This guide is part of the Unified Messaging voice mail series for University staff.

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. These instructions provides guidance for staff wishing to set up voice mail for the first time.

Set up voice mail

Voice mail is not enabled automatically, but is available to staff on request via the IT Service Desk (https://myit.abdn.ac.uk). After Voicemail has been enabled, you will receive a Welcome to Unified Messaging email which contains a reminder of the voicemail access number 4444, confirmation of your extension number and a four digit default PIN number to allow you to access your mailbox for the first time.

You now need to access your mailbox and follow the tutorial to

1. Create a new four digit PIN of your choosing. It should be memorable to you but cannot be the same as your extension number or contain consecutive numbers.
2. Record your name.
3. Record the Greeting callers will hear when they get through to your mailbox.

You then need to forward (divert) telephone callers to voicemail.

Access your voice mailbox

From your own extension

1. Dial 4444
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 #

From another University extension

1. Dial 4444
2. If you hear someone elses name and are asked to enter a PIN press *
3. Enter your own extension number.
4. You will hear a short welcome message, followed by the system pronunciation of your name as listed in the University directory
5. Enter your PIN followed by #

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

1. Dial (01224) 274444
2. Enter your extension number.
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 #
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 number.
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 #

Follow the Tutorial

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 this instruction.
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 it will be played back, then you need to:
   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
This greeting will be played when callers are diverted to your Voicemail. 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 it will be played back, then you need to:
   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 greeting

When your status is Out of Office this Out of Office greeting will be played instead of your personal greeting. You will be given the opportunity to record a 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 it will be played back, then you need to:
   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 mailbox.

Please hang up and proceed to the next section.

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**, callers will be diverted if you are already on a call.
2. **No answer**, if you are busy doing something else or not at your phone callers 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>
</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>
<tr>
<td>Always</td>
<td>Dial *8 4444</td>
</tr>
</tbody>
</table>

1. Pick up your telephone and dial **the * code for the divert option of your choice**.
   You will hear 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**

4. Dial **#8** to cancel divert Always, leaving any other diverts you have set on.
5. Or Dial **##8** to cancel all diverts you have set.
6. You will hear dial tone to confirm forwarding has now been cancelled.
7. Hang up.
8. 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.