

# Voicemail– Receiving and listening to messages

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](#).**

## Message notification methods

The way in which you receive notification of a new voicemail message depends on whether or not you share a phone and/or email account.

- If you **don't share a phone**, you will receive an email notification. You can play the message from your email, or listen to it on any phone by accessing your voice mailbox. See *Email notification* instructions below.
- If you **share a phone and an email account** – a project group, for example – you will receive an email notification. You can play the message from your email, or listen to it on any phone by accessing your voice mailbox. See *Email notification* instructions below.
- If you **share a phone but do not share an email account**, you will have a 'message waiting' flashing lamp on your phone. You can play the message on your phone. See *'Message waiting' flashing lamp notification* instructions below.

## Email notification

When callers leave a voicemail message, this generates an email in your Inbox.

- You can identify voicemail messages in Outlook by the subject line '**Voice message from...**', followed by the caller's extension number, name or external phone number, unless these have been withheld.
- The email header will also display the **date and time the message was left**.
- The email body will display caller identification information if available, e.g. **Caller ID, and the length of the message**.
- The voicemail message will be a **.wav** attachment.

You can listen to the message by opening the attachment or on your phone. Both methods are described below.

## Listen to voicemail in Outlook or OWA

- Double-click the attached **.wav** file to hear the message.
- In Outlook Web App, you may receive a browser prompt to **Open** the file.
- Deleting a voicemail message from Outlook does not remove it from your voice mailbox. However, all messages are automatically deleted from your voice mailbox 28 days after receipt.

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## Listen to voicemail on the phone

You can listen to your voicemail messages from any phone.

1. Access your voice mailbox – for guidance, see our separate [Access and passcode reset](#) guide.
  - You will hear “You have xx unplayed messages”
2. Press **7** to play message/s
3. You will hear the date and time the message was left and the caller’s details if available. During the message playback:
  - Press **\*** to rewind 5 seconds
  - Press **#** to skip forward 5 seconds
4. When the message is finished:
  - Press **7** to replay
  - Press **5** to keep the message
  - Press **3** to discard the message
5. Press **7** to play the next message or hang up.

## ‘Message waiting’ flashing lamp notification



You will only get the ‘message waiting’ flashing lamp notification if you share a phone but do not share an email account.

When you receive a voicemail message, the ‘message waiting’ lamp on your shared phone will flash. You will also have a ‘broken dial tone’ or a ‘single ring reminder’ every couple of hours.

## Listen to voicemail on the phone

You can listen to your voicemail messages from any phone.

**Note:** All messages are automatically deleted from your voice mailbox 28 days after receipt.

1. Access your voice mailbox – for guidance, see our separate [Access and passcode reset](#) guide.
  - You will hear “You have xx unplayed messages”
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3. You will hear the date and time the message was left and the caller’s details if available. During the message playback:
  - Press **\*** to rewind 5 seconds
  - Press **#** to skip forward 5 seconds
4. When the message is finished:
  - Press **7** to replay
  - Press **5** to keep the message
  - Press **3** to discard the message
5. Press **7** to play the next message or hang up.
6. When you have listened to all new messages the lamp will go out.

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## Further help

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