

Cisco Phone Web Portal

<https://csce-csco-cucm-01.tamu.edu/ucmuser/>

**Use your TAMU NetID username & password to log in.*

***In order to access this feature you need to have your TAMU NetID username synced with your phone and number. You can request this by sending an email to tcom-request@tamu.edu*

****This website is not available outside the TAMU Network, if accessing from home make sure to connect into the TAMU network via VPN first.*

Once logged in you can use this portal to manage some of the settings of your desk phone like, creating speed dials & changing your forwarding settings. You can also sign up for 'Single-Number-Reach' by adding an additional phone toward the bottom of the "My Phones" sections and following the prompts.

To forward your phone-

1. Navigate to Phones-> Call Forwarding
2. Select the line\number you want to change
3. Click the box for "Forward all calls to:"
4. Use the drop down box to select "Add a new number"
5. Input the number you wish to forward this line to

**On campus dialing rules apply, so if you are inputting an off-campus number make sure to enter it as you would normally dial it from the phone (ie add a "9" for outside calls).*

Cisco Voicemail Web Portal

<https://cisco-cuc-02.telecom.tamu.edu/inbox/>

**Use your TAMU NetID username & password to log in.*

***In order to access this feature you need to have your TAMU NetID username synced with your phone and number. You can request this by sending an email to tcom-request@tamu.edu*

****This website is not available outside the TAMU Network, if accessing from home make sure to connect into the TAMU network via VPN first.*

Use this site to check your voice messages in an 'email box' style format. You can also change your voicemail pin number if you've forgotten it by clicking "Settings" -> "Passwords" -> "Change Pin".

Cisco Voicemail Instructions

Checking Your Voicemail

- **From your office phone**
 - 1) Press the voicemail (reel-to-reel icon) button.
 - 2) Enter your PIN followed by #.
- **From a different phone**
 - 1) Call your office number or 979-862-1200.
 - 2) When the outgoing voicemail message starts, press *.
 - 3) If prompted for your ID, enter your office number, ex. 9794581234.
 - 4) Enter your PIN followed by #.
- **From Web portal** (must have TAMU NetID synced)
 - 1) Navigate to: <https://cisco-cuc-02.telecom.tamu.edu/inbox/>
 - 2) Enter your TAMU NetID Username & Password

Changing Your Voicemail Pin # - *Note Pin's expire every 180 days and must be reset before expiring

1) Login to Voicemail:

From your office phone

- 1) Press the voicemail (reel-to-reel icon) button.
- 2) Enter your PIN followed by #.

From a different phone

- 1) Call your office number or 979-862-1200.
 - 2) When the outgoing voicemail message starts, press *.
 - 3) If prompted for your ID, enter your office number, ex. 9794581234.
 - 4) Enter your PIN followed by #.
- 2) Press 4
 - 3) Press 3

- 4) Press 1
 - **From Web portal** (must have TAMU NetID synced)
 - 1) Navigate to: <https://cisco-cuc-02.telecom.tamu.edu/inbox/>
 - 2) Enter your TAMU NetID Username & Password
 - 3) Click "Settings"
 - 4) *New tab/page will load
 - 5) Click "Passwords"
 - 6) Select "Change PIN"
 - 7) Enter new pin and save (at least 5 digits long and no simple passwords)

Changing/Setting up Your Greeting -

- 1) Login to Voicemail:
 - From your office phone**
 - 1) Press the voicemail (reel-to-reel icon) button.
 - 2) Enter your PIN followed by #.
 - From a different phone**
 - 1) Call your office number.
 - 2) When the outgoing voicemail message starts, press *.
 - 3) If prompted for your ID, enter your office number, ex. 9794581234.
 - 4) Enter your PIN followed by #.
- 2) Press 4 – Setup Options
- 3) Press 1 – Change Greetings

Creating a Temporary (Alternate) Greeting -

- 1) Login to Voicemail:
 - From your office phone**
 - 1) Press the voicemail (reel-to-reel icon) button.
 - 2) Enter your PIN followed by #.
 - From a different phone**
 - 1) Call your office number or 979-862-1200.
 - 2) When the outgoing voicemail message starts, press *.
 - 3) If prompted for your ID, enter your office number, ex. 9794581234.
 - 4) Enter your PIN followed by #.
- 2) Press 4 - Setup options.
- 3) Press 1 - Greetings.
- 4) Press 3 - Edit other greetings.
- 5) Press 3 - *Alternate* greeting (do NOT use the *Holiday* greeting).
- 6) Press 1 - Re-record the greeting.
- 7) Press 3 - Turn on the greeting.
- 8) Press 1 - Set expiration date.
- 9) Press 9 - Set an expiration month/day/time.
- 10) Enter month (1-12) followed by #.
- 11) Enter day (1-31) followed by #.
- 12) Enter time to the minute (ex. 500 for 5:00) followed by #.
- 13) Press 1 for AM or 2 for PM.
- 14) Press * to exit or hang up.
- 15) Call your number to verify the voicemail greeting is setup is correctly.

To cancel the alternate greeting, log in to your voicemail. If the alternate greeting is on, you will be prompted with the option to cancel it by pressing 2.

The *Holiday* greeting is only active based on a holiday schedule that has not been entered into the VoIP system, so the greeting will not work.