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Voicemail Setup Guide

Cisco Unity Connection Voicemail
Version 8.6

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When to use this guide:

- To set up a new voicemail account (first time access)
- As a quick reference for changing your voicemail PIN

First Time Access – Setup Your Unity Voicemail User Account

Your telephone administrator arranges for your office telephone service, including your Unity Connection voicemail box.

There are two general ways your voicemail can be set up:

1. Standalone – use only telephone key commands to interact with voice messages. Your voice messages are available only through telephone menus.
2. Synchronized – your Outlook email and Unity voicemail communicate and synchronize.

   Not sure which way you're set up? Consult your administrator.

Voicemail that is synchronized with Outlook email provides enhanced messaging options. The synchronized message box gives you telephone access to your email and calendar through your voicemail, and allows you to access voicemail messages through your email.

Before you are authorized to access voicemail, you will set up a PIN and perform other enrollment tasks by calling into the system. You are prompted through a brief setup process in three actions.

Record Your Name and Greeting	
Step 1	From your own phone, press the **Messages** button. ➢ TIP: Make sure to obtain your default PIN from your administrator before calling in for setup.
Step 2	Enter the default PIN (from your administrator), and press **#**.
Step 3	Respond as prompted to: • Record your name • Record a personal greeting

Note: to reach voicemail from a phone other than your own desk phone, including for the first-time setup of your new account, please consult the Command reference or At-A-Glance diagram.

Next you are prompted to set up a PIN.

Set your PIN	
Step 1	After recording your name and greeting, you're prompted to set up a PIN. ➤ TIP: The PIN should be easy for you to remember but hard for others to guess. PIN requirements: • Minimum of 6 digits, maximum of 24 • Not the same as previous 12 PINs • Not all the same digits (for example, 99999) • Do not use same digit more than two times consecutively (for example, 99918). • Not consecutive digits (for example, 12345) • Not the same as your extension, nor does it spell your name • Must contain at least three different digits • No repeated groups of three or more digits (for example, 9195919)
Step 2	Set the PIN following the prompts, and press # to accept.

You have now completed the enrollment to your new Unity voicemail box.