

## First time user set up:

Please access voicemail by dialling 3467. On first use you will need to enter the access code 0000, you will then be asked to set up:

- A personal access code - please use a memorable but difficult to decipher number sequence
- A personal greeting – Pressing 1 stops the recording and plays the recorded greeting back.
- A general greeting – Pressing 1 stops the recording and plays the recorded greeting back.

## Forwarding Calls to Voicemail.

There two methods:

1. Self activated / ad hoc: you can set up call forwarding yourself by dialling \*21 3467; dial #21 to deactivate – all calls are diverted, you will hear an intermittent dial tone to indicate this call forwarding is on.
2. Permanent arrangements can be set up by the system Administrator please contact [telephones@essex.ac.uk](mailto:telephones@essex.ac.uk) to request this service
  - a. When the extn is unanswered – calls can be diverted after a fixed time period (between 5 – 254 secs)
  - b. When engaged – a user must dial \*60 to activate this feature after the system Administrator has configured the extension profile.

After a message is left the system sends a “trill” alarm to the relevant extension every 15 minutes or on SIP phones a red light and envelope symbol appear.

## To review a message at your extension:

Dial 3467 and follow the instructions given.

During Playback of a message the following Short codes options are available:

For	Press
Menu options	3
Slow down playback*	4
Adjust volume	5
Speed up playback*	6
Rewind	7
Pause	8
Fast forward	9
Repeat	#

For	Press
Save as new	*
Reply	34
Skip	35
Delete message	36
Archive	37
Time stamp	38
Redirect	39

All reviewed messages will be saved for 3 days or can be archived for 7 days.

## To review a message from another phone or an external location

At another UoE extn – dial 3467, during greeting playback press #9 then your extn, then follow the usual prompts.

From an external line (incl mobile): dial 01206 873467, during the greeting message, dial 9 then the extn number and follow the instructions.

If your passcode is lost / forgotten please contact the system Administrator at [telephones@essex.ac.uk](mailto:telephones@essex.ac.uk) to reset it to system defaults.