

Voicemail – Access and passcode reset

This is one of a series of guides for staff about setting up and using the University voicemail service.



The following instructions assume you have already 'set up' your voice mailbox – i.e. set your passcode, recorded a personal greeting, and recorded your name.

If you have not yet set up your voice mailbox, please follow the instructions in our user guide [Voicemail – First time set up](#).

To access your voice mailbox

From *your own* extension

1. Dial **4444**
2. You will hear "Hello" followed by *your name* (as you recorded it on set up) and you will be asked to enter your passcode
3. Enter your **Passcode**

From *another* University extension

1. Dial **4444**
2. If you hear *someone else's name* and are asked to enter a passcode, **press ***
3. You will hear the main voicemail welcome greeting "Welcome to the message centre, please enter a mailbox number"
4. Enter *your own* **four digit extension number followed by ***
5. You will hear "Hello" followed by *your name* (as you recorded it on set up) and you will be asked to enter your passcode
6. Enter your **Passcode**

From a landline or mobile phone outside the University

1. Dial **(01224) 274444**
2. You will hear the voicemail welcome greeting "Welcome to the message centre, please enter a mailbox number"
3. Enter *your own* **four digit extension number followed by ***
4. You should hear "Hello" followed by your name (as you recorded it on set up) and you will be asked to enter your passcode
5. Enter your **Passcode**

Change your passcode

If you know your old passcode, you can change your passcode by phone.

1. Access your voice mailbox using your old passcode
2. From the main menu
 - Press **8** for user options
 - Press **7** to change your passcode
 - Enter a new **6-8 digit passcode** of your choosing followed by **#**
 - You will hear “Your new passcode is...”
 - Press **9** to return to the main menu

Reset your passcode

If you have forgotten your old passcode, please raise a call with the IT Service Desk asking for it to be reset.

The Service Desk will issue you with a temporary passcode.

1. Access your voice mailbox using the temporary passcode
2. You will hear “Your Passcode has expired, enter six to eight digits for your passcode”
3. Enter a new **6-8 digit passcode** of your choosing followed by **#**
4. You will hear “Remember your passcode for the next time you log in – it is...”
5. Follow the prompts to listen to your messages or hang up

Further help

If you have any questions about voicemail, or need help setting it up, please contact the Service Desk – servicedesk@abdn.ac.uk.