The UCAR/NCAR phone and voicemail systems at a glance

You can refer to the text in this brochure for phone and voicemail assistance. The voicemail diagram illustrates menu options available to you by phone on that system.

TO ACCESS VOICEMAIL MESSAGES BY PHONE

Step 1: Press the “messages” button on your phone, or dial 2799 (internal) or 303-497-2799 (external) to access the system.

Tip: If you dialed the external number, or from a location other than your phone, press * when the system answers to activate the login process.

Step 2: If required (i.e., you’re not calling from your own phone), enter your ID (phone extension) followed by #.

Step 3: Enter your 6 digit voicemail password followed by #.

Tip: Once your login is successful, you may use the messaging commands on the diagram. You will be prompted to change your password at your first login.

TO MANAGE YOUR PHONE USING THE “USER OPTIONS” WEB BASED UTILITY

Step 1: Start your web browser

Tip: Up to date web browsers (e.g., Internet Explorer, Firefox, and others) should work fine.

Step 2: Go to the “Cisco CallManager User Options” web site:

https://phones.ucar.edu/ccmuser/

Step 3: Enter your username and password.

Tip: Your username on this system should match the username portion of your UCAR email address (i.e., the first part without the “@ucar.edu”). This system does not use your UCAS password. Password information is available at:

https://nets.ucar.edu/nets/ongoing-activities/voip/documentation/internal/users/default.html

Step 4: Enter your updates, verify them on your phone, and then log out.

Tip: Change your password and PIN when you first log in and before you make any other changes (such as signing up for phone services).

TO MANAGE YOUR VOICEMAIL SETTINGS USING “UNITY ASSISTANT”

Step 1: Start your web browser

Step 2: Go to the “Cisco Unity Assistant” web site:

https://vmail.ucar.edu/ciscopca/

Step 3: Enter your username and password.

Tip: Your username on this system should match the username portion of your UCAR email address (i.e., the first part without the “@ucar.edu”). This system does not use your UCAS password. Password information is available at:

https://nets.ucar.edu/nets/ongoing-activities/voip/documentation/internal/users/default.html

To make long-distance calls:

- 9 + 1 + Area Code + number + Acct or ID
- 9 + 011 + number + Acct or ID
- 9 + information + Acct or ID

Tip: Enter the # key after your account or ID (authorization code) to have it take effect immediately.

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