Voicemail – First time set up

These instructions provide guidance for staff who are **setting up voicemail for the first time**. This is one of a series of guides for staff about using the University voicemail service.

About voicemail at the University of Aberdeen

Voicemail is available to University staff on request.

Once your voice mailbox is created, you can personalise and manage it using your office phone or by dialling in from any other phone.

You will receive notifications of new voicemail messages by email, unless you share a telephone in which case you may have a flashing message waiting lamp instead. Choose to listen to your messages by opening the email attachment or by dialling into your voice mailbox.

Request and set up voicemail

To request voicemail, log a support call with the IT Service Desk (https://myit.abdn.ac.uk).

Note: Please let us know if you have a shared telephone when you request a new voice mailbox.

The Service Desk will contact you once a voice mailbox has been created for your extension. They will also provide you with a six digit default passcode which you will use to access your mailbox for the first time.

You will then need to customise your voice mailbox by:

1. Setting a new passcode
2. Recording a personal greeting, and
3. Recording your name.

These three steps are described in detail on page 2.

> If you *don't* customise your mailbox, your callers will hear the generic default greeting "Please leave your name and a message" and they may not be confident that they've reached you.

To access your voice mailbox for the first time

From *your own* extension

- Dial **4444**

- You will hear "Hello" followed by "Mailbox [*your* four digit extension number]" and you will be asked to enter your passcode

- Enter your six digit default **passcode**

From *another* University extension

- Dial **4444**

- If you hear *someone else's name* or extension number and are asked to enter a passcode, **press ***

- You will hear the voicemail welcome greeting "Welcome to the message centre, please enter a mailbox number"

- Enter *your own* **four digit extension number followed by ***

- You will hear "Hello" followed by "Mailbox [*your* four digit extension number]" and you will be asked to enter your passcode

- Enter your six digit default **passcode**

From a landline or mobile telephone outside the University

- Dial **(01224) 274444**

- You will hear the voicemail welcome greeting "Welcome to the message centre, please enter a mailbox number"

- Enter *your own* **four digit extension number followed by ***

- You should hear "Hello" followed by "Mailbox [*your* four digit extension number]" and you will be asked to enter your passcode

- Enter your six digit default **passcode**

To customise your voice mailbox

> ⚠️ **You MUST complete ALL THREE steps – as detailed below – to make changes effective.**
> **Follow the voicemail tutorial on your phone.**

Step 1. Set a passcode

You must create a new 6-8 digit passcode of your choosing. Your passcode should be memorable to you. It cannot be the same number (e.g. 555555) or consecutive numbers (e.g. 123456).

i. Listen to the instructions and **press 8** followed by **7** then enter a new **six- eight digit passcode**

ii. The system will playback your new passcode

iii. Now go to step 2

Step 2. Record a personal greeting

Follow the prompts to record a personal greeting. This is the greeting callers hear when they reach your voicemail. It can be as brief or as detailed as you wish, but as a minimum we would suggest "Please leave a message for [your name] after the tone".

i. Listen to the instructions and **press 8** followed by **4**

ii. When you are finished, the system will give you the option to review your greeting.
Press 7 to review then **9** to accept or **3** to discard and re-record

iii. Now go to step 3

Step 3. Record your name

i. Listen to the instructions and **press 8** followed by **6**

ii. Record your name

iii. When you are finished the system will give you the option to review your name.
Press 7 to review then **9** to accept or **3** to discard and re-record

Finishing off

The system will confirm the changes and remind you of your new Passcode. You can then hang up.

To forward to voicemail

When your mailbox is created, callers are automatically diverted to your voicemail by default, either when you're on another call or if you don't answer within six rings.

However, you can switch diverts **on** or **off**, or change divert options from your office phone handset. The options are:

- **Busy**. Callers will be diverted if you are already on a call.

- **No answer**. If you are not at your phone, callers will be diverted after six rings.

- **Always**. Your phone will not ring and calls will be diverted immediately.

- **Off**. Callers will get busy tone if you are already on a call. If you are not at your phone it will ring until the caller hangs up.

To turn forwarding on and off

Divert calls to voicemail when…	Turn on	Turn off
Your telephone is busy	Dial ***63 4444**	Dial **##8**
You do not answer	Dial ***64 4444**	Dial **##8**
Always (**Note:** This option overrides Busy and No answer.)	Dial ***8 4444**	Dial **#8**

1. To turn on, pick up your handset and dial **the * code for the divert option of your choice**.
   You will hear dial tone (or broken dial tone if you dialled *8 4444) after you enter the numbers.

2. Hang up. Your calls will be diverted according to your option choice.

3. Repeat the process to add another divert option if you wish.

4. To turn off, pick up your handset and dial the corresponding **# code**, as shown in the table above. You'll hear the dial tone, confirming that forwarding has been cancelled. Hang up.

   Your calls will not be diverted to voice mail and your phone will ring or return the engaged tone if you are already on a call.

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

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