

Cisco Personal Communications Assistant (PCA)

The Cisco Personal Communications Assistant (PCA) Message Inbox is a tool that allows you to listen to your voice-mail messages over the web. All of the voice-mail messages you receive are collected into an inbox that is accessible through your internet browser. By selecting the controls within the Messaging Inbox, you can make and play voice-mail recordings with either your phone or your computer microphone and speakers.

To access your Cisco PCA while on campus, visit this website:

<http://unity.concordia.ca/ciscopca>

NOTE: The URL is case-sensitive. Bookmark the Cisco PCA URL so you do not have to enter the web address each time you want to access the PCA.

To access your Cisco PCA off-campus, connect to it using the Concordia Virtual Private Network (VPN) connection.

To learn how to connect using the VPN, please visit this website:

<http://helpline.concordia.ca/network/vpn/>

For additional assistance with setting up your VPN connection, contact the IITS Helpline at help@concordia.ca or extension 7613.

Security Alerts

You can safely click “Yes” in response to any security alerts that may appear as you access the Cisco PCA website. The Cisco PCA website uses pop-up windows. If you have pop-up blocker software installed, configure it to enable pop-ups for this site.

Here are some examples of the security alerts you may encounter while trying to access the Cisco PCA from Mozilla Firefox and Internet Explorer:

MOZILLA FIREFOX

- Click **Yes** to Proceed



- Click on **I Understand the Risks**



This Connection is Untrusted

You have asked Firefox to connect securely to **10.100.1.28**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

[Get me out of here!](#)

- ▶ **Technical Details**
- ▶ **I Understand the Risks**

- Click **Add Exception**



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Get me out of here!

▶ Technical Details

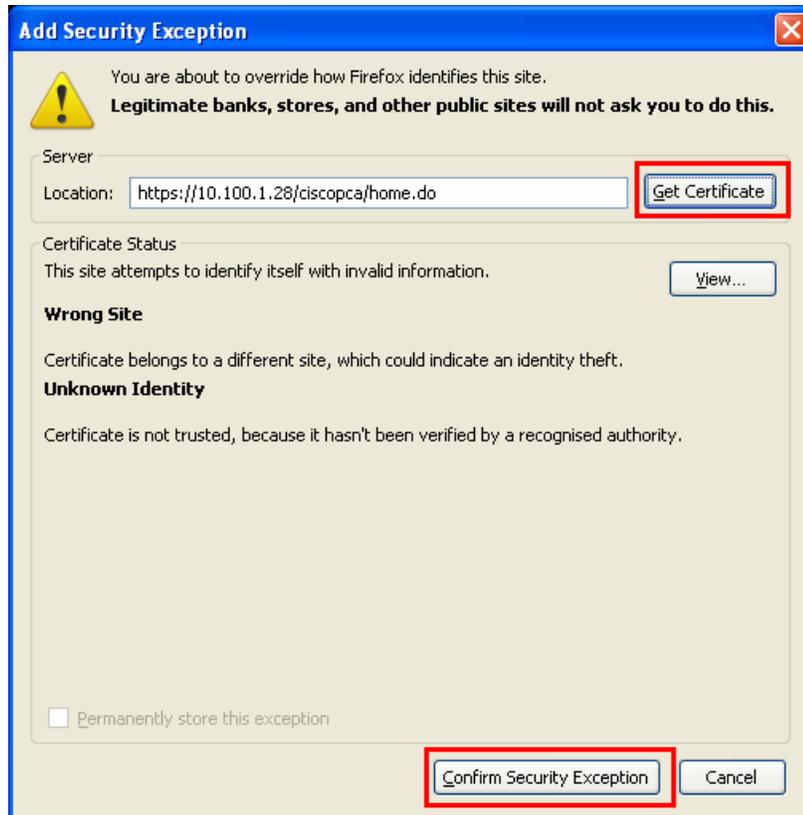
▼ I Understand the Risks

If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

Add Exception...

- Click on **Get Certificate** and then **Confirm Security Exception**

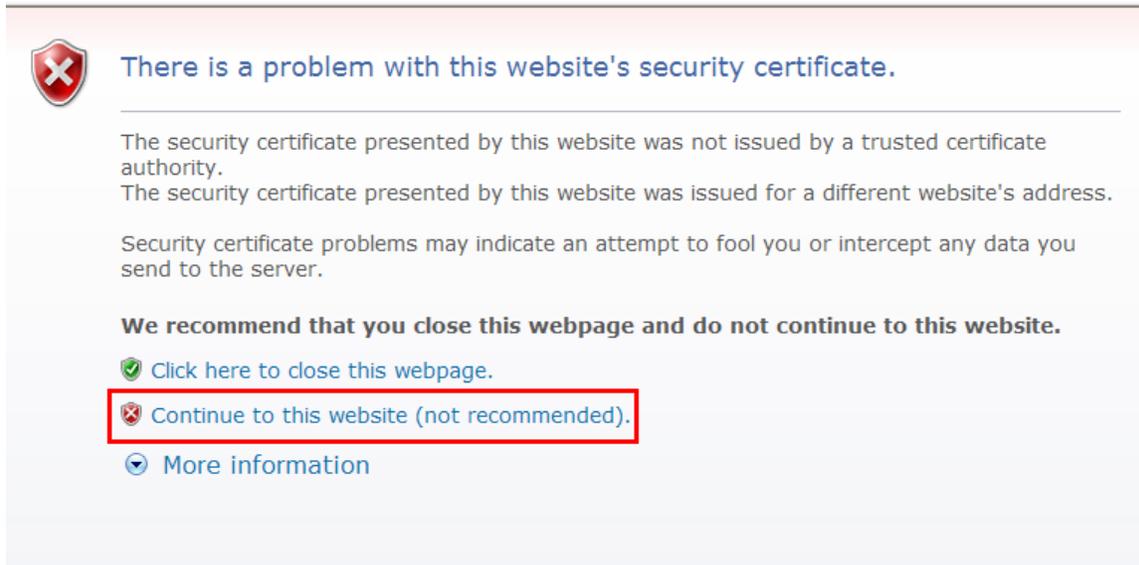


- Click on the link [Unity Connection Administration](#) to continue (if the page appears)



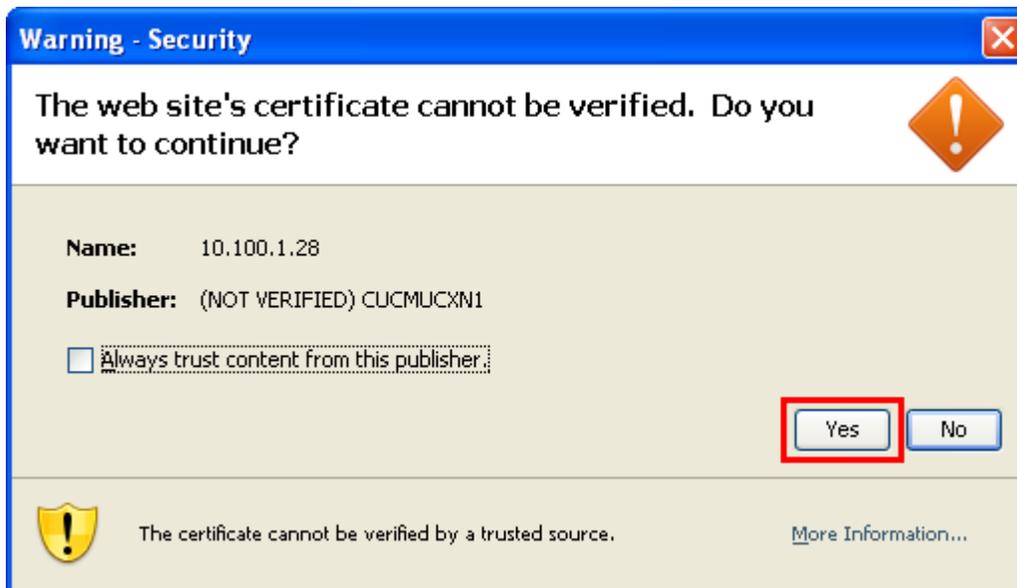
INTERNET EXPLORER

- Click “Continue to this website (not recommended).”



A screenshot of an Internet Explorer security warning dialog. At the top left is a red shield icon with a white 'X'. The main text reads: "There is a problem with this website's security certificate." Below this, two lines of text explain the issue: "The security certificate presented by this website was not issued by a trusted certificate authority." and "The security certificate presented by this website was issued for a different website's address." A paragraph follows: "Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server." A bold recommendation states: "We recommend that you close this webpage and do not continue to this website." Below this are three options: a green checkmark icon with "Click here to close this webpage.", a red 'X' icon with "Continue to this website (not recommended).", and a blue downward arrow icon with "More information". The "Continue to this website (not recommended)." option is highlighted with a red rectangular border.

- Click “Yes”



A screenshot of a Windows Security Warning dialog box. The title bar reads "Warning - Security" with a red 'X' icon. The main text asks: "The web site's certificate cannot be verified. Do you want to continue?" with a yellow diamond warning icon. Below this, the following information is displayed: "Name: 10.100.1.28", "Publisher: (NOT VERIFIED) CUCMUCXN1", and an unchecked checkbox labeled "Always trust content from this publisher.". At the bottom right, there are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red rectangular border. At the bottom left, there is a yellow shield warning icon and the text "The certificate cannot be verified by a trusted source.", with a "More Information..." link to the right.

CISCO PCA LOGIN - <https://unity.concordia.ca/ciscopca>

After accepting all of the security alerts, you land on the Cisco PCA login page.

Cisco Personal Communications Assistant
For Cisco Unified Communications Solutions

You can safely click 'Yes' in response to any security alerts that may appear as you use this website.
The Cisco PCA website uses pop-up windows. If you have pop-up blocker software installed, configure it to enable pop-ups for this site.

Cisco Personal Communications Assistant

Username
Password

Login Reset

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

For Cisco Technical Support please visit our [Technical Support](#) web site.

CISCO PCA USERNAME AND PASSWORD

Enter your username and password.

USERNAME = myConcordia portal netname

PASSWORD = myConcordia portal password

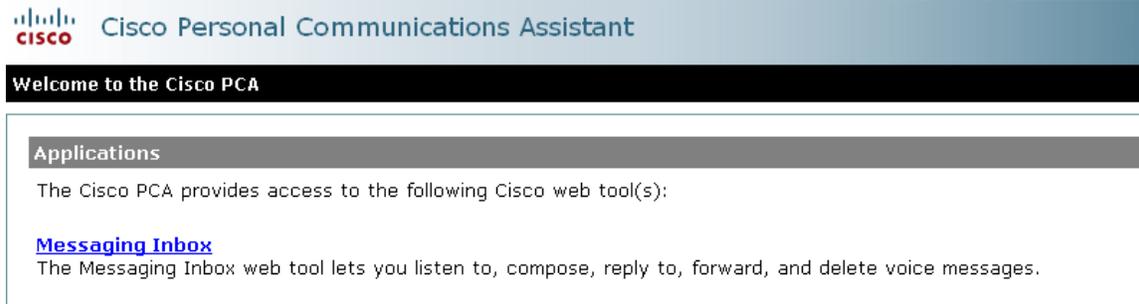
NOTE: Not everyone will have access to the Cisco PCA. People on shared telephone lines will not have access. If your myConcordia portal username and password does not work, contact the IITS Helpline at help@concordia.ca or extension 7613.

Username
jdoe

Password

Login Reset

- Here is the PCA Messaging Inbox view
- Click on the [Messaging Inbox](#) to view your voice-mail messages



Cisco Personal Communications Assistant

Welcome to the Cisco PCA

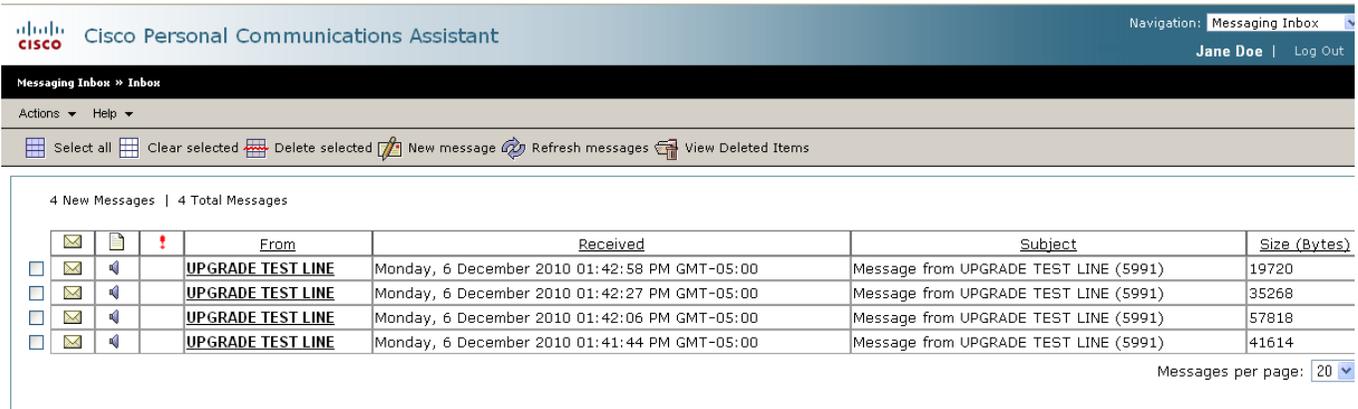
Applications

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

[Messaging Inbox](#)
The Messaging Inbox web tool lets you listen to, compose, reply to, forward, and delete voice messages.

PCA INBOX

- All new and unheard voice-mail messages will appear in your PCA inbox



Cisco Personal Communications Assistant

Navigation: **Messaging Inbox** | Jane Doe | Log Out

Messaging Inbox >> Inbox

Actions Help

Select all Clear selected Delete selected New message Refresh messages View Deleted Items

4 New Messages | 4 Total Messages

			From	Received	Subject	Size (Bytes)
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:58 PM GMT-05:00	Message from UPGRADE TEST LINE (5991)	19720
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:27 PM GMT-05:00	Message from UPGRADE TEST LINE (5991)	35268
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:06 PM GMT-05:00	Message from UPGRADE TEST LINE (5991)	57818
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:41:44 PM GMT-05:00	Message from UPGRADE TEST LINE (5991)	41614

Messages per page: 20

LISTEN TO MESSAGES

- There are two ways you can listen to a voice-mail message in the PCA Messaging inbox
- One method is to click on the speaker icon next to the message
- The message will play instantly from your computer speakers

Messaging Inbox » Inbox

Actions ▾ Help ▾

Select all Clear selected Delete selected New message

0 New Messages | 3 Total Messages

				From	
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 Decer
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 Decer
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 Decer

- The second method is to click on the link in the **FROM** Column

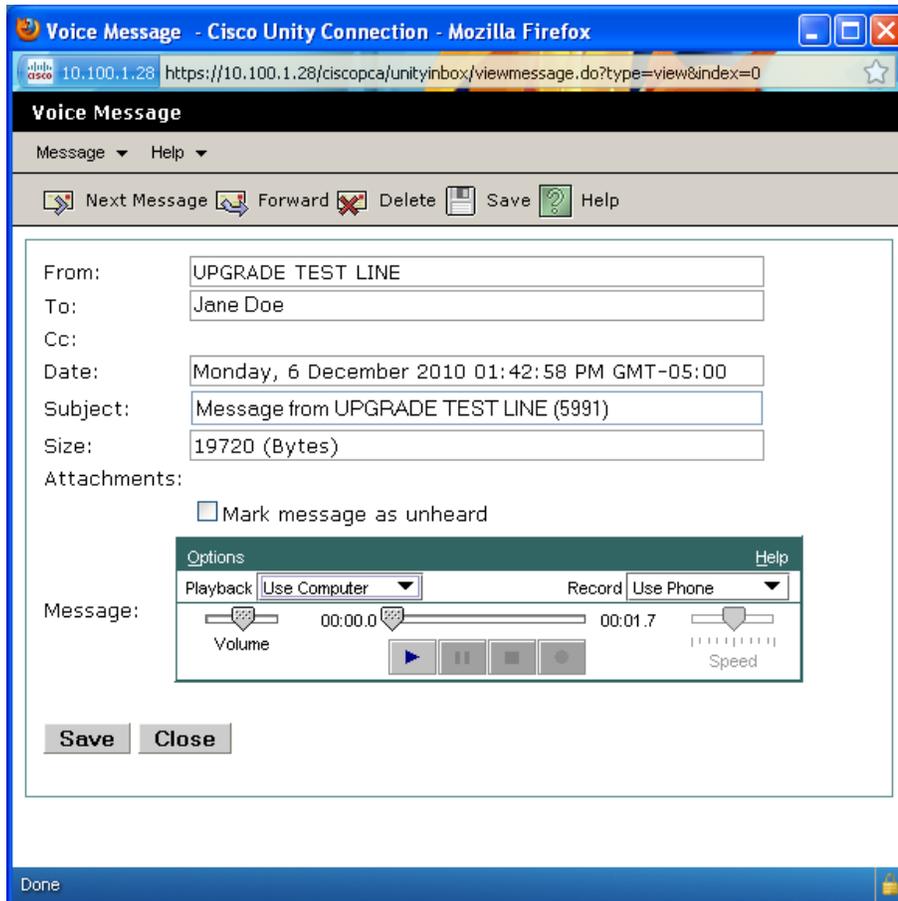
Actions ▾ Help ▾

Select all Clear selected Delete selected New mess

4 New Messages | 4 Total Messages

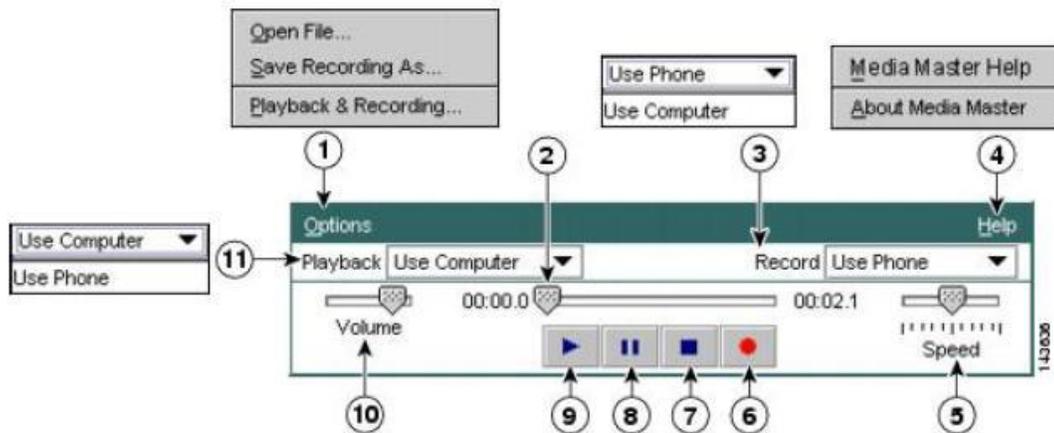
				From	
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 De
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 De
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 De
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 De

- A new window will appear containing the voice-mail message
- *NOTE: Once you listen to a voice-mail message, it will be marked as read. If you then try to retrieve the same message from your phone, check in your saved messages folder. The Cisco PCA and your telephone are connected.*
- The person who sent this voice-mail message was calling from a telephone with the caller id “UPGRADE TEST LINE”
- Use the Media Master shown below to play the message



MEDIA MASTER

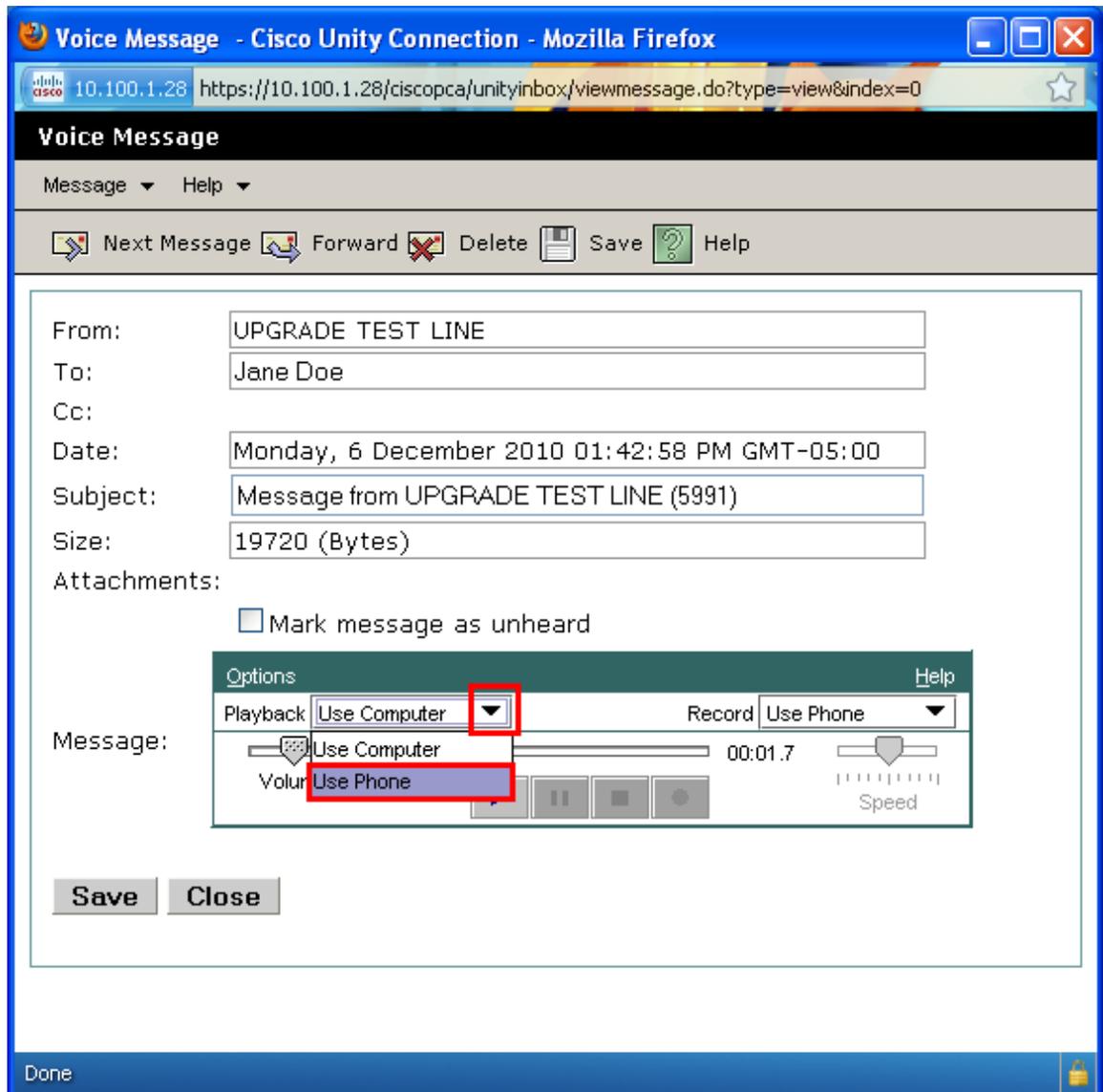
The Media Master appears when you open a voice-mail message in the PCA inbox. By selecting the controls, you can make and play recordings with either your phone or your computer microphone and speakers.



- 1 Options menu
- 2 Recording/playback progress
- 3 Record list
- 4 Help (Media Master version information)
- 5 Playback speed control
- 6 Record
- 7 Stop
- 8 Pause
- 9 Play
- 10 Volume control
- 11 Playback list

To listen to your voice-mail message, simply hit the play button (9) in the Media Master. The voice-mail will play instantly through your computer speakers.

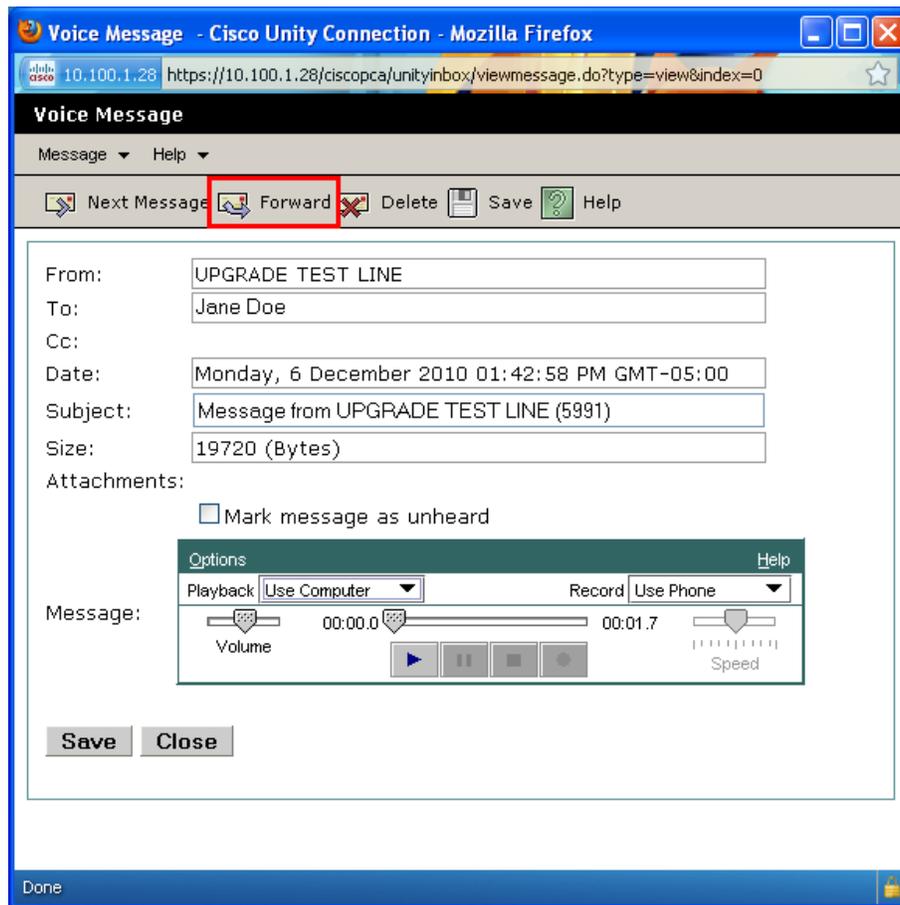
- To listen to the voice-mail using your telephone, click once on the drop down menu in the Media Master and select **USE PHONE**
- Press the play button
- Your telephone will immediately ring
- Pick up the receiver to listen to your voice-mail message through the telephone



- To listen to the message using your computer, select **USE COMPUTER** in the playback

FORWARD VOICE- MAIL MESSAGE

- The Cisco PCA allows you to forward your voice-mail messages to another number at Concordia.
- Click on **Forward** to send the message



- In the **To:** field, **DO NOT** enter an email address
- You can only forward this voicemail message to the voice-mail box of another Concordia employee
- To address this message, click on the **To:** field

Forward Voice Message - Cisco Unity Connection - Mozilla Firefox

10.100.1.28 https://10.100.1.28/ciscopca/unityinbox/newmessage.do?type=forward&index=0

Forward Voice Message

Message ▾ Tools ▾ Help ▾

Send Check names Open contacts

To:

Cc:

Bcc:

Subject: FW: Message from UPGRADE TEST LINE (5991)

Mark urgent

Mark private

Request a 'heard message' receipt for this message

Options Help

Playback Use Computer Record Use Phone

Message: 00:00.0 05:00.0

Volume ▶ ⏸ ⏹ ⏻ ⏼ ⏽ ⏾ ⏿ Speed

Done

- You can find a person using the following search criteria:
 - **ALIAS** (myConcordia portal netname)
 - **LAST NAME**
 - **FIRST NAME**
 - **DISPLAY NAME** (the description of the voice-mail owner. Use this option if you wish to find a telephone that is NOT assigned to an individual. Example: Lab phone, Organization, CSU or shared telephone line)
 - **DEVICE** (four digit extension)
- Once you have found the correct user, click on the entry
- Click on **To**, **CC** or **Bcc** to address the message where applicable

Find Names - Cisco Unity Connection - Mozilla Firefox

10.100.1.28 https://10.100.1.28/ciscopca/directory.do?cmd=find

Find Names

Found 1 matches.

Users | Distribution Lists | Private Lists | Remote Contacts

Search Criteria

Device starts with 4997

- Alias
- Last Name
- First Name
- Display Name
- Device

	Name	Last Name	First Name	Device	Alias
		ANDREWS	ALYSSA	4997	aandrews

To | Cc | Bcc | Close

Rows per page: 5

Done

RECORDED NAME

- *NOTE: If you wish to hear the recorded name of the user you've selected, press the speakerphone icon next to his or her name (this will only work if the user has a recorded name on file)*
- Click on **Close** to continue

Find Names - Cisco Unity Connection - Mozilla Firefox

10.100.1.28 https://10.100.1.28/ciscopca/directory.do?cmd=find

Find Names

Found 1 matches.

Users | Distribution Lists | Private Lists | Remote Contacts

Search Criteria

Device starts with 4997

Find

Search Results

	Name	Last Name	First Name	Device	Alias
		ANDREWS	ALYSSA	4997	aandrews

To Cc Bcc Close

Rows per page: 5

Done

- Check off the boxes if the message is urgent, private or if you request a 'heard message' receipt for the message
- Press **Send** when you are ready to forward the message

Forward Voice Message - Cisco Unity Connection - Mozilla Firefox

10.100.1.28 https://10.100.1.28/ciscopca/unityinbox/newmessage.do?type=forward&index=0

Forward Voice Message

Message ▾ Tools ▾ Help ▾

Send Check names Open contacts

To: Alyssa Andrews

Cc:

Bcc:

Subject: FW: Message from UPGRADE TEST LINE (5991)

Mark urgent

Mark private

Request a 'heard message' receipt for this message

Options Help

Playback Use Computer Record Use Phone

00:00.0 05:00.0

Volume Speed

Send Cancel

javascript:openAddressBook('find')

DELETE VOICE-MAIL MESSAGES

- To delete a voice-mail in your PCA Inbox, check off the box next the message and click on **Deleted Selected**
- *NOTE: When you delete a voice-mail from the Cisco PCA, the message is also deleted from your phone. The two are connected.*

Messaging Inbox » Inbox

Actions ▾ Help ▾

Select all Clear selected **Delete selected** New message Refresh messages View Deleted Items

0 New Messages | 3 Total Messages

			From	Received
<input checked="" type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:27 PM GMT-05:00
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:06 PM GMT-05:00
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:41:44 PM GMT-05:00

- To permanently delete the message, click on **View Deleted Items**

Messaging Inbox » Inbox

Actions ▾ Help ▾

Select all Clear selected Delete selected New message Refresh messages **View Deleted Items**

0 New Messages | 2 Total Messages

			From	Received
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:06 PM GMT-05:00
<input type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:41:44 PM GMT-05:00

- Check off the message again and click on **Delete selected**

Messaging Inbox » Deleted Items

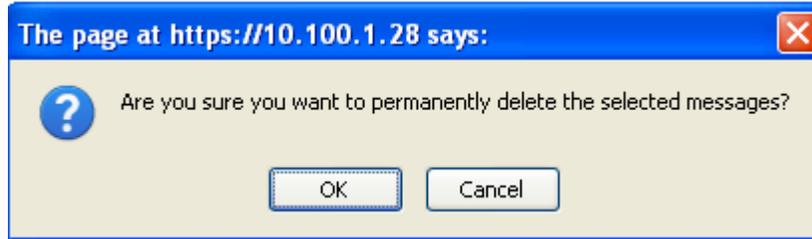
Actions ▾ Help ▾

Select all Clear selected **Delete selected** Restore selected to inbox New message Refresh messages View Inbox

0 New Messages | 1 Total Messages

			From	Received	
<input checked="" type="checkbox"/>			UPGRADE TEST LINE	Monday, 6 December 2010 01:42:27 PM GMT-05:00	Message from U

- Click **Yes** to confirm your selection



- To go back to the inbox, click **View Inbox**

Messaging Inbox » Deleted Items

Actions ▾ Help ▾

Select all Clear selected Delete selected Restore selected to inbox New message Refresh messages **View Inbox**

0 New Messages | 1 Total Messages

				<u>From</u>	<u>Received</u>	
<input type="checkbox"/>				UPGRADE TEST LINE	Monday, 6 December 2010 01:42:27 PM GMT-05:00	Message from UPGR