Subject: Welcome to Unity Voicemail – Tip #1 – Set Up

Once you receive an email from your department’s Unity liaison letting you know that your voicemail account is now in the new Unity Voicemail system here are some tasks you must perform to get your new voicemail box working for you and your callers:

1. **Change the default Personal Identification Number (PIN)** for your new Unity Voicemail box. You can do this from your own UA phone on campus. Your four digit default PIN will be provided to you by Telecommunications Services. You will find some additional information online at [http://uits.arizona.edu/services/voicemail-unity/getting-started/create-VM-PIN](http://uits.arizona.edu/services/voicemail-unity/getting-started/create-VM-PIN), including PIN Requirements and instructions for changing your PIN online.
   - Pick up your phone and dial 621-4000.
   - When prompted, enter the default PIN provided to you by Telecommunications Services.
   - When you reach the main menu, press 4 for Setup Options.
   - Press 3.
   - Press 1.
   - When prompted, enter your new PIN.

2. **Complete Phone Setup.** This means you should record your name and record your default greeting.
   - Pick up your phone again and dial 621-4000.
   - When system answers, enter the PIN you created earlier.
   - Press the pound key (#).
   - Follow the prompts to:
     - Record your name.
       - You can change your recorded name later using the Messaging Assistant, if you wish.
     - Record a greeting.
       - You can change this greeting later using the Messaging Assistant, if you wish.

3. **Set up Outlook (Optional).** If you have opted to have your new Unity Voicemail box integrated with your email, and if you are using any version of Outlook for your email, you should also set up Unity as a safe sender. You can find the instructions online at [http://uits.arizona.edu/services/voicemail-unity/safe_senders](http://uits.arizona.edu/services/voicemail-unity/safe_senders).

If you are off-campus and would like to get your new Unity Voicemail box set up, you can find more comprehensive information online at [http://uits.arizona.edu/services/voicemail-unity/getting-started/setup-VM](http://uits.arizona.edu/services/voicemail-unity/getting-started/setup-VM).

If you run into any difficulties, contact the 24/7 IT Support Center at **626-TECH (8324)**. You can also send an email to unity-support@list.arizona.edu.

There is a good bit of information online at [http://uits.arizona.edu/services/voicemail-unity/getting-started](http://uits.arizona.edu/services/voicemail-unity/getting-started). Check out the **Voice Mail Quick Guide**. You can find that at [http://uits.arizona.edu/sites/default/files/Unity-Quick-Card.pdf](http://uits.arizona.edu/sites/default/files/Unity-Quick-Card.pdf). Just print it out for a handy one-page guide for the most-used features.