

State of Wisconsin Voicemail System – Mailbox Setup PRIOR TO CONVERSION

For: Milwaukee, Beaver Dam, Burlington, Cedarburg, Delavan, Fond du Lac, Grafton, Hartland, Horicon, Jefferson, Juneau, Kenosha, Manitowoc, Mayville, Menomonie Falls, Newberg, Port Washington, Pewaukee, Racine, Sheboygan, Sheboygan Falls, Sturtevant, Union Grove, Watertown, Waukesha, Waupun, West Bend, Whitewater



Set Up Your Voice Mailbox in the ATT Unity System

Dial the access number for voicemail.

THIS IS YOUR TEMPORARY ACCESS NUMBER PRIOR TO CONVERSION

414-220-6880

- When prompted for your ID # - enter your 10-digit phone number
- You must enter your 7 digit PIN or password. Enter it and press #
*The first time you enter your voice mail box, your default PIN/password will be DOA2012 or 3622012
You will be required to change your password.*

Set Up Your Voice Mailbox – enroll your box

Complete the auto enrollment process until the very end. The system will prompt you that you have finished enrollment. If you don't complete the entire process (hang up, etc...) the system will not enroll the mailbox.

You are prompted to set up a recorded name, personal greeting and change your password. To exit, press *.

- To create a recorded name that identifies you to callers:
 - The system states you have no recorded name. To record a name, press 1.
 - At the tone, say your first and last name. When done, press #.
 - Your newly recorded name plays.
 - Press # to keep it, or 1 to rerecord.

To record a personal greeting:

- The standard greeting (“Sorry, <extension xxxxxxxxx>/<username> is not available”) plays. To keep this greeting, press #.
- To record a new standard greeting, press 1. Speak your greeting. When done, press #.
- Your newly recorded greeting plays. To accept this greeting and continue, press #. To rerecord, press 1.

To change your password/PIN:

- Enter your new password/PIN, which must be at least 7 digits- not your phone number. Press # when done.

To enhance security the following types of passwords (PINs) are considered trivial passwords and will not be allowed by Unity:

- The digits are not all the same (ex, 9999).
 - The digits are not consecutive (ex, 1234 or 4321).
 - Spells their first or last name, their organization or company name, or any other obvious words.
 - Contains their primary extension – forward or in reverse order
 - Uses the same digits more than twice in a row (ex, 900012).
 - Is a 1-digit increment of a previous password (ex, 20185 to 20186).
 - Contains fewer than three different digits (ex, 18181).
- Re-enter your new password, then press #.

Instructions Available:

<http://www.doa.state.wi.us/subcategory.asp?linksubcatid=1406&linkcatid=707&linkid=155&locid=155>

PROBLEM REPORTING: PRIOR TO CONVERSION and week of conversion YOU MAY SEND EMAIL TO wisunity@network-data.com, be detailed (issue/question, name, contact information, etc) in your email and someone will get back to you

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