

Voicemail



Voicemail is a message service available to all analogue/digital desk phones within the organisation. This service can be utilised when the phone is busy, not answered or diverted directly to voicemail. Voicemail is not standard on each phone as requests can be made via the I.S Help Desk to have the service connected or disconnected as required.

An indication that Voicemail is not connected to your phone is, if you find your phone is not diverting through to Voicemail when unanswered/busy.

Each voicemail service is protected by a four digit password that can only be reset by the Telecommunications Department. Password resets should be directed through the IS Help Desk.

Setting up a Voicemail Greeting & Password

- Dial ext 3600
- The system prompts will first ask for your **password**, initially this is **0000**. You will then be prompted to change your password. Your password can be anything from 4 - 16 digits.
- You will then be prompted to record; your name and your “unavailable greeting”
- Until the prompt says “**CONGRATULATIONS**”, **your greetings will NOT be saved**
- **Note: If you do not record a greeting, callers will receive a message saying "Invalid Subscriber"**

Once you have saved your name and “unavailable greeting”, you also have the option to record a “busy greeting”. The busy greeting will activate when your phone is busy and you are on a call, your caller is diverted directly to voicemail.

To record a “busy greeting”, hang-up from the voicemail system and re-enter the voicemail system by dialling ext 3600.

Recording a Busy Greeting

- Dial ext 3600
- Press **3** - Set User Options
The system will not give you this prompt, it is silent
Press 3 as soon as the voice prompt begins to speak
- Press **5** - Record a Busy Greeting
- Follow the prompts to record your greeting

Retrieving your Messages

When there are messages on your voicemail to retrieve you will be given an indication by either two means, depending on the type of phone you have.

Analogue Phones - a “stutter tone” will be heard through the earpiece instead of the standard dial tone

Digital Phones - the “message waiting” button will flash red on your phone

To enter the Voicemail system and retrieve your messages:

- Press the “Message Waiting” button if it is flashing or dial ext 3600
- Enter your password
- Press **1** to listen to new messages
- Press **5** to listen to any **Saved** messages
- Press **4** to **Delete** a message
- Press **5** to **Save** a message
- Press **6** to **Review** a message

Exit the system by hanging up when you are finished attending to your messages

Out of Office Voicemail Greeting

Out of Office greetings are a temporary message which can be switched on or off and still allows for your regular unavailable greeting to be maintained in the background. For example; Record an out of office greeting when going on leave. When you return switch it off and your regular unavailable greeting will resume.

To initiate (or re-record) Out of Office Greeting

- Dial 3600
- Enter your password
- Press **3** - Set User Options
The system will not give you this prompt, it is silent
Press 3 as soon as the voice prompt begins to speak
- Press **1** - Personal Options
- Press **3** - Record / Change Greeting.
- Press **3** to initiate your "Out of Office" greeting
- Follow the prompts to record your greeting

To switch off your Out of Office Greeting

- Dial 3600
- Enter your password
- You will hear the following announcement: "Your Out of Office Greeting is ON".
- To remove Press **4**; Your regular unavailable greeting will now resume

Changing your Voicemail Greeting

- Dial ext 3600
- Enter your password
- Press **3** - Set User Options
The system will not give you this prompt, it is silent
Press 3 as soon as the voice prompt begins to speak
- Press **1** - Personal Options
- Press **3** - Change Greeting

Select either:

- Press **1** to change your Busy Greeting
- Press **2** to change Standard Greeting

Follow the prompts given to carry out your recording

Adding/Changing your Greeting Name

- Dial 3600
- Enter your password
- Press **3** - Set User Options
The system will not give you this prompt, it is silent
Press 3 as soon as the voice prompt begins to speak
- Press **1** - Personal Options
- Press **5** - To record your Name
- Follow the prompts to record your greeting

Changing your Password

- Dial 3600
- Enter your password
- Press **3** - Phone Manager
The system will not give you this prompt, it is silent
Press 3 as soon as the voice prompt begins to speak
- Press **1** - Personal Options
- Press **4** - Change Security Code
- Follow the prompts to change your password

Accessing your Voicemail from another phone

- Dial ext 3600
- When the system prompt starts speaking press *
- Enter in your extension number
- Enter in your password

You can continue to access the system as if you were at your own phone.

Accessing your Voicemail outside the organisation

Your voicemail is also accessible from outside the organisation

- Dial Ph 9288 3600
- Enter in your extension number
- Enter in your password

You can continue to access the system as if you were inside the organisation

Message Retention Time

The STV standard time for Voicemail Message Retention is 14 days. For times where someone is going to be away from their office for periods longer than 14 days, time extensions can be made through a request to the IS Help Desk. E.g. During annual leave.

Messages that have not been accessed within this time are automatically deleted from the Voicemail system and are irretrievable.