



Guide to voicemail

Contents

1. Introduction and overview	1
2. Setting up your voicemail	2
3. Day-to-day use of voicemail	3
4. Message lengths and storage	7
5. Best practice	7
6. Summary of menu options	8

IT Service Desk—ITSD

The IT Service Desk is available to offer help on any telephone related matter. The ITSD is open Monday – Friday 08:00 – 18:00 and can be contacted via:

- Telephone: **0115 95 16677**
- e-mail to itservicedesk@nottingham.ac.uk

Further details of the telephone services available can be found on the Information Services website at:

www.nottingham.ac.uk/is/connect/telephones

1. Introduction and overview

Voicemail can be enabled on any extension on the University's telephone system. Voicemail brings many additional advantages than a standard telephone answering machine - this document describes how to set up and make the most out of your voicemail service.

Extension users can allow their telephone to divert after four rings to the voicemail system which then answers the call automatically. You record a 'standard greeting' that callers hear which can be easily changed at any time. All prompts and messages are recorded digitally for maximum clarity. Messages are time and date stamped automatically.

During the 'standard greeting' message you can give callers the option to request personal assistance as an alternative to leaving you a message.

In such cases, the system automatically transfers them to the alternative extension you have designated.

NB: If you want this option, you must state this when requesting a voice mailbox and you must quote the alternative extension.

Once a message has been left in your mailbox you will be notified by one of the methods illustrated in section 3.3 below.

1.1. Advanced features

The system has a package of advanced features which could be beneficial to an individual, a work group, or a department handling repetitive queries or high volumes of calls. The benefits include reduced holding times and the ability to handle multiple calls simultaneously.

Information Services are happy to tailor the system to meet your needs, so please contact the IT Service Desk **16677** for further information.

2. Setting up your voicemail

The very first time you call into your voice mailbox you will be asked to record your name and a personal greeting and to program your security code (password).

NB: Before you do this, you should decide what you would like your personal greeting and security code to be. You can change them later if you wish via the menus (shown at the end of this document).

Whilst setting up your voice mailbox system you are asked a number of Yes/No questions. NB: Digit 1 is always yes and digit 2 is no.

A suggested format for your personal greeting is: "This is {name}. I am unable to answer your call at the moment but please leave me a message..."

Please note that the system automatically adds, "Speak after the tone."

Your security code must be a number that you can key in on the telephone dial pad. Choose something you will be able to remember, preferably without having to write it down.

When you have decided on your personal greeting (it is advisable to have it written down in front of you), and your security code, you should proceed as follows:

1. Lift your handset and ring extension **15577**
2. Follow the voice prompts to record your name and personal greeting and to key in your security code. When you have finished each prompt, press the * key on your telephone dial pad
3. After you have been through the set-up options you will be asked to confirm that you are happy with them—press **1** for yes or **2** if not. (If you are not happy and reply with **2**, the procedure is repeated)
4. When you are happy with your settings, you will hear the main menu of options (listed at the end of this document). If you don't want to make any more changes to your settings, replace your receiver
5. You should now ring the IT Service Desk on 16677 to tell them you have set up your voice mailbox. They will then set your phone to divert to voicemail after 15 seconds (4 rings)

Your voice mailbox is now ready to receive calls. If you wish to divert all calls immediately to your voice mailbox, please refer to Section 3.1.

3. Day-to-day use of voicemail

3.1. Diverting your call to voicemail

- To divert all calls to the voice mail system, dial *21 15577
- To cancel diverts, dial #21. Unless you have set call diversion, calls should be diverted to your voice mailbox after 15 seconds (4 rings)

3.2. Diverting your call to voicemail for Lync (Skype for Business)

Lync (Skype for Business) users will also be required to change their call forward settings to send unanswered calls to the voicemail system. This can be done on your Lync desktop client by clicking Tools>>call forward settings> and following these steps:

Step 1: In the section 'Your current call forward settings' >> 'Unanswered calls will go to' > click on the blue writing.

Step 2: In the 'Send unanswered calls to the following' drop down box, click new number or contact.

Step 3: In the pop up box enter 15577 and click 'Ok' in this box.

You can now set the number of seconds you would like your phone to ring before the call is sent to Voicemail, this is done using the "Ring for this many seconds before redirecting" drop down box.

Once you are happy with your selections click 'Ok' and 'Ok' again to close the Lync options box.

Your Lync phone has now been set to forward unanswered calls to your voicemail box.

3.3. Notifications that a message is in your mailbox

Type of Message Notification Available	University Park	Jubilee	KMC	Sutton Bonington, City Hospital Campus, Derby Medical School	QMC Medical School
Standard Handset	Bell Tinkle and/or email	MW Lamp and/or	MW Lamp and/or email	Not Available	MW Lamp and/or email
Ergoline	MW Lamp and/or email	MW Lamp and/or email	MW Lamp and/or email	Not Available	MW Lamp and/or email
Cordless desk phone	Email only	Email only	Email only	Not Available	Email only
DECT handset	MW symbol and/or email	MW symbol and/or email	MW symbol and/or email	Not Available	MW symbol and/or email
Polycom desk phone	MW Lamp and/or email	MW Lamp and/or email	MW Lamp and/or email	MW Lamp and/or email	MW Lamp and/or email
Lync (Skype for Business)	email	email	email	email	email

NB: Email notification will give you information of the caller's name and number (if available), time/date of call and message duration.

3.4. Accessing your voice mailbox

You can access your voice mailbox from any tone-dial telephone. In each case, you will be asked to enter your security code and then you will hear the main menu of options.

All the menu options are listed at the end of this document.

NB: Whenever questions are asked, Digit 1 is always yes and digit 2 is no.

NB: To exit from voicemail at any time, replace the receiver. If you are listening to one of your messages at the time it will be retained on the system as a new message.

3.4.1. From your own extension

Dial extension 15577. As your own extension is recognised as being associated with your voice mailbox, the system assumes you wish to log into your mailbox and asks you to enter your security code.

3.4.2. From a University extension (not associated with a voice mailbox) or from off campus

1. Dial extension 15577—(0115) 951 5577 from off campus
2. As soon as you hear the message Welcome to the University of Nottingham voicemail system... dial **9** followed by your voice mailbox number (normally your own extension number). Do not wait for the Welcome message to end as you will then be transferred to the switchboard
3. The system then asks you to enter your security code

3.4.3. From a University extension associated with another voice mailbox

1. Dial extension 15577
2. You will be asked to enter the password for the v-mailbox associated with the extension you are using, do nothing until ...
3. ... after a few seconds you will hear the system prompt *Welcome to the University of Nottingham voicemail system...* dial **9** followed by your v-mailbox number (normally your own extension number)
4. The system then asks you to enter your security code

3.5. Giving callers the option to reroute

Your voice mailbox can be programmed to allow callers (with tone dial phones) to reroute themselves to another telephone number.

To allow callers to transfer themselves to a colleague, Information Services must program your voice mailbox with your colleague's extension number. Once set, any caller who presses **1** during your greeting will be transferred to the designated number. If the number is busy or unanswered, the caller will be advised and given the opportunity to leave you a message.

Once programmed by Information Services, you can turn the feature on or off by advising callers (or not) within your greeting message to "press 1."

3.6. Speeding up your access

As you become more familiar with the system, you will find the menu system slows you down. To overcome this you may over-dial the system voice with your selection at any time while listening to a menu. For example, to change your current greeting, you should log in as normal

and as soon as you hear the main menu dial **746** - the system will then prompt you to record.

3.7. Playback menu

In message playback the system has a number of 'hot keys' which allow you to perform additional functions:

1 = Skip to the end of the message

4 = Slow down the message playback

5 = Press once, the volume is turned down, press again and the volume is turned up, press for a third time and the volume is returned to standard

6 = Speed up the message playback

7 = Jump backwards 3 seconds (useful to repeat a phone number)

8 = Pause (useful if someone interrupts you)

9 = Jump forwards 5 seconds

* = Stop playing the message and save it for later

= Repeat the previous message (only when listening to the menu)

4. Message lengths and storage

In normal operation, the system will store an unlimited amount of messages in a mailbox. However, the maximum length of any message is 2 minutes.

The Voicemail system is intended as a short term message handling facility. Messages left in your voice mailbox will automatically be deleted in line with the following formula:

- If you do not listen to a message it will automatically be deleted after 21 days
- If you listen to a message but do not delete or archive it the message will be deleted at midnight
- If you archive a message it will be deleted at midnight after 2 days

5. Best practice

- Check for messages at least twice a day
- Delete messages once you have listened to them (press **6** rather than **5** to hear the next message)
- If you will not be accessing your voice mailbox during the working day, change your greeting to let callers know when you will be able to answer their message
- If possible, offer your callers the possibility of selecting personal assistance
- Keep greeting messages concise as possible—aim for a max of 10 seconds

6. Summary of menu options

Main Menu	New Messages	Message Options	Old Messages
Check new messages = 4	Replay = 4	Edit the message = 4	Replay = 4
Leave a message = 5	Check next message = 5	Set special delivery = 5	Check next message = 5
Review old messages = 6	Delete = 6	Address to others = 6	Delete = 6
Change setup options = 7	Archive = 7	Send a message *	Archive = 7
	Hear time stamp = 8		Hear time stamp = 8
	Save as new = 0		Save as new = 0
	Repeat the message = #		Repeat the message = #

Message Order	Message Delivery	Edit Groups	Current menu functions
New message order = 1	Work phone on / off = 4	Add members = 4	Step back to a menu = #
Old message order = 2	Home phone on / off = 5	Delete members = 5	Return to main menu = *
	Pager phone on / off = 6	List members = 6	
	Spare phone on / off = 7	Change group name = 7	

Setup options	Greetings	Groups	Transfer & Delivery
Greetings = 4	Hear current greeting = 4	Create a group = 4	Change call transfer = 4
Groups = 5	Switch greeting = 5	Edit your groups = 5	Message delivery = 5
Transfer & delivery = 6	Edit standard greeting = 6	List your groups = 6	
Personal options = 7	Edit alternate greeting = 7	Delete a group = 7	
Message copy = 8	Edit busy greeting = 8		
Message order = 9			

Change Transfer	Change Delivery	Personal Options
Change phone number = 4	Change phone number = 4	Change security code = 4
Call screen on / off = 5	Change schedule = 5	Re-record name = 5
Call holding on / off = 6	Urgent only on / off = 6	Re-spell name = 6
		Directory status = 7
		Email setup = 8