Voicemail Guide

Setting Up Your Mailbox

Before using voicemail, you must change your default PIN. If unknown contact IT Service Desk.

Steps: follow the voice prompts

Dial 3400 internally or 01392 723400 externally.

Enter your User ID (extension) then #.

Enter PIN number then #.

Choose a new PIN.

Accessing Your Mailbox

Dial 3400 or 01392 723400 if odd campus

Enter User ID then #.

Enter PIN then #.

Listening to Messages

Links to new messages are automatically sent to you via email.

Press 4 to listen to messages.

Changing Your PIN

Access mailbox.

Press # then 1.

Enter new PIN twice.

Recording Greetings

Personal Greeting:

Your regular greeting will be played to callers unable to reach you.

Access your mailbox via the telephone

Press 5 for your personal greeting

Press 2 to record a regular greeting

Press 2 to begin recording

Press # to end recording

Press 4 to save your regular greeting

Temporary Greeting:

Your temporary greeting is an alternative to your regular greeting

Press 5 for your personal greeting

Press 1 to record a temporary greeting

Press 2 to begin recording

Press # to end recording

Press 4 to save your temporary greeting

Press 1 to remove at midnight, Press 2 to remove on a different date (Enter date as day and

month e.g. 25/12), Press 3 to leave in until discarded.

6. Divert Calls to Voicemail

Press FWD, enter 3400, press FWD.

Key

Press the key for the action you want to take.
For example press 1 to hear new messages.

1 ⏮ Previous	**2** Repeat	**3** ⏭ Next
4 Delete	**5** Save	**6** Copy or reply
7 ◀◀ Rewind	**8** Details	**9** ▶▶ Fast Forward
* Main Menu	**0** Return Call	**#**

1 Hear new messages

3 Hear saved messages

4 Hear old messages

5 Change greeting

    1 Temporary greeting

        1 Review

        2 Re-record

    2 Personal greeting

        3 Delete

More options

    1 Change PIN

        4 Save