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
- Email Alert - You get an email alerting you to a new voicemail,
- E-Mail Delivery - You get the voicemail delivered via an email attachment.

Note: If you listen to your new messages via a telephone handset, you must delete 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://myphone.cam.ac.uk/myphonvme/nnsettings/
- In Email Notification set of 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 authorized link between the Telecommunications 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/4.html

Contacting the Telecommunications Office

email: helpdesk@phone.cam.ac.uk
 tel: (01223) 370707
 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://myphone.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 Mag key.
- From a 794x/796x, dial 47474 or button,
- From an 880x, 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 Taking action on a message.

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.

Redirecting an incoming call to voicemail

- From a 7911/794x796x, press Divert, then 1.
- From a 6921/6941/7821, press Divert.
- From an 88x, 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 Line Officer or the Telecomms Helpdesk to unlock it.

Recording your personal greeting

It is possible to record up to 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 is 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.

Telephony 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 your active greeting.
- 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.

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/vmoptions/

Forwarding all calls to voicemail

Telephone access

- From a 3905, press Feature button, highlight Call Forward All, press Feature button and type 47474.
- From a 6921, 6941 or 7821, press Forward 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 88x, press Forward All (soft key) and type 47474.
- From an analogue handset, dial **47474.

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

To cancel the call forward

- From a 3905, press Feature button, highlight Call Forward All, press Feature.
- From a 6921, 6941 or 7821, press CFwdOff or Off.
- From an 88x 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/vmoptions/.
- 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.