State of Wisconsin

Unity Voicemail System – Mailbox Setup and Quick Reference

You will be prompted to set up a recorded name, personal greeting and change your PIN (password). To exit, press #.

To change a recorded name that identifies you to callers:
- Once logged into box, press 4 3 2

To record a personal greeting:
- Once logged into box, press 4 1 3

To change your PIN (password):
- Once logged into box, press 4 3 1
- Re-enter your new password, then press #.

To enhance security the following types of passwords (PINs) are considered trivial pins/passwords and will not be allowed:
- Fewer than 10 digits
- digits are not all the same (ex, 9999)
- digits are not consecutive (ex, 1234 or 4321)
- Spells only their first or last name, their organization, company name, or any other obvious words
- Pin is comprised of recurring numbers (ex, 1 2 3 4
- Pin contains fewer than three different digits (ex, 18181)
- Pin is comprised of digits that are not all the same (ex, 9999)
- Pin fewer than 10 digits

To send a message:
- To send a message from initial menu press 2
- Enter 10-digit number (ID), then record your message.

While recording a message:
- Remove address press 1 3
- Review message press 4
- Stop recording and listen press 1
- Send press 1 #
- Delete recording/restart press 3
- Cancel press 1 *

To change preferences: Press 4
- To edit greetings press 1 3
- To edit your standard greeting press 1 3 1
- To edit your alternate greeting press 1 3 2
- To rerecord your greeting press 1 1
- To turn your alternate greeting on/off press 1 2

Anytime:
- To skip or move ahead, complete, send, start/stop recording press #
- To cancel, exit or back up press *

Click here for additional Information Available:
Or find at this page:
http://www.doa.state.wi.us/divisions/enterprise-technology/service-portfolio/telecommunication-administration/ATT-Unity-Voice-Mail

Problem Reporting:
Follow your agency telecom procedure (telecom manager or help desk) for new, changes, password resets or problems.