

Setting your notification options

There are three ways to be notified of new voicemail messages:

- Red Light - The red light on your phone is lit
- E-Mail Alert - You get an e-mail alerting you to a new voicemail.
- E-Mail Delivery - You get the voicemail delivered via an e-mail attachment.

Note: If you listen to your new messages via a telephone handset, you must action the message (either save or delete) to clear its "new" status and switch off the red light.

Online access only

- Use a web browser to navigate to <https://my.phone.cam.ac.uk/myphone/vmsettings/>
- In **Email Notification** set or remove your email address as required.

Sending messages using voicemail

You can leave a message for another voicemail box without dialling the extension.

- Access the voicemail system, see *Accessing your voicemail*, and enter your 5 digit PIN.
- Press **2** to **Send a Message**.
- After the tone, record your message.
- When you are happy with your message, press **1** to **Accept your message**.
- Select the urgency of your message.
- Enter the destination voicemail box, the University extension number.
- Press **2** to **Accept the current delivery settings**.

Further information

Your Telephone Liaison Officer

Telephone Liaison Officers (TLO) provide an authorised link between the Telecomms Office, the participating institutions and their extension users. Requests for changes to the display, levels of access, and other rearrangements should be routed through the appropriate TLO, see www.phone.cam.ac.uk/camonly/tlo.html

Contacting the Telecommunications Office

email: helpdesk@phone.cam.ac.uk
tel: (01223 3)37070
web: www.phone.cam.ac.uk

Voicemail Reference Guide

You Have VoiceMail





Accessing your voicemail

The University of Cambridge voicemail system can be accessed in two ways; via a telephone handset or online.

Online access

- <https://my.phone.cam.ac.uk> to retrieve, delete, call forward and change your settings.

Internal telephone access from your telephone

- From a 3905, dial **47474**.
- From a 6901, dial **47474**.
- From a 692x/694x, dial **47474** or  button.
- From a 7821, dial **47474** or  button.
- From a 7911, dial **47474** or **Msgs** (soft key).
- From a 794x/796x, dial **47474** or  button.
- From an 88xx, dial 47474 or  button
- From an analogue handset, dial **47474**.

Internal telephone access from another telephone

- Access the voicemail as above.
- Dial **# #**
- Enter the five digit extension of the voicemail box you wish to access remotely.

External telephone access

- Dial **01223 747474**.
- Dial ***** then enter the five digit extension of the voicemail box you wish to access remotely.

Note: To access the voicemail box assigned to a hunt group refer to the instructions 'Internal telephone access from another telephone' or 'External telephone access' and enter the hunt group number when prompted for the five digit extension.

Listening to and managing your voicemail messages

You can listen to and manage your voicemail online at <https://my.phone.cam.ac.uk> or access them via a telephone handset:

Retrieving your messages

- Access the voicemail system, see *Accessing your voicemail*, and enter your 5 digit PIN.
- Select **1** to **receive your messages**.

Once you have listened to your messages, or it is still playing, you can:

Press...	to...	
1	Save	Saves the current message.
2	Repeat	Repeats the current message.
3	Delete	Deletes the current message.
8	Take action	See <i>Taking action on a message</i> .
*	Exit	Return to the Main menu.

Note: the voicemail will play the Urgent messages first, followed by any New messages and then the Saved messages

Taking action on a messages

Press...	to...	
1	Copy with comments	Allows you to copy the message to another voicemail and append a message of your own.
2	Forward	Forwards the message to another voicemail box.
*	Cancel	Return to the Message playback menu.

Forwarding calls to your voicemail

Forwarding to voicemail is normally set to transfer while busy or after 15 seconds, this can be changed online at <https://my.phone.cam.ac.uk/myphone/phoneoptions/>

Forwarding all calls to voicemail

Telephone access

- From a 3905, Press **Feature** button, hi-light **Call Forward All**, press **Feature** button and type **47474**.
- From a 6921, 6941 or 7821, press **Fwd All** (soft key) and type **47474**.
- From a 7911, press **more** (soft key), then **CFwdALL** (soft key) and type **47474**.
- From a 794x/796x, press **CFwdALL** (soft key) and type **47474**.
- From an 88xx, press **Forward All** (soft key) and type **47474**.
- From an analogue handset, dial ****1 47474**.

Note: Call forward on the Cisco 6901 can only be set online or via the Telecomms Systems Administration.

To cancel the call forward

- From a 3905, press **Feature** button, hi-light **Call Forward All**, press **Feature**.
- From a 6921, 6941, 7821 or 79xx press **CFwdALL** or **Fwd Off**.
- From an 88xx press **Forward Off** (soft key)
- From an analogue handset, dial ****2**.

Online access

- Use a web browser to navigate to <https://my.phone.cam.ac.uk/myphone/phoneoptions/>
- For Call Forward **All**, press **Edit**, from the drop down menu select **Voicemail** and press **Submit**.

To cancel the call forward

- For Call Forward **All**, press **Edit**, from the drop down menu select **None** and press **Submit**.

Redirecting an incoming call to voicemail

- From a 7911/794x/796x, press **iDivert**.
- From a 6921/6941/7821, press **Divert**.
- From an 88xx, press **Decline** (soft key)

Personalising your voicemail

Changing your PIN

Telephone access

- Access the voicemail system, see *Accessing your voicemail*, and enter your 5 digit PIN.
- Select **3** to **Personalise your mail box**.
- Select **2** to **Change your PIN**.
- Enter a new 5 digit PIN.
- Re-enter the new 5 digit PIN to confirm.

Online access

- Use a web browser to navigate to <https://my.phone.cam.ac.uk/myphone/vmsettings/>
- In **Mailbox PIN**, enter a new 5 digit PIN and press **Set new PIN**.

Note: If you repeatedly attempt to enter the incorrect PIN the voicemail box will lock and you should contact your Telephone Liaison Officer or the Telecomms Helpdesk to unlock it.

Recording your personal greeting

It is possible to record upto 9 greetings and define one of them as the 'active' greeting.

Telephone access only

- Access the voicemail system, see *Accessing your voicemail*, and enter your 5 digit PIN.
- Select **3** to **Personalise your mail box**.
- Select **1** to **Review your personal greeting**.
- Select **2** to **Review personal greeting recordings**.
- Enter the number of the personal greeting you wish to review, for example 1 if only one greeting defined, or the next available number for an additional greeting to be recorded.
- Select **3** to **Record**.

Online access

- Use a web browser to navigate to <https://my.phone.cam.ac.uk/myphone/vmsettings/>
- In **Greetings**, press **Record** and the voicemail system will call you to record the selected greeting.

Activating a personal greeting (where multiple greetings have been recorded)

You can review your personal greetings and define one of them as the 'active' greeting online at <https://my.phone.cam.ac.uk/myphone/vmsettings/> or via a telephone handset:

Telephone access

- Access the voicemail system, see *Accessing your voicemail*, and enter your 5 digit PIN.
- Select **3** to **Personalise your mail box**.
- Select **1** to **Review your personal greeting**.
- Select **1** to **Review you active greeting**.

then either,

- Select **1** to **Listen to your current active greeting**.
- Select **2** to **Change your active personal greeting**.

Online access

- Use a web browser to navigate to <https://my.phone.cam.ac.uk/myphone/vmsettings/>
- In **Greetings**, press **Listen** to review and the **Activate** to set your active personal greeting.