

I. Resetting your Voicemail Box Password PIN

For UNK, UNL or UNO customers that may forget their voice mailbox PIN, please go to the following website for instructions on how to reset your PIN password :

https://its.unl.edu/VM_PIN_Reset/

II. To Receive a Voicemail Recording in your Email box

Go to <https://voicemail.nebraska.edu/>

1. Enter your 7-digit phone # (no hyphens)
Security code is the same numeric password you use to access your voicemail from your phone set
2. Click on “Notification Settings” on the left
3. Click on “E-Mail” Tab on the top
 - a. Check the box to “Enable Simple UN Notification”
 - b. Fill in your work email address
 - c. Check the box “Include WAV attachment
 - d. Click on “OK” to save these changes

Immediate Daily SMS **E-Mail**

OK Cancel

Simple Unified Messaging

Enable Simple UM Notification

E-Mail Address:

Simple UM Provider:

Include WAV Attachment

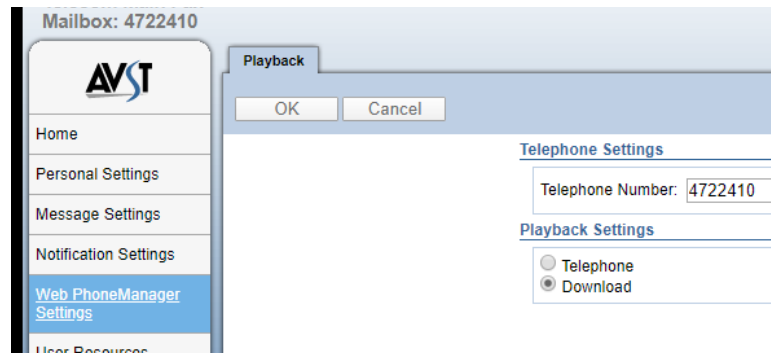
Note: With this feature enabled, you will now have two places that voicemails are delivered. (your phone and via audio WAV file attachment that is emailed to you). If you wish to delete the voicemail you will have to do this in two places: Delete the email and your phone by calling into voicemail remotely (see directions below for checking your voicemail from a phone location outside of your office)

III. Checking voicemail from a phone location outside of your office.

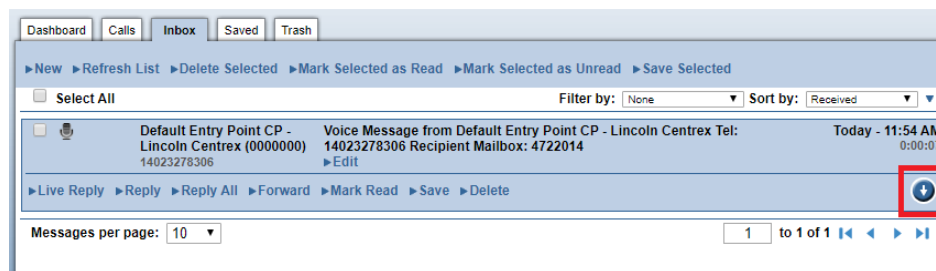
- Call into the voicemail system.
 - Kearney, NE 308-865-3000
 - Lincoln, NE 402-472-7200
 - Omaha, NE 402-554-6245
- You will hear “If you have a mailbox on this system please **press #** (press #)
- You will hear “Enter your mailbox number and hit #” which is usually our 7-digit phone number.
 - **Enter your 7-digit phone #** (no area code) and **then hit #**
 - **Then enter your PIN number and hit #** (this is your numeric password to retrieve your voicemail)
 - *If you have a shared Voicemail box enter that mailbox number instead of the 7-digit phone number.*

IV. Checking your voicemail via the web

1. Using your web browser go to <http://voicemail.nebraska.edu>
2. Log into the website using the same 7-digit mailbox number (no hyphens) and PIN that you use when logging in via the phone.
3. If your mailbox is not setup for Voicemail Recording sent to your email, you will immediately be presented with your voicemail inbox showing all the messages currently in your mailbox.
4. The first time you log into your mailbox you should double check your preferences by clicking on “Web PhoneManager Settings” on the left side menu.
 - a. Typically, you will want to set the “Playback Settings” to Download
 - b. Then press “OK”



- c. Finally press the “Home” button on the left side menu to go back to your inbox.
5. To play a message you first need to download it by pressing the download button.



6. Once the message is downloaded you should be able to click on it and it will play in your computers default audio player.

Cisco Soft Phone & VoIP Phone - Single Number Reach (Simultaneous Ring):

Single Number Reach is a feature that can be enabled on any Cisco VoIP Phone or Soft Phone device, so that whenever a call is received on a specific line it will simultaneously ring not only the number called but other numbers designated by the end user (for example, when enabled, Single Number Reach will ring both your desk phone and your cell phone simultaneously).

If you use Single Number Reach and you do not answer on your 2nd phone that rings simultaneously, the inbound call will go to your work Voice Mail.

For instruction to use Single Number Reach click on link below. (Then go down page to “Self-Care Portal” section and click on “Single Number Reach link)

<https://its.unl.edu/services/phone-service/manuals-downloads/#tab6>

Or Open file below



Single Number
Reach Instructions f