

# Voicemail (Cisco Unity Connection) - Set Your Greeting and PIN


## Overview

When first logging into the Cisco Unity Connection voicemail system, voicemail users will be prompted to set a personal greeting and customized personal identification number (PIN) – **BY DEFAULT ALL USERS PIN IS SET TO: 11 22 33 UNTIL YOU CHANGE IT.**

Follow the instructions below in order to set your voicemail greeting and PIN.

## Step 1

Call the voicemail system.

- **BY PRESSING THE ICON THAT LOOKS LIKE A TAPE**  **(ON A CISCO PHONE)**
- **OR BY DIALLING 3099**

## Step 2

When prompted to enter your PIN, enter **11 22 33** (the default PIN), followed by #.

**\*Note:** Cisco phones do not require you to enter your extension.

## Step 3

A self-enrollment procedure will begin and you will be prompted to:

1. Record your name
2. Record your greeting
3. Set up a new PIN (Personal Identification Number)
  - Your PIN needs to be a random combination of six digits and cannot be consecutive numbers in predictable sequence.

## Step 4

WAIT until you hear “**you have finished enrollment**”, then hang up. Your personal greeting and customized PIN are now set up.

**\*Note:** If you hang up before you have enrolled completely, the first-time enrollment conversation plays again the next time you call the voicemail system.