

## Getting Started With Cisco Unity Connection Voicemail

### Enrollment from your Cisco Phone

1. Press the **Messages** button on your Cisco IP Phone, or dial x43199.
2. The system will request you "Enter your PIN followed by #."
3. Enter the first time enrollment PIN (default PIN is 1 + your 5-digit extension) and press #.
4. You will now hear a greeting that will begin first time enrollment.
5. Follow the prompts to:
  - Record your name – press # key as soon as you say your name.
  - Record your personal greeting and press # when finished.
  - Change your PIN.
6. You will hear a message stating you have completed self-enrollment. You can now hang up.

**Note: No trivial PINs allowed. Minimum 5 digits in length. See definition of trivial PINs below.**

### Enrollment from a non-Cisco Phone or an outside line

1. Dial 512-854-3199 or x43199 to access Unity Connection.
2. The system will request you "Enter your PIN followed by #."
3. Enter the first time enrollment PIN (default PIN is 1 + your 5-digit extension) and press #.
4. You will now hear a greeting that will begin first time enrollment.
5. Follow the prompts to:
  - Record your name – press # key as soon as you say your name.
  - Record your personal greeting and press # when finished.
  - Change your PIN.
6. You will hear a message stating you have completed self-enrollment. You can now hang up.

**Note: No trivial PINs allowed. Minimum 5 digits in length. See definition of trivial PINs below.**

### What is a Trivial Pin?

A non-trivial PIN has the following attributes:

- Your PIN must be at least 5 digits in length.
- The PIN cannot contain the primary extension or alternate extensions of the user.
- The PIN cannot contain groups of repeated digits, such as "408408" or "123123."
- The PIN cannot contain only two different digits, such as "121212."
- The PIN cannot be an ascending or descending group of digits (for example, "012345" or "987654").