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.

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

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.

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.

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.

Personal Greetings
Record personal greeting 3-1-3 - 2
Record out of office greeting 3-1-3 - 3
Turn on out of office 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