Cisco Phone FAQs, go to the Cisco Phone, how do I ... page, which has answers to common phone-related questions.

How do I ...?

- Set up my voicemail account?
- Check my voicemail on campus?
- Check my voicemail from off campus?
- Find out my User ID and PIN?
- Change my PIN?
- Listen to new messages?
- Save a message?
- Delete a message?
- Slow down a message?
- Speed up a message?
- Change the greeting?
- Cisco Personal Communication Assistant?

Set up my voicemail account?

If you are a new employee, check with your hiring supervisor, to see if a phone / extension was requested for you. Once the request has been processed, and your voicemail account created, you will receive an email from the Telephone Administrator, which will contain your assigned phone number, temporary voicemail PIN, and instructions for setting up your voicemail account. For more information about setting up a phone or phone extension, go to the Cisco Phones, how do I ... page.

Check my voicemail on campus?

From your phone:

1. Press the Messages button.
2. Enter your PIN followed by #.

From another campus phone or extension:

1. Dial extension 8004 from any Cisco phone on campus.
2. Enter your User ID (your 4-digit extension) followed by #.
3. Enter your PIN followed by #.

From my Swarthmore email:

- All user assigned voicemail accounts are automatically configured to forward voicemail messages to your Swarthmore email account. You will get an email notification whenever someone leaves you a voicemail message.
- Generic or department voicemail accounts are not forwarded to any email account, unless requested - contact the Help Desk for more information about forwarding voicemail messages to a specific user.

NOTE: A message forwarded to your email account is only a copy - the original message is still on the server. Deleting a voicemail message from your email account will not remove it from the server, or your voice mailbox. To completely delete a message, you will need to follow the instructions listed below (under 'Delete a message?).

Check my voicemail from off campus?

1. Dial 610-328-8004
2. Enter your User ID (your 4-digit extension) followed by #.
3. Enter your PIN followed by #.

Find out my User ID and PIN?

- The User ID is your extension number.
- Your initial PIN will be emailed to you. It will be in MMDDYY format.
Change my PIN?

From your phone:
1. Press the Messages button.
2. Enter your PIN followed by #.
3. Press 4 for Setup Options.
4. Follow voice prompts.

From your Cisco Personal Communications Assistant web portal - do NOT use Chrome:

NOTE: From off-campus, you will need to first connect to VPN.

1. Log into your Cisco Personal Communications Assistant web portal (do NOT use Chrome) vmail.swarthmore.edu/ciscopca.
   - If you get an error, try typing or copy and pasting the web address into a web browser (NOT Chrome).
2. Login using your Swarthmore User Name and password
3. Choose Messaging Assistant.
   - You will need to accept, and install Swarthmore's security certificate.

Listen to new messages?
Once connected to voicemail, press the number one (1) key on the phone.

Save a message?
While listening to the message, press the number two (2) key on your phone to save it.

Delete a message?

NOTE: A message forwarded to your email account is only a copy - the original message is still on the server. Deleting a voicemail message from your email account will not remove it from the server, or your voice mailbox. To completely delete a message, you will need to follow the instructions listed below (under 'Delete a message?).

From the phone:
- While listening to the message, press the number three key (3) on the phone to delete a message.

From the Cisco Personal Communications Assistant web portal - do NOT use Chrome:

do NOT use Chrome - navigation menus will not work properly

NOTE: From off-campus, you will need to first connect to VPN.

1. Log into your Cisco Personal Communications Assistant web portal (do NOT use Chrome) vmail.swarthmore.edu/ciscopca/home.do.
   - If you get an error, try typing or copy and pasting the web address into a web browser (NOT Chrome).
2. Log in using your Swarthmore User Name and password
3. Choose Web Inbox.
   - You will need to accept, and install Swarthmore's security certificate.

Slow down a message?
While listening to the message, press the number four (4) key on your phone to slow it down.

Speed up a message?
While listening to the message, press the number six (6) key on your phone to speed it up.

Change the greeting?
1. Log into the voicemail system:
   - Press the Messages button on your phone, enter your PIN when prompted, followed by #.
   - OR, dial extension 8004 from any Cisco phone on campus; enter your User ID (your 4-digit extension) followed by #; then enter your PIN followed by #.
1. OR, dial 610-328-8004 from any off-campus phone (cell phone); enter your User ID (your 4-digit extension) followed by #; then enter your PIN followed by #.

2. Press 4 for Setup Options.

3. Follow the voice prompts.

**Cisco Personal Communication Assistant?**

The Cisco PCA provides access to the following Cisco web tool(s):

- **Messaging Assistant** - The Cisco Unity Connection Assistant web tool that 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 message delivery options - or to set up message notification devices and create private lists.
- **Web Inbox** - The Web Inbox lets you manage your voicemail and provides access to voicemail settings.

To access your Cisco Personal Communications Assistant web portal (do **NOT use Chrome**), log into vmail.swarthmore.edu/ciscopca/home.do using your Swarthmore User Name and password. If you get an error, try typing or copy and pasting the web address into a web browser (**NOT** Chrome). You will need to accept, and install Swarthmore's security certificate. From off-campus, you will need to first connect to VPN.

*do NOT use Chrome - navigation menus will not work properly*