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 i_nstructions 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.

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"

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.

6. When you have listened to all new messages the lamp will go out.

Further help

If you have any questions about voicemail, or need help setting it up, please contact the IT Service Desk: https://myit.abdn.ac.uk