

Voicemail user guide

To access voicemail from your own phone, dial 6200. (From outside the College it is +44 (0)20 7631 6200.) When you dial this number you will be asked for your password. The default is 8888 and you should **change this as soon as possible**.

To access your voicemail from any other extension, dial 3151.

Once connected, options are provided to you by the voicemail system.

The first time you use voicemail, you should record a personal greeting and press * at the end of the recording. (Otherwise the caller will hear only silence.)

It is also best to record your username (this is the name sent forward on message confirmation). Again key * at the end of the recording.

Once your greeting and username are set up, you are ready to use your voice mailbox.

New messages are kept indefinitely until listened to. Once messages are listened to they are stored for eight days and then automatically deleted. They can be deleted manually before that time. The total message store within each mailbox is 50 messages (three minutes each). This includes both new and stored, so it is best to delete messages that are no longer required to prevent the mailbox from becoming full.

Pressing * at any time returns you to the previous menu and eventually to the start of the voicemail menu.

Call notification receipt

There are two ways in which the voicemail system tells you that you have a message waiting.

1. Simple 'bell tinkle': Your phone rings briefly twice when there is a message waiting.
2. You will also receive, on your PC desktop, a 'desktop notify' indication if you have the client software installed.

Desktop notify indication

Usually this is installed for you, and is a small piece of software on your PC, which normally stays minimised in the system tray (in the right hand bottom corner), showing a light blue 'DN' icon.

It will pop up to give a visual indication of a message waiting in your mailbox.

Double-clicking on the Call Detail text within the pop-up box will show details of the received call (new or stored call).

You can re-send the call to your mailbox to ring your phone by double-clicking on the call detail and entering your password. This saves you having to enter your mailbox number and password to listen to the message from your phone directly.

Desktop Notify uses the same password as your mailbox (set using 'setup' in the DN box). So if you change your mailbox password you must use the same password in the DN box.

Minimising the desktop notification client

The Message Notify box must be kept open to work. It is best kept minimised. If it is accidentally closed then re-start the application from 'Start/Programs' and minimise if required.