

WELCOME TO AT&T UC VOICE – CISCO UC (Not Audio Code phones, this system uses CISCO 78xx/79xx Phone sets)

Initialize Your NEW Voice Mailbox

Setting up your new mailbox

1. Log into your voice mailbox
 - a. Note: Your temporary PIN (password) is 78283942020 or statewi2020 and your ID is 1+your 10 digit phone number
 - b. *Using your phone at your desk:*
 - i. Press the messages button – (example shown is the 78xx) ←
 - ii. Enter your PIN (password) →
 - c. *Or using another office phone with Cisco IP phone*
 - i. Press the messages button – once voice mail answers
 - ii. Press *
 - iii. Enter your ID, then press #
 - iv. Enter your PIN (password), then press #
 - d. *Or using another phone outside of office*
 - i. Call your office phone
 - ii. When voice mail answers, Press *
 - iii. Enter your ID, then press #
 - iv. Enter your PIN (password), then press #
2. You will hear a welcome message and then be prompted to personalize or update your settings. A tutorial will play until you successfully complete the mailbox setup.



Recording your name

1. When prompted, say your first and last name
2. Press #
3. Listen to your new recorded name
4. If you like the recording, press # to accept

Recording your standard greeting

1. When prompted, press 1
2. At the tone, record your greeting
3. Press # when you have completed your greeting
4. Listen to your new greeting
5. Pressing:
 - a. 1 Erases and re-records your greeting
 - b. # Saves the greeting you just recorded

Changing your PIN

1. Follow prompts

Exiting the mailbox setup

When the setup is complete, you will hear, “you have finished enrollment”

Your OLD voice mail box – available until 10/20/2020

- Dial 9-1-608-264-6400, press *, enter your 10-digit number (608-2xx-xxxx), enter your PIN (password)(the one you used last week, listen to all your voice mail messages.
- The OLD voice mail box will be deleted October 20

Placing a call from a VoIP phone set

Calls to

- Other UC users at your same location – – 10 digits
- Centrex users at your location – – 9+ 10 digits
- Local numbers – 9+ 10 digits
- Long distance & Toll-free numbers – 9+ 10 digits
- Mobile / Cellular numbers - 9+ 10 digits
- International –9+011+ country code + number
- 911 - 9 1 1 OR 9 9 1 1– give floor/room location

