Quick Reference Guide
Voice Messages

Voice Messages

Voice messages are stored in your voicemail box. You can check and listen to voice messages, send voice messages to others and personalise your voicemail settings such as greetings by pressing the **Messages** button on your phone and following the recorded voice prompts.

Use these keys anytime
1. Press (*****) to cancel or rewind.   2. Press (**#**) to skip the voice instructions and move ahead.   3. Press 0 for help.

Change Pin

Setup/change your Phone PIN
1. Press the **Messages** button.   2. Listen to the recorded voice prompts.   3. Select **Setup Options**.   4. Select **Preferences**.   5. Change your **PIN**.   6. Enter your new PIN followed by (**#**). Your PIN must be at least 4 digits long.   7. Enter your new PIN again to confirm it, then press (**#**).   8. Your new PIN is active.

New Voicemail

Check for new Voicemail
1. A solid red light on your handset will display indicating you have voicemail.   2. Look for a **Message** icon located next to your name and number.   *The red background indicates that there are new voice messages.*   *A count of your new voice messages displays on the Message icon and Voicemail icon.*
Listen to new Voicemail
1. Press the **Messages** button.   2. Follow the prompts to listen to your new voice messages.   After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from your name and number.

Saved Voicemail

Listen to saved Voice Messages
1. Press the **Messages** button.   2. Listen to the recorded voice prompts.   3. Select **Review old messages**.   4. Select **Saved messages**.

Deleted Voicemail

Review deleted Voice Messages

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select **Review old messages**.
4. Select **Deleted messages**.
5. Select **Review**.

Delete Voice Messages from the deleted folder

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select option **Review old messages**.
4. Select option **Deleted messages**.
5. Select option **Erase**.

Note: Deleted voice messages are deleted from the deleted folder after 15 days.

Change Greetings

Change your Standard Greeting

The standard greeting is your default greeting. Standard greeting plays during business hours or in other situations when no other greeting is enabled.

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select **Setup Options**.
4. Select **Change your greetings**.
5. Select **Record greetings in Australian English**.
6. The current greeting will be played.
7. Select **Re-record this greeting**.
8. Re-record your greeting at the tone, when finished press (**#**) to stop recording and save.

Record Alternate Greeting

This greeting will play during a specific time period when you want to indicate special circumstances such as when you are on leave.

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select **Setup Options**.
4. Select **Change your greetings**.
5. Select **Record greetings in Australian English**.
6. The current greeting will be played.
7. Select **Edit other greetings**.
8. Select **Edit Alternate greeting**.
9. Re-record your greeting at the tone, when finished press (**#**) to stop recording and save.

Turn on your Alternate Greeting

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select **Setup Options**.
4. Select **Change your greetings**.
5. Select **Record greetings in Australian English**.
6. The current greeting will be played.
7. Select **Turn on your Alternate greeting**.
8. Set an end date and time for the greeting **press 1** or to leave it on indefinitely press (**#**).

Turn off your Alternate Greeting

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. You are advised that your **Alternate greeting** is on.
4. Select **Turn off**.

Change Recorded Name

A recorded name is played at the beginning of messages you send to others. If you do not record your name, a default system recorded greeting will be sent.

1. Press the **Messages** button.
2. Listen to the recorded voice prompts.
3. Select **Setup Options**.
4. Select **Preferences**.
5. Select **Recorded name**.
6. Your current recorded name will be played.
7. At the tone, speak your first and last name then press (**#**) to stop recording. (**To delete your recorded name, press (#) immediately after the tone**).
8. Press (*) to activate your recorded name.

Forward All Calls to Voicemail

Forward All Calls to Voicemail

1. From your phone, press the **Forward All** soft key.
2. Press the **Messages** button.
   Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.
3. To cancel call forwarding, press the **Forward Off** soft key.

Send Voice Message

Send a Voice Message

4. Press the **Messages** button.
5. Listen to the recorded voice prompts.
6. Select **Send a message**.
7. Switch between letters and numbers entry by pressing (**##**).
8. Enter the extension of the recipient followed by (**#**).
9. The name of the person to whom you are sending the message is played.
10. Press (**#**) to add the person.
11. Press **1** to add additional names, then repeat steps 5 to 7.
12. To record the message press (**#**)**.**
13. Record your message at the tone, when you are done press (**#**)**.**
14. To send the message press (**#**)**.**

Accessing Voicemail from another phone

Access your Voicemail from another phone

1. Dial your office phone number.
2. When your voicemail answers, press (*****).
3. When prompted, enter your ID number (your extension number) followed by (**#**).
4. When prompted, enter your Pin number followed by (**#**).

Greetings

You can record up to four personal greetings that will be played to callers when you are not available to take calls.

Note: *When activating all but the standard greeting, the system will provide you with an option to enter an expiration date. Once expired, the greeting you are enabling will become disabled and your standard greeting will be played from this point forward.*

The personal greeting options you can record and enable are:

> **Standard greeting** - this greeting will play during normal business hours. For example, "You have reached, *name*, at extension *5xxxx*, I am unable to take your call, please leave a message after the tone."

> **Alternate greeting** - this greeting will play to indicate special circumstances, such as when you are on vacation. For example, "I will be out of the office until…….."

> **Busy greeting** - this greeting will play when your phone is in a busy state. For example, callers will only get this greeting when you are already on a phone call.

> **Internal greeting** - this greeting will play when an internal caller rings your phone extension number. An internal caller is defined as someone who calls you from a university extension number.

Note: you cannot enable the holiday and closed greeting options:

> **Holiday Greeting** - *This greeting is maintained and enabled by the system administrator*.

> **Closed Greeting** – *This greeting is maintained and enabled by the system administrator*.