



**iCS Communications are constantly working with system manufacturers and third party security advisers, looking at ways potential fraudulent people may try to defraud companies.**

To this end we are emailing you about a potential problem that may exist with voicemail and pin numbers.

Disreputable people may phone companies at random with fake telephone numbers and leaving voicemail messages. They are then phoning back to see if they can guess the voicemail password. If they succeed in getting into the mailbox, they then try to see if they can use a callback feature to make the phone system ring the phone number of the message they left previously.

If they succeed with this, they can then call your voicemail for a local charge and use the callback feature to connect them to for example, an expensive 09XX number which would mean you are then paying the charges of this expensive call.

There are measures at hand to try and prevent their success:

1. Change your voicemail pin number and do not make it a common, simple one like 1234, 4321, 2244 or other repetitive digits.
2. Make your voicemail pin number longer as most systems will accept 8 digit numbers and some as many as 15.

3. On a lot of phone systems, the pin number is only there for remote access to your voicemail. If you do not need the feature, then do not have a pin number or at least have a very long one.
4. If you do not need to dial premium rate numbers e.g. 0906xxx etc., ask the support team (via [support@icscomms.co.uk](mailto:support@icscomms.co.uk)) if it is possible to bar these numbers so the phone system cannot dial them.
5. **Please Note** you will need to check Hunt Group voicemail as well, to see if they have a similar pin number or callback access feature.

Below is a list of voicemail instructions with details on how to change your pin number. If you have any problems or are unsure, please email [\*\*support@icscomms.co.uk\*\*](mailto:support@icscomms.co.uk) for assistance.

### Avaya IP Office mode voicemail

To log into your mailbox from your own extension:

1. From your own extension Lift handset and dial \*17 to log into your mailbox.
2. Press \*04 to change your mailbox access code.
3. Key in your current access code after the tone. If you do not have one, press # (hash).
4. Key in your new access code after the tone and press #.
5. When you are prompted to repeat your new access code, key in your new access code again and press #.
6. When you hear the message "your access code has now been changed", hang up.

### Avaya IP Office Intuity Mode voicemail

To log into your mailbox from your own extension:

1. Lift handset, wait for dial tone and dial \*17.
2. If you are dialling from your own extension, press #. Otherwise enter your extension number and press #.
3. If a password has not been set yet, press #. You are asked to enter a new password.
4. If a password has been set, enter your password and press #.
5. Enter a new password and press #. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
6. Re-enter the new password and press #. again and press #.

### Logging In After the First Time

If you have already logged in once and recorded your name and set a password, you need only enter your mailbox number and the password.

To log in after the first time:

1. Dial \*17 or use an alternative method that is supported by your telephone or Phone Manager software.
2. If you are dialling from your own extension, press #. Otherwise enter your extension number and press #.

To change your voicemail password:

1. Log in to your mailbox.
2. Press 5 to access your personal options.
3. Press 4 to change your password.
4. Enter the new password and press #.
  - We recommend a password of at least four digits. The system allows passwords of up to 15 digits.
  - Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press #. You will hear a message to confirm that your password has been changed.

## Changing the Mailbox Access Code

You can set an access code for your mailbox. This access code will be requested whenever you access the mailbox to collect messages. When set, the access code must be between 4 and 15 digits in length.

Setting and changing a mailbox access code can be done by your System Administrator. You can also do it yourself through the mailbox.

When changing your access code:

- Enter at least four digits. If you enter less than four, you will be prompted to enter a longer code.
- Do not set an obvious code.
- Do not match your extension number.
- Do not use a sequence of digits, for example 1234.
- Do not use the same repeated digit, for example 1111.

To change your access code:

1. Log in to your mailbox. If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.
  2. Press \*04 to change your access code.
  3. Enter your current access code and press #. If you don't have a current access code just press #.
  4. Enter your new access code followed by #.
  5. Re-enter your new access code followed by #. The access code will now be changed.
- The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

To remove an existing access code:

1. Log in to your mailbox.
2. Press \*04 to change your access code.
3. Enter your current access code and press #.
4. When you are asked to enter your new access code, press #.
5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

**Avaya IP Office Embedded voicemail card**

## Accessing Your Mailbox and Messages

The method below is the default method available to all users to access their own mailbox. If you have IP Office Phone Manager or an Avaya digital telephone you may be able to access your mailbox using them. Refer to the user guide for Phone Manager or the telephone.

Your System Administrator can also configure other methods of access including access to your mailbox from other phones and access to Hunt Group mailboxes.

To log in to your mailbox:

1. Dial \*17 from your own extension.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter your access code.

Please note that in line with our terms and conditions we do not guarantee the prevention or detection of any unauthorised fraudulent activity. iCS Communications take the precaution of applying International and Premium bars and requesting call thresholds to reduce fraudulent exposure for our customers.

Any assistance given by us in relation to fraudulent use by you or third parties will be on a reasonable endeavours basis only and no liability can be accepted by us for any loss sustained by you via fraudulent means that are beyond our reasonable control. We shall not be responsible for call charges or other charges resulting from fraudulent and/or unauthorised use of the Service Equipment and/or Services by you or any third parties (who are not our employees) and you agree to pay all additional charges related to such fraudulent and/or unauthorised use.