

Voicemail Initial Setup

Callers can start leaving you messages as soon as your voicemail box is created in the system. However, before anyone can access his or her voicemail box, everyone must go through an initial setup of the voicemail system. The initial setup is very quick and simple requiring only that you record your name and enter at least a 3-digit password you make up. NOTE: The Cisco Unity Voicemail System is not fully initialized until you hear the system say that you have finished enrollment.

- Press the messages button (envelope icon). If the phone you are accessing the initial setup from is a phone with your extension as the top line appearance, then the system will ask you for your password. If the phone is not a phone with your extension as the top line appearance, then you will need to press the asterisk (*) key. The system will then ask for your ID, which is your personal 3-digit extension/mailbox number. Enter your extension followed by the pound (#) key.
- The system will ask you for a password. **Everyone's password initially is 12345.** Enter 12345.
- The system will prompt you through the rest of the set up. It will ask you to:
 - o Record your name. (After stating your name, quickly press the pound (#) key to let the system know you are done.) If you do not do this then there will be a long silence after your recorded name.)
 - o Record a personal greeting. You can either record a personal greeting now or keep the default standard greeting, which uses you're your recorded name from the step before, and then record a more personal greeting later.
 - o A new password. The new password must be at least 3 digits long and cannot be a simple password such as the same as your extension/mailbox number, or 12345, or 54321, or all identical numbers like 5555. The system will ask you to repeat the password to make sure it was entered correctly.
- The system should now say that you have finished enrollment and put you into your voicemail box.

