# How to Record your new Voicemail Greeting

This process will assist you in setting up your Greeting in the CDU voicemail system. The greeting is the message that callers will hear when they go through to your voicemail.

Follow this procedure to set up your greeting and other voicemail information:

1. From your CDU desk phone, pick up the handset and dial 7000 or press the Messages (Msgs) button.
2. Enter the default PIN of 147258 and **press #.**
3. You will be prompted to change the default pin and enter a new 6 digit PIN number.
   a. The requirements of which are:
      - Minimum of 6 digits in length.
      - The digits are not all the same (for example, 999999).
      - The digits are not consecutive for example, 123456 or 654321).
      - Not your phone number.
      - Cannot use the previous 5 PINs.

   b. In addition, it is advisable to choose a PIN that does not
      - Spell your first or last name, organization or company name, or any other obvious words.
      - Contain your primary extension.
      - Contain the reverse of your primary extension.
      - Use the same digits more than twice in a row (for example, 900012).
      - Use a 1 - digit increment of a previous password (for example, 120185 to 120186).
      - Contain fewer than three different digits (for example, 181818).

4. Once the pin has been changed you need to set up your greeting.
5. **Press 4** for setup options.
6. **Press 1** to change your greetings.
7. **Press 1** to change the default greeting

   E.G:

   *"Hello, you have reached (name) at (department or Charles Darwin University). I'm currently unable to take your call. Please leave your name, phone number and a brief message, and I will contact you as soon as possible."*

8. **Press \*** (star) to finish.

What do I do if I have a problem?

Call the ITMS Service Desk on x6600.