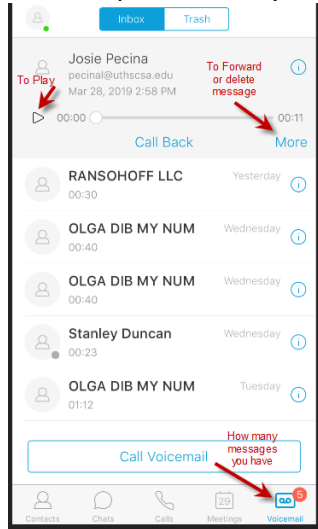


# How to Retrieve Voicemail

1. **Retrieving your voice mail from your Cisco Phone**
  - a. Press the “Messages” button or dial 0-0010 and follow the voice prompts, you will require a PIN to access these messages
  - b. To change your PIN click on: <https://unitypub.uthscsa.edu/inbox>
    - i. **Temporary passcode will be 11223344**
    - ii. Click on **Passwords**
    - iii. Click on **Change PIN**
    - iv. Type in the new PIN in both “New PIN” and “Confirm New PIN”
    - v. Click SAVE
  
2. **Retrieving your voice mail from an external phone number**
  - a. Dial 210-450-0010
  - b. Press \* once you hear the recording begin
  - c. When prompted to enter your ID, dial your 5 digit extension
  - d. When prompted enter your PIN
  - e. Follow prompts to listen, save or delete your voice messages
  
3. **Retrieving your voice mail from your Outlook Inbox**
  - a. When a voice message is received an email with a link to the portal (example below)
    - i. From: Cisco Unity Connection Messaging System
    - ii. Sent: The day, date and time message was recorded
    - iii. To: the mailbox the messages was sent to
    - iv. Subject: Who the message was from
    - v. A link to log into Unity <https://unitypub.uthscsa.edu/inbox/>

4. **Retrieving your voice mail from your Mobile Device**

- a. Download the Cisco Jabber App on your iPhone or Droid
- b. You may IM, Call and retrieve voice mail from Mobile Cisco Jabber
- c. You will need to submit a request to be enabled for this feature, there is no cost for set up or monthly fee.

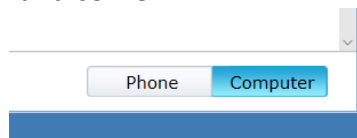


5. **Retrieving voicemail from the Voicemail Login (you must be on the UT Health Network locally or VPN)**

- a. Go to voicemail login <https://unitypub.uthscsa.edu/inbox/>
  1. Enter your network username and password

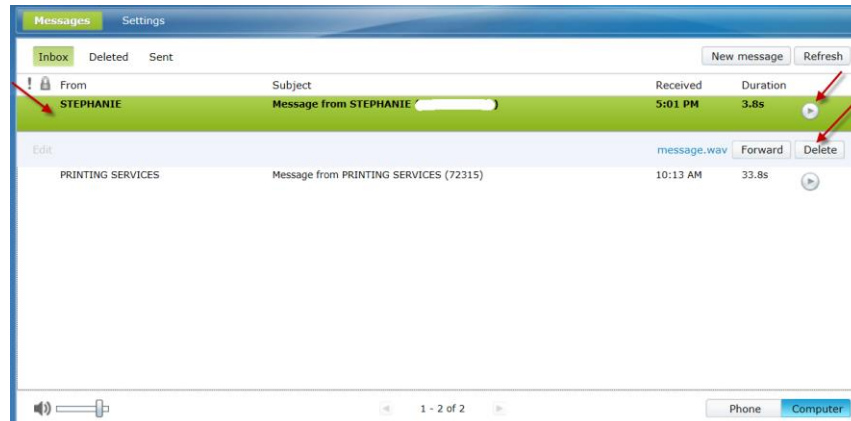


- b. Two options on how to retrieve your voicemail after logging in (bottom right hand corner):



1. **Computer:**

- a. Select the Computer button (bottom right)
- b. Select the message you want to listen to
- c. Push the play button (far right side of message)
- d. You can delete the message by pushing the delete button

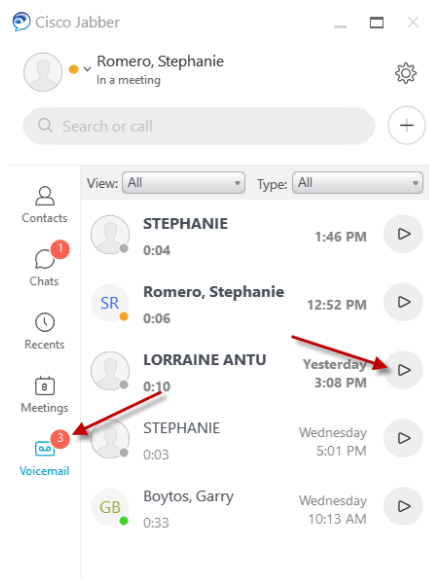


## 2. Phone:

- a. Select the Phone button
- b. Enter your desk phone number in the box (5 digit internal extension)
- c. Click play on the message you want to listen to
  - i. By doing so your phone extension will ring showing 00010 calling
  - ii. When you answer the call, the message will play
- d. You may delete the button by pressing DELETE

## 6. Retrieving voicemail from Cisco Jabber

- a. Click on the Voicemail icon and press the PLAY button



- b. To delete the message, RIGHT click and choose DELETE

Romero, Stephanie  
In a meeting

Search or call

View: All Type: All

- STEPHANIE 0:04 1:46 PM
- Romero, Stephanie SR 0:06 12:52 PM
- LORRAINE ANTU 0:10 Yesterday 3:08 PM
- Boytos, Garry GB 0:33

Call

- Copy to group
- Call
- Call with edit
- Start chat...
- Start meeting
- Schedule meeting
- Send email
- Edit profile...
- View profile
- Mark as unread
- Forward voice message...
- Delete**

o Manag  
Done  
Create Ne  
SUBJECT  
SAC - SON  
DNP, RN F  
Reno - di  
Demo - di  
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