Centenary Voicemail System

Access Your Voicemail Box

From On Campus
1. Dial **4444** or hit the envelope button on your office VoIP phone
2. At the greeting follow the prompts
3. Your initial password is set to the same number as your extension
4. For your first login to the mailbox you will be prompted to record your name, set a greeting, and change your password. Follow these prompts until the tutorial is complete.
5. The voicemail system saves your voicemails into your email. You can seamlessly check your voicemails from the phone or from email. If a message is deleted from the phone, it will also be deleted from email and vice versa.
6. If you want to check your voicemails from any "on campus" phone other than your own, dial **4444**, at the greeting press the * **(star) key** and follow the prompts

From Off Campus
1. Dial **908-852-1400** to call the university.
2. At the "Thank you for calling Centenary University" voice prompt dial **4444**
3. At the *"Hello, Cisco Unity....."* prompt, press the * **(star) key**
4. At the *"enter your ID"* prompt put in your **extension number** (example: 2362) then **#**
5. At the *"enter your password"* prompt put in **your password** (your first time password is usually set to the same number as your extension) then **#**

Your Voicemail PIN

> ⓘ **General Information**
> Changing your pin regularly is required as it keeps your messages as well as the voicemail system itself secure. These instructions show explain how to reset your pin using the Cisco phone system.
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> **Voicemail pin must meet the following complexity requirements:**
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> 1. Minimum 6 digits in length
> 2. Cannot reuse previous 5 pins
> 3. Must not use the same number more than two times consecutively
> 4. Must not repeat or include the user extension or mailbox or the reverse of the user extension or mailbox
> 5. Must contain at least three different numbers
> 6. Must not match the numeric representation (that is, dial by name) for the first or last name of the user
> 7. Must not contain groups of repeated digits, such as 408408, or patterns that are dialed in a straight line on a keypad, such as 2580, 159, or 753

Changing your PIN
1. Dial **908-852-1400 x4444** or press the envelope icon on a Centenary Cisco phone
2. Enter **existing pin** followed by **#**
3. Press **Option 4**: **Setup Options**
4. Press **Option 3**: **Preferences**
5. Press **Option 1: Change Your Pin**
6. Follow the instructions to set a new pin, make sure to comply with the pin complexity requirements listed above