Voice Mail – Access, and Navigation and PIN reset

This guide is part of the Unified Messaging voice mail series for University staff. For help getting started with voice mail, see our guide to setting up 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 temporary 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 mailbox

From your own extension

1. Dial 4444
2. You should hear your name “Surname Firstname” in the system synthesised voice or your name as you have recorded it and be asked to enter your PIN.
3. Enter your PIN followed by #

From another University extension

1. Dial 4444
2. If you hear someone else’s name and are asked to enter a PIN press *
3. Enter your own extension.
4. You should hear your name and be asked to enter your PIN
5. Enter your PIN followed by #

From outside the University or from a mobile – if you have a 4-digit University extension number.

1. Dial (01224) 274444
2. Enter your extension.
3. Enter your PIN followed by #

From outside the University or from a mobile – if you have a 5-digit NHSG extension number.

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 (only if you know your old PIN).
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 reset it and have a new PIN sent to you via email.

Note that your PIN will be reset and a new temporary PIN sent via email automatically if you enter the wrong PIN more than 3 times.

Reset your PIN through Outlook Web App
2. Click on the cog icon at the top right of the window.
3. Under My app settings, click Mail.
4. Expand the General menu on the left of the window, then expand the Voice mail menu.
5. Click Reset PIN.
6. On the Reset PIN page, click Reset my voice mail PIN.
7. Click Yes when prompted: “Are you sure you want to reset your PIN?”

Use a temporary pin

You will receive a temporary PIN in an email, there may a 15 minute delay before you can use it.
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 of your choosing followed by #
4. To verify, re-enter your new PIN followed by #