

Accessing your Voicemail

Internal : 51122

Dial 51122 from any UQ landline and enter your password when prompted.

External : 3365 1122

To access your mailbox from a non-UQ phone, dial 3365 1122 and enter your extension as your mailbox number when prompted, then enter your password.

At the University of Queensland, a phone's voicemail box number (or address) is the same number as its extension number.

Phone Setup for Voicemail

Set your phone to call forward busy/no answer to the voicemail pilot number, **51122**. If your phone is busy or a call rings for approximately 12 seconds without being answered, the call will be redirected to voicemail. It is not recommended that you set your phone to forward all incoming calls to voicemail.

Digital/IP Handset:

To set a *call forward busy/no answer* on a digital or IP handset, press the 'FWD NANS' key, then enter 51122. 'FORWARD SET' will display on your LCD screen and the FWD NANS key will light up. To cancel the call forward, press the FWD NANS key again.

Analogue Handset:

To set a *call forward busy/no answer* on an analogue handset, press the * and 2 keys and then enter 51122. A confirmation tone will then be heard. To clear the call forward, press the # key, then the '2' key.

Listen to Voicemail Messages

To listen to a voice message, *once you have accessed your voicemail*, choose one of the following options:

Listen to new messages

This option is only available when new or unassigned messages are present.

1

Listen to saved messages

This option is only available when you have saved messages present.

5

Retrieve deleted messages

This option is only available when you have deleted a message in the current call. Ending the call will irretrievably remove deleted messages.

7

Listening Options

Delete	4
Reply (Mailbox or call extension)	8
Save	5
Forward Message	2
Review Message	6
Skip	7
Quit out of Mailbox	*

Help and Assistance

To send a voicemail message, only one delivery address is required. The prompt to enter additional addresses is entirely optional.

The Short Message Service (3-1-8) function sends a copy of received voicemails to your email inbox.

For any queries or requests to enable features contact the Telephone Helpline on extension 51000. Or, visit the ITS website under phones/voicemail.

Sending Voicemail Messages

To send a voice message, *once you have accessed your voicemail*, press '2', and when prompted with the tone record your message. Once you have recorded your message - press #, you will be prompted to enter an address (address is an extension number). The system will confirm whether the address is valid. You will now be prompted to enter another address. Do this if you wish to send to multiple recipients, otherwise press # to send.

2

Recording Options

Review a message	6
Discard and re-record	4
Back up five seconds	3
Advance five seconds	9
Review routing options	0
Cancel message	*
Cancel previously entered address	*
Cancel and erase message	* *

Phone Manager Functions

To modify the user options press '3' after accessing your voicemail.

3

Personal Greetings

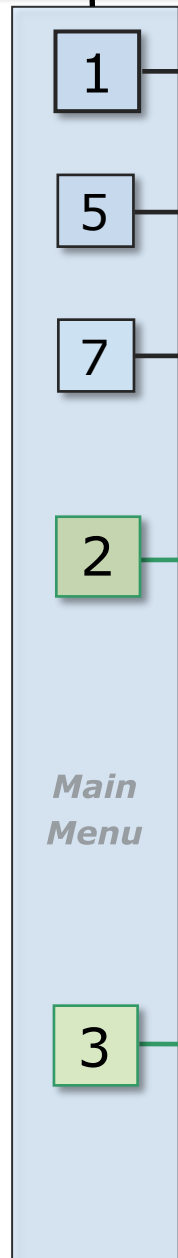
Record personal greeting	3-1-3 - 2
Record <i>out of office</i> greeting	3-1-3 - 3
Turn on <i>out of office</i> greeting	3-1-3 - 5
Record your name	3-1-5

Personal Settings

Change security code	3-1-4
Record announcement for mailbox you sponsor	3-1-6
Short Message Service (email) notification	3-1-8
Change message forwarding	3-2-4
Change the order in which you hear messages	3-2-5

Dial 51122
Enter Security Code

Note: Press * to return to previous menu.



Listen to New Messages
(Option appears only when new message present)

Listen to Saved Messages
(Option appears only when saved messages present)

Retrieve Deleted Messages
(Option appears only when you have deleted a message within the current session)

Listening Options

Delete	4
Reply (Mailbox or extension)	8
Save	5
Forward Message	2
Review Message	6
Skip	7
Quit	*

Options During Message

Pause/Continue	1
Increase Speed	4
Decrease Speed	7
Set Bookmark	5
Resume from Bookmark	8
Help Menu	#
Rewind 5 seconds	3
Fast forward 5 seconds	9

At the tone

Record Your Message

Approve for Sending #

Whilst RECORDING

Stop/Continue Recording	2
Review Message	6
Discard and Re-record	4
Back up five seconds	3
Review routing options	0
Advance 5 seconds	9
Cancel this message	*

Enter an Address—Send your Message #

Cancel previously entered address	*
Erase Message	**

Routing Options

Future Delivery	1
Set urgent status	2
Restrict forwards	3
Request message receipt	5
Number where you can be reached	8
Previous Menu	*

Phone Manager Functions

Personal Options	1
Messaging Options	2
Record Standard Greeting	4
Record Out of Office Greeting	6
Quit	*

Record name for sponsored mailbox †	2
Change your personal distribution list	3
Change message forwarding	4
Change the order you hear messages	5
Change message envelope settings	6
Quit	*

Change immediate message notification	1
Change Daily Message Reminder	2
Record Personal Greeting	3
Change Security Code	4
Record Name	5
Record announcement for mailbox you sponsor †	6
Change SMS (email) notification †	8
Quit	*

Standard Greeting

Discard current greeting	4
Record new greeting	2
Quit	*

Out of Office

Discard current greeting	4
Create new greeting	2
Turn on current recording	5
Quit	*

† To enable these features, call the Telephone Helpline on **51000** or view the ITS website under Phones/Voicemail