

# Using Voicemail with an analogue phone

The analogue phone devices that can access voicemail and are supported by IT Solutions, are:

Doro AUB 200 - [https://www1.essex.ac.uk/it/docs/telephones/Manual\\_Doro\\_AUB200\\_en.pdf](https://www1.essex.ac.uk/it/docs/telephones/Manual_Doro_AUB200_en.pdf)

## First time user set up

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Access this service by dialling ext. 3467. On first use you will need to enter the access code 0000. You will then be asked to set up the following:

- A personal access code (4 digits minimum)
- A recorded name (Press \* to stop the recording)
- A standard greeting (Press \* to stop the recording)

## Forwarding Calls to Voicemail

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If you want all calls to go directly to your voicemail (without your phone ringing) dial \*21 3467 to activate: #21 to deactivate. An intermittent dial tone is heard indicating that an all calls redirection (in this case to voicemail\*) is on.

Permanent settings such as unanswered calls being diverted after a fixed time period (between 5 – 254 secs) can be set up by the system Administrator upon email request to: [telephones@essex.ac.uk](mailto:telephones@essex.ac.uk)

## Reviewing messages

Dial 3467 to review messages and follow the instructions given. During playback of a message the following short code options are available:

For	Press	For	Press
Save as new	*	Slow down Playback	4
Menu Options	3	Adjust volume	5
Reply	34	Speed up playback	6
Skip	35	Rewind	7
Delete message	36	Pause	8
Archive	37	Fast Forward	9
Time Stamp	38	Repeat	#

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## To review messages remotely

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Dial the voicemail server 3467 (if off campus 01206 87 3467) and during the greeting message dial 9 then the desired ext. number and follow the instructions.

## Problems

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- If your passcode is lost or forgotten you will need to contact the [IT Helpdesk](#) so they can reset it for you.
- All reviewed messages will be saved for 3 days or can be archived for 7 days.
- Please report any problems to the [IT Helpdesk](#).