

Registration/Enrolling in the new “Unity Connection” Voicemail System

The first step for users to access the new and enhanced Unity Connection Voicemail system is to Register or Enroll in Unity. The registration/enrollment step is a pre-requisite to completing the migration process. Registration/Enrollment does not activate your Unity Voicemail service. Procedures to register are listed below.

Please contact your Agency Helpdesk or Agency Liaison for questions and support in completing the registration process.

- **Step 1 - Registering your State of Kansas Voicemail Account.**

From the users assigned State of Kansas phone dial **62100** to connect to the new Unity Voicemail System.

- **Step 2 Enter the Default System Password**

Unity will prompt users to enter the Unity default password **258852** and press “#”.

At this time users will be asked to set a personalized pin code or password.

- **Set a new personalized pin code or password.**

Passwords protect the privacy of your messages.

Passwords must be at least <4> to <8> digits in length.

Use a password that is easy to remember, and hard for others to possibly guess.

Enter your new pin code/password then Press “#”.

Enter it again, followed by “#” to confirm your new password in the system.

- **Step 3 - Record Unity Personalized Name and Greetings**

It is recommended users’ record personalized “name announcements”. This identifies you to other callers and allows others know who left a message.

- **To record your name.**

Clearly say your first and last names at the tone and press “#”.

Press “#” again to accept the recorded name.

- **Record your “Personal Greeting”.**

When callers can’t reach you, they may leave you a message.

A personalized greeting encourages callers to leave messages.

The Unity Standard greeting is:

“Sorry, [Recorded Name] or [Extension], is not available”.

To personalize your standard greeting, press 1 and press “#”.

Record your personal greeting and Press “#” again to accept the new greeting

“You have completed enrollment.” (It is important users hear this Thank you message. If it is not heard your registration did not complete and users will need to start the registration process over).