Unity Connection Voice Mail
FAQ's and User Tips

1) If you forward your number to voice mail, remember to call forward (dial #14) your line to the new Unity number 62100.

2) Callers leaving voice mail messages have the option to mark messages left as "Urgent". Unity voice mail users retrieving messages will hear "Urgent" messages first; remaining messages will be played newest message to oldest message. ***This is a change from Octel***. Octel order for messages was oldest to newest.

3) PASSWORDS – Unity Voicemail allows for three password attempts before it locks a user account. Unity will automatically unlock a user account after 30 minutes. Users with locked accounts need to wait 30 minutes before attempting to login and retrieve messages. PASSWORD RESETS – Call the KDOA Help Desk at 296-4987 to request your voice mail password be reset (forgot password, account doesn't unlock after 30 minutes).

4) Until we remove the old Octel voice mail accounts completely, you should still check your old voice mail for messages in case any call forwarded messages still go to the old account. The Octel number is 60100.