

# Using Voicemail with a SIP Phone

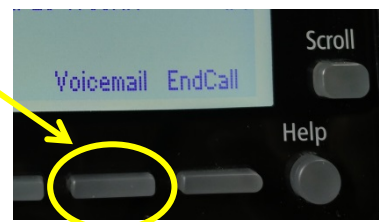
The SIP phone devices that can access voicemail and are supported by IT Solutions, are:

- [NEC DT700 - 6 and 12 button model](#)
- [NEC DT820 - 8 button model](#)

## First time user set up

Access this service by pressing the soft button 'Voicemail' (please note, this is a speed dial for 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

After initial set up the default Voicemail setting will automatically pick up unanswered calls after 15 seconds. The telephone icon to the right indicates that voicemail is in its default setting.



If you want all calls to go directly to your voicemail (without your phone ringing) dial \*21 3467 to activate: #21 to deactivate. As well as the visual notification (see right) you will also hear an intermittent dial tone to indicate that straight to voicemail is on or also when you have a message.



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

To review messages press soft Voicemail button (or dial 3467) 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	#

## 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 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](#).