



Department of Technology and Information Services Cisco Unity Voicemail Setup

CISCO UNITY VOICEMAIL INTRODUCTION

From your phone, you can:

- Record a personal greeting and change it any time.
- Listen to, save or delete your voicemail messages.
- Reset your voicemail PIN.

VOICEMAIL PIN RULES


Your voicemail PIN must meet the following requirements:

- Must be at least five digits long.
- Must not have any of your previous three PINs.
- Must not match the numeric representation of your first or last name.
- Must not contain your extension number.
- Must not contain single or groups of repeated digits (for example, 228883, 121212, or 408408).
- Must not be a numerical sequence (for example, 012345 or 987654).
- Must not contain numbers that are dialed in a straight line on the keypad.

ACTIVATE YOUR VOICEMAIL ACCOUNT

When you get your phone, you must complete a few steps to get your voicemail up and running. Before You Begin Familiarize yourself with the rules for setting your voicemail PIN.

Do the following actions:

- Desk phones—Press Messages. 
- Enter the default PIN 14521 and press #.
- Follow the prompts to set up name, personal greeting and to set a new PIN.
- This completes the voicemail enrollment process.




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CHANGE YOUR PERSONAL GREETING

You can change your voicemail greeting at any time. For example, if you're going to be out of the office, you can say so in your personal greeting. You can inform callers about the reason for your absence and tell them that you'll return their call later.


Follow these actions:

- Desk phones—Press Messages. 
- Enter your PIN.
- Press 4 to access Setup options.
- Press 1 to listen to your current greeting.
- Press 2 to record a new greeting, and press # when you finish recording.
- If you are happy with your new greeting, press 1 to save it, and press * twice to exit.

RESET YOUR VOICEMAIL PIN ON YOUR PHONE

You can reset your voicemail PIN on your phone. Your account cannot be locked or expired.

Do one of these actions:

- Desk phones—Press Messages. 
- Enter your PIN.
- Press 4 to access Setup options.
- Press 2 to change your PIN.
- Enter a new PIN, then press #.
- Reenter your new PIN and press # to confirm.