Welcome to UNSW Voicemail

The Voicemail Number is:
- Voicemail Internal Number: \text{x58222}
- Voicemail External Number: (02) 9385 8222
- Default Security Code: 1 2 3 4

What is required?

1. Setup your new Voicemail
   - Dial 58222 from your phone
   - Enter the default security code 1 2 3 4
   - Create a new security code
   - Record your name. (Press 2 to start, 2 to finish)
   - Record your greeting. (Press 2 to start, 2 to finish)

2. Setup your forwarding on your phone

Your phone has three forwarding options-
- Forward No Answer – Your phone will divert if not answered
- Forward Busy – Your phone will divert if you are on the phone
- Forward All – Your phone will divert without ringing

Forward No Answer and Forward Busy are the recommended forwarding options

For Digital handsets with dedicated Forward Buttons

To cancel forwarding.

The digital handset will have a LED on to indicate if forwarding is set. To cancel, press speaker and then press the function button that is lit.

To set forwarding.

Press speaker
Press the appropriate Forwarding Button
Dial 58222
Press speaker

For ANALOGUE Handsets with no forward buttons

- First you need to cancel all your forwards. Pick up your handset then dial the code and then hang-up after each cancel.

  - Cancel Forward No Answer Pick Up Dial *19
  - Cancel Forward Busy Pick Up Dial *15
  - Cancel Forward All Pick Up Dial *17

- Secondly you need to set your new forwards

  - Set Forward No Answer Pick Up Dial *18 58222
  - Set Forward Busy Pick Up Dial *14 58222

If you need to forward your phone directly without ringing, set your Forward All, however most people do not use this.

  - Set Forward All to Voicemail Pick Up Dial *16 58222
  - Set Forward All to Mobile Pick Up Dial *16 0 + Mobile No

Options while using voicemail.

If you want to \hspace{1cm} Enter
- Listen to new messages \hspace{1cm} 1
- Listen to saved messages \hspace{1cm} 5
- Record and send a message \hspace{1cm} 2
- Record a new name \hspace{1cm} 3 1 5
- Record a new greeting \hspace{1cm} 3 4
- Go up one menu level \hspace{1cm} *

Listening Options

- Pause \hspace{1cm} 1
- Forward to another voicemail box \hspace{1cm} 2
- Back up 5 seconds \hspace{1cm} 3
- Delete message \hspace{1cm} 4
- Save the message \hspace{1cm} 5
- Back up to the beginning \hspace{1cm} 6
- Skip to next message \hspace{1cm} 7
- Reply \hspace{1cm} 8
- Advance 5 seconds \hspace{1cm} 9
- Date and Time Stamp \hspace{1cm} 0

Holiday / Out of the Office greeting Options

You can setup a “Holiday” greeting, this will notify the caller that you are out of the office and once enabled, no voicemails can be left. This can be enabled as below

- Dial the voicemail and select option 3 - Set User Options. Then select Option 6 - record your out of office message
- Ensure that your message notifies the caller of your return date and if applicable, an alternative contact during your absence.
- When you return, ensure you disable your out of the office feature by dialling option 4 from your main menu.

For further details see - \url{https://www.it.unsw.edu.au/staff/telephony/services/voicemail.html}
UNSW VOICEMAIL - QUICK REFERENCE GUIDE

To get to your voicemail
- From your UNSW Extension - Dial 58222
- From any UNSW Extension - Dial 58222 followed by *# to select another mailbox
- External to UNSW - Dial 02-9385-8222

LISTENING

Pressing * at any point returns you to the previous menu

LISTENING OPTIONS:
- Pause
- Forward
- Back up five seconds
- Delete
- Save
- Review
- Skip to next message
- Reply to message
- Advance five seconds
- Time / Date information
- Continue listening
- Increase speed
- Decrease speed
- Select mailbox
- Record message
- Transfer to extension
- Transfer to number
- Approve for Sending
- Pause or Continue
- Back up five seconds
- Discard and start over
- Review
- Advance five seconds
- Set routing options

MESSAGING

Speak your message and record
- Approve for Sending
- Pause or Continue
- Back up five seconds
- Discard and start over
- Review
- Advance five seconds
- Set routing options
- Enter mailbox number
- Send Message
- Remove last number entered
- Cancel message
- Future delivery
- Set urgent Status
- Restrict forwarding
- Request a receipt
- Leave callback number
- Return to recording options

MANAGING

User Options
- Personal options
  - Record your standard greeting
  - Record your busy greeting
  - Record your out of office greeting
- Change message notification
- Change daily message reminder
- Record personal greeting
- Change security code
- Record your name

Personal Options
- Standard Greeting
- Out-of-office greeting

Pressing * at any point returns you to the previous menu

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