Voice Mail – Forwarding Calls and Notifications

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.

Forwarding calls to Unified Messaging Voicemail

After your account has been enabled for Unified messaging and you have changed your PIN, name and greeting you need to Forward (divert) your telephone calls to the Unified Messaging access number 4444. If you do not do this callers will not hear your greeting or be able to leave you messages. You can only switch diverts on or off, or change divert options from your telephone handset.

There are three options

1. **Busy**, if you are on another call subsequent calls will be diverted.
2. **No answer**, if you are busy doing something else or not at your phone calls will be diverted after six rings.
3. **Always**, your phone will not ring and calls will be diverted immediately.

**To turn on**

You can switch on any combination of the three options but please note **Always** will override the other two.

Most users switch on **Busy and No Answer** and leave them on all the time.

<table>
<thead>
<tr>
<th>Divert calls to Voicemail when:</th>
<th>Dial code</th>
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<tbody>
<tr>
<td>Your telephone is busy</td>
<td>Dial *634444</td>
</tr>
<tr>
<td>You do not answer</td>
<td>Dial *644444</td>
</tr>
<tr>
<td>Always</td>
<td>Dial *84444</td>
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1. Pick up your telephone and dial the * code for the divert option of your choice. You will hear the dial tone after you enter the numbers (broken dialtone if you have dialled *8 Always).
2. Hang up.
3. You can then repeat the process to add an additional divert option to your phone.

**To turn off**

1. Pick up your telephone and dial #8 to cancel divert Always, leaving any other diverts you have set on.
2. Or Dial ##8 to cancel all diverts you have set.
3. You will hear continuous dial tone to confirm forwarding has now been cancelled.
4. Hang up.
5. Your Calls will not be diverted to voice mail and your phone will ring or return engaged tone if you are already on a call.
Voicemail notifications

Calls diverted to voicemail will generate an email in your Inbox from Microsoft Exchange. The email will say:

- “You missed a call from........” if the caller hung up without leaving a message.
- Or “You received a voice message from.......”, the message will be attached as a .wav file. The message waiting lamp on your telephone should start to flash.

Replying to missed calls or voicemail messages through email

If you receive a call from someone else in the University or from someone whose details you have saved in your Contacts, then the caller’s name should appear in the subject of the message. You can then reply to that call with an email by clicking the reply button in Outlook.

Turn off missed call email notifications

You can activate or de-activate Missed Call Notifications using Outlook Web App.

Please note - You will still receive notification if callers leave a voicemail message.

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 Notifications.
6. All notifications should be automatically turned on. Turn off your missed call notifications by de-selecting the Send an email message to my Inbox when I miss a phone call tick box.
7. Click Save.