Setting up Unified Messaging voice mail for the first time
IT Documentation Team, October 2013 (Updated August 2015)

About voice mail
Voice mail at the University is provided by Unified Messaging. This system allows you to receive your voice mail messages and missed call notifications by email as well as by phone.
This fact sheet provides guidance for staff wishing to set up voice mail for the first time.

Set up voice mail
Voice mail is not set up automatically, but is available to staff on request via the IT Service Desk (https://myit.abdn.ac.uk). Once set up, you will receive a Welcome to Unified Messaging email. To access your voice mail, make note of your telephone extension number and the PIN in this email.

From your own extension
1. Dial 4444 (Note: Foresterhill users do not need to dial 76 before the number).
2. You will hear a short welcome message, followed by the system pronunciation of your name as listed in the University directory.
3. Enter your PIN followed by the # key.
4. You will then be prompted to go through the set up programme.

From another University extension
1. Dial 4444
2. Enter * followed by your extension.
3. You will hear a short welcome message, followed by the system pronunciation of your name as listed in the University directory.
4. Enter your PIN followed by the # key.
5. You will then be prompted to go through the set up programme.

From outside the University – 4 digit University extension
1. Dial (01224) 274444
2. Enter your extension.
3. You will hear a short welcome message, followed by the system pronunciation of your name as listed in the University directory.
4. Enter your PIN, followed by the # key.
5. You will then be prompted to go through the set up programme.

From outside the University – 5 digit NHSG extension
1. Dial (01224) 274400
2. Enter your extension.
3. You will hear a short welcome message, followed by the system pronunciation of your name as listed in the University directory.
4. Enter your PIN followed by the # key.
5. You will then be prompted to go through the set up programme.

Set up your voice mail box

Change your PIN
You will be given an opportunity to change your PIN.
1. Press 1 to Continue or 0 to Replay Message.
2. At the voice prompt, enter in a four digit number followed by the # key.
3. To verify your pin, re-enter your four digit number followed by the # key.
Record your name  
You will be given the opportunity to record your name or use the pronunciation provided.  
1. Press 1 to Continue or 0 to Replay message.  
2. Press 1 to record your name, or * to use the pronunciation of your name provided.  
3. Record your name and press # when finished.  
4. After recording your name:  
   a. press 1 to Accept, or  
   b. 2 to Re-record, or  
   c. * to Cancel and use the pronunciation of your name provided.

Recording your greeting  
When your line is busy or there is no answer, your greeting message will be played. You will be given the opportunity to record a personal greeting or use the standard greeting that uses your name.  
1. Press 1 to Record Your Greeting, or * to Use the Standard Greeting.  
2. Record your greeting and press # when finished.  
3. After recording your greeting:  
   a. press 1 to Accept, or  
   b. 2 to Re-record, or  
   c. * to Cancel and use the standard greeting provided.

Record your Out of Office message  
When your status is Out of Office, or there is no answer, your Out of Office greeting message will be played. You will be given the opportunity to record a personal greeting or use the standard Out of Office greeting that uses your name.  
1. Press 1 to record your Out of Office greeting, or * to Use the Standard Out of Office greeting.  
2. Record your Out of Office greeting and press # when finished.  
3. After recording your Out of Office greeting:  
   a. press 1 to Accept, or  
   b. 2 to Re-record, or  
   c. * to Cancel and use the standard Out of Office greeting provided.

You are now finished setting up your Unified Messaging. You may hang up.

Set your phone to divert to voice mail  
Your phone will not divert callers to voicemail automatically, you will need to enter codes to tell it that you want to send callers to the voice mail system.

To turn on  
<table>
<thead>
<tr>
<th>Divert calls to Outlook when:</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your telephone is busy</td>
<td>Dial *63 4444</td>
</tr>
<tr>
<td>You do not answer</td>
<td>Dial *64 4444</td>
</tr>
</tbody>
</table>

1. Pick up your telephone and dial * and the number for the divert option of your choice (you will probably want to divert both).  
2. You will hear the dial tone after you enter the numbers.  
3. Hang up.

To turn off  
1. Dial #8  
2. You will hear the dial tone after you enter the numbers.  
3. Hang up.  
4. Your divert has now been cancelled. Calls will not be diverted to voice mail.