

## CISCO Unity Voice Mail System

### Best Practice for Voice Mail PINs

The following rules apply to NRCC Voice mail system, please follow when resetting the PIN.

- The PIN cannot match the numeric representation of the first or last name of the user
- The PIN cannot contain the primary extension of the user.
- The PIN cannot contain the reverse of the primary extension of the user.
- The PIN cannot contain groups of repeated digits, such as "408408" or "123123".
- The PIN cannot contain only two different digits, such as "121212".
- A digit cannot be used more than two times consecutively (for example, "28883").
- The PIN cannot be an ascending or descending group of digits (for example, "012345" or "987654").
- The PIN cannot contain a group of numbers that are dialed in a straight line on the keypad when the group of digits equals the minimum credential length that is allowed (for example, if 3 digits is allowed, the user could not use "123", "456", or "789" as a PIN), our minimum is 5.