

# The Voicemail system

The University of Greenwich voicemail system is available to most staff on direct dial extensions upon request (please see Helpdesk Information below). A number of extensions have been excluded from voicemail for business reasons.

## Helpdesk Information

If your extension does not have voicemail, please ask your manager to send an email to [helpdesk@greenwich.ac.uk](mailto:helpdesk@greenwich.ac.uk)

To request divert to voicemail on no-answer, or queries relating to diverting calls, please email to [switchboard@greenwich.ac.uk](mailto:switchboard@greenwich.ac.uk)

For queries on your Voicemail Box (excluding the set-up of divert on no-answer), please contact the ICT Helpdesk by sending an email to [helpdesk@greenwich.ac.uk](mailto:helpdesk@greenwich.ac.uk).

## Customising your mailbox

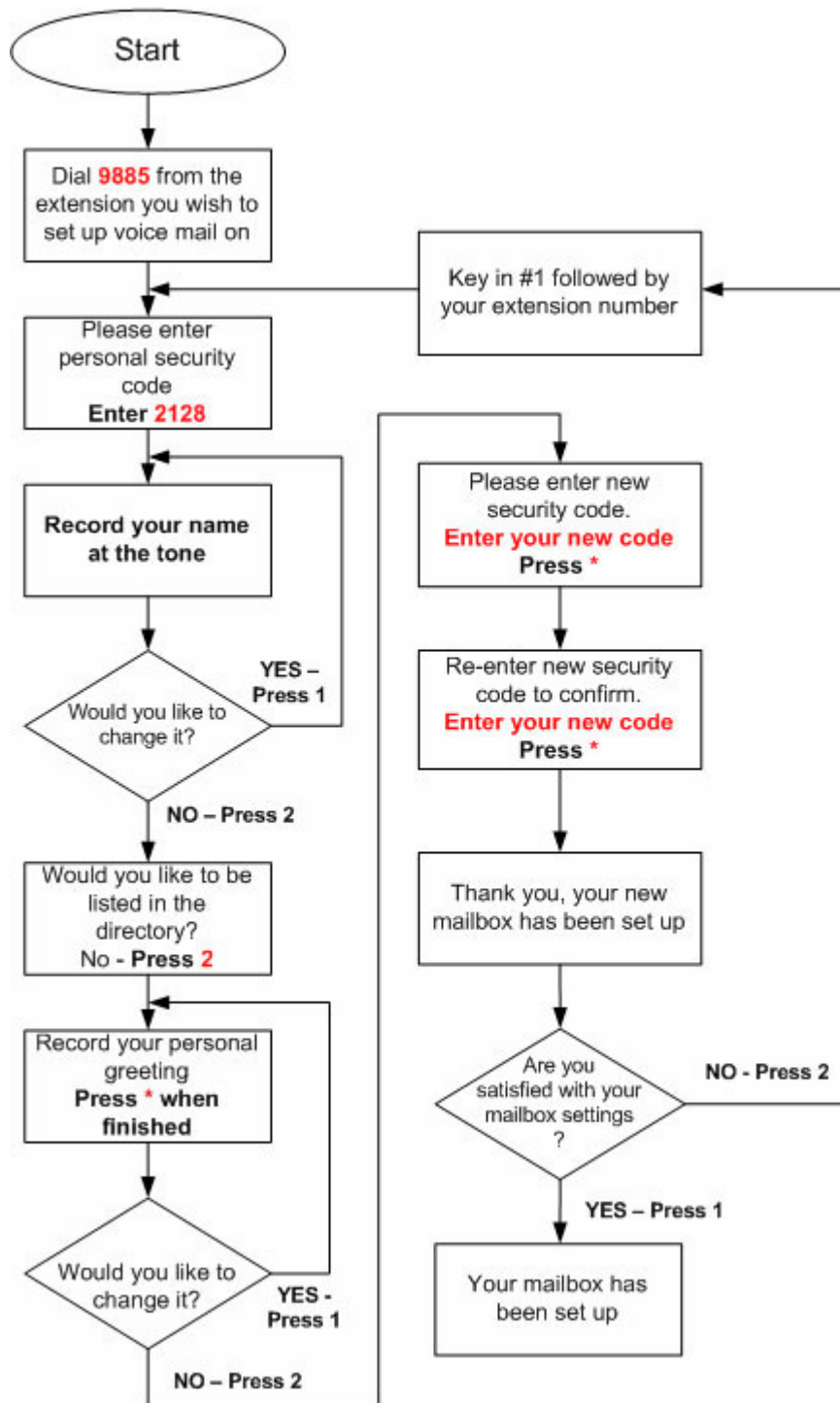
All direct dial lines (DDI) can have voicemail. If your extension number is in the range 7500 to 9999 or 43000 to 43999 and a mail box has been allocated, you can activate voicemail by following the instructions.

**Your department manager or head of school must approve voicemail box activation on your extension before going ahead with the initialisation.**

**By initialising voicemail you are agreeing to abide by the University of Greenwich voicemail policy.**

### Customising your mail box

The voicemail setup flow diagram below shows the complete set-up sequence.



From your telephone call the voicemail system on 9885. This leads you through a menu of options and settings. Using the keypad 1 for YES and 2 for NO allows you to set up your mailbox as you wish. If at any time you are unhappy with your choices, you can backtrack and re-record a message or re-set an option.

Before setting up your mailbox, decide on your message.

The default password is 2128. The system will ask you to change this password to a unique numerical PIN number between 4 and 10 digits long to maintain the privacy of

your mailbox. Choose a number and have it ready when prompted to enter a security PIN.

## Diverting calls to your mailbox

There are two ways of directing calls to your mailbox:

**Diverting all calls to your mailbox** - All callers will be transferred to your voicemail box.

Dial \*219885 from your handset to set up.

Dial #21 to cancel the divert.

**Diverting unanswered calls to your mailbox** - All calls not answered after six rings are transferred to your mailbox. You can request this diversion by emailing [switchboard@greenwich.ac.uk](mailto:switchboard@greenwich.ac.uk). Please add “Voicemail divert on no-answer request” in the email subject field. This request may take up to five working days.

## Accessing your mailbox

There are three ways to access your mailbox:

**Retrieving your messages from your extension.** Dial **9885** and enter your security PIN when requested.

**Retrieving your messages from another extension.** Dial **9885**. Press **#1** followed by your extension number. When requested, enter your PIN.

**Retrieving your messages remotely** (outside the University telephone system). Dial **020 8331 9885**. Press **#1** followed by your extension number. When requested, enter your PIN.

## Shortcut keys

### Generic menu options

Yes	1
No	2
Repeat current menu options	3
Step back to previous menu	*
Return to main menu	#

### **Message Playback Options**

Slower	4
Softer/Louder	5
Faster	6
Backward	7
Pause	8
Forward	9
Exit	2

### **To Access Your Mailbox**

Retrieving messages from your extension	Dial <b>9885</b> and enter your security PIN when requested
Retrieving messages from another extension	Dial <b>9885</b> . Press <b>#1</b> followed by your extension number. When requested, enter your PIN
Retrieving messages remotely	Dial <b>020 8331 9885</b> . Press <b>#1</b> followed by your extension number. When requested, enter your PIN

### **Main Menu**

Yes	1
No	2
Check new messages	4
Leave messages	5
Review old messages	6
Change set-up options	7

### **Quick Message Actions** (after hearing a new or old message)

Repeat the message	#
Save message as new (new messages only)	0
Check the next message	5
Delete the message	6
Archive the message	7
Hear when the message was sent	8
Redirect the message	9
Step back to previous menu	*

# Message waiting indication

The way you are notified of new messages will depend on the type of phone you are using.

**Analogue Phones** - Standard analogue phones have a stuttered dial tone to inform you of a new message.

**Philips Ergoline Phones** - These have programmable key lamps to indicate a new message. Please follow these instructions to set this up on the SOPHO Ergoline D325-4/DG/INT and 330-4/DG/INT

## Clearing the memory keys

In order to program a memory key it must be empty:

1. Press the softkey Option key.
2. Press the down arrow key beneath OK, till you get to “Keys?” then press “OK”.
3. Press the memory key you want to clear; (If already programmed it will come up with its function).
4. Press the Option key again, wait until “Edit key contents?” appears; press the down arrow key to get to “Clear key contents?” and press “OK”.
5. The key can now be used to program a new function.
6. Press the softkey Exit button

## Programming an empty memory key as the Voicemail Message Waiting lamp

1. Press the softkey Option key.
2. Press the down arrow key beneath OK, till you get to “Keys?” then press “OK”.
3. Press the empty memory key you want to program.
4. Press the down arrow key to “Function?” then press “OK”.
5. Scroll down to “Message Waiting” and press “OK”.
6. Press the softkey Exit button.