

# Voicemail Quick Start Guide

## PIN Requirements


- You will be required to change your voicemail PIN **every 180 days**
- PINs must be **at least 6 digits**
- **Cannot** use the following
  - Consecutive digits, i.e.123
  - Same digits, i.e. 111
  - Your campus phone number
  - Reuse of the previous 3 PINs

## First Time Voicemail Access

1. Pick up the handset
2. Dial **2200**
  1. Enter your default PIN (password) of **6745674** followed by #
  2. Complete the auto enrollment process until the very end. **Important Note:** If you don't complete the entire process (hang up, etc.) the system will **not** setup the mailbox
  3. You are prompted to setup the following
    - Recorded name
    - Personal greeting
    - Change your PIN (see PIN requirements above)
  4. The system will verify you have finished enrollment

## Access Voicemail

There are two means of accessing voicemail:


- Voicemail prompts (Dial 2200)
- OR**
- Visual Voicemail on the phone screen  
(press  on your phone)

## From Your UWO Phone


### Access Voicemail through Prompts



1. Pick up the handset
2. Dial **2200**
3. Enter your **voicemail PIN (password)** followed by #
4. Follow the prompts to manage your voicemail messages

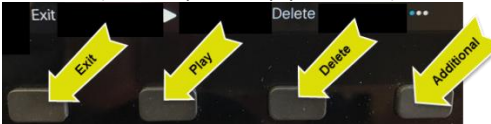
### Visual Voicemail from Your Campus Phone Screen

1. With the phone on hook press  on your phone
2. Enter your **voicemail PIN (password)** in the PIN field shown on the phone screen
3. Select the **Sign in** soft key at the bottom of your phone screen



4. Pick up the handset
5. Use the navigation buttons to  highlight the message you want
6. Use the soft keys at the bottom of your phone screen to take action on the message

- Play 
- Exit
- Delete
- Additional Options   
(i.e. Compose, Reply, Forward)



## From Another Campus Phone Line (not your own)

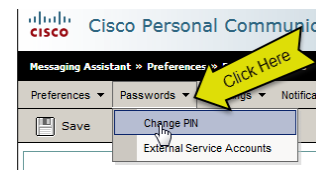
1. Pick up the handset
2. Dial **2200**
3. Press \* to identify yourself as an alternate user
4. Enter your extension number (Oshkosh=4 digits, Access=1-920-XXX-XXXX) followed by #
5. Enter your voicemail PIN (password) followed by #
6. Follow the prompts to manage your voicemail messages

## Remotely (Outside of the UWO Phone System)

1. Dial your **full campus phone number**  
i.e. (920-XXX-XXXX)
2. When the greeting plays press \*
3. Enter your campus **extension number** (Oshkosh=4 digits, Access=1-920-XXX-XXXX) followed by #
7. Enter your voicemail PIN (password) followed by #.
8. Follow the prompts to manage your voicemail messages

## Self Service Portal PIN Reset

- The portal can be used to reset the PIN if you forgot it and when you are prompted to change it every 180 days
  1. Go to <http://unity1.voip.uwosh.edu/ciscopca>
  2. Enter your Net-ID username and password
  3. Click **Login** to continue
  4. Click on the **Messaging Assistant** link
  5. Select the **Passwords menu > Change PIN**



6. The page for changing your PIN will open
7. Enter your new PIN (see PIN requirements above)
8. Re-enter the PIN in Confirm New PIN
9. Click **Save**

## Voicemail Phone Prompts

<b>Main Menu</b>	
<b>Action</b>	<b>Key(s)</b>
Hear new messages	1
Send a message	2
Review saved messages	3 > 1
Review deleted messages	3 > 2
<b>Setup Options</b>	
Change setup options	4
Change greetings	1
Turn alternate greeting on or off (vacation)	1 > 2
Edit other greetings	1 > 3
Change PIN	3 > 1
Change recorded name	3 > 2

<b>Send a Message Prompts</b>	
<b>Action</b>	<b>Key(s)</b>
Send message	#
Add name	9 > 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 > 3

<b>Manage Message Prompts</b>	
<b>Action</b>	<b>Key(s)</b>
Restart message	1
Play previous message	1 > 4
Play next message	1 > 6
Save	2
Delete	3
Reply	4
Return call to sender	4 > 4
Forward message	5
Slow playback	6 > 4
Fast playback	6 > 6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Play first message	1 > 7
Play last message	1 > 9
Help	0

<b>After Action Prompts</b>	
<b>Action</b>	<b>Key(s)</b>
Replay message	1
Save message	2
Delete	3
Reply	4
Forward message	5
Save or restore as new	6
Skip message	7
Play message properties	9
Help	0