Accessing and navigating voice mail
IT Documentation Team. October 2013 (Updated August 2015)

This fact sheet is part of the Unified Messaging voice mail series. For help getting started with voice mail, see our fact sheet: Setting up Unified Messaging voice mail for the first time.

About voice mail access and navigation
To access your voice mail, you will need:
- Your telephone extension number.
- The PIN number provided in your Welcome to Unified Messaging email.
  If you have forgotten this, then you can reset it (see overleaf).

You can navigate the voice mail menus by using your voice or by touchtone. Voice is the default option.

Please note that when using the voice interface, some menu options must be accessed by using the telephone keypad.

Access your voice mail

From your own extension
1. Dial 4444
2. Enter your PIN followed by #

From another University extension
1. Dial 4444
2. Enter * followed by your extension.
3. Enter your PIN followed by #

From outside the University or from a mobile - 4-digit University extension
1. Dial (01224) 274444
2. Enter your extension.
3. Enter your PIN followed by #

From outside the University or from a mobile - 5-digit NHSG extension
1. Dial (01224) 274400
2. Enter your extension.
3. Enter your PIN, followed by #

You will then be taken to the main menu.

Choosing Voice or Touchtone Interface

To change from voice to touchtone:
1. Access your voice mail.
2. Say Personal Options.
3. Dial 4 to select the Touchtone Interface.

To change from touchtone to voice:
1. Access your voice mail.
2. Dial 6 for Personal Options.
3. Dial 4 to select the Voice Interface.
**Change your PIN**

You can change your PIN number by telephone.

1. Access your voice mail.
2. From the main menu:
   - If using the **Voice Interface**: Say **Personal Options**
   - If using the **Touchtone Interface**: Press **6**
3. Press **3** to Change PIN.
4. Enter in your new four digit **PIN** followed by #
5. To verify, re-enter your new **PIN** followed by #

**Reset your PIN**

If you can’t remember your PIN, you can automatically reset it and have a new PIN sent to you via email. Note that your PIN will be reset and a new PIN sent via email automatically if you enter the wrong code more than 4 times.

**Reset your PIN through Outlook Web App**

1. Sign in to **Outlook Web App** ([http://outlook.com/owa/abdn.ac.uk](http://outlook.com/owa/abdn.ac.uk)).
2. Click on the cog icon at the top right of the window.
3. Select **Options** from the menu.
4. Expand the General menu on the left of the window.
5. Expand the **Voice mail** menu.
6. Click **Reset PIN**.
7. On the **Reset PIN** page, click **Reset my voice mail PIN**.
8. Click **Yes** when prompted: "Are you sure you want to reset your PIN?"

**Use a temporary pin**

You will receive your PIN in an email, there may a 15 minute delay before you can access your mailbox.

1. Access your voice mail.
2. Enter the **PIN** followed by # (you will be told the PIN has expired and prompted to change it).
3. Enter in a new four digit **PIN** followed by #
4. To verify, re-enter your new **PIN** followed by #